

SPECIAL ADVANTAGE EDITION

Healthy Wise

Insights For Better Health Through Better Living

Fall 2023



 healthteam
advantage™

**Learn,
Exercise, &
Socialize with
*Living Plus***

**5 Things You
Should Know
about Diabetes**

**How to
Manage Your
Medications**

**Plan Updates
for 2024**

Healthy Wise

Improving the health and well-being of our local communities is something we take very seriously at HealthTeam Advantage. It's our mission.

As a member, you know we offer high-quality Medicare Advantage plans (5 out of 5 stars, two years in a row!) with personalized customer service from our Healthcare Concierge team. We appreciate the trust you put in us and are proud to be your local choice.

But do you know the other ways we work to improve our communities? For example, HTA:

- Offers exercise classes, educational workshops, health fairs, and social events in locations throughout the Triad
- Sponsors local events such as festivals, summer concerts, 5Ks, and golf tournaments
- Supports worthy causes such as JDRF, Triad Honor Flight, and local Senior Games

As a local company, we think investing time and resources in our communities is the right thing to do—for our members, for our team, and for everyone.

You'll see pictures from some of these events in this issue of *Healthy & Wise*. You might even see a familiar face or two! We hope to see you out in our community soon.

Stay Well,



Brendan Hodges
President & CEO, HealthTeam Advantage



HealthTeam Advantage is proud to support local organizations and events through sponsorships and volunteer efforts. This important work supports our mission to improve the health and well-being of our members and communities.



Lunch and Learn,
Reidsville

Connect with us  



Veterans Appreciation
Breakfast, Burlington

NC Senior Games, Greensboro



A Moment in
Time Memory
Café, Jamestown

Servant Center Graduation, Greensboro



Thrifty Thursday Movies, Asheboro



Triad Honor Flight, Washington, DC



Inside This Issue

Managing Your Medications 2

Our Provider Network.....3

Think Pink!..... 3

Ready to Help You 4

NEW!

View Your Claims Online....5

Learn, Exercise, and Socialize 6-7

5 Things You Should Know about Diabetes..... 8

Complete Your Health Risk Assessment.... 9

How to Lower Your Blood Pressure 9

Know Your Benefits.....10

Member Health Fairs.....11

Have You Used These 2023 Benefits Yet?..... 12

Plan Updates for 2024 13

Emergency Room or Urgent Care?Back



St. Patrick's Day Social, Greensboro

Managing Your Medications

By Dr. Beth G. Hodges



Dr. Beth Hodges is a family practice and palliative care/hospice physician in Asheboro, N.C., as well as a part-time medical director for HealthTeam Advantage.

You probably know that it's very important to take medications exactly as prescribed. But even if you just have one prescription, it's easy to forget it when you're busy or distracted. Try these tips to help you remember:

1. Find a tool to help you manage your medications. There are medication management apps that you can download to your smartphone or tablet, such as Medisafe.
2. Use an alarm clock or set a reminder on your phone.
3. Use a pillbox. There are lots of varieties depending on your needs.
4. Ask your provider to prescribe your medications in a way that lets you take them at the same time or close together, if possible. If they can't be taken together, ask how far apart the doses need to be.
5. If you leave the house frequently, keep an extra day of medications with you. That way, if you forget to take them before you leave home, you have them with you.
6. If your schedule makes it hard to take your medications on time, talk to your provider. There might be another medication or doses that would be better for you.

Preferred Pharmacies

For 2024, HTA is introducing **Preferred Pharmacy Locations**. These pharmacies will offer a lower copay.

Visit [htanc.com](https://www.htanc.com) during annual enrollment for details.

Talk with Your Provider

When it comes to your medications, communication is key! Here are things to discuss with your provider or pharmacy:

- ◆ Make sure every provider you see knows about all the medications you are taking. Keep a list in your purse or wallet that includes any over-the-counter medications, vitamins, and supplements.
- ◆ Make sure you understand how to take all your medications properly and know what side effects to look for. If you're not sure, ask!
- ◆ If you use more than one drug store or get some prescriptions in the mail, make sure each pharmacy is aware of all your medications.
- ◆ If out-of-pocket cost or the inconvenience of going to the pharmacy every month is an issue, ask your provider to prescribe most medications in 90-day supplies. You'll pay two copays instead of three.
- ◆ Always talk to your provider before stopping a prescribed medication. It may be more valuable to your health than you realize.



Our Provider Network

Because HealthTeam Advantage is jointly owned by Cone Health and Novant Health, our network includes providers from both of these award-winning health systems.

