

# HEALTH MATTERS

The Memorial Hermann Advantage Member Newsletter

## MEET ONE OF OUR RESIDENT HEALTH PLAN PROVIDERS

Dr. Martin Basaldua Weighs In  
On Staying Healthy This Summer

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03 GET TO KNOW YOUR GYM  
BENEFITS

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04 TIPS TO STAY COOL THIS  
SUMMER

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11 SUMMER MEDICATION  
ADHERENCE

| SUMMER 2023

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## Memorial Hermann Health Plan:

Website  
[healthplan.memorialhermann.org](http://healthplan.memorialhermann.org)

Customer Service  
855.645.8448

## Prescription Drug Information:

Navitus  
[Navitus.com](http://Navitus.com)  
(866) 270-3877

Costco Mail Order  
(800) 607-6861  
[pharmacy.costco.com](http://pharmacy.costco.com)

## Other Resources:

Behavioral Health  
855.645.8448

Nurse Health Line  
844.632.0074 - Option 1

Teladoc (telehealth service)  
[teladoc.com](http://teladoc.com)  
800.835.2362

Liberty Dental  
866.674.0114

Silver&Fit  
[silverandfit.com](http://silverandfit.com)  
877.427.4788



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This newsletter is produced by Memorial Hermann Health Plan. For questions or comments, please call the Customer Service team at 855.645.8448.

MEMORIAL<sup>®</sup>  
HERMANN  
Health Plan  
MEDICARE ADVANTAGE PLANS

# WELLNESS

## Improve your wellbeing with Silver&Fit®

The Silver&Fit® Healthy Aging and Exercise program supports every unique member. Enjoy all of the following, anytime, anywhere, at no cost to you:



### On-Demand Workout Videos

Go to [www.SilverandFit.com](http://www.SilverandFit.com) or download the ASHConnect™ mobile app to find workout videos for all fitness levels.



### Standard and Premium Fitness Network Choices

Join one of thousands of participating fitness centers or select YMCAs, many with exercise classes for older adults. You also have access to Premium locations, including fitness centers, studios, and unique fitness experiences for a buy-up price.



### Workout Plans

Answer a few online questions about your fitness level and goals to get workouts to help you start an exercise routine.



### Well-Being Club

Learn new skills and focus on well-being by:

- Connecting with others
- Enjoying live-streaming classes and events on the Silver&Fit website
- Viewing exclusive articles and videos



### Home Fitness Kits

Pick your favorite kit (one per benefit year):

- Fitbit® or Garmin® Wearable Fitness Tracker Kit
- Pilates Kit
- Beginner, Intermediate, or Advanced Strength Kit
- Beginner or Advanced Swim Kit
- Beginner or Intermediate/Advanced Yoga Kit



Go to [www.SilverandFit.com](http://www.SilverandFit.com) to get started today! For questions, call us toll-free at 1.877.427.4788 (TTY/TDD: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific time.

## Staying Active in Hot Weather

Summer is a great time for being active. Even if you live where it gets hot or humid, there are ways you can stay active and stay safe.

If the temperature is lower than 80°F (27°C), you usually can be active outside without taking extra precautions. It depends on how active you already are and how used to hot weather you are. But any time you exercise, it's a good idea to take these normal precautions.

- Drink plenty of water
- Don't exercise as hard when it's too hot
- Stay in the shade when you can
- Wear light-colored, breathable clothes
- Always wear sunscreen
- Watch for signs of dehydration and heat-related illnesses such as heat exhaustion and heatstroke

When it's hot and humid out, take extra precautions when you're active. This might mean you change your activity or when you choose to do it. Here are some ideas you can try:

- Take morning or evening walks
- Go for a bike ride
- Go swimming on hot days
- Do light yard work or gardening
- Wash your car

Sometimes it isn't safe to be active outdoors. There are many ways to be active indoors. Here are a few ideas you can try:

- Go for walks—indoors
- Get fit while you watch TV or listen to music
- Use an online exercise
- Do active housework
- Join a gym or health club
- Try a fitness class or a new indoor activity
- Get involved in indoor sports leagues



## Drinking Enough Water

Water keeps every part of your body working properly. It helps your body flush wastes and stay at the right temperature. It can help prevent kidney stones and constipation. You lose water throughout the day—through your breath, sweat, urine, and bowel movements. If you live in a hot climate, you lose even more fluid.

A common recommendation is to drink six to eight 8-ounce glasses of water or other fluid every day. But some adults may need more or less. It depends on how healthy you are, how much you exercise, and how hot and dry the climate is.

