

THRIVING

SUMMER 2024

with Align powered by Sanford Health Plan

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Preventive screenings what you need to know

Staying well requires a proactive approach to health, which is why preventive screenings are essential for Medicare members. Regular checkups and screenings help detect potential health issues early, allowing for timely intervention and better management of chronic conditions.

Preventive screenings are an essential part of health care for Medicare members, and as an Align powered by Sanford Health Plan member these screenings are covered. By staying up to date with these annual tests, you can proactively manage your health, catch diseases early and maintain a higher quality of life. Always consult with your primary health care provider to tailor these screenings to your specific health needs.*



By Kevin Faber, MD
Vice President and
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Sanford Health Plan



Screenings for women

Mammogram

Covered annually, women who are 40 to 74 years old should have a mammogram every 1 to 2 years to screen for breast cancer.

Pap smear and pelvic exam

Women should have a Pap smear every 3 years to screen for cervical cancer. Medicare covers these tests every 24 months, or annually for women at high risk.

Bone density test

Women who are 65 and older should have a bone density test to screen for osteoporosis. Medicare covers this test every 2 years.



Screenings for men

Prostate cancer screening

Men who are 50 and older should discuss prostate cancer screenings with their health care provider. Medicare covers a prostate-specific antigen (PSA) blood test once a year for men over 50.



Screenings for both men and women

Annual wellness visit

Medicare covers an annual wellness visit which includes a review of medical and family history, a check of vital signs, and a personalized prevention plan. This visit is essential for discussing any health concerns and planning further screenings.

Blood pressure screening

Regular blood pressure checks are vital for detecting hypertension, a significant risk factor for heart disease and stroke.

Diabetes screening

Medicare and Align powered by Sanford Health Plan cover diabetes screening tests if you have certain risk factors like high blood pressure or obesity. Early detection can help manage and prevent complications.

Cholesterol test

A lipid panel test to measure cholesterol levels is important for assessing the risk of cardiovascular disease.

Colorectal cancer screening

Individuals who are 45 to 75 years old should get screened for colorectal cancer. Options include stool tests, sigmoidoscopy or colonoscopy. Medicare covers these tests.

Annual vaccinations

Getting vaccinated is your best defense. The influenza, COVID-19, pneumococcal, Tdap and shingles vaccines are recommended for older adults. Talk with your primary care provider to determine which vaccinations are best for you and your health history.

Eye exams

Annual eye exams are crucial for detecting glaucoma and other eye conditions. This is especially true for those with a diabetes diagnosis because diabetes can give rise to other forms of vision problems. Medicare covers a glaucoma test once every 12 months for those at high risk. As an Align powered by Sanford Health Plan member, you receive an annual screening through your vision benefits.*

Hearing tests

Regular hearing exams can help detect hearing loss early. While Medicare doesn't cover routine hearing tests, as an Align powered by Sanford Health Plan member, you receive an annual screening through your hearing benefits.*

Mental wellness screenings

Annual screenings for depression are important for mental health, as depression can significantly impact overall well-being, especially in older adults. These are covered by your plan.

Important self-care for diabetics

When you have diabetes, your body requires special care to stay healthy. You can help keep yourself healthy by taking special care of your feet, skin, teeth and eyes, and by following your doctor's guidance for follow-up care and lab work.

Skin and foot care

- It is important to bathe daily
- Dry yourself well, especially between your toes
- Moisturize your skin and feet with lotion, but not between your toes
- Avoid accidental trauma or injury to your feet and toes
- Always wear correctly fitted shoes or slippers, even inside your home
- Call your provider if your feet feel numb or are painful in any way
- Call your provider right away if any sore feels warm, is red, itches, is swollen, has a bad smell or has drainage
- See a podiatrist if recommended by your primary care provider

Oral care

- See your dentist at least twice yearly
- Floss your teeth daily
- Brush your teeth gently twice daily
- If you smoke, find a way to quit

Eye health

You can have problems with your eyes even if you don't have trouble seeing. An ophthalmologist or specially trained optometrist will give you a dilated eye exam and diabetic retinal exam at least once a year. Tell your health care provider right away if you:

- See dark spots
- Don't see well in dim light
- Have eye pain or pressure
- Have any other problems with your eyes

For optimal diabetic management, it is important to follow these tips and to schedule regular follow-ups and lab work when your provider recommends it to you. Follow-up care and labs are covered by your health plan. Contact customer service for benefit information.





The Wellth Rewards program

As an Align powered by Sanford Health Plan member, you may have an exciting opportunity to earn up to \$360 annually with Wellth Rewards.