As of July 2023, there are more than 8,000 providers in our network. This includes hospitals, primary care physicians, specialists, surgeons, physical therapists, mental health providers, and more.

Here are some of the local facilities and practices that are currently IN network:

- ◆ Alamance Regional Medical Center
- ◆ Annie Penn Hospital
- ◆ Atrium Health Wake Forest Baptist
- ◆ Atrium Health Wake Forest Baptist Lexington Medical Center
- ◆ Atrium Health Wake Forest Baptist Medical Center
- ◆ Cone Health
- ◆ Davie Medical Center
- ◆ Eagle Physicians and Associates PA
- ◆ FirstHealth of the Carolinas
- ◆ High Point Medical Center
- ◆ Moses H. Cone Memorial Hospital
- ◆ Novant Health
- ◆ Novant Health Forsyth Medical Center
- ◆ Novant Health Medical Park Hospital
- ◆ Novant Health Thomasville Medical Center
- ◆ Randolph Health
- ◆ UNC Health
- ◆ UNC Hospitals at Chapel Hill
- ◆ UNC Physicians
- ◆ UNC Rockingham Hospital
- ◆ Wesley Long Community Hospital

This is not a complete list. Visit our website for the most up-to-date list: healthteamadvantage.com/find-a-provider

Think Pink! Schedule Your Mammogram

October is National Breast Cancer Awareness Month, which is a great reminder to schedule your annual mammogram if you have not already done so.

There is no copay for in-network screening mammograms. The out-of-network copay is \$30 for PPO members.



Ready to Help You



“Insurance can be confusing, and when members get off the phone feeling better than when they called in, then I feel like I have truly made a difference in their day.”

– Mary Fuller,
Healthcare
Concierge

Our Healthcare Concierge (HCC) team is ready to answer your questions and help you make the most of your benefits. We borrowed the term *concierge* from the hotel industry because we’re serious about service.

Here’s what you can expect from your HCC:

Fast, reliable answers

Our team is experienced and goes through extensive training, so your HCC is ready to help when you have questions about Medicare benefits or your HealthTeam Advantage plan.

Local expertise

Our HCCs know the providers and hospitals in your network. They can help you find a provider, schedule an appointment, and work through any paperwork issues you’re having.

Accessibility

We’re just a phone call or email away. If your HCC is not available when you call, you won’t be asked to wait on hold. You can speak with another team member or have your HCC call you back.

The personal touch

Your HCC will check in with you periodically to see how you’re doing and answer any plan-related questions you may have. Our team enjoys building these relationships with members.

Have a question for your
Healthcare Concierge?



Call: 888-965-1965 (TTY 711)

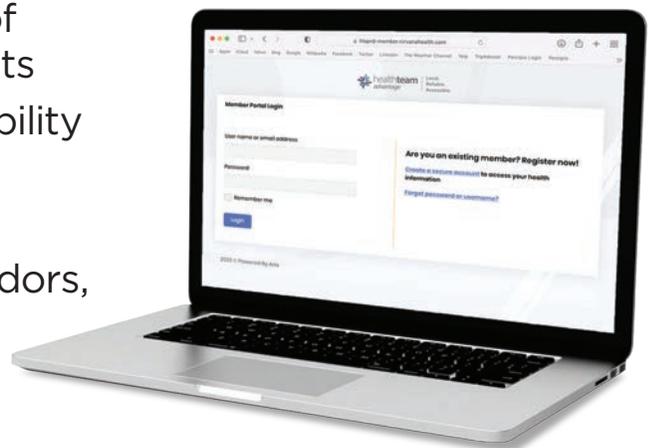


Email: conciergeHTA@htanc.com

NEW! View Your Claims Online

Get real-time information on your claims in a secure online format with our new member portal! Here's what you can do:

- ◆ View claims
- ◆ See your Maximum Out of Pocket status and amounts
- ◆ Review benefits and eligibility information
- ◆ Find a provider
- ◆ Link to supplemental vendors, such as Dental, Vision, Fitness, and Part D Rx information



To access the portal:

- ◆ Visit the login page at bit.ly/htamemberportal. (Or you can visit htanc.com, hover over the Members link in the upper right corner, and click the Member Portal link.)
- ◆ Click Create a Secure Account and follow the steps, making a note of your username and password.
- ◆ Log in and follow the links to view your information.

If you have questions, please contact your Healthcare Concierge at 888-965-1965 or email conciergehta@htanc.com.

