

Enjoy Life

A Newsletter for VIVA MEDICARE Members

Open talks with your PCP

Make sure you're both on the same page with your health

PAGE 2

Questions to ask your PCP

PAGE 4

Get the most from your health plan benefits

PAGE 5

Stay connected for better member support

PAGE 6

Don't Let Spam Calls Fool You

— But Don't Ignore Important Calls from VIVA MEDICARE

PAGE 8

Peachy Recipes and Brain Games

PAGES 9-11



Talking with Your *Primary Care Provider (PCP)*

about Your Health Concerns Is a Big Part of Keeping You Healthy

Taking care of your health is important at every age. One of the best ways to stay healthy is by talking openly with your PCP about both your physical and mental health. Your PCP is there to help you feel your best, stay active, and enjoy life.

Talk About Physical Health

During your appointments, tell your PCP about any changes you notice, such as:

- Trouble walking or keeping balance
- Pain in your joints or muscles
- Feeling tired more often
- Problems sleeping
- Changes in weight or appetite
- Shortness of breath or dizziness

Even small problems can become bigger over time. Your PCP may suggest exercise, therapy, healthier eating, or changes to your medications to help you feel better.

Mental Health Is Important, Too

Mental health is just as important as physical health. Many seniors may feel lonely, stressed, worried, or sad at times. These feelings should not be ignored.



Talk to your PCP if you:

- Feel down or hopeless
- Have lost interest in activities you once enjoyed
- Feel anxious or nervous often
- Have memory concerns
- Feel lonely or isolated

Your PCP can help connect you with support, counseling, or other resources that can improve your quality of life.



Healthy Habits Matter

Simple daily habits can help you stay healthy and independent. Ask your PCP about:

- Safe exercises or walking programs
- Healthy food choices
- Ways to improve sleep
- Staying socially active
- Preventive screenings and vaccines

Remember

You do not have to wait until something feels seriously wrong to talk with your PCP. Regular conversations can help you stay healthier, feel better, and continue doing the things you enjoy most.

See *page 4* for a list of questions to ask your PCP.





Questions to Ask Your PCP:

It can help to write down questions before your visit so you don't forget to ask.
You might ask:

“What can I do to improve my energy?”

“Am I active enough?”

“Are my medications causing side effects?”

“How can I improve my memory or mood?”

“What screenings or vaccines do I need?”

Add your other questions here:

We're halfway through the year.

Are you getting the most out of your health plan?



Hassle-free Dental Allowance:

Your plan has a dental allowance for your preventive, diagnostic, and comprehensive dental care. Your allowance can be used on any dental service, except for cosmetic services (for example, teeth whitening).

- ✓ No plan approvals needed
- ✓ No copays or coinsurance
- ✓ No cost to you up to your allowance amount

VIVA MEDICARE has a dental network of preferred providers. When you use a dentist who is in the network, you get **discounted rates** on services such as fillings, crowns, implants, and tooth extractions. When your rates are lower, you can stretch your dental allowance even further.



Eyewear Allowance:

Your eyewear allowance can be used toward **prescription eyewear** (glasses, contact lenses, frames, and upgrades) and **contact lens fittings**. You can use the eyewear provider of your choice.

Pay for your eyewear out-of-pocket and submit a request for reimbursement to VIVA MEDICARE. Visit vivahealth.com/medicare/memberresources, click on "Plans," and choose your plan to get a copy of the Reimbursement Claim Form. **Or, call VIVA MEDICARE Member Services at 1-800-633-1542 (TTY: 711).**

Plus, members are eligible for one pair of eyeglasses or contact lenses for a \$0 copay after cataract surgery. You pay any amount over the Medicare allowed amount.



Over-the-Counter Allowance

You have a quarterly over-the-counter (OTC) benefit through NationsBenefits® that gives you an allowance to choose from hundreds of OTC products. See the full catalog of items from bandages to vitamins at **VIVA.NationsBenefits.com**.

To place an order:

Call: 877-209-5189 (TTY: 711), 8am - 8pm, 7 days a week, except federal holidays

Online: VIVA.NationsBenefits.com

Mail: Use the order form in the printed OTC catalog

Stay Connected

for Better Member Support

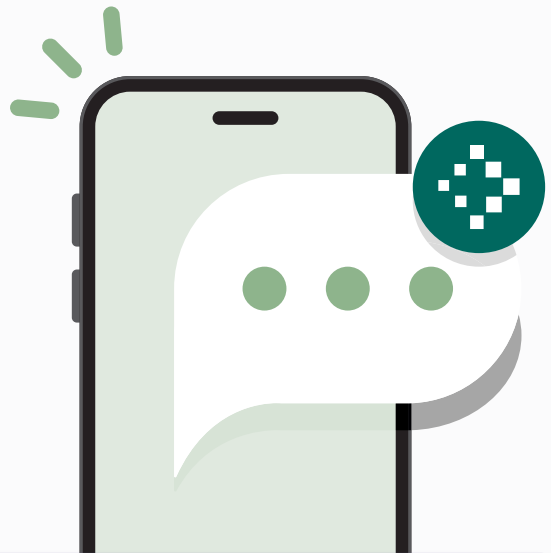
As a VIVA MEDICARE member, you have important choices about how you get information from your health plan. Choosing your communication preferences, signing up for the member portal, and opting in to email and text messages can make it easier to stay informed and get the most from your benefits.

