

WINTER 2022-2023

Benefits Bulletin

from Senior Care Plus

Senior Care
Plus 

**Personal
Assistant Team**
Helping You Navigate
Healthcare!

CLIP & SAVE:
Primary Care
Discussion Checklist

**New Estate
Planning Resources**

**FREE Pharmacist
Medication Review**

**NEW
PARTNERS
FOR 2023**
LIBERTY Dental
& NationsOTC®



New estate planning resources available through Renown Health Foundation

Roughly two-thirds of Americans do not have a will or trust – key documents that are part of an estate plan. This past October, in connection with Estate Planning Awareness Month, Renown Health Foundation launched an expanded website for its planned giving program which includes general estate planning information and a free estate planning guide.

If you are among the many who do not have an estate plan or need to update your plan, visit renown.org/LegacyGiving to learn what documents are typically included in an estate plan, how to get started and how you can use your estate plan to support Renown Health Foundation.

THE RENOWN LEGACY SOCIETY WAS ALSO ESTABLISHED IN OCTOBER TO RECOGNIZE AND CELEBRATE INDIVIDUALS WHO LEAVE A CHARITABLE LEGACY TO RENOWN BY MAKING PLANNED GIFTS THROUGH THEIR ESTATE.

TO LEARN MORE:

- Visit renown.org/LegacyGiving
- Read the article *Estate Planning Mistakes to Avoid* at renown.org/blog/estate-planning-mistakes-to-avoid
- Contact Planned Giving Officer, Abbey Stephenson at abbey.stephenson@renown.org or **775-982-5545**.

Renown[®]
HEALTH FOUNDATION

Join the good fight

and create a legacy of health and well-being with
a planned gift to Renown Health Foundation.

Renown Pharmacy Offers **Free Medication Reviews**

Senior Care Plus and Renown Pharmacy are partnering to offer a one-of-a-kind concierge service for Senior Care Plus members.

Earlier this year, the knowledgeable pharmacists at Renown Pharmacy began reaching out to new Senior Care Plus members to conduct prescription drug medication reviews.

FREE MEDICATION REVIEW PROCESS:

The pharmacist calls the member to make sure all of the member's prescription drugs are covered by the plan and offered at the lowest out-of-pocket cost possible. If a pharmacist discovers the member has been prescribed a non-covered drug, or a drug that has a lower-cost generic version available, they will discuss the cost-saving alternatives with the member. During the conversation, if the member decides to switch to a recommended alternative, the pharmacist connects with the prescribing provider in real time to start the process of filling the new prescription.

While this process has been focused on new Senior Care Plus members, the Renown Pharmacy Team is now offering Free Medication Reviews to all Senior Care Plus Members. If you would like to have your prescriptions reviewed by a pharmacist, please call **775-982-5280**.

Making sure you have the medications you need at the lowest cost possible — that's the goal of Senior Care Plus and the Renown Pharmacy Team!



We Are Coming to Your Neighborhood!

REGISTER NOW FOR A 2023 MEMBER MEETING

Senior Care Plus is hosting a series of Member Meetings starting in January, 2023. The purpose of these meetings is to share important insights that will allow you to maximize your healthcare experience. You will learn the easiest way to access plan benefits, how to save money, and tips and tricks to successfully manage your health.

Visit SeniorCarePlus.com and click on the **Member Meetings** button on the homepage to RSVP today!

CALENDAR OF EVENTS:

Friday, January 13, 2023 • 11 a.m.
MARTIN LUTHER KING JR. MEMORIAL
PARK WESTBROOK COMMUNITY CENTER
315 Westbrook Ln. • Reno, NV 89506

Tuesday, January 17, 2023 • 1:30 p.m.
NORTHWEST RENO LIBRARY
2325 Robb Dr. • Reno, NV, 89523

Thursday, January 19, 2023 • 3:00 p.m.
SPARKS LIBRARY
1125 12th St. • Sparks, NV, 89431

NOTE: Space is limited and
RSVPs are first come, first served.