### What are some easy ways to get more water during the day?

- Drink a glass of water when you get up in the morning, before you have coffee or tea.
- Keep a cup or water bottle by your desk at work or carry a container of water with you, and take sips throughout the day.
- If you get tired of drinking plain water, add sugarless flavoring to your water. Or put a slice of lemon or lime in plain or sparkling water.

# EDUCATION

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## Hospital Discharge Planning



### What is hospital discharge planning?

Discharge planning helps to make sure that you leave the hospital safely and smoothly and get the right care after that. You, the person who is caring for you, and your discharge planner work together to address your concerns in a discharge plan. Whether you go home, to a relative's home, to a rehabilitation facility, or to another healthcare setting, your plan outlines the care you need.

A day or two before you expect to leave the hospital, ask to meet with your discharge planner. Your discharge planner can tell you why you are going home or to another health care setting and why your care is changing. You will work together on:

- What care and services you may need after you leave. This can include nursing, physical therapy, occupational therapy, or speech therapy. An agency may set up a program to check your blood pressure, pulse, oxygen saturation, or weight.
- What equipment you may need, such as a walker or oxygen.
- Whether or not you can get care at your home. You may need to go to another health care setting, such as a skilled nursing facility, a rehabilitation hospital, or an assisted living facility. Or family or friends may stay with you at your home, or you may stay with them.
- How to best move you from the hospital to your home or to another health care setting.

Write down any questions you have about what will happen when you get home, what your family can do to help, or who's going to pay for your care.

### What happens when you leave the hospital?

When it's time to leave the hospital, you'll have a discharge plan. Discharge planning helps to make sure that you leave the hospital safely and smoothly and get the right care after that. You, the person who is caring for you, and your discharge planner work together to address your concerns in a discharge plan. Whether you go home, to a relative's home, to a rehabilitation facility, or to another health care setting, your plan outlines the care you need.

### Going home

Before you leave the hospital, talk to your nurse or other hospital staff about things you'll have to do at home. Get information in writing about:

- Your medicines. Get a list of medicines and how you take them. Have your doctor highlight any new medicines or medicines that need to be stopped or changed since before your hospital stay.
- When you need to see the doctor again and any follow-up tests you need.
- How and when to change bandages and dressings.

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# ASK THE DOCTOR



## Meet Dr. Martin Basaldua, M.D.

Dr. Basaldua has served the Kingwood community since completing his residency in 1983 at the University of Texas Health Science Center in Houston. Dr. Basaldua is the founding partner of Optimal Health. He has practiced family medicine in the Kingwood area for more than 20 years and is a trusted physician and friend to many in the community.

Board certified in Family Practice, an active member of the American Academy of Family Physicians and the Texas Academy of Family Physicians, Dr. Basaldua has served on many national and state committees to improve the quality of health care and education for everyone in the community.

### Why does my primary care doctor like to know when I'm seeing a specialist?

Collaboration between your primary care doctor and specialists is essential for effective healthcare maintenance. By knowing when you are seeing a specialist, your primary care doctor is able to communicate with them, share relevant and valuable medical information, and work together to develop a comprehensive treatment plan.

As a primary care doctor, I feel that it is my responsibility to work with my patients to manage their care and help them achieve their health and wellness goals. If a patient goes to a specialist without my knowledge, then I'm no longer in a position to provide my patient with a big picture view of their health. I also work closely with a group of specialists that I know and trust, so when a specialist is needed, I like to refer to these doctors, who know me and understand my approach and philosophy of care.

By keeping your primary care doctor informed about your visits to specialists, you can ensure that all aspects of your health are being properly managed, coordinated and monitored.

### Do you think Telehealth (virtual) visits are just as good as in-person visits?

As a general rule of thumb, I think a large number of common conditions can be treated very quick and effectively with a Telehealth visit, and I highly encourage all of my patients to consider telehealth if the issue is something we can review and discuss virtually. Telehealth visits are well-suited for follow-up appointments, routine check-ups, medication management, mental health consultations, minor illnesses, and some chronic conditions.

However, there are cases where in-person visits are necessary for a thorough examination, such as physical injuries, long-term symptoms or certain complex medical conditions. This would require a hands-on physical examination.

In this case I don't believe telehealth can replace visits entirely, because I appreciate the opportunity to speak with and examine my patients directly. Technology is great, but connecting on a personal level is still something I think is extremely important.