Why Communication Preferences Matter

When you choose how you want to hear from us, you get updates in the way that works best for you. This may include:

- Appointment reminders
- Benefit updates
- Wellness tips
- Prescription refill reminders
- Important plan notices

Getting information quickly can help you avoid missing deadlines or important health care services.



Sign up for the VIVA HEALTH member portal – It's safe and secure.

The member portal is a secure online account available anytime, day or night. It gives you easy access to helpful information in one place. Using the portal can save time and help you stay organized.

- See your health plan benefits and information
- Check claims
- Track your spending
- Find doctors and pharmacies
- Download your ID card

Go to **vivamembers.com** to sign up. If you already have an account, log in to see what's new in the online portal or app.



Why Email and Text Messages Help

Email and text messages are fast and convenient. They can help you stay up to date without waiting for paper mail.

Many members find email and text alerts helpful because they:

- ✓ Arrive quickly
- ✓ Provide reminders for appointments and screenings
- ✓ Share health and wellness information
- ✓ Notify you about important changes
- ✓ Help you take action sooner

You can update your preferences at any time.

Stay Informed and Stay Healthy

Good communication helps you make the most of your VIVA MEDICARE benefits. By choosing your communication preferences, signing up for the member portal, and allowing email and text updates, you can stay connected to the information you need to support your health and well-being.



Don't Let Spam Calls Fool You —

But Don't Ignore Important Calls from VIVA MEDICARE

Most of us get unwanted phone calls throughout the day. Some calls are annoying, and others may be scams. It is smart to be careful before giving out personal information over the phone. But it is also important to remember that we may need to contact you about your care, benefits, or important updates.

How to Spot a Spam Call

Spam callers may:

- Ask for your Social Security number or bank information
- Pressure you to act quickly
- Promise free money or prizes
- Pretend to be Medicare
- Call repeatedly from different phone numbers

If you get a call from us, but something feels wrong, hang up and call the phone number on the back of your VIVA MEDICARE ID card to check.

Why VIVA MEDICARE May Call You

We may call you to:

- Remind you about doctor visits or screenings
- Help you refill medications
- Share benefit updates
- Offer wellness programs or care management support
- Check on your health after a hospital stay
- Help answer questions about claims or bills

These calls are often meant to help you stay healthy and get the most from your benefits.

Tips for Staying Safe

- Save VIVA MEDICARE's phone number in your contacts
- Listen to voicemail messages before calling back
- Never give personal or banking information to unknown callers
- If unsure, call us directly using the number on your member ID card
- Sign up for your VIVA HEALTH member portal, email, or text alerts so you can get updates in other ways

It's Okay to Screen Incoming Calls

You do not have to answer every unknown number, but if we've been trying to reach you, returning the call could help you avoid missing important information about your health care or benefits.

Staying alert and informed can help protect both your health and your identity.



Cool Summer Peach Treats

Fresh peaches are a favorite summer fruit across Alabama. Try these simple recipes that are easy, refreshing, and perfect for warm summer days.



Peach Yogurt Parfait

Ingredients

2 fresh peaches, sliced
2 cups vanilla yogurt
Granola
Honey (optional)

Directions

1. Add a spoonful of yogurt to a cup or bowl.
2. Layer peaches and granola.
3. Repeat layers until full.
4. Drizzle with honey if desired.
5. Chill and enjoy!

Single Serve Peach Crisp

(Vegan, Gluten-Free)

Ingredients

Peach

1 peach, ripe but firm

Crisp

2 tbsp quick oats
1 ½ tbsp almond flour
1 ½ tbsp maple syrup
1 tbsp chopped walnuts
½ tsp cinnamon
¼ tsp vanilla extract
Pinch of salt

Directions

1. Preheat the oven to 350°F.
2. Slice the peach into thin wedges and add to a small oven-safe dish. If you'd like extra sweetness, add a drizzle of maple syrup or pinch of coconut sugar and toss to coat.
3. In a small bowl, combine oats, almond flour, chopped walnuts, maple syrup, vanilla extract, cinnamon, and a pinch of salt. Stir until everything is evenly coated.
4. Sprinkle the crisp topping evenly over the peaches.
5. Cover the oven-safe dish with foil and bake for 20 minutes. Then, remove the foil and bake another 10–15 minutes, until the topping is golden.
6. Let cool slightly, then top with a scoop of vegan vanilla ice cream. Add a sprinkle of crushed walnuts or granola for extra crunch. Enjoy!