Learn, Exercise, and Socialize

Our Living Plus wellness program & your SilverSneakers® benefit offer a variety of ways to improve your health — at no cost to you!

Join our wellness coordinator, Savanna Altizer, and our health coach, Jennifer Weyrauch, to learn how to exercise safely and make healthier food choices.



Groovy Feet Chair Dancing

Tuesdays at 10 am

Roy B. Culler Jr. Senior Center,
921 Eastchester Dr., Suite 1230, High Point

Move and groove to music you know and love from different genres, decades, and cultures! No dancing experience required. To register, call 336-883-3584.

Exercise Education

Third Tuesday of every month at 11 am

Roy B. Culler Jr. Senior Center,
921 Eastchester Dr., Suite 1230, High Point

Learn how exercise can improve your health as we explore topics such as How to Improve Arthritis with Movement, Parkinson's Prevention and Care, and Improving Bladder Control.

Diet and Exercise Education

Fourth Tuesday of every month at 11:30 am

Randolph-Asheboro YMCA,
343 NC Hwy. 42 North,
Asheboro

Join us for classes related to diet and exercise, such as Stress Reduction, How to Get Back on Track, and Improving Arthritis. Registration is required; call 336-625-1976.

SilverSneakers Classes

These are just two of the many classes offered weekly by SilverSneakers. Just activate your membership to participate. Visit tools.silversneakers.com or call your Healthcare Concierge (888-965-1965) to get started!

SilverSneakers Classic

Tuesdays at 10 am

102 N. Washington Ave.,
Reidsville

Cardio and Strength

Mondays at 10:30 am

300 S. 2nd Ave., Mayodan

Health Coaching

Did you know that health coaching sessions can help with managing diabetes, heart health, healthy eating, and weight control? Our health coach, **Jennifer Weyrauch**, has been a Registered Dietitian for over 25 years and recently added a certification for health coaching.

Jennifer works with members 1-on-1 to create individualized plans of care that encompass diet, exercise, lifestyle, stress, sleep, and other areas that impact health and quality of life.

You can talk with Jennifer from the comfort of your home via phone or video chat. Call 336-609-6856 to learn more.



Jennifer Weyrauch
Registered Dietitian
& Health Coach

NEW Wellness Videos

Visit our YouTube channel to watch exercise videos, cooking demonstrations, and more!
www.youtube.com/@healthteamadvantage



5 Things You Should Know About Diabetes

By Dr. Beth G. Hodges

In my 27 years as a family doctor treating patients with diabetes mellitus, there are many things that I wish for them to understand. Here are just the Top 5:

Dr. Beth Hodges is a family practice and palliative care/hospice physician in Asheboro, N.C., as well as a part-time medical director for HealthTeam Advantage.

1 Your Hemoglobin A1c is your main report card on how your diabetes is doing. It's the 3-month average of all your blood sugars. The higher the average, the more you're at risk of damage to your heart, brain, eyes, kidneys, and wound healing. Getting your A1c checked at least once yearly (preferably 2-4 times per year) is important in understanding your true level of disease control.

2 Check your feet every day. Diabetes tends to attack the small nerve endings in the feet and legs over time. This decreases sensation, and it's very common to develop a wound on the bottom of the foot and not realize it. Subsequently, the wound can get infected, which can lead to diabetic ulcerations, infections of the bone, and even amputations. That's why it's important to check your feet every day.

3 Get an annual eye exam. There are several diseases of the eye that are related to diabetes, but the most common one is diabetic retinopathy, caused by damage to blood vessels in the back of the eye. In the early stages, people with diabetic retinopathy have no symptoms and without regular eye exams, the condition can go untreated until it is too late to save the vision.

4 Have an annual urine screening for microalbuminuria. This is a condition where small amounts of protein called albumin leak into the urine. This signals early damage to the kidneys and is commonly seen in people with longstanding diabetes mellitus. Without proper treatment, damage to the kidneys can lead to complete kidney failure.

5 Having diabetes mellitus is a major risk factor for heart disease and strokes, so all diabetics are recommended to be on a class of medications called statins (unless a contraindication exists, such as severe liver disease). Statins tremendously reduce the risk of a heart attack or a stroke in a diabetic, regardless of that person's baseline cholesterol level.