## What is Medication Therapy Management (MTM) and is it important?

Medication Management Therapy, also known “MTM,” refers to a comprehensive approach to optimize medication use and improve patient outcomes. It involves the active involvement of healthcare providers, such as pharmacists and other qualified professionals, in assessing and managing a patient’s medications.

Medication Management Therapy programs will typically include the following components:

### Medication Review

This process can help identify any potential drug interactions, duplications, or other medication-related issues.

### Personalized Medication Plan

Based on the medication review and the patient’s specific needs, a personalized medication plan is developed.

### Patient Education

Medication Management Therapy also involves educating patients about their medications, which include proper medication use, potential side effects, drug interactions, and strategies for improving medication adherence.

### Individualized care plan

We develop a personalized care plan based off your unique medical conditions and individual needs.

A Medication Management Therapy program is required for all Medicare Advantage plans and is reviewed by CMS to ensure that you are able to maintain your overall health and continue to improve your quality of life.

(For more details regarding the Medication Management Therapy program (MTM), please see page 9.)

## What’s one thing I could start doing today to improve my health?

This is a really wide open question, but from a physical and mental health perspective, I believe in the old adage “motion is medicine.” So, take some time to get up, move your body, and if possible, walk. There are so many ways to safely incorporate motion into your lifestyle. Also, it’s essential to adopt healthy lifestyle practices and habits in order to promote physical, mental and emotional well-being. A few examples include eating a balanced diet, adequate sleep, stress management and regular visits to your primary care provider.

If you have questions, you can always call a Case Manager at the Memorial Hermann Health Plan at (855) 645-8448, and they can help you get started. They can also help you start using the benefits you have in your plan, like a free gym membership that can include virtual workouts. A little bit can go a long way in helping you achieve your overall health and wellness goals, so don’t be intimidated or worried that you’re not doing enough. The first step is to take a step – and you’re already on your way.

### Vyталus Medical Group

23330 U.S. 59 N, Suite 300  
Kingwood, TX 77339

#### Hours:

Mon - Fri 8am - 5pm  
Extended Hours available on Wednesday  
from 7am to 8am.



**Contact:**  
vyталus.com  
(281) 359-3223



# EDUCATION CONT.

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It's easy to think you can do everything, but it can be hard. If you feel you or your caregiver won't or can't do certain tasks, say so. Try to make other arrangements.

## Going to another health care setting

If you have been living in another health care setting—for example, a nursing home or a rehabilitation hospital—you'll have to talk with someone about leaving for your hospital stay and then coming back afterward. Find out what you'll have to do to get the same bed and room, and ask about any costs. If you have been living at home but will need to go to another setting when you leave the hospital, the discharge planner can give you a list of options. You, a family member, or a friend will have to call around to see which one you prefer. Things to think about when choosing another setting include:

- How you'll receive your prescriptions, such as on-site or by mail order or delivery.
- If there are any problems with using any medical equipment.
- How easy it is for your family or caregiver to get to it and visit you.

## If you don't feel ready

Talk to your doctor about your worries. Even though you don't feel strong enough to go home, your doctor can explain why it's important for you to go home or go to another health care setting. If you are really not comfortable with your doctor's recommendation that you go home, ask for help from the hospital's patient advocate.

## How do you stay healthy after you leave the hospital?

After you leave the hospital, the best way to benefit from your treatment is to take good care of yourself. Remember that you are the most important member of your health care team. Follow your doctor's instructions, which may include things like taking medicines as prescribed, getting needed exercise, or knowing how to take care of an incision from surgery.

Taking good care of yourself after you get back home is the best way to avoid a return trip to the hospital.



# PHARMACY

## Medication Therapy Management

The MTM program is a complimentary service provided by pharmacists to ensure your medications are working the best for you. With just one phone call, pharmacists can provide a broad range of services, including but not limited to:

- Conducting patient assessment and/or a Comprehensive Medication Review (CMR)
- Formulating a To-Do list
- Developing a Personalized Medication Record (PMR)
- Monitoring efficacy and safety of medication therapy
- Enhancing medication adherence
- Coordinating care with your physicians



### Comprehensive Care

A healthcare professional will overlook your medication list and ensure you are receiving the best treatment plan tailored to you.



### Create a Roadmap

We will help formulate a To-Do list specific to you which will help identify how you can get the most of your treatment.



### Fast and Easy

You will be receiving a call to review your medications over the phone while in the comfort of your own home. The call is relatively short lasting up to 30 minutes.



### Why choose us?

We access your medical records and offer you support for medication adjustments. We can answer any questions you may have about your medications and offer diet/health support.

