

# A Letter to Our Members from Your Health Plan



## COMPANY CHANGES

Steward Health Choice Generations (HMO D-SNP) is now owned by Blue Cross Blue Shield of Arizona. With this change, we will be changing our plan name to **Health Choice Generations (HMO D-SNP)**. What does this mean to you? The good news is that there is nothing that you need to do! We are here to answer your questions. You can call us toll free at **1-800-656-8991** (TTY 711), 8 a.m. to 8 p.m., 7 days a week or visit our website at **HealthChoiceGenAZ.com** to learn more about this change.

## HAVE YOU GOTTEN YOUR FLU SHOT YET?

### What is the flu?

The flu is a contagious illness caused by the flu virus that can lead to serious illness, hospitalization, or even death. The flu happens every year and is more common in the fall and winter in the U.S.

The Center for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get vaccinated yearly by the end of October however, you can still get the flu shot now. The shot is especially important for babies, pregnant women, and the elderly.

### Who Can Get the Flu?

People of all ages can get the flu, from babies and young adults, to the elderly. You are more likely to get the flu if you have a chronic health condition.

### Did you know?

- During the 2016–2017 season, vaccination prevented an estimated:
  - 5.3 million illnesses
  - 2.6 million medical visits
  - And 85,000 flu related hospitalizations
- The flu vaccine has been shown to reduce flu illnesses, hospitalization, and even death in children.

### Symptoms of the flu may include:

- Cough
- Sore throat
- Fever
- Runny or stuffy nose
- Body aches
- Tiredness



Remember that not everyone who gets the flu have the same signs of the flu. Some people don't have a fever, while others may. Most people who get the flu do not need to see a doctor or take medication. Most people get better on their own.

### How do I avoid getting the flu?

- Get a flu vaccine every flu season.
- Avoid others who may be sick.
- Wash hands frequently with soap and warm water.
- Follow your doctor's recommended use of medications (if any).

## Get Vaccinated!

Getting a flu vaccine every year is the best way to protect yourself and your family from flu and its potentially serious complications. There are a few options available to get vaccinated:

### The “Nasal Spray” Flu

The nasal spray flu vaccines is a weakened form of the flu. This should not cause the severe symptoms often associated with the flu.

#### Side effects may include (for children):

- Wheezing
- Vomiting
- Muscle aches
- Fever

#### Side effects may include (for adults):

- Runny nose
- Sore throat
- Cough

### The Flu Shot

The flu shot is available from an inactive flu virus. This means you cannot get the flu from a flu shot.

#### Side effects may include:

- Soreness
- Redness or Swelling
- Fever
- Aches

Ask your health care provider which vaccine is right for you.

### Where Can I Get Vaccinated?

- Doctor offices and clinics
- Your local health departments
- Pharmacies (including most supermarket pharmacies)
- Urgent care clinics
- Health centers
- Travel clinics

## Free flu vaccinations are available to you!

Below is a list of local pharmacies where you can go to get your free flu vaccine. Please contact one of the facilities below to find the location nearest to you.

### Arizona Locations

- Albertsons
- Bashas
- Chino Valley Pharmacy
- Cigna Pharmacy
- Costco
- CVS
- Fry's
- Genoa Pharmacy
- Osco Drug
- Safeway
- Salibas Extended Care Pharmacy
- Sam's Club
- Smith's Pharmacy
- Spring Valley Pharmacy
- Sun Pharmacy
- Sunrise Valley Pharmacy
- Tuba City Pharmacy
- Uptown Drug
- Valley Pharmacy
- Walgreens
- Wal-Mart
- Western Drug

For more information, visit:  
[www.cdc.gov/flu](http://www.cdc.gov/flu)  
or call 1-800-CDC-INFO



## CERVICAL CANCER SCREENING

The American Cancer Society recommends that women follow these guidelines to help identify cervical cancer early. Following these guidelines can help to detect any pre-cancers, which can be treated to keep cervical cancer from forming.

- All women should be screened for cervical cancer beginning at age 21. Women should have a Pap test every 3 years between the ages of 21 to 29. HPV testing is typically only needed if you have an abnormal pap test.
- At age 30, you'll begin getting a pap test and HPV testing every 5 years, unless otherwise directed by your doctor.
- If you are at higher risk of cervical cancer, you may need more frequent screenings. Your doctor will suggest what is best for you.
- By age 65 you can stop cervical cancer screenings. This is only if you've been screened regularly since age 55 and have not had any serious pre-cancers found in the last 20 years.
- If you'd have a hysterectomy, total or otherwise should speak with their health care provider about when to stop cervical cancer screenings.
- Follow these guidelines even if you've been vaccinated for HPV.