Complete Your Health Risk Assessment

Attention, Diabetes & Heart Care plan members! Your annual Health Risk Assessment (HRA) helps us identify any health risks you might face and give you personalized recommendations to help you stay healthy. There are two ways to complete your HRA:

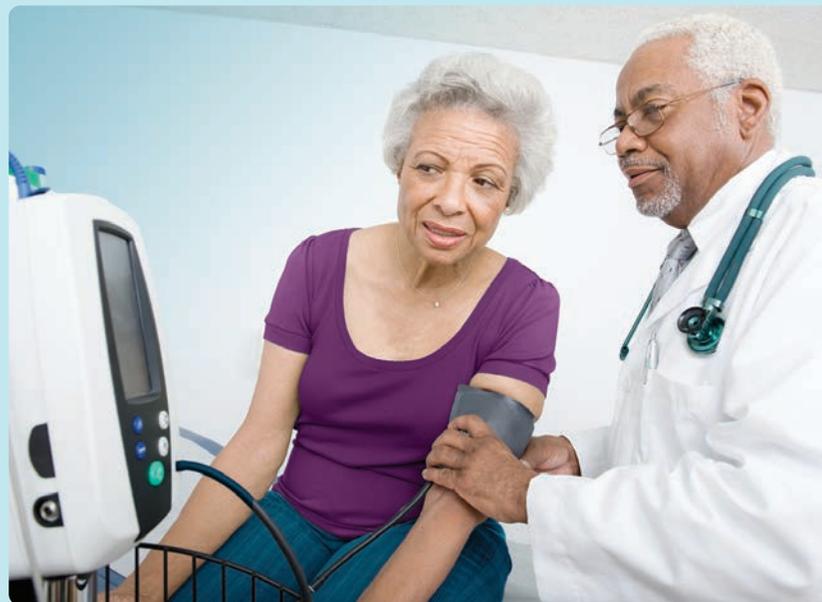
- ◆ Visit shop.healthteamadvantage.com/hra to fill out the assessment online.
- ◆ Call 888-965-1965 (TTY: 711) to complete the HRA over the phone with your personal Healthcare Concierge.

How to Lower Your Blood Pressure

If you've been diagnosed with hypertension, it's important to do what you can to lower your blood pressure. These tips can help:

1. Follow your treatment plan; see your doctor regularly and take your medications as prescribed.
2. Eat a well-balanced, low-sodium diet (less than 2300 mg a day). The DASH* eating plan focuses on fruits, vegetables, healthy fats, and low-fat dairy foods.
3. Learn how to check your blood pressure at home.
4. Stay at a healthy weight, especially if you put on weight around your waist. If you are overweight, losing even 10 pounds can help lower your blood pressure.
5. Try to do moderate aerobic activity at least 2 hours a week. Always check with your provider before starting an exercise program.
6. If you drink alcohol, drink moderately. Limit alcohol to two drinks a day for men and one drink a day for women.
7. Don't smoke. If you need help quitting, talk to your doctor about stop-smoking programs and medicines. These can increase your chances of quitting for good.

* DASH stands for Dietary Approaches to Stop Hypertension. Visit www.nhlbi.nih.gov/education/dash-eating-plan to learn more.



Know Your Benefits

Custodial care is extra help you may need after a hospital stay or a qualifying outpatient procedure.

This non-medical care performed by licensed, professional caregivers includes **help with self-care tasks** such as eating, dressing, bathing, light household chores, and mobility tasks (lifting and carrying items).

Our plans cover up to 20 hours of care per qualifying stay, up to a maximum of 60 hours per year. Refer to your Evidence of Coverage or call your HCC (888-965-1965) to learn more.



HouseCalls

You can get one **free in-home health assessment per year** through the HouseCalls program. These visits from nurse practitioners, physician assistants, or doctors help you follow your provider's treatment plan and identify potential care opportunities. This benefit supplements care from your primary care provider.

To learn more, visit blog.healthteamadvantage.com/member/housecalls.

Member Health Fairs

Thanks to everyone who came out to our health fairs in Guilford and Randolph counties! Health fairs offer you the chance to:

- ◆ Get **FREE** health screenings
- ◆ Learn how to better manage your health
- ◆ Get diet and exercise tips
- ◆ Get your questions answered
- ◆ Enjoy healthy snacks and HTA goodies
- ◆ Enter for a chance to win door prizes

We are planning more health fairs in new locations, so be on the lookout for one near you!



Connect with us!



View our videos on YouTube:
[youtube.com/
@healthteamadvantage](https://youtube.com/@healthteamadvantage)



Follow us on Facebook:
[facebook.com/
HealthTeamAdvantageHTA](https://facebook.com/HealthTeamAdvantageHTA)



Subscribe to our newsletter:
htanc.com/newsletter

Send Us Your NC Photos!



