

# Humana Active Outlook Newsletter Winter 2016



Humana Gold Plus Integrated  
(Medicare-Medicaid Plan)

## Prevention trivia

Prevention doesn't have to be hard work. Everyone can have a happier life when a little effort is put into taking care of the basics. A short doctor appointment can save you and your loved ones a lot of pain and give you back time to do the things you enjoy! Humana is here to support and guide you to living the best and healthiest life possible.

**How many of these healthy answers do you know?**

- 1. I should see my doctor for a well care visit every:**
  - (A) Six months
  - (B) Two years
  - (C) One year
  - (D) When I don't feel well
- 2. Well care visits are covered under my Humana plan:**
  - (A) yes
  - (B) no
- 3. My doctor will be able to tell me what other screenings my family and I need to get:**
  - (A) yes
  - (B) no
- 4. Once women are over age 21, they should get screened for cervical cancer every year:**
  - (A) yes
  - (B) no
  - (C) It depends on their sexual activity
- 5. Teenagers need a second round of shots and vaccines, especially if they're going to college:**
  - (A) yes
  - (B) no
  - (C) Only sometimes
- 6. Yearly flu shots are especially helpful for:**
  - (A) Babies
  - (B) Older adults
  - (C) Pregnant women
  - (D) All of the above

Answers: 1. C 2. A 3. A 4. A 5. A 6. D

# Breaking bad habits: Replacing them with good ones

Around the new year, we read a lot of tips about breaking bad habits. Most of us have very good intentions and try to make choices that can help us be happier and more balanced. But it's hard to follow those plans! Did you know that writing down your goals makes you more likely to reach them?



Here's a great place to get started. Feel free to use a notebook or write on the lines below. Be as specific as you can to get the best results. Think about:

*Something that needs to change so I can get started on my personal goals*

*Something in my life I can see as a chance to grow instead of as a problem*

*Small things I can do in the morning to make my whole day go better*

*Little ways I can help the kids in my life learn to set goals*



Remember, if you need help working on a goal or changing habits, call your Care Coordinator: **1-800-559-3917 (TTY: 711), option 4.**



## Humana near you!

### An interview with Lynn Eggleton, Humana Lead Process Manager

Since our spring update, Care Coordinators in Illinois have helped more than 500 members use their over-the-counter benefits. Members receive a \$30 credit each month to buy everyday health products like aspirin, laxatives, and toothbrushes. Members can call their personal Care Coordinator at 1-800-559-3917, option 4, to get an order form.

Your Care Coordinators are here to support you with all types of life needs. One Care Coordinator told us, "One of my members was trying to stretch out the little bit of food she had to save for the next day. I told the

member about a food pantry near her, but she didn't have a way to get there to pick up the food. With the member's permission, I called the local food pantry and they were able to deliver a box of food to the member that same day. We also got a plan in place for using the food pantries to help avoid another food emergency later on."



If you're wrestling with a hard situation, call your Humana Care Coordinator: **1-800-559-3917 (TTY: 711), option 4.**

## Did you know?

You're part of the Humana Rewards program! When you visit your doctor and complete at least four preventive activities, you can earn five \$10 gift cards of your choice. Once you do, we'll send you information on how to order your gift cards.



To find out more, call  
**1-800-968-2281 (TTY: 711)**  
Monday through Friday, 8 a.m. to 11 p.m.  
Saturday, 8 a.m. to 6:30 p.m. EST

## Please visit us online!

Need help reaching your health goals? Sign in to **www.Humana.com** and look under the tab that says Get Healthy to find more tools, videos, and resources near you, or use the **MyHealth Manager** to set goals you can take to your doctor.

## Call if you need us

If you have questions, you can call us at 1-800-764-7591 (TTY: 711). We're available Monday through Friday, from 8 a.m. to 8 p.m. Central time. However, please note that our automated phone system may answer your call after hours, or during weekends and holidays. Please leave your name and telephone number, and we'll call you back by the end of the next business day. Visit **www.Humana.com** for 24-hour access to information like claims history, eligibility, and Humana's drug list. That's also where you can use the physician finder tool and get health news and information.

This information is available for free in other languages and formats, including oral interpretation. Please contact us at the number provided to the left.

Esta información está disponible en otros idiomas y formatos sin costo alguno, incluso la interpretación oral. Contáctese con nosotros al número indicado a la izquierda.

This newsletter offers general health-related information and is not a substitute for professional healthcare. Consult your doctor or dietician for advice that is specific to your condition before changing your diet or before beginning any exercise regimen.

## Humana Active Outlook Newsletter

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# Humana®

## Tell us how we can improve

You are a valued member of the Humana Gold Plus Integrated (Medicare-Medicaid Plan). We invite you and your caregiver or family members to join your local Consumer Advisory Committee. At these meetings you can tell us how we can improve your health plan. It's a great way to meet other plan members. Thanks to those who have attended! Look for your quarterly invitation in the mail. Join us in person or by phone. For more information please contact us using the information below. We look forward to hearing from you!



**Call:** 1-877-291-6608 and press 2  
Monday through Friday, 8 a.m. to 5 p.m. Central time

**TTY:** 711

**Email:** [GreatLakesQuality@Humana.com](mailto:GreatLakesQuality@Humana.com)

**Website:** [www.humana.com/medicare/medicaid-dual/](http://www.humana.com/medicare/medicaid-dual/)

**Write:** Consumer Advisory Committee  
Attn: Humana Market Quality Operations  
550 West Adams Street, Ste.600  
Chicago, IL 60661-3665