If you've stopped having children, you should still follow these guidelines for cervical cancer screenings. While you may not need a screening every year, you may need follow up screenings if you've had abnormal pap test results.

These guidelines do not apply to women who have been diagnosed with cervical cancer, cervical pre-cancer, or HIV infection. Talk to your health care provider about what screenings are right for you.

## NEW OR INCREASED BENEFITS FOR 2020

- Transportation to approved health-related locations
- Over-the-Counter items, increased allowance of \$150 per quarter
- Fitness Club Membership through Silver & Fit
- Dental allowance increase to \$3,000 per year, including coverage for Dentures
- Special Supplemental Benefit for the Chronically Ill (SSBCI), includes assistance with performing daily living activities for those who are eligible

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## NURSE ADVICE LINE

The Nurse Advice Line is here for you **24 hours a day, 7 days a week**. When you call, you will be connected with a registered nurse who will answer your questions, listen to your symptoms, and provide you with information about where to go to get the care you need. We recommend you call your PCP first or your Care Manager during normal business hours.

Call us at **1-855-458-0622**. When you call, be ready to give your name, member ID number, and symptoms. We are here to help. This service is part of your health plan so there is no cost to you!

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## GIVE KIDS A SMILE DAY

For grandparents who may be helping to raise their grandchildren, here are some important tips about dental care. Give Kids a Smile Day is recognized nationally. The day is focused on the importance of good oral health. Give Kids a Smile Day is celebrated on the first Friday in February each year. This year it will be on February 7, 2020.

The following are some tips recommended by the American Dental Association (ADA) for good oral health:

- Brushing two times per day with fluoride toothpaste.
- Cleaning in between your teeth with floss.
- Avoid sugary foods-including soda and juices.
- Eat a healthy well balanced diet with limited snacks.
- Visit your dentist every six months.
- Get fluoride treatment every year
- Ask the dentist about dental sealants

Having good oral health is an important part of your overall health! For more information, please visit: [www.ada.org/en/about-the-ada](http://www.ada.org/en/about-the-ada)

## MEMBER REWARD AND INCENTIVE PROGRAM

Health Choice Generations Healthy Rewards is our member rewards program for you. It rewards you for specific activities that will help you get healthy and stay healthy.

You can get rewarded with a gift card for completing important health care activities such as:

- Annual exams
- Breast cancer screenings
- Colon cancer screenings
- And more!

Members can earn rewards if eligible. When you complete healthy actions, such as your visit with your primary care provider for your annual wellness visit. Members can redeem their rewards for items such as gift cards to local and national retail centers.

*Here's how it works - in just four easy steps!*

1. Call us at 1-800-656-8991 (TTY 711) to learn about your recommended health care activities.
2. Complete your recommended healthcare activities and be sure to contact us!
3. Let us know either by email at [comments@steward.org](mailto:comments@steward.org) or by phone at 1-800-656-8991 (TTY 711) once you've completed the health activities. We'll need just a few details, such as the date of the visit and the clinic name.
4. Choose select merchants gift cards.



## CAHPS SURVEY REMINDER

### We Want Your Feedback!

Our goal is to offer the health care you deserve. Improving your health and wellbeing is important to us.



Every year in during the months of April, July and November we send out Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey asks questions about your experiences with our health plan and the providers that you see in our network. We use the information you provide to improve our health plan and the services we provide.

You will be asked questions about:

- Your overall experience with Health Choice.
- Your experience during a hospital stay.
- Your experience during any visits to your doctors' office.
- Your experience during any outpatient settings.
- Your experience during an emergency room visit.

You will receive this survey in the mail. We are required to send out this survey by the federal government. While your participation isn't required, your participation is greatly appreciated.

Here are some examples of questions you may be asked on the survey.

*In the last 6 months, did you get information or help from your health plan's customer service?*

*In the last 6 months, how often did your health plan's customer service give you the information or help you needed?*

*How likely are you to recommend your health plan to your family and friends, if they needed health coverage?*

We truly value your feedback and appreciate your participation in the survey!