



South Carolina

Medicare Advantage

THE PULSE

Medicare Advantage Member Newsletter

Spring 2022 / Issue 7



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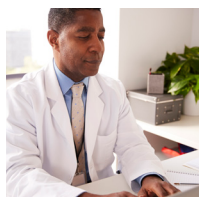




WHAT YOU CAN EXPECT IN 2022

As a BlueCross BlueShield of South Carolina Medicare Advantage member, you should receive the best care possible.

Below are some activities and partner companies that may contact you this year, depending on your individual health needs. All these activities are included in your Medicare Advantage membership, and each activity is sponsored by BlueCross BlueShield of South Carolina.



A BLUE CROSS REPRESENTATIVE may call you to assist in scheduling an annual wellness visit with your primary care physician.



A HOME TESTING KIT may arrive in the mail for a colorectal cancer screening, diabetes A1C test or kidney function test. Please complete the test at home and promptly return it by mail at no cost to you.



A QUALITY NURSE may call you after you leave the hospital to discuss your medications and answer any questions you may have.



COMMUNITY HEALTH EVENTS will take place in various locations across South Carolina. You may receive an invitation by phone and mail to an event in your area. Please join us for a fun day of bingo, health education and health screenings at no cost to you.



SIGNIFY HEALTH® may call you to schedule an in-home assessment at no cost to you. The results will be shared with you and your physician. Signify Health is an independent company that provides in-home health assessments on behalf of BlueCross BlueShield of South Carolina.



PHARMACY SYNERGISTICS may call to help you with medication refills and answer questions about diabetes, cholesterol or blood pressure medications. Pharmacy Synergistics Inc. is an independent company that provides pharmaceutical managed care consulting on behalf of BlueCross BlueShield of South Carolina.

KEEPING IN TOUCH

We always try to enhance our member satisfaction by promoting wellness and offering medication tips that can help you stay on track for your health goals. Below are some ways we may try to reach you!

If you ever feel the need to verify a message or call is from BlueCross BlueShield of South Carolina, please call the number on the back of your ID card to speak to a customer service representative.



Email from **Medicare.Stars@bcbssc.com**



Phone calls to help you with medication refills and to answer any questions



Traditional mail or postcards



Text message from “BCBS South Carolina” that says you have a message and includes a link to the message

OVER-THE-COUNTER COVID-19 TESTS

Medicare has a new initiative that will cover up to eight over-the-counter (OTC) COVID-19 tests each calendar month at no cost to you.

Who is eligible?

Medicare Advantage members are eligible to receive OTC COVID-19 tests at any pharmacy or health care provider that participates in this initiative. Members can get up to eight free OTC tests any time before the last day of the month for each subsequent calendar month.

How can I get tests through this initiative?

Check with your health care provider or pharmacy to see if it is participating. Find a partial list of participating pharmacies at www.medicare.gov/medicare-coronavirus. You should bring your red, white and blue Medicare card to get your free tests, but the pharmacy

may be able to get the information it needs to bill Medicare without the card.

Learn more:

- ◆ Call 1-800-Medicare **(1-800-633-4227)** with any questions about this initiative. TTY users can call **1-877-486-2048**.
- ◆ Visit www.medicare.gov/medicare-coronavirus for more information on how Medicare covers items and services related to COVID-19.
- ◆ Visit www.cms.gov/COVIDOTCtestsProvider for information about who can provide covered tests and how to bill Medicare.

MEMBER SPOTLIGHT

Each day, we are inspired by our members, and today we would like to highlight Irmo, South Carolina, resident Earl Owensby for his extraordinary accomplishments in the film community.

Owensby, the founder of Earl Owensby Studios, is an American-based film producer and actor who developed, produced and distributed independent action films. Of the 42 films created by Owensby, many garnered attention from international audiences. Owensby acted in several of his films, including “The Rutherford County Line,” and some films featured performances from such prominent names as David Allan Coe. Owensby even worked with distinguished Hollywood movie producer James Cameron to create what was once the world’s largest underwater soundstage in Gaffney, South Carolina.