Eligible members can sign up for free and stay motivated by setting up personalized health reminders. Each day, check in on the Wellth app by snapping photos of your health tasks, like taking medications or checking your blood pressure. These check-ins help you earn rewards, which are added to a reloadable rewards card.

Completing daily tasks that your provider prescribes or recommends is crucial for managing conditions and keeping you at your best. To check your eligibility or ask questions about the program, connect with our population health team by leaving a message at **(833) 652-1461 (TTY: 711)**.


healthy benefits⁺

New over-the-counter (OTC) catalog in your mailbox

On July 1, 2024, you should have received a new over-the-counter (OTC) catalog of popular products to use when shopping for over-the-counter products. As a member of Align powered by Sanford Health Plan, allowance dollars for OTC are added to your Healthy Benefits+ flex card each quarter.


If you prefer to do online shopping, the catalog is available on the Healthy Benefits+ portal and in your mobile app. Additionally, we started using a new shipping center to help make your shopping experience more convenient, fast and affordable.

Keep ordering the same way with these easy tools

 **By phone:** Place orders by calling **(833) 818-8918, (TTY: 711)**, 8 a.m. to 8 p.m., local time, seven days a week, October to March; Monday to Saturday, April to September

 **Online:** Visit **healthybenefitsplus.com/sanfordhealthplan**

 **Mobile app:** Download the Healthy Benefits+ app

 **In-store:** Use your existing Healthy Benefits+ flex card to shop at thousands of participating retail stores near you

How to prevent health care fraud

Health care fraud is not a victimless crime. It affects everyone, both individuals and businesses, and causes tens of billions of dollars in losses each year. It can also raise health insurance premiums and cause you unnecessary costs. Here's what you need to know about this type of fraud and how to protect yourself.

What is health care fraud?

Health care fraud can be committed by medical providers, patients and others who intentionally deceive the health care system to receive unlawful benefits or payments. This type of fraud often goes undetected, similar to medical equipment scams, because there is typically no direct out-of-pocket cost to the member. In addition, items or services can easily be missed in an explanation of benefits (EOB) statement.

How does this type of fraud happen?

Health care fraud can occur if your information gets into the wrong hands and is then used to bill fake claims without your authorization or knowledge. This could include your Medicare beneficiary number, secondary insurance member ID number and social security number, among other information.

Sharing your personal information or member identification number generally means giving your information to someone other than your doctor, clinic, hospital or a health care professional. To protect your ID numbers, only share your member or beneficiary card or number with a trusted provider who is providing you with services.

Examples of schemes used to obtain member information

Fraudulent vendors or providers may use a variety of tactics or schemes to get your information, including:

- Stealing or purchasing your Medicare or insurance identification information
- Offering you free gifts or services in exchange for your personal insurance information through phone calls, emails or letters
- Using phrases like “you are entitled to these free benefits” or “you will not have any out-of-pocket costs”
- Phishing (type of scam) calls or someone contacting you several times using different methods, such as offering to send you a free laminated Medicare card if you share your member identification number
- Sending you medical equipment without your knowledge and then asking you to provide your insurance information once you have the equipment

Avoiding suspected fraud

Sanford Health Plan has seen an increase in members becoming victims of these types of health care fraud schemes. It's important to be cautious of people who say they want to help you before asking for your medical information, including:

- Door-to-door and telephone salespeople or emails requesting your card number
- Unknown medical companies or businesses offering you services
- Strangers who offer you free medical tests, exams or other gifts in exchange for your card number

How to protect yourself

- Do not provide your medical insurance information to anyone except your physician's office and pharmacy
- Never accept medical equipment or services that you are told are free in exchange for your Medicare number
- Don't trust TV ads promoting free items or mailing inserts promoting free offers
- Review your explanation of benefits (EOB) paperwork regularly to look for items that you didn't order or receive, and report any discrepancies immediately

