

# CLEAR SPRING HEALTH

## MEMBER NEWSLETTER

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# CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS®)

## CLEAR SPRING HEALTH WANTS TO HEAR FROM YOU:

Fill out the CAHPS® Survey!

Your opinion matters to us! That's why we're asking you to take a few minutes to complete the CAHPS® survey if you get one.

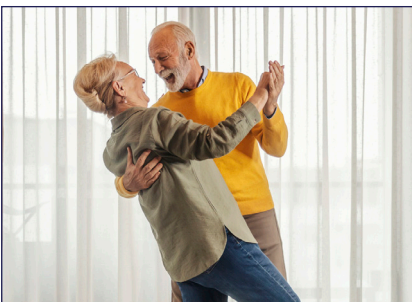
This survey is your chance to tell us what we're doing well and where we can do better when it comes to your healthcare experience.

Your feedback helps us:

- Make improvements to the care and services we offer.
- Focus on what matters most to you and your family.
- Keep providing high-quality care you can count on.
- It's quick, it's easy, and it's completely confidential.

By sharing your thoughts, you're not just helping us. You're helping other members get better care, too. The CAHPS® survey starts going out in March. If you receive the survey in the mail or by email, we'd love for you to fill it out. Every response makes a difference!

**If you have any questions about the survey, please feel free to call us at 844-895-9047.**



# ANNUAL WELLNESS VISIT (AWV)

## TAKE CARE OF YOUR HEALTH: SCHEDULE YOUR ANNUAL WELLNESS VISIT!

Your health is important, and we want to help you stay healthy and feel your best. One way to do that is by completing your Annual Wellness Visit. This visit helps you and your doctor create a plan to keep you well.

To make it easier, we've teamed up with Porter. They can help you complete your visit in a way that works best for you:



- **In-Home Visits:**  
A healthcare professional can visit you at home to do your check-up.
- **Telehealth Visits:**  
You can talk to a provider on your phone, tablet, or computer without leaving home.

These visits are easy, convenient, and come at no extra cost to you as a Clear Spring Health member. They're also a great way to talk about your health goals, review your medicines, and make sure you're getting the care you need.

Schedule your visit today!

Call Porter at 1-800-730-5053 to set up your appointment.

Taking care of your health has never been easier. Let us help you stay on top of your care and enjoy the peace of mind that comes with staying healthy!

# FLU

## PROTECT YOURSELF THIS FLU SEASON: GET YOUR FLU SHOT TODAY!

Flu season is here, and one of the best ways to protect yourself is by getting your flu vaccine. The flu can be serious, especially for older adults, but the good news is that a flu shot can help reduce your risk of getting sick.

Here's why getting your flu vaccine is so important:

- It protects your health. The flu can cause serious complications, especially for people over 65 or those with chronic conditions like diabetes or heart disease. The vaccine helps lower your chances of severe illness.
- It's safe and effective. Flu vaccines are carefully tested and updated every year to protect against the latest flu strains.
- It's quick and convenient. You can get your flu shot at your doctor's office, local pharmacy, or even during another healthcare visit.



### Talk to Your Doctor About The Flu Vaccine

Not sure if the flu vaccine is right for you? Talk with your doctor. They can answer your questions and help you decide the best way to stay protected.

### Already Got Your Flu Shot?

If you've already had your flu vaccine this season, great job! You're helping to protect not just yourself but also those around you, like your family and friends.

### Don't Wait, Stay Protected!

Your health and well-being are worth it! Call your doctor or visit your local pharmacy to get your flu shot today, offered at no cost to Clear Spring Health members!

**For more information about the flu vaccine, visit the CDC website at [cdc.gov/flu](https://www.cdc.gov/flu)**

# HIGH BLOOD PRESSURE & eCARE HOME MONITORING

## KEEP YOUR BLOOD PRESSURE IN CHECK FOR A HEALTHIER YOU

Did you know that high blood pressure (also called hypertension) is one of the most common health conditions among older adults? It's often called the "silent killer" because it usually has no symptoms, but it can lead to serious problems like heart disease, stroke, and kidney damage if left untreated.