Wednesday, January 25, 2023
11 a.m. and 1 p.m.
SPANISH SPRINGS LIBRARY
7100-A Pyramid Hwy. • Sparks, NV 89436

Thursday, January 26, 2023 • 2 p.m.
SENIOR CARE PLUS OFFICE
Great Basin Conference Room
10315 Professional Cir. • Reno, NV 89521

Friday, January 27, 2023 • 2 p.m. and 4 p.m.
RENOWN REGIONAL MEDICAL CENTER
Mack Auditorium
1155 Mill St. • Reno, NV 89502

FIVE STEPS TO WRAP UP 2022, SO YOUR START 2023 OFF RIGHT.

To help you prepare for the new year, here are a few things you can do now to have a healthy 2023!

- 1.** NationsOTC® is the new Over-the-Counter benefit provider for 2023 (see page 5). Use up the remainder of your OTC benefit with Field Tex by calling **1-855-383-4231** (TTY 711).
- 2.** Make sure your dentist is in-network with our 2023 dental provider, Liberty Dental. You can nominate a dentist through their online portal (see page 5).
- 3.** Make an appointment with your Primary Care Provider (PCP) for January to start the year off right – if you don't have one call **775-982-5000**.
- 4.** RSVP for one of the Member Meetings listed above.
- 5.** Clip the checklist on the opposite page and bring it with you to your next PCP office visit. The checklist covers important topics that should be covered at every visit, and some that should be discussed annually or as needed.

Discussion Checklist

USE THIS CHECKLIST TO HELP GUIDE
your discussion with your provider today.

MEDICATIONS

We review your medical records including your medication regimen before each visit, but it's always a good idea to quickly discuss them with your provider.

Ask:

- Am I taking them correctly? YES NO
 - Are there any side effects? YES NO
-

- Is there a lower-cost option? YES NO
-

CARE TEAM

List any specialists or other providers you're seeing. This will help your primary care provider coordinate your overall care.

PHYSICAL ACTIVITY

Discuss your level of physical activity with your primary care provider. They will work with you to determine if you should start, increase or maintain your current exercise level.

Mark any that apply:

- I have limitations with my regular daily activities.
- I have pain that interferes with my normal work.
- I have limitations with my social activities.
- I don't experience any of the above.

RISK OF FALLS

Mark the option that best describes you:

- I have had a fall.
- I have problems with balancing or walking.
- I don't have problems with balancing or falling.

BLADDER CONTROL

Mark any that apply to you:

- I have problems with bladder control.
- I have problems with leaking of urine.
- I don't have bladder or urine leakage problems.

MENTAL HEALTH

Mark all that currently apply:

- I feel calm and peaceful.
 - I have a lot of energy.
 - I feel sad or blue.
 - I am having difficulty sleeping.
 - Other
-

TESTS AND TREATMENTS

If any tests are ordered today...

Ask:

- When can I expect results?
-

- Will I receive a follow-up call? YES NO
- Do I need a follow-up appointment? YES NO

Clip and take to your next PCP appointment.



Senior Care
Plus

Renown[®]
HEALTH

Introducing Senior Care Plus Personal Assistant TEAM



Did you know Senior Care Plus offers a concierge healthcare experience? Two years ago Renown Health and Senior Care Plus teamed up to design the Senior Care Plus Personal Assistant Program to assist members with a Renown Health Primary Care Provider (PCP) in navigating healthcare.

The Personal Assistant Team consists of a group of 12 caring individuals who have specialized healthcare education and offer concierge level service. You won't get this kind of healthcare assistance anywhere else!