Peachy Crossword



ACROSS

3. The soft, furry hair on the peach skin
5. The pretty pink flower that turns into the fruit
9. A close relative of the peach that has smooth skin
11. Classic peach dessert
13. The hard seed inside the fruit

15. A peach where the pit clings to the flesh

16. Ready to eat

DOWN

1. A farm where peach trees grow
2. Another name for a peach pit
4. The time when peaches are picked

6. The US state famous for this fruit

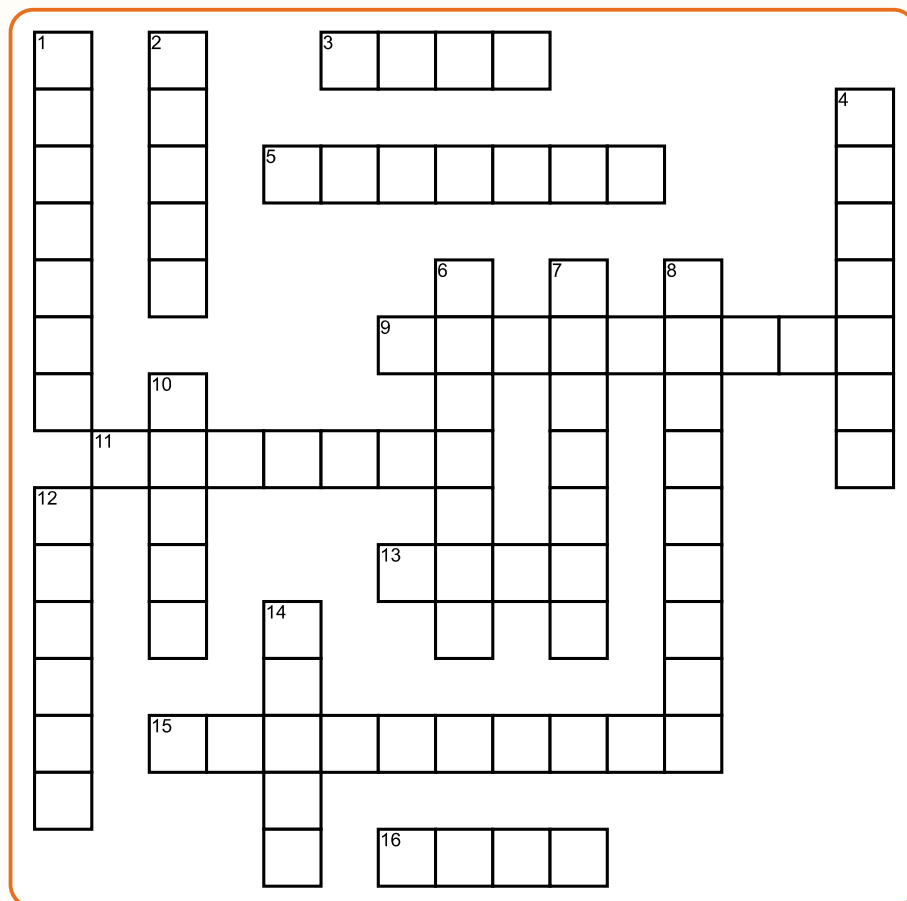
7. The capital city of Georgia

8. A peach where the pit easily drops out

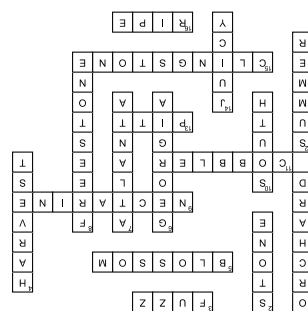
10. The region of the US where Georgia is located

12. Peak peach season

14. How a ripe peach is described



Answer Key:



ALMOND FLOUR



417 20th Street North, Suite 1100
Birmingham, Alabama 35203

PSRT STD
US POSTAGE
PAID
BIRMINGHAM, AL
PERMIT NO. 2061



**Your Member Services team is just a phone call away,
*right here in Alabama.***

We are happy to answer any questions about your benefits,
help you register for the member portal, and more.

Give us a call at 1-800-633-1542 (TTY: 711).

We are open Monday - Friday, 8am - 8pm. From October 1 to March 31,
we can take your call 7 days a week, 8am - 8pm