The good news? High blood pressure can be managed—and we're here to help.

### Why Controlling Blood Pressure Is Important

When your blood pressure is too high, your heart works harder than it should. Over time, this can damage your heart and blood vessels, increasing your risk of complications. Keeping your blood pressure in a healthy range helps:

- Protect your heart and brain.
- Lower your risk of heart attack and stroke.
- Prevent damage to your kidneys and other organs.

### Tips for Keeping Your Blood Pressure Under Control

- Take your medications: If your doctor has prescribed blood pressure medication, take it as directed.
- Eat heart-healthy foods: Choose fresh fruits, vegetables, lean proteins, and whole grains. Try to limit salt, which can raise blood pressure.
- Stay active: Even gentle activities like walking or stretching can make a difference.
- Manage stress: Deep breathing, meditation, or quiet time can help lower stress, which can affect blood pressure.

### Let Us Help You Stay on Track

At Clear Spring Health, we offer the eCare Home Monitoring to make managing your blood pressure easier. Through this no cost program, you'll receive a blood pressure monitor to use at home. Your readings are shared remotely with our nurses and your doctor, so they can track your progress and make adjustments to your care plan if needed. This program is simple, convenient, and helps you stay connected to your care team, all from the comfort of your home.

If you're concerned about your blood pressure, or if you'd like to learn more about our eCare Home Monitoring Program, call Clear Spring Health at 877-867-1351 or talk to your doctor.

Taking small steps to control your blood pressure can make a big difference in your health. Let's work together to keep you feeling your best!

For more information about high blood pressure, visit the American Heart Association's website at <https://www.heart.org>.

# Save time and stay on track with home delivery and automatic refills

With Optum® Home Delivery, you can get a 3-month supply of your long-term medication. Plus, they mail them to you with free standard shipping.

## Want more reasons?



### Skip the trips

They deliver your medication to your door. You don't even have to leave home or wait in the pharmacy line.



### Save money

You may pay less than what you do at in-store pharmacies. And, standard shipping is free. Split up your costs into 3 equal monthly payments if you'd like.



### Stay on track

With a 3-month supply, you may be less likely to miss a dose.

## Automatic refills

Sign up today to have your home delivery prescriptions automatically refilled. Then, check one more thing off your list.

## Ready when you need them

Use the website and app any time to track orders, request refills, price medication and more. Pharmacists and customer support team are available 24/7.

## Ready for home delivery? Choose one of the following ways to sign up.



- Scan the code or visit [optumrx.com](https://www.optumrx.com)
- Use the Optum Rx app
- Ask your doctor to send an electronic prescription to Optum Home Delivery
- Call the number on your member ID card

## Frequently asked questions

### Is the Optum Home Delivery pharmacy in my plan's network?

Yes, it's part of your plan's pharmacy network. You are not required to use Optum Home Delivery.

### Once I've enrolled in home delivery, how long will it take to get my medication?

Medication should arrive within 5 business days after they receive the complete order.

### Do I need to set up a home delivery account?

Yes. Before they can ship your first order, you need to set up your account and provide your payment method (credit card, debit card or bank account). Using your account, you can go online or use the app any time to place and track orders, check prices, and more.

### How does the automatic refill program work?

Go online or use the app to see and enroll all eligible medication. Then, Optum Home Delivery will send your refills when it's time. They notify you before your order ships and bill your approved payment method on file. It's that easy.

### Can I use home delivery for any medication?

Use home delivery for long-term medication. These may be taken for high blood pressure, cholesterol or depression, just to name a few. See which of your prescriptions can be filled through home delivery by going online or using the app.

### Can I set up medication reminders?

Yes. Go online or use the app to check your profile and turn on email and phone notifications and reminders.

### Do I have to pay for a 3-month supply all at once?

No. You can split it up into 3 monthly payments if you choose.

## Sign up for home delivery today



Log in to [optumrx.com](https://optumrx.com) or use the Optum Rx app



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