Reporting fraud

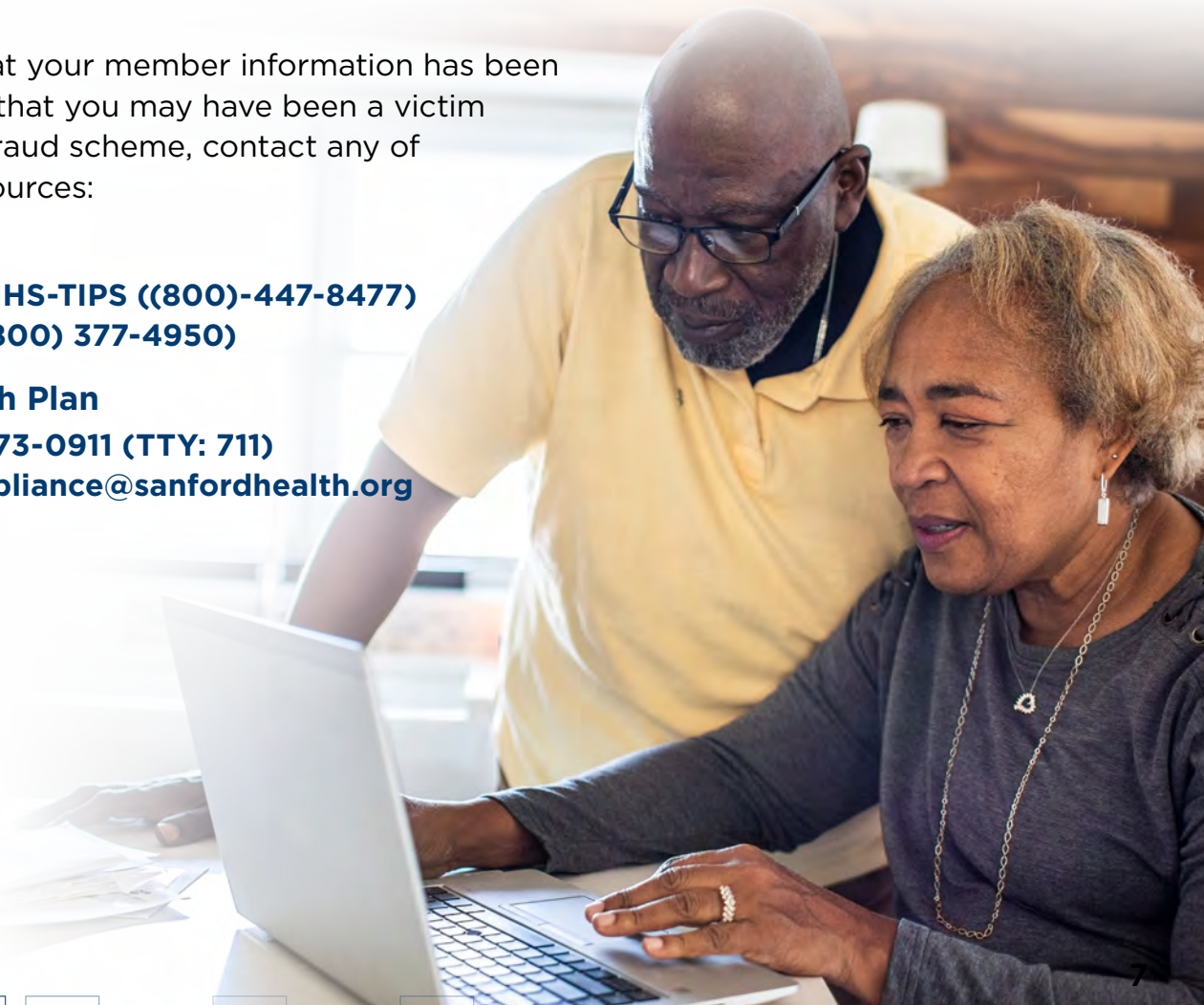
If you suspect that your member information has been compromised or that you may have been a victim of a health care fraud scheme, contact any of the following resources:

Medicare

Phone: (800) HHS-TIPS ((800)-447-8477)
(TTY: (800) 377-4950)

Sanford Health Plan

Phone: (877) 473-0911 (TTY: 711)
Email: shpcompliance@sanfordhealth.org



Finding the right medication for you

When a doctor chooses medications and dosages, there are several factors they must consider that may differ from patient to patient. One of those differences is how your body processes or breaks down medications. This difference in your body's ability to break down these medications is partly determined by your genes, hence the importance of pharmacogenomics (PGx).

Pharmacogenomics is the study of how heredity affects your response to certain medications you are taking. Taking a heredity test can provide you with information about how your body processes medications which can help your doctor make clinical decisions for your care. Knowing your genetic information and how your body processes medications can:

- Help your doctor find the right medication sooner
- Help your doctor find the right dose sooner
- Help decrease medication side effects

Sanford Health offers a set of genetic blood tests that can provide your doctor with this information. If you are interested in pharmacogenomic testing, you may qualify for a \$0 covered benefit if you:

- Are an Align powered by Sanford Health Plan member
- Have a current diagnosis of anxiety and/or depression
- Complete blood draw by December 31, 2024

Contact your doctor and ask about the PGx test to decide together if this test makes sense for you. Don't have a primary care doctor? Find one by visiting **align.sanfordhealthplan.com/doctors-and-pharmacies** or call the Sanford Pharmacogenomics Clinic to make an appointment to discuss testing at **(605) 404-4000 (TTY: (888) 279-1549)**.

