



Best Life[®]

Health, wellness, and prevention information for CDPHP[®] Medicare Advantage members Spring 2019



Earn gift cards!

Just take these healthy steps
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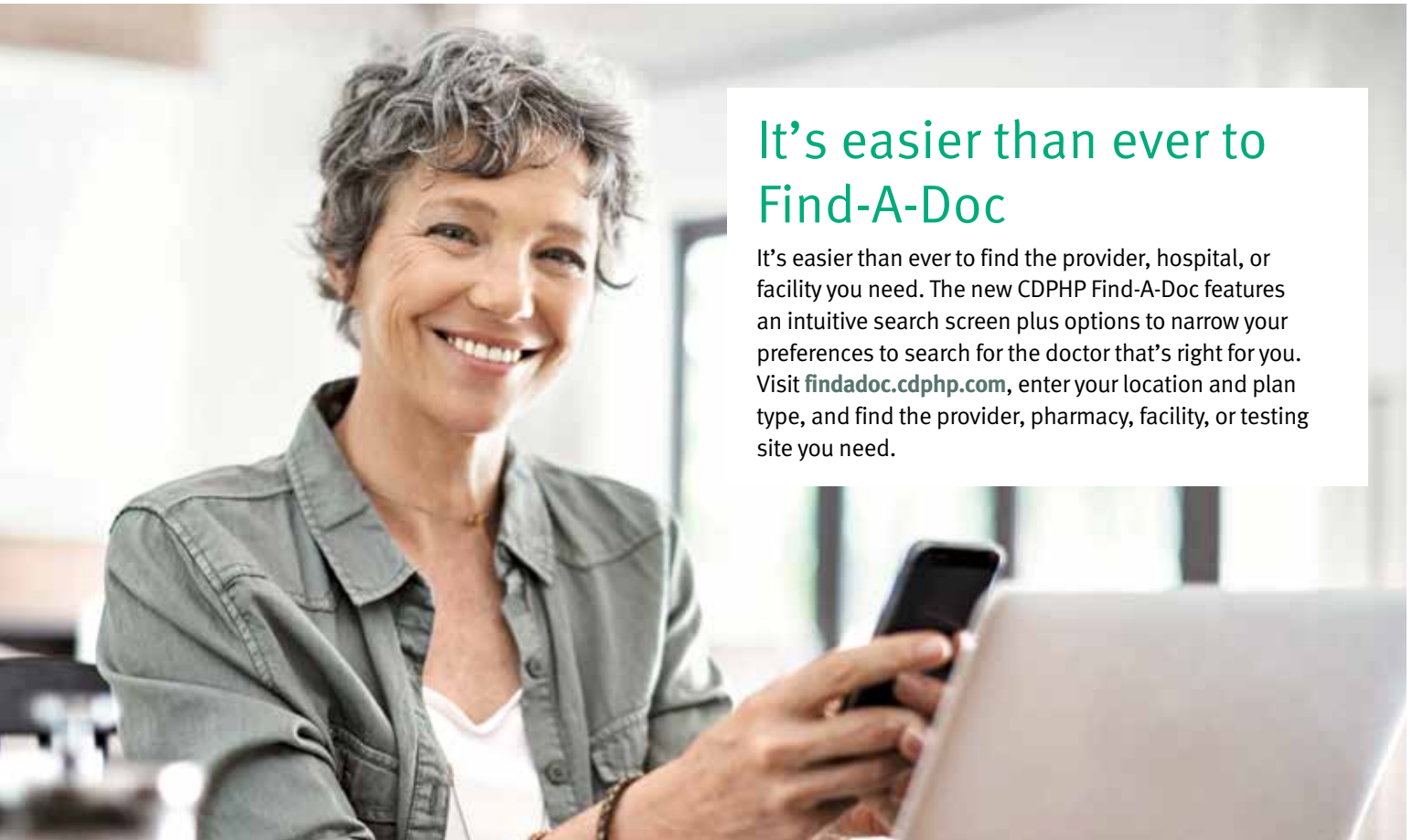
SinfoníaRx

Get the most from your prescription coverage
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CDPHP named best company for Medicare Advantage

U.S. News & World Report has named CDPHP a best insurance company for Medicare Advantage for 2019. This award recognizes the CDPHP commitment to providing world-class customer service, quality health care coverage, and no-cost extras to help members get and stay healthy.