Owensby’s accomplishments have been highlighted by media outlets such as CBS’ “60 Minutes,” in national magazines and at the North Carolina Museum of History in Raleigh. Owensby is said to be a pioneer in independent filmmaking and a visionary in the North Carolina film industry.

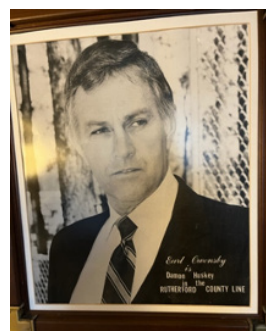
Thank you, Earl Owensby, for all your incredible work in the film industry and for being a valued Medicare Advantage member.



Owensby pictured with Marvel’s Stan Lee



Earl Owensby



Owensby in the movie “Damon’s Law,” also known as “The Rutherford County Line,” a true story about Sheriff Damon Husky in Rutherford County, North Carolina



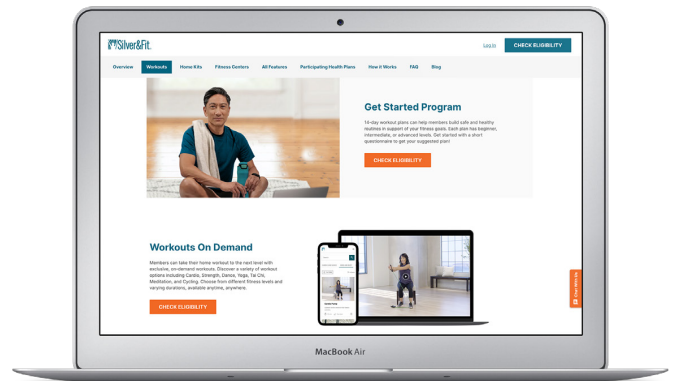
Want to be featured in a future newsletter?

Send us an email to Medicare.Stars@bcbssc.com with your answer to one (or all!) of the prompts below:

- ◆ Tell us about the most memorable concert you have attended (who/what/when).
- ◆ Tell us about an accomplishment you are most proud of achieving.
- ◆ If you made a playlist of 10 songs, what would you include (any genre, any time period)?
- ◆ If you’re a veteran, what branch of the military did you serve in? What was your station/post?
- ◆ What advice would you give your younger self?

Workout Plans for Every Member

With the Silver&Fit program's new workout plans, your fitness goals are within reach. Get started by taking a short questionnaire at **www.SilverandFit.com**. Based on your fitness level and what you'd like to achieve, you'll receive a personalized 14-day workout plan to help you build a safe and healthy routine.



