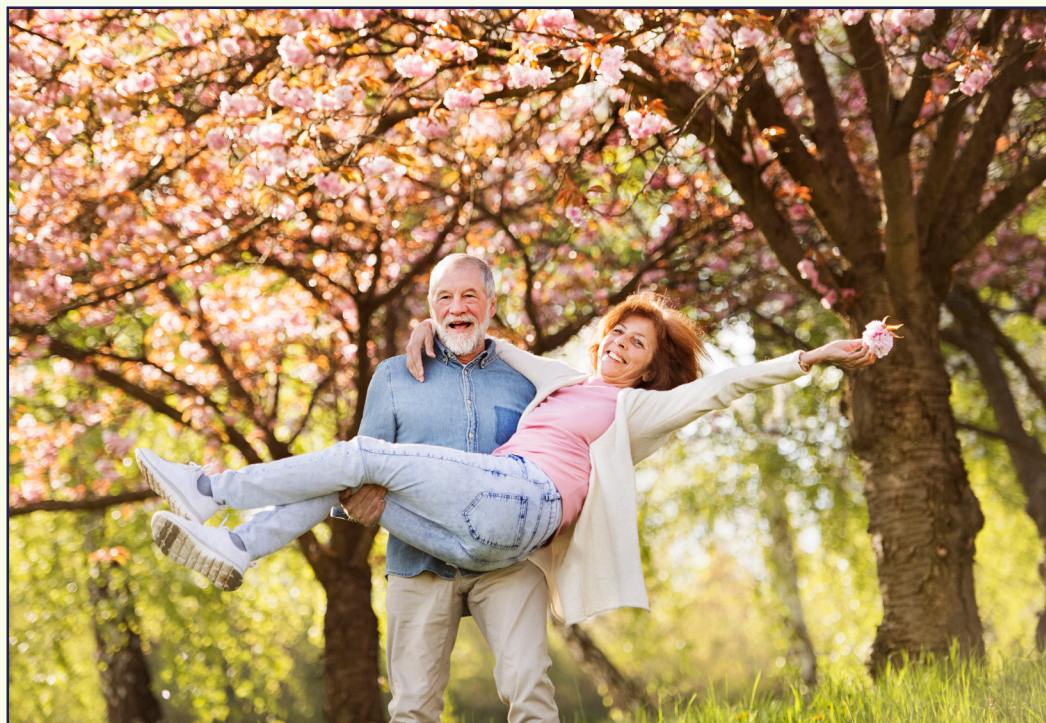


MEMBER NEWSLETTER



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Colorectal Cancer Awareness

If you are 45 years and older, the time to get screened for colorectal cancer is now!

What is Colorectal Cancer?

Colorectal cancer is a disease in which the cells in the colon or rectum grow out of control and may turn into cancer.

What Can You Do to Prevent Colorectal Cancer?

Colon cancer is the second deadliest cancer, but it is one of the cancers that is preventable. Early screening is the most effective way to reduce your risk.

How Do I Know Which Screening Test is Right for Me?

Each test has advantages and disadvantages. Talk to your doctor about the pros and cons of each test. Which test to use depends on:

- Your preferences.
- Your medical condition.
- Your personal or family history of colorectal cancer or colorectal polyps.
- If you have a genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer (Lynch syndrome).
- The likelihood that you will get the test.
- The resources available for testing and follow-up.

Get these noninvasive colorectal cancer screening tests in the comfort of your home, at no cost to you.

There are two (2) types of stool tests that your doctor can order and are effective screening methods.

- Guaiac-based fecal occult blood test (gFOBT).
- Fecal immunochemical test (FIT).

For these tests, you receive a test kit from your doctor. At home, you use a stick to obtain a small amount of stool. You return the test kit to your doctor or lab. The stool test is done once a year.



Clear Spring Health has partnered with Porter, our in-home provider, to offer you these and other in-home screening services.

How to get started with Porter: Call Porter at 1-800-558-9922 or help@helloporter.com.

Did you know that you can receive a \$50.00 REWARD for completing your colorectal cancer screening?

To complete your preventive screening, you must make an appointment with your doctor or an appointment with Porter. Once you have completed the test, Clear Spring Health will receive a bill (claim), from your doctor or Porter, letting us know that you have completed the test. We will then process your reward through Nations Benefit. You must complete all tests between Jan 1 – Dec 31, 2024.



Diabetes Can Harm Your Eyes

The good news is that you can prevent harm to your eyes by taking one important step:
Get a dilated eye exam!

Diabetes has been reported to be the main cause of blindness in adults 20 and older. People with diabetes are prone to more serious eye problems.

Common Eye Diseases Among People with Diabetes

- **Retinopathy** – this disease causes small blood vessels in the retina (the back of the eye) to get weak and possibly leak blood. This disease can cause blindness if not treated. At the beginning of the disease, there are no symptoms. This is why it is so important to get your eyes checked regularly.
- **Cataracts** – this disease causes a “clouding” over the lens of the eye, which makes your vision blurry.
- **Glaucoma** – this disease causes pressure in the eye. If not treated, glaucoma can cause vision loss or blindness.

Talk to your doctor about ways to manage your diabetes

- Get an A1c test to measure your blood sugar every 3 months.
- Ask your doctor to help you set goals to manage your blood sugar, blood pressure, and cholesterol.

Signs and symptoms that you must visit your eye doctor:

Each test has advantages and disadvantages. Talk to your doctor about the pros and cons of each test. Which test to use depends on:

- See little black lines or spots that do not go away.
- Take longer than usual to adjust to darkness.
- See any red spots or a red fog.
- Have a sudden change in how clearly you see.





Get a dilated eye exam at least once a year!