It's easier than ever to Find-A-Doc

It's easier than ever to find the provider, hospital, or facility you need. The new CDPHP Find-A-Doc features an intuitive search screen plus options to narrow your preferences to search for the doctor that's right for you. Visit findadoc.cdphp.com, enter your location and plan type, and find the provider, pharmacy, facility, or testing site you need.



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Information in *CDPHP Best Life* comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Earn up to \$125 in gift cards

You take steps to be healthy because it's the best way to stay active and independent. Don't forget that you can also earn gift cards for taking care of yourself.

By completing certain screenings and activities, **you can earn up to \$125 in Life Points**, which you can redeem for gift cards. Log in to your member account on www.cdphp.com and click on **CaféWell** to get started.



Finding, choosing, or changing a primary care physician

If you don't have a family doctor or primary care physician (PCP), use Find-A-Doc to search for one. Your PCP can track your health and help coordinate your care with specialists, like a cardiologist or orthopedic surgeon.

The relationship you build with your PCP is important to your long-term health, as your provider will understand you and your health needs over time.

Call the number on your ID card to find, choose, or change your primary care physician.



Hey Doc,
let's talk.

Things to ask your doctor

- Ways to be more active or improve your nutrition
- Questions about your prescriptions and over-the-counter medications
- Any feelings of sadness or anxiety
- Recommended health screenings or vaccines
- Pain management
- Quitting smoking
- Concerns about balance or falling
- Controlling your bladder
- Diabetes testing (if you have diabetes): HbA1c, cholesterol, urine, retinal eye exam



Where do I sign?

Sign a Hixny consent form to allow all your doctors to see your records so they are fully in the know about your health.

Hixny is a regional health information organization that provides electronic records through a health information exchange.

► Visit www.hixny.org to learn more.



Introducing SinfoníaRx

Prescription medications can help you lead an active, healthy life. Keeping track of medications, especially when you receive them from different doctors or after a hospital stay, can be overwhelming.

CDPHP has partnered with SinfoníaRx to help you make the most of your prescription drug benefit. Depending on your health and the medications you take, SinfoníaRx may call you to review your prescriptions and make sure you are not at risk for drug interactions or negative side effects. Their pharmacists will also see if there are ways you could save money on your prescriptions.

Learn more about the benefits of SinfoníaRx at www.sinfoniarx.com/patient_experience.



New opioid rules effective in 2019

CDPHP is dedicated to helping you use prescription opioid pain medications safely. Effective Jan. 1, 2019, CDPHP introduced new safety policies to the Medicare Part D prescription drug program. CDPHP and your pharmacist will do safety reviews of your opioid pain medications when you fill a prescription. In some cases, CDPHP or your pharmacist may need to first talk to your doctor. A safety review may be done for:

- ▶ Potentially unsafe amounts of opioids.
- ▶ Potential interactions if you take opioids with benzodiazepines like Xanax® or Valium®.
- ▶ New opioid use. You may be limited to a 7-day supply; this does not apply if you already take opioids.

For additional information, please go to www.cdphp.com and search for “Opioids.”

Stay on track after you leave the hospital

A hospital stay can make a big difference for someone dealing with mental health or substance use conditions. But your journey to wellness doesn't end when you're discharged. Stay on track with treatment even after you leave the hospital.

- ▶ See a counselor within a week of being discharged to reduce the chance you'll need to go back to the hospital.
- ▶ If you need help getting an appointment or finding a provider, call CDPHP at **1-888-320-9584**. You can also visit findadoc.cdphp.com to search for a mental health provider in your area.
- ▶ We can tell you about services like Pinnacle Behavioral Health recovery program and home visits from a counselor at Capital Counseling. Call **(518) 641-3600**.
- ▶ Help is available for after-hours crisis situations by calling **1-855-293-0785**.



CDPHP Community Transition Program

CDPHP can arrange for an in-home follow-up visit after you've been discharged from the hospital. With your permission, we can schedule the appointment within one or two days of discharge. Call **(518) 641-3600** to learn more.