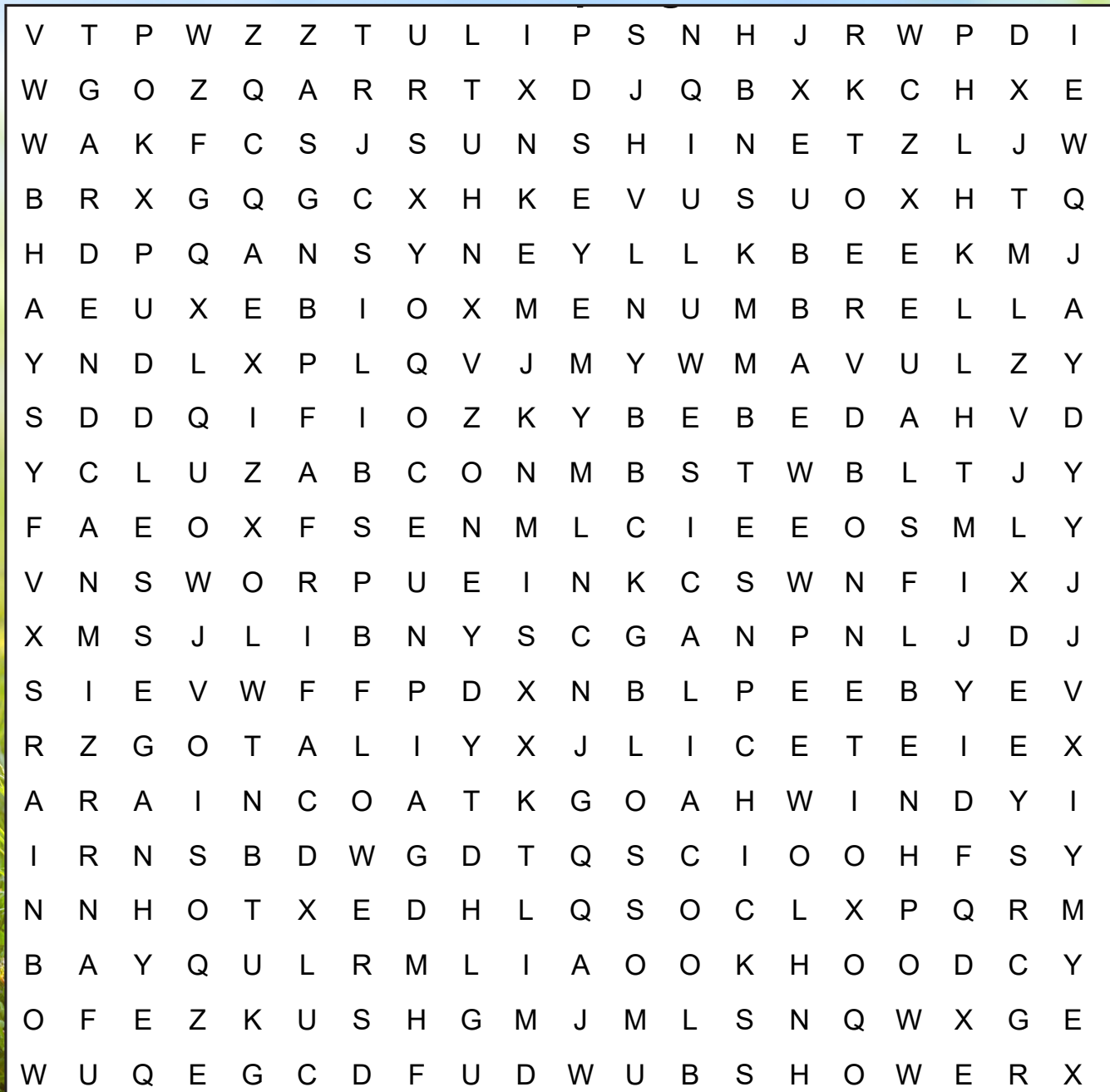
But this isn't the only way Silver&Fit members are supported on their health journeys. By enrolling, you can enjoy:

- A membership at thousands of participating fitness centers and YMCAs nationwide.
- Your choice of one home fitness kit per benefit year.
- Healthy aging coaching sessions with a trained coach.
- Thousands of digital workout videos on the Silver&Fit website and mobile app.

Register at www.SilverandFit.com today to enjoy all of the Silver&Fit program's member-exclusive features.

Silver&Fit is an exercise and healthy aging program administered by American Specialty Health Fitness Inc., a subsidiary of American Specialty Health Incorporated, an independent company that offers these services on behalf of BlueCross BlueShield of South Carolina.

HELLO, SPRING!



BASEBALL
BLOSSOM
CHICKS

KITE
PICNIC
RAINCOAT

TULIPS
BEES
BONNET

FLOWERS
LAMB
PUDDLES

SHOWER
UMBRELLA
BLOOM

BUNNY
GARDEN
LILY

RAINBOW
SUNSHINE
WINDY

HELPING YOU MANAGE YOUR HEALTH CARE

Understanding how to manage and improve your health after a hospitalization can be complicated and stressful.



Our free transition-of-care (TOC) program connects you with a TOC nurse with experience in connecting patients with the resources and information they need to promote healthy living. TOC nurses have insight into and knowledge about medical conditions and what you might need after a hospital stay. If you have questions about your condition or the treatments you are receiving, they can help you find the answers you need.

