Meet Your Online Home for Health

SilverSneakers® at Home? Find Out How!

Come Home from the Hospital and Stay Home
Home Workouts Designed for You

So what do you do if you want to keep up an exercise routine but you can’t go to the gym? Luckily, SilverSneakers® has an answer.

All our Medicare Advantage plans include membership in SilverSneakers. Typically, that means you get access to thousands of gyms across the country at no extra cost to you. But when you need to social distance and heading to the Y isn’t an option, SilverSneakers also offers SilverSneakers On Demand (www.silversneakers.com/learn/ondemand). Through SilverSneakers On Demand, you get access to a full library of workout and nutrition videos to help you feel your best even when you’re stuck at home.

The workouts featured on SilverSneakers On Demand are created for people over 65, so don’t worry. You will be able to find plenty of workouts that suit your activity level, whether you’re a pro or a newbie. There are chair workouts, yoga videos, strength training and more.

If you like going to the gym or taking classes, it can be hard to get motivated to work out when it’s just you at home. But remember: A regular fitness routine helps you protect your mobility and keep up your strength. Staying active isn’t just good for your body; it’s good for your life.

Looking for other ideas to stay active? Try walking around the block or working in your yard. Gardening is a great way to stay active. Yard work takes a lot of energy and keeps you moving. Just make sure to get outside in the morning or evening to avoid the heat.
The Heat is On: How to Stay Safe in the Sun

With another Florida summer upon us, remember these quick tips for staying safe in the heat. Even if you’re just taking a walk or pulling weeds, stay sun safe! Adults over 65 and people with disabilities face more health risks when they’re out in the heat or when there is a big temperature change. That’s why it’s so important to take precautions when you venture out on a hot day.

**DO**
- Take walks or garden in the morning or early evening. The sun’s rays are most dangerous between 10 a.m. and 4 p.m.
- Stay inside with the AC on during the day.
- Drink water and stay hydrated when you’re in the heat, even if you don’t feel that thirsty
- Wear sunscreen!

**DON’T**
- Cook food in the stove or oven during the hottest parts of the day.
- Exercise or do yard work outside in the middle of the day.
- Overdo it. Take breaks.

Need Help?
Our Florida Blue Centers are Here for You

During the coronavirus pandemic, our Florida Blue Community Health Specialists are still working and are available to talk to you on the phone to help you solve a variety of problems, not just those concerning your health plan. Our community health specialists can help you:

- **Find local resources in your community**: This can be anything from finding food pantries that will deliver to help with basic needs, like building a ramp if you need one.
- **Help you find ways to save money on your care**: Our community health specialists can help you find ways to save money on your medications and more.
- **Connect you to virtual care resources**: Our community health specialists can help you find virtual resources you may need too!

Call 1-877-352-5830 to talk with a community specialist.

Health Care at Home

Our Medicare members now have access to virtual health care visits through Teladoc. Through Teladoc, you get access to a national network of board-certified doctors who can treat you for common health concerns over the phone or on video. You can see a Teladoc doctor for colds, allergies, prescription refills and more. Visit Teladoc.com or call 1-800-TELADOC (835-2362) to get started!

You’ll be able to have virtual visits with Teladoc at no extra cost to you until December. Teladoc does not prescreen for the COVID-19 test, so if you have symptoms, please contact your doctor. If you need help finding a doctor to perform a COVID-19 test, call us at 1-800-926-6565 (TTY: 1-800-955-8770). We’re here for you.

Also, your Medicare health plan covers telehealth visits with your local doctors, too. Medicare covers telehealth visits just like office visits, if your doctor offers them. Just make sure to use a doctor in your plan’s network.
When was the last time you logged into your member account, searched for a doctor online or Googled a disease? Today? A week ago? Or maybe, never?

Florida Blue Medicare’s member website, My Health Link, is your online starting point for using your health plan. Once you sign up, there’s a lot you can do in My Health Link. To help you get the most out of My Health Link, we’ve put together a list of all the most helpful tools and how to use them.

Do you have a My Health Link account yet? If not here’s how to create an account at floridablue.com/medicare.

- Click Log In, then choose New Member Registration. You’ll need your Florida Blue Medicare member ID card to get started.

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Your Home Page and Quick Links
After you log in, you’ll get reminders here for any health services you need. The home page also includes quick links to many of the tools you’ll use most often, like HealthyBlue Rewards.

Find Care and Add Your Care Team
Add your doctors, providers and any family and friends who help you with your care to My Health Link. When you add a loved one to your care team, it lets them see your account, but they only have access to what you want to share. Click on My Care Team. Then select Add a Friend or Loved One.

Claims and Appeals
Hover over My Plan along the top bar of the home page to see links to your claims, appeals, approvals and health statements.

- **My Appeals**: File and keep track of your appeals.
- **My Approvals**: Review the prior authorizations your providers have filed for you.
- **My Health Statements**: View and print up to 18 months of health statements.
Your Benefits
Under My Plan and then What’s Covered, you get a snapshot view of all your plan benefits by category and how much you’ll pay out of pocket for these services.

Healthy Living Plan
The first link under My Health is your Healthy Living Plan. Your Healthy Living