For more information, call the MTM service at (713) 424 -3140 Monday - Thursday, 8 a.m. to 7 p.m. CST ; Friday 8 a.m. to 5 p.m. CST

## Costco Mail Order Preferred Pharmacy Benefits

Are you tired of waiting in long lines at the pharmacy? Want hassle-free medication refills? Discover the exceptional benefits of Costco Mail Order Pharmacy, your trusted partner for all your prescription needs.

- Hassle-free prescription transfers
- Automatic refills and reminders
- Easy-to-use online platform for quick and convenient ordering

Enjoy the ease of ordering medications from the comfort of your own home while saving time and money.



[www.costco.com/pharmacy/home-delivery](http://www.costco.com/pharmacy/home-delivery)  
1-800-607-6861

## Delivering Convenience, Quality & Savings Straight To Your Doorstep

### Convenience

No more waiting in line or rushing to make it before closing time

### Uncompromising Quality

Medications sourced from licensed suppliers

### Cost Savings

Competitive pricing, exclusive member discounts and convenience of mail delivery

### Exceptional Customer Service

The customer service team is always ready to assist you

## Is It time for your prescription refill?

Taking your medication regularly is important to staying healthy. Here is how a 90-day supply can help you:



### More Savings To You

A 90-day supply offers a lower copay than purchasing a 30-day supply every month



### Fewer Pharmacy Visits

A 90-day supply will decrease your trips to the pharmacy to 4 times a year instead of 12



### Overall Improved Health

You are less likely to miss a dose when you have more medicine on hand.

Ask your pharmacist or doctor today about a 90-day supply of your prescription drugs.

## Summer Medications Tips

Summer is here, and as you make your travel plans and soak up the sun, it's essential to remember the importance of medication adherence. We understand that staying consistent with your medications while enjoying your summer can be challenging, but with a little planning and preparation, you can ensure you have a vacation supply and maintain your health throughout the season.

### Stock up on Medications

Before embarking on your summer adventures, it's crucial to assess your medication needs and ensure you have an ample supply. Fill 90-day supplies of your medications so that you don't run out of your medications as quickly. Contact your healthcare provider or pharmacist to refill your prescriptions, keeping in mind the duration of your trip plus a few extra days in case of unexpected delays. Use the mail order pharmacy, Costco Pharmacy, at no additional cost to you. Consider carrying your medications in your carry-on bag during flights or keeping them in a cool, dry place if they require specific storage conditions.

### Create a Medication Schedule

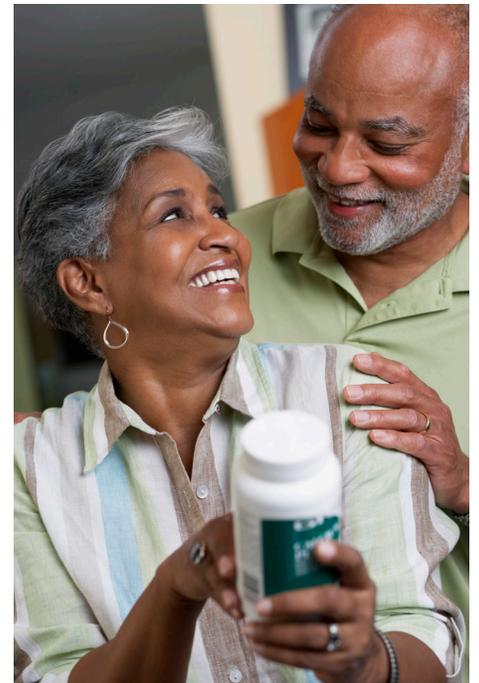
Establishing a medication schedule can significantly help you remember to take your medications on a regular basis. Whether you prefer digital reminders, alarms on your phone, or a good old-fashioned pill-box, find a method that works best for you. Set up reminders in advance and include them in your daily routine. It might be helpful to schedule your medication intake around a specific activity or meal to associate it with a regular event, making it easier to remember.

### Communicate with Your Healthcare Provider

If your travel plans span over an extended period it's essential to communicate with your healthcare provider in advance. You should inform them about your travel plans and ask for their guidance on any adjustments or precautions you may need to take. They can provide you with valuable advice and guidance.

### Know Your Medications

Familiarize yourself with your medications, including their names, dosages, and possible side effects. Understanding the purpose of each medication will reinforce the importance of adhering to your prescribed regimen. Complete your Medication Therapy Management review with one of the Health Plan's clinical pharmacists. This will help you to stay informed about your medications and what they are being used for. If you have any concerns or questions about your medications, don't hesitate to consult your healthcare provider or pharmacist.