The TOC nurse will work closely with the case management team and hospital nurses to make sure equipment and community resources are ready for you upon discharge and help guide you to a successful recovery.

Through our TOC program, you have access to a TOC nurse who will:

- ◆ Help you navigate the health care maze.
- ◆ Ensure timely follow-up with your health care provider.
- ◆ Connect you with the resources needed to prevent rehospitalization.
- ◆ Coordinate aftercare visits.
- ◆ Arrange for five days of nutritious meals after you leave the hospital (free of charge to members).
- ◆ Accompany you to your follow-up visit with your health care provider, if needed.

More about the TOC nurse

Your TOC nurse does not take the place of your doctor. He or she can work with your health care providers and make sure your concerns are addressed. Sometimes getting the right services takes planning and coordination, and the TOC nurse can help with that. You don't have to worry about going through these challenging times alone. Also, as a medical professional, the TOC nurse will respect your privacy by keeping details of your treatment confidential.

It's your choice

The TOC program is voluntary. Your decision to participate will not affect your insurance benefits in any way.

Getting started is easy

For emergency admissions, the discharge planner or case management at the hospital will arrange for the TOC nurse to visit you in the hospital.

Patient bill of rights

TOC nurses respect the wishes of patients and their families and recognize all patients have the right to:

- ◆ Be told why specific service choices were made for their care.
- ◆ Offer input into the case management plan for their care.
- ◆ Refuse treatment or services, including case management.
- ◆ Have end-of-life and advance care directives honored by our case management organization.
- ◆ Be informed of the criteria used for closing cases.
- ◆ Be notified when case management services are changed or stopped and why.
- ◆ Receive a full case management assessment for services, even if the patient or family cannot fully participate in the initial assessment process.

TOC nurses will tell patients about these rights at the beginning of a case and uphold them at all times during the management of the case. All members will receive a written copy of these rights within five days of case opening.

For more information about your benefit plan, visit www.SCBluesMedAdvantage.com.

PRESCRIPTIONS MADE EASY!

90-day vs. 30-day prescriptions

Ask your doctor if a 90-day prescription is right for you. Filling a 90-day prescription means you may only have to fill it four times during the year instead of 12. This means fewer trips to the pharmacy, and you will save both time and money!



Using preferred pharmacies

Enjoy additional prescription drug savings when you get your medicine at preferred pharmacies! You can find a list of preferred pharmacies in the Forms & Policies section of the BlueCross Medicare Advantage website at www.SCBluesMedAdvantage.com/forms-policies. Once there, find the Pharmacy Directory for your health plan and look for **SAVE** under a pharmacy's name. This indicates the pharmacy is a preferred pharmacy and drugs from these locations may cost less than the same drugs at other pharmacies in our network.

Speaking to your pharmacist

Make time to discuss any questions about your medications with your pharmacist. Pharmacists play an important role in helping you take medications as prescribed.



Contact BlueCross BlueShield of South Carolina Medicare Advantage at Medicare.Stars@bcbssc.com or 1-855-204-2744 to schedule a no-cost appointment with a pharmacist.