Pinnacle Behavioral Health recovery program

This outpatient program is a group that meets two nights a week and is led by experienced, licensed mental health clinicians, and helps members:

- ▶ Learn about their illness and strategies for preventing relapse
- ▶ Learn practical skills to manage behaviors and feelings that impede progress
- ▶ Improve self-assessment skills to anticipate problems
- ▶ Improve interpersonal skills



Take steps toward a sober lifestyle

The use and misuse of drugs and alcohol negatively affects your health and strains relationships. CDPHP is working to make it easy to get help and stay engaged in your recovery. If you are considering seeking help for a substance use problem, remember:

- ▶ You do not need to solve your problems on your own. Talk to your friends, family, or your doctor.
- ▶ You can reach out to CDPHP confidentially and ask for resources or programs that may fit your needs. Call us at **1-888-94-CDPHP (1-888-942-3747)** and leave a message. A qualified professional will call you back with personalized suggestions.
- ▶ Complete and send us an *Authorization to Release Health Information*. This lets us communicate with your health care providers about your care. Find the form at www.cdphp.com.
- ▶ Learn the signs of drug abuse and find tips on how to tell if you or a loved one has an addiction issue.



Questions about your coverage? We can help.

CDPHP is here to answer any questions you may have about your benefits, coverage determinations, and more. We have processes in place to ensure that you're getting the right care, at the right time. If you ever have any questions, please feel free to reach out to a knowledgeable member services representative for help at **(518) 641-3950** or toll-free **1-888-248-6522** (TTY: 711).

How to get specialist care

A specialist is a doctor who “specializes” in a specific type of medicine, such as a dermatologist or cardiologist. If you think you need specialist care, talk to your primary care physician (PCP) to confirm if a specialist is needed. Most specialist appointments don't require a referral or authorization as long as the provider is in-network. If the specialist is not in our network, prior authorization from CDPHP is required. If you need prior authorization for a specialty service, your PCP can submit the request on your behalf, or you can call CDPHP at **(518) 641-4100**.



CDPHP cares

Are you or is a loved one turning 18 and needing help with the transition from pediatric to adult care? Sometimes not knowing what step to take next can be overwhelming.

CDPHP can help. We can:

- ▶ Answer your questions
- ▶ Help you find new or alternative care
- ▶ Let you know about community resources

Call us at **1-888-942-3747**. We're always glad to help.



Save money on prescription drugs

Want to save on prescription drug costs? With the CDPHP Rx for Less program, members save on dozens of generic drugs from certain area pharmacies. Some prescriptions can cost as little as a penny per pill. Learn more at www.cdphp.com/less. CDPHP covers hundreds of brand-name and

generic drugs for our members with prescription drug coverage. The list of covered drugs—also called the formulary—and any changes or updates to the list can be found online. Visit www.cdphp.com/medicare/resources and click on “Forms & Documents.”

Free wellness classes www.cdphp.com/classes



**REGISTER
ONLINE!**

Looking for a wellness class? Visit www.cdphp.com/classes, click on **Enroll/Modify**, and log in to your CDPHP member account. If you don't have an account, click **Register** and follow the prompts.



Member Deals

Take advantage of deals and discounts just for members

Visit www.cdphp.com/memberdeals to learn how to receive discounts on area attractions, like Adirondack Extreme Adventure, movies at the Palace Theatre, and more!



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Fraud hotline



CDPHP has a hotline to make it easy to report suspected health care fraud and abuse. Call **(518) 641-3228** or **1-800-280-6885** or visit www.cdphp.com/fraud. All calls are confidential.

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Zipongo[®] makes healthy eating fun!

Zipongo is an app that can help you make healthier food choices when you're cooking at home, ordering takeout, or eating out. With Zipongo, you have access to:

- ▶ Grocery deals at your favorite stores
- ▶ Recipes personalized for you
- ▶ Easy-to-use meal planning tools
- ▶ And more!



Get started today

- ▶ Log in to your member account at www.cdphp.com and click on the CaféWell box. If you don't have a CaféWell account, you can set one up!
- ▶ In CaféWell, click the Zipongo banner to join the program.
- ▶ Take the NutriQuiz and Zipongo will suggest areas where you can improve your eating.
- ▶ Download the Zipongo app from the Apple App Store or Google Play and use your CaféWell username and password to log in.

Survey reminder

Every spring, Medicare Advantage members across the country are chosen randomly to receive a health outcomes survey (HOS) and/or the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Your answers to these surveys help improve quality of care. If you receive a survey, take the time to fill it out completely.



LifePoints[®] You'll get \$20 in CDPHP Life Points[®] upon completion of the NutriQuiz!

Discrimination is against the law

Capital District Physicians' Health Plan, Inc. (CDPHP[®]) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Multi-language Interpreter Services

ATTENTION: If you speak a non-English language, language assistance services, free of charge, are available to you. Call **1-888-248-6522 (TTY: 711)**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-248-6522 (TTY: 711)**.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-888-248-6522 (TTY: 711)**。