- During the dilated eye exam, you will get eye drops to make your pupils larger. Pupils are the black circles in the middle of your eyes. The drops are painless and help your eye doctor see inside your eyes for signs of health problems.
- Your eye doctor may take pictures of your eyes with a tool called retinal photography. This tool helps the doctor see your retina (the back of your eyes).

Clear Spring Health has partnered with Porter, our in-home provider, to offer you the retinal eye exam in the comfort of your home.

How to get started with Porter: Call Porter at 1-800-558-9922 or help@helloporter.com.

Did you know that you can receive a \$30.00 REWARD for completing your diabetic eye exam?

To complete your preventive screening, you must make an appointment with your doctor or an appointment with Porter. Once you have completed the test, Clear Spring Health will receive a bill (claim), from your doctor or Porter, letting us know that you have completed the test. We will then process your reward through Nations Benefit. You must complete all tests between Jan 1 – Dec 31, 2024.

Keeping in Compliance with Your Medications

Taking your medications as directed by your doctor is one of the most important things you can do to stay healthy. Not taking your medicine can lead to serious health problems.

1 STAY ON SCHEDULE

It is easy to forget to take your medication at the correct time as directed by your doctor.

2 CREATE A ROUTINE

Take medications with an activity you do at the same time every day:

- Mealtimes
- Brushing teeth
- Set an alarm
- An alarm on your cell phone or watch can be helpful

3 USE A PILLBOX

A weekly pillbox with a compartment for each day can also be helpful.

Keep it visible.

Leave medications in a safe place that is easy to spot.

- Kitchen/bathroom counter
- Bedroom nightstand

Flip the pill bottle over.

Each time you take your prescribed medication, flip the pill bottle over so you know it has been taken.

HELPFUL TIPS ON MEDICATION STORAGE

- Check medication expiration dates regularly.
- Store medication in a cool, dry place.
- Keep it in its original bottle. Prescription bottles are created to protect the medication from light and moisture and are also childproof.

ADDITIONAL REMINDERS

- Have your doctor write a prescription for a 90-day supply.
- Talk to your pharmacist about automatic refills to make sure you do not miss any fills.



Skip the pharmacy. We deliver to you.

If you take a medication regularly, you could save time and money with Optum[®] Home Delivery.

- Get your medications delivered right to your mailbox – with **free standard shipping**.
- Order up to a 3-month supply on eligible prescriptions.
- Talk to a pharmacist 24/7.

Submit your order one of three ways:



Online at optumrx.com



Via the **Optum Rx app**



Call the phone number
on your member ID card



To learn more today, scan this code with your smartphone's camera or go to optumrx.com/getstarted for info on Optum Rx.

Will my current prescriptions transfer?

Yes, most will transfer to Optum Home Delivery. But prescriptions for some medications, such as controlled substances, will not transfer. In these cases, you'll need a new prescription from your doctor.



Optum Home Delivery is a service of Optum Rx pharmacy. Optum Rx is a pharmacy care services company helping clients and more than 63 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefits services.

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CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS®)

Clear Spring Health is committed to improving the quality of care of our members, but to do this, we must understand what our members' needs are.

The CAHPS survey was developed by Medicare to ask you about:

- Your health care.
 - Your primary care provider (PCP).
 - Your health plans.
 - Specialist(s) that you are currently seeing.
 - Well-check exams.
 - How easy it is for you to get care.
 - How easy it is for you to get care quickly.
- **You will be receiving the survey by mail or email. The pre-notification survey letter was sent to you in February, and you should have received the survey in March. We urge you to complete the survey. This is the best way for us to know what your needs are and make changes to improve those needs. If you have any questions about the survey, please feel free to call us at 844-895-9047.**



Announcing Perry Health

Clear Spring Health is thrilled to announce that we've partnered with Perry Health to offer at-home diabetes care and remote monitoring for our members. Perry's telephone-based program is designed to support you in between visits to your doctor's office, with no out-of-pocket costs.

Perry's services will empower you to take meaningful steps towards better managing your diabetes and achieving your health goals. We strongly encourage you to take advantage of this new benefit - learn more below!

What Does Perry Offer?

- **Testing Supplies** - You will receive a blood glucose monitor or continuous glucose monitor (based on eligibility criteria) and ongoing supplies to test your blood sugar from the convenience of your home.
- **Remote Monitoring** - Perry's care team monitors readings in real-time and will proactively reach out if you test outside of normal range.
- **Dedicated Care Team** - Our team is specialized in diabetes management, and you'll have unlimited access to physicians, nurse practitioners, certified diabetes educators, dietitians, and health coaches.
- **Tailored Guidance & Education** - We'll work with you to put together a customized care plan that suits your life. You'll receive ongoing education to improve your health, from diet changes to positively impact your blood sugar levels to medication adjustments.
- **1:1 Coaching** - You'll meet with your coach every month to ensure you have the support you need to make progress towards your goals.
- **Care Coordination** - Perry's team will proactively coordinate with your primary care doctor or other specialists to ensure you receive seamless care.

Why Should You Join Perry?

- **Proven Outcomes** - Perry's program yields dramatic reductions in A1c levels. Members also see significant improvements in their day-to-day life from better sleeping to emotional wellbeing.
- **Committed Providers** - Members rave about Perry's care team - some of the kindest and most dedicated clinicians you'll ever meet!
- **Convenience & Quality** - Get care from the comfort of your home. All you need to do is answer the phone!
- **No Out-of-Pocket Costs!**

How Do I Get Started?

- Call (469) 551-8083 to speak with a member of our enrollment team right away!

Whether you're seeking additional support, guidance on managing your condition, or simply looking to improve your overall health and wellbeing, Perry is here to assist you every step of the way. We hope you take advantage of this opportunity to better support your health, day in and day out. If you have any further questions, please don't hesitate to reach out at 844-895-9047.