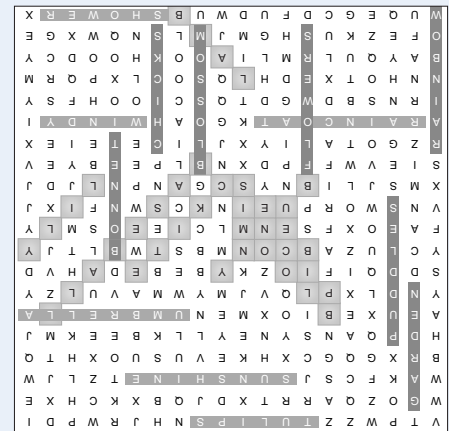
RIGHT CARE, RIGHT TIME, RIGHT PLACE

Know Where To Go: Choosing the Right Level of Care

	Primary Care Physician	Virtual Care	Urgent Care	Emergency Room
Cost Recommended For Example				
	\$	\$	\$\$	\$\$\$
	Annual checkups, isolated health issues and acute illnesses. Even though these issues may be manageable, you can often make same-day appointments to get care.	Common health conditions you need to address while you're traveling, too busy to get to the doctor's office or too sick to drive. No appointments or waiting rooms are necessary since you can see a doctor using your smartphone, tablet or computer. Get care now by going to www.BlueCareOnDemandSC.com or download the mobile app from the App Store or Google Play.	Addressing medical problems that need prompt attention but aren't life-threatening. Many urgent care centers are open during evenings and weekends when your primary care physician may not be available.	Life-threatening injuries and illnesses. Go to the emergency room if there's not enough time to call your primary care physician and schedule an appointment or seek out the closest urgent care center.
	I have had persistent cold symptoms for a few days. It could be a sinus infection, but it may be more.	I want to know if my symptoms are something minor before I pursue further treatment.	I fell and sprained my wrist. It's swollen, and I don't want to wait until I can schedule a visit with my doctor.	I am experiencing severe chest pain and shortness of breath. I need medical attention as soon as possible.

Hello Spring! Answer Key

RAINCOAT PUDDLES LILY
PICNIC LAMB GARDEN
KITE FLOWERS BUNNY
CHICKS BONNET BLOOM
BLOSSOM BEES UMBRELLA
BASEBALL TULIPS SHOWER
WINDY
SUNSHINE
RAINBOW



PICNIC WEATHER

Before the South Carolina heat and humidity arrive, enjoy the beautiful weather with some outdoor-friendly lunch ideas!



Sirloin Hoagies

Makes 4 servings

Ingredients

- ◆ 1 pound boneless sirloin steak (trimmed of fat)
- ◆ ⅛ teaspoon salt, divided
- ◆ ½ teaspoon black pepper
- ◆ 1 large onion, thinly sliced
- ◆ ½ cup water
- ◆ 8 ounces of French bread (whole-wheat or white)
- ◆ 1½ tablespoons prepared mustard

Instructions

Preheat the oven to 350 F. Sprinkle 1/16 teaspoon salt and the pepper evenly over both sides of the steak. Place a large nonstick skillet over medium-high heat until hot. Coat with

nonstick cooking spray, add the steak and cook 5 minutes. Turn and cook another 4 minutes or until the beef is done as desired. Place the beef on a cutting board and set aside. Coat the pan drippings with nonstick cooking spray, reduce the heat to medium and add the onions. Coat the onions with nonstick cooking spray and cook 6 to 7 minutes or until they are richly browned, stirring frequently. Add water to the onions and cook 1 minute or until most of the moisture has evaporated, stirring constantly. Remove from heat. Wrap the bread in foil, place in the oven and bake 5 minutes or until hot. Meanwhile, thinly slice the beef diagonally. Using a serrated knife, cut the bread in half lengthwise and spread a thin layer of



Recipe adapted from Southern Food Service

mustard on each side. Top with beef, then onions and any juices. Sprinkle with the remaining salt, top with the other bread half and cut in fourths crosswise.



Black Bean Salsa

Makes 6 servings



Recipe adapted from Southern Food Service

Ingredients

- ◆ 15.5-ounce can of low-sodium black beans, drained
- ◆ 15-ounce can of low-sodium kernel corn
- ◆ ¾ cup frozen corn, thawed
- ◆ 1 medium bell pepper, diced
- ◆ 1 medium tomato, diced
- ◆ ½ cup red onion, diced

- ◆ 1 teaspoon minced garlic from a jar
- ◆ 2 tablespoons chopped cilantro
- ◆ 2 tablespoons cider vinegar
- ◆ 3 tablespoons extra-virgin olive oil
- ◆ Juice of 1 lime

Instructions

Toss all together; chill at least one hour.



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