We'd like to consider your best North Carolina photos for our 2024 Member Calendar! Our theme is Hometown Highlights — landmarks and scenery, local parks, and other interesting places. Please send your favorite horizontal, high-resolution shots showcasing your community. A few guidelines:

Since these are for publication, we need photos that are at least 300 dpi. No cell phone photos, please.

Email your images to marketing@htanc.com by October 5th.

Please include your name and the location of each photo.



Have You Used These 2023 Benefits Yet?

It's fall! Here are some appointments you may want to squeeze in this calendar year.

Annual Wellness Visit

Separate from your annual physical, this includes a complete health risk assessment, checks for memory loss and depression, a review of any specialists you see, and scheduling preventive screenings.

and

Annual Physical

This usually includes a physical exam, vital sign check, bloodwork, and an update of your medical and family history. It's important to get your annual physical even if you already had your wellness visit.

Need helping finding a provider?

Visit [HealthTeamAdvantage.com/members](https://www.healthteamadvantage.com/members) to search for a provider. Or call your Healthcare Concierge at 888-965-1965 for assistance.

Vision VSP Vision Care



Even if you have 20/20 vision, it's important to get routine eye exams. Your provider can screen you for glaucoma, cataracts, macular degeneration, and even high blood pressure and diabetes.

Hearing TruHearing



Hearing loss can be subtle and sneak up on you. Medicare covers a diagnostic hearing exam each year, and your plan covers TruHearing assessments and hearing aids.

Dental Delta Dental



Dental problems are most likely to affect older adults, so regular screenings are a must. Schedule your appointment now to use your preventive and comprehensive benefits.

Reminder for CSNP Members! If you're on the Diabetes & Heart Care (HMO CSNP) plan, you have a \$45 allowance per quarter on your OTC Debit Card for over-the-counter items such as non-prescription drugs, first aid supplies, and even healthy foods. Remember, **you must use all \$180 by December 31.**

HMO CSNP members should have received a debit card for this benefit. Can't find yours? Call your Healthcare Concierge at 888-965-1965.

Plan Updates for 2024

The Annual Enrollment Period (AEP) will be here before you know it! We have some exciting things planned for 2024. Here are some highlights:

- ◆ Reduced monthly premium for our PPO II plan to \$50
- ◆ Two new plans with a \$0 premium, Eagle (PPO) and Cardinal (HMO). Contact your agent if you would like more information about our new 2024 plans.
- ◆ **NEW** benefits such as Companion Services, Meal Delivery Benefit for help after qualifying procedures, and an online Memory Fitness tool, plus a Transportation benefit for CSNP members
- ◆ Increased Over-the-Counter (OTC) benefits for all plans
- ◆ Receive 100-day supply of most medications for the same copay as a 90-day supply
- ◆ Preferred pharmacy network offers lower-cost prescriptions at select pharmacies
- ◆ Expanded our coverage area to include Orange county for PPO plans and Davidson, Davie, and Forsyth counties for HMO plans

AEP runs from October 15–December 7.

Remember, if you don't want to make a change to your HealthTeam Advantage plan, you will be automatically enrolled for next year. Thank you for being a member!



**COMING SOON!**

Look for our new HTA store
located at *The Shoppes at
Deep River* in High Point.

 **CLIP & SAVE**

Emergency Room or Urgent Care?

This guide can help if you're not sure what type of medical attention you need.
Always use your best judgment to determine if you require emergency care.



EMERGENCY ROOM (Dial 911!)

These symptoms require an ER visit:

- Significant difficulty breathing
- Stroke symptoms
- Broken bones
- Severe pain, especially in the chest or stomach
- Severe burns
- Uncontrolled bleeding
- Possible drug overdose or poisoning
- Thoughts of suicide or self-harm



URGENT CARE

Visit an Urgent Care for these symptoms:

- Mild allergic reactions
- Mild to moderate asthma symptoms
- Sprains and strains
- Moderate pain or discomfort
- Mild burns
- Minor cuts or wounds requiring prompt attention
- Animal or insect bites



PRIMARY CARE PROVIDER

See your doctor for the following:

- Regular screenings and vaccines
- Cold and flu symptoms
- Mild fevers
- Mild to moderate pain
- Chronic conditions
- Check-ups and preventive care
- Medical, medication, and behavioral health questions

Remember, if it's an emergency, dial 911!

If it's not an emergency and you're not sure where to go, call the 24-hour Nurse Line at **877-229-8614 (TTY: 800-735-8262)** 24 hours a day, seven days a week.
A trained, registered nurse will help determine where you should seek treatment.

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