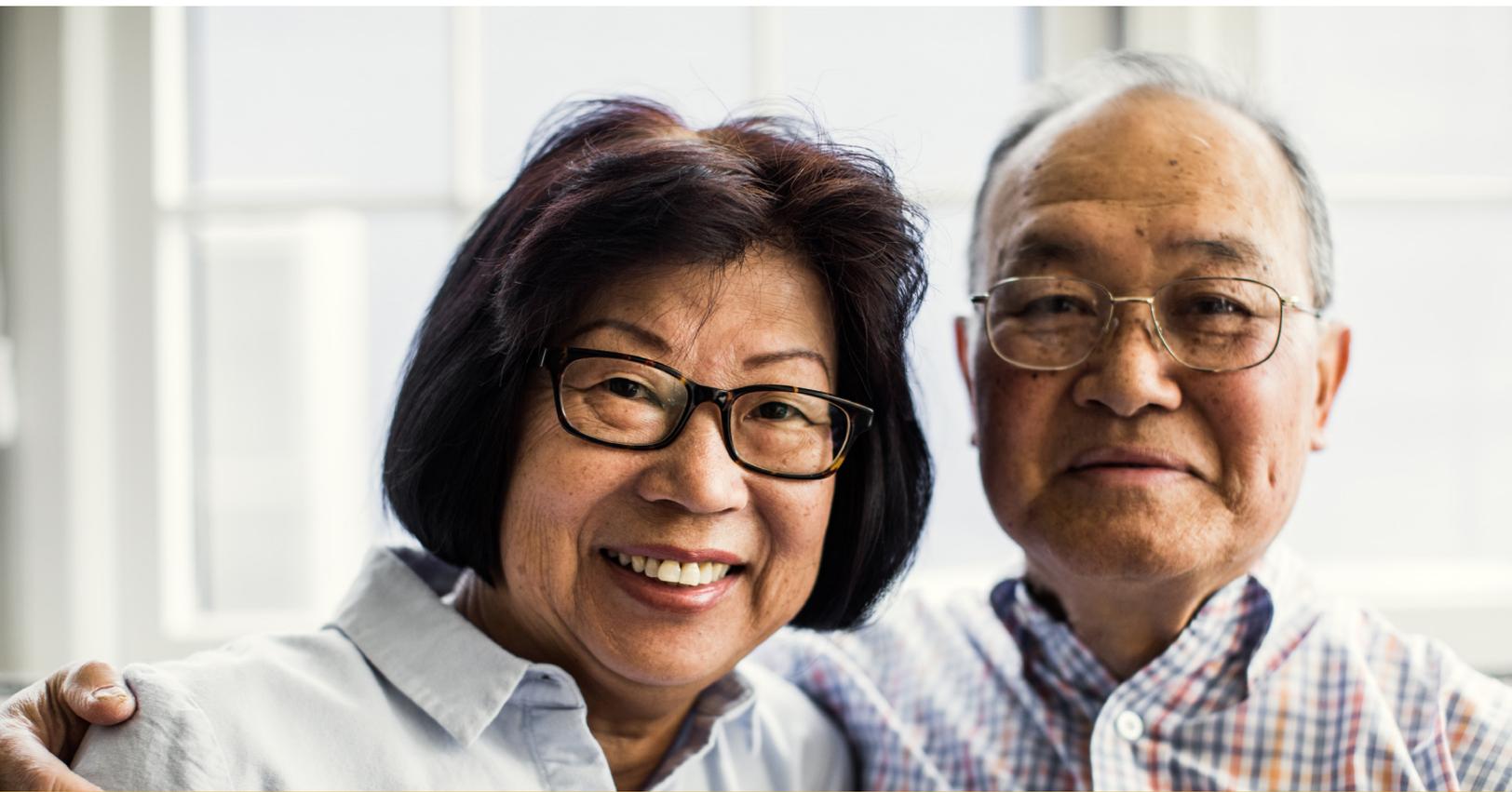


Your health is precious, and we want you to enjoy a safe and memorable summer. Remember, staying consistent with your medications will help you maintain your well-being and make the most of your summer experiences.

We hope you have a safe and wonderful, healthy summer!

P.O. Box 19909  
Houston, TX 77224

**Health and wellness or prevention information.**



Memorial Hermann *Advantage* HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.

Memorial Hermann *Advantage* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855.645.8448 (TTY 711).

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