After you take this genetic test, the results will be available in your medical record. A pharmacist will review it and provide recommendations to your doctor. If your doctor wants to prescribe a medication that can be affected by your genetic information, the electronic medical record will help them decide if a different medication could work better for you.

Please remember that you should never make changes to your medications without talking to your doctor first.

Medications delivered right to your home

We have partnered with Optum Home Delivery Pharmacy, a preferred mail-order pharmacy, to give you the ability to have your medications mailed directly to you. There is no additional charge to you for using this service. You will also have the option of signing up for automatic refills, meaning your prescriptions are sent to you on a set cycle.

You can request home delivery by the following ways:

 Visit align.sanfordhealthplan.com/pharmacy-and-drug-coverage. Select “**understand your coverage**” and access the home delivery mail order form

 Call **(844) 642-9090 (TTY: 711)**



The importance of prescription adherence for Medicare members

For Medicare members, adhering to prescribed medications is vital for managing chronic conditions, preventing complications, reducing hospitalizations, and enhancing quality of life. Make sure you always follow your health care provider's instructions when you are prescribed a medication. If you have concerns about the medication or cost, make sure you bring that up to your provider and the pharmacy team at Align powered by Sanford Health Plan.

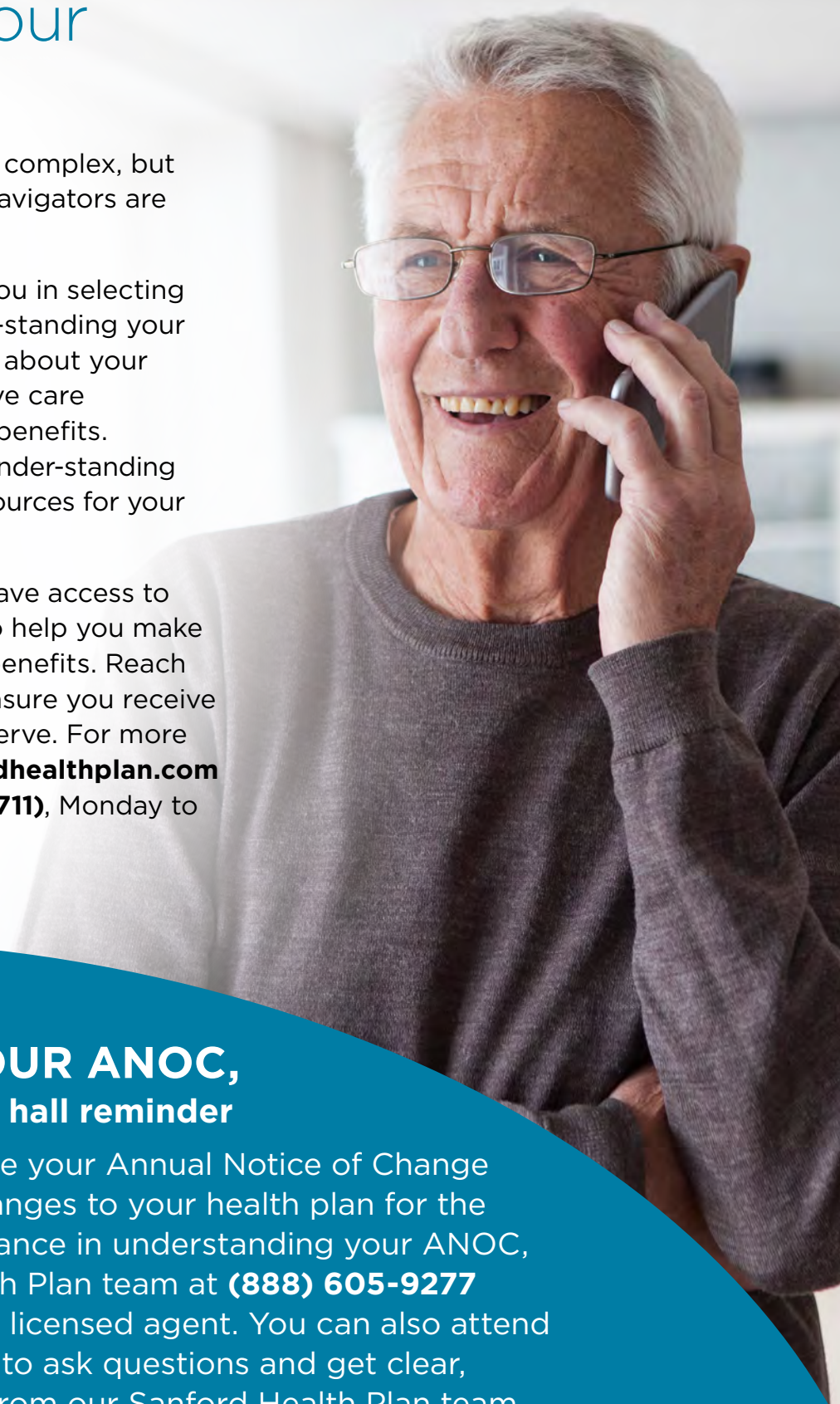


Navigating your coverage

Navigating health care can be complex, but Sanford Health Plan's health navigators are here to simplify it for you.

Health navigators can guide you in selecting primary care providers, understanding your network, answering questions about your flex card, scheduling preventive care appointments, and accessing benefits. They also provide support in understanding your coverage and finding resources for your specific health needs.

As a Medicare member, you have access to this personalized assistance to help you make the most of your health plan benefits. Reach out to a health navigator to ensure you receive the care and services you deserve. For more information, visit align.sanfordhealthplan.com or call **(888) 475-3485 (TTY: 711)**, Monday to Friday, 8 a.m. to 5 p.m.



DECIPHERING YOUR ANOC, plus an upcoming town hall reminder

