A healthy checklist for 2018

Many things around us reboot each year, like subscriptions and memberships. Other details require action. Either way, there’s nothing like a checklist to help you get organized and even start healthy new habits. These reminders can help.

- Check to be sure all covered family members received new RMHP ID cards.
- Review medical, vision, and dental plans so you know your benefits.
- Schedule primary care visits, screenings, dental check-ups, eye exams, and update your glasses if needed.
- Set up your account on our secure Member portal for easy access to your plan benefits, claims status, provider lists, forms, and more. Go to www.rmhp.org, click on “MyRMHP” at the top of the page, and follow the instructions.
- Save a tree. Log in to your MyRMHP account at www.rmhp.org, click on “Preferences” and “Go Paperless” to receive plan documents and other paperwork electronically.

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Need a provider? Visit www.rmhp.org and select “Find a Provider” at the top of the page.
H ave you noticed that the numbers in the phone book seem to be getting smaller? Do you find it harder to get down on your knees to look under the bed—and to get up again? There’s no question that age brings changes to our lives. And yes, some of them we’d prefer to avoid.

Physically, for example, stiffening joints can make it harder to get around. And many people find that their short-term memory just isn’t what it used to be. Often, difficult personal situations, such as the death of a spouse, can add to the negative changes.

But age can bring positive changes, too. One survey found that many older people say they have less stress and more time for family, interests, and hobbies than they used to. In fact, the vast majority of older people report they are satisfied with their lives.

To a great extent, what older age will be like depends on how you live now and how you cope with the changes that come your way. You can’t turn back time, but you can make getting older easier and more pleasant. Here are a few pointers:

• Decide to have an active mind and body. Remember the adage “Use it or lose it.” Challenge your mind by learning a new skill or improving one you already have.

• Learn a new language or brush up on your high school French. Play a board game that calls for strategy, like chess. Challenge your body by hiking or taking a brisk walk around the neighborhood. If you enjoyed playing tennis, try pickleball. What did you used to like to do? Why not try it again? Maybe the reason you gave it up doesn’t exist anymore.

• Opt to be involved. Isolation can contribute to depression and other health problems. So keep connected to family and friends. Social connections can help ensure you have physical and emotional support for what comes your way.

• Choose a healthy lifestyle. The advice you heard when you were younger still applies: Eat well, maintain a healthy weight, get enough rest, don’t smoke, do what you can to stay safe, and see your doctor regularly.

• Relish your leisure time. Do things you enjoy, and allow yourself some downtime. Too much stress can contribute to health problems.

RMHP is a Medicare-approved Cost Plan. Enrollment in RMHP depends on contract renewal.

This information is available for free in other languages. Please call our Customer Service number at 888-282-1420 (TTY dial 711). Hours are 8:00 a.m. to 8:00 p.m., 7 days a week, Oct. 1 to Feb. 14, and 8:00 a.m. to 8:00 p.m., Monday through Friday, Feb. 15 to Sept. 30.

Esta información está disponible gratuitamente en otros idiomas. Por favor llame a la línea de Atención a Clientes, al 888-282-1420 (TTY marque 711). Horario de 8:00 a.m. a 8:00 p.m., 7 días a la semana, del 1 de octubre al 14 de febrero; y de 8:00 a.m. a 8:00 p.m., de lunes a viernes, del 15 de febrero al 30 de septiembre.
New Medicare cards and ID numbers

The Centers for Medicare & Medicaid Services (CMS) will issue new Medicare ID numbers to all Medicare beneficiaries. This change will help prevent fraud and identity theft by removing Social Security numbers from the Medicare ID number. The new Medicare ID will use a unique, randomly assigned number called a Medicare Beneficiary Identifier (MBI). In April 2018, CMS will begin mailing out new Medicare ID cards to beneficiaries.

If you have questions, please contact RMHP’s Customer Service at 888-282-1420 (TTY: 711). Hours are 8:00 a.m. to 8:00 p.m., seven days a week, Oct. 1 through Feb. 14; and 8:00 a.m. to 8:00 p.m., Monday through Friday, Feb. 15 through Sept. 30.

RMHP Hearing Aid Benefit enhanced for 2018

The hearing aid benefit for RMHP Medicare Members enrolled in Green, Thrifty, Standard, and Plus plans has been updated for 2018 to include Advanced Flyte 770 and Premium Flyte 990 hearing aids, which feature:

- The latest DSP technology for a more natural hearing experience
- Better performance in noisy situations
- Smartphone compatibility
- A variety of colors and styles

In addition, the Flyte 990 is now available in a high-power option and comes with a tinnitus-masking function.

Your benefit covers up to two Flyte hearing aids per year for a low copay per hearing aid of $599 for the Flyte 770 hearing aid or $899 for the Flyte 990 hearing aid. Your benefit also includes:

- Three follow-up visits with the provider for fitting and adjustments
- 45-day trial
- 48 batteries per hearing aid
- Three-year manufacturer warranty for repairs and one-time loss and damage replacement

To schedule a hearing exam with a TruHearing provider in your area, call 844-330-4414.

How are we doing?

In late February, some of our Medicare Members will receive a survey asking about their RMHP services. A small number of Members will be randomly selected, so if you receive the survey, your answers are very important to helping us improve. The Center for the Study of Services (CSS), an independent research firm, is conducting the survey for us. Your answers will not have your name on them. If you are asked, please help us improve our service for you and all RMHP Medicare Members by taking a few minutes to complete the survey. Thank you!
Checklist
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✓ Check your driver’s license and passport. Do they expire in 2018?
✓ Set personal goals to reach a healthy weight, decrease your spending, declutter your home, or spend more time with family.
✓ Ask family members what they wished you would have done together last year and start planning.
✓ Collect your tax documents. April 15 is not that far away.
✓ Start planning for time off and special occasions.

Visit www.rmhp.org/blog for more healthy ideas.

RMHP helpful resources

Find the answers you need in the “Helpful Resources” section of the RMHP online Learning Center!
Now you can find information about:
• Care management services and coordination of care.
• Our Quality Improvement program.
• Privacy and confidentiality practices.
• Benefit information.

This information and more can be found at www.rmhp.org under “Helpful Resources” in the Learning Center. Simply visit www.rmhp.org/learning-center/helpful-resources.

If you would like a written copy of this information, call RMHP’s Customer Service at 800-346-4643 or 970-243-7050, or you can send your request in writing to Rocky Mountain Health Plans, 2775 Crossroads Blvd., Grand Junction, CO 81506.

Did you get your new ID card?

All RMHP Members should have received their 2018 Member ID cards. Present your new card at your next appointment and at the pharmacy to be sure your coverage is applied correctly. Haven’t received your card yet? Call us or log in to your MyRMHP account at www.rmhp.org to request your new ID card.