If you have a Renown Health PCP, here is a list of services the Personal Assistant team offers:

- Appointment scheduling for Renown and UNR primary care
- Schedule mammograms, bone density screenings, and low dose CT lung cancer screening
- Schedule lab appointments
- Request medication refills
- Request referrals on your behalf and check the status of prior-authorizations
- Answer questions about your Senior Care Plus plan benefits
- Look up your past medical claims
- Schedule an Uber ride for your medical appointments
- Help you get set-up with a mail-order pharmacy

Each Renown primary care location has an assigned phone number to contact a Personal Assistant Team member. If you're not sure which primary care location you use, you can call any number listed below to connect with a Personal Assistant Team member.

Carson GS Richards and S. Carson – 775-982-3460	Pringle – 775-982-3036
Caughlin – 775-982-3461	Robb – 775-982-3463
Del Monte (On Site Personal Asst.) – 775-982-8438	S. Meadows, Suite 120 – 775-982-3464
Los Altos – 775-982-3051	S. Meadows Pavilion, Suite 220 – 775-982-3466
McCabe – 775-982-3047	Summit Sierra – 775-982-3467
North Hills – 775-982-3462	Vista – 775-982-3467

NOTE: Personal Assistants cannot assist with specialist appointments or specialized imaging tests. These appointments require clinical triage by Renown's Specialty Scheduling Department to ensure you are scheduled with a specialist that meets your unique needs and in an appropriate time frame. To schedule a specialty visit, call **775-982-5000**.

LIBERTY Dental Plan will put a smile on the face of Senior Care Plus members!

STARTING JANUARY 1, 2023, SENIOR CARE PLUS MEMBERS WILL HAVE THEIR DENTAL BENEFITS ADMINISTERED BY LIBERTY DENTAL PLAN. LIBERTY HAS AN EXTENSIVE PROVIDER NETWORK THROUGHOUT NEVADA AND THEY ARE CONSTANTLY ADDING NEW PROVIDERS.

Find a Dentist / Nominate Your Dentist

LIBERTY Dental has created a special website just for Senior Care Plus members to find an in-network dentist or to nominate a dentist to join the network.

Visit the LIBERTY Dental website:

client.libertydentalplan.com/scp

You can also call LIBERTY at **888-442-3193**, or **877-855-8039** for TTY users. Their member service representatives are available during normal business hours to answer questions concerning your dental benefits, assistance in locating a participating provider, or assistance in scheduling an appointment.



NationsOTC® makes ordering products easier than ever.

FOR 2023, SENIOR CARE PLUS MEMBERS WILL ORDER THEIR OVER-THE-COUNTER (OTC) PRODUCTS FROM OUR NEW OTC PARTNER, NationsBenefits®. NationsBenefits OFFERS HUNDREDS OF HIGH-QUALITY OTC PRODUCTS WITH FAST, FREE SHIPPING.

Web Orders

Starting in January, visit SeniorCarePlus.NationsBenefits.com to set up your account by registering on the NationsBenefits MyBenefits portal. Once you are set up, you can view all products and place online orders.

Phone Orders

To place an order by phone, please call **877-200-4189** (TTY: 711). Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.



10315 Professional Cir. • Reno, NV 89521

Coming to Your Mailbox in January! Your 2023 Best Start Booklet

The Best Start Booklet is your roadmap for making the most of your Senior Care Plus benefits. Watch your mailbox in late January for your copy. Once it arrives, put the information it contains to work for you right away!



MEMBER MEETINGS Coming to a Location Near You in January!

Senior Care Plus representatives will be on the road in January hosting Member Meetings at a location near you. They will be sharing benefit information and tips and tricks to make the most of your 2023 Senior Care Plus benefit plans.

MEETING LOCATIONS:

- Northwest Reno
- Spanish Spring
- Sparks
- South Reno

SEE PAGE 2 FOR A COMPLETE LIST OF LOCATIONS, DATES AND TIMES.
VISIT **SeniorCarePlus.com** AND CLICK ON THE MEMBER MEETINGS BUTTON
TO RESERVE YOUR SPOT!