Every October, you receive your Annual Notice of Change (ANOC), detailing any changes to your health plan for the upcoming year. For assistance in understanding your ANOC, contact the Sanford Health Plan team at **(888) 605-9277 (TTY: 711)** to speak with a licensed agent. You can also attend our town halls in October to ask questions and get clear, straightforward answers from our Sanford Health Plan team. More information on these events coming soon.



Blackened Shrimp, Asparagus and Avocado Salad with Lemon Pepper Yogurt Dressing

Servings: 2

Blackened Shrimp ingredients:

500g raw peeled large shrimp, (King Prawns), tails removed
1 teaspoon olive oil
2 bunches asparagus, halved
2 cloves of garlic, minced
1 teaspoon ground basil
1 teaspoon dried thyme

1 teaspoon sea salt
1 teaspoon fresh cracked black pepper
½-1 teaspoon cayenne pepper, (add more to suit your tastes)
2 teaspoons sweet paprika, (or smokey for a different flavor option)

Salad:

4 cups Cos lettuce leaves, (or lettuce of choice), washed and ready to use
1 avocado, cubed
¼ red onion, sliced
1 handful fresh basil leaves

Dressing:

⅓ cup Greek yogurt
1 teaspoon lemon pepper
1 teaspoon lemon juice, (optional for extra flavor)
2 tablespoons water, (or olive oil)
Salt to taste

Directions:

In a shallow bowl, combine shrimp (prawns) with all of the spice ingredients, and rub into the shrimp until evenly coated. Heat a large pan/skillet on medium heat and add the olive oil. Sauté the shrimp/prawns and the asparagus while turning occasionally until the shrimp/prawns and asparagus have started to change color and are just cooked (about 5 minutes). Combine the lettuce leaves, avocado, onion slices and basil leaves in a salad bowl. Add the shrimp/prawns and avocado over the top. Drizzle with the dressing.

For the dressing:

Combine the yogurt in a bowl with the lemon pepper, lemon juice (if using), water and salt. Mix well to combine.

View providers

To see the most current list of providers, visit align.sanfordhealthplan.com.

Find a Specialist

If your doctor refers you to a specialist, but the specialist is not available as soon as you would like, you have options. Ask the clinic if a similar specialist is available or call Align powered by Sanford Health Plan Customer Service for assistance in finding other in-network specialists at **(888) 278-6485** (TTY: **(888) 279-1549**)

More Resources

Make the most of your health coverage, view resources and more at align.sanfordhealthplan.com.

CONTACT US

Call us at **(888) 278-6485**
(TTY: **(888) 279-1549**)

Visit our website at align.sanfordhealthplan.com



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MEMBER RESOURCES

Get the resources you need to use your coverage.

Visit align.sanfordhealthplan.com/welcome to get started or connect with our health navigators for personalized assistance at **(888) 315-0885** (TTY: **711**). For customer service, call **(888) 535-4831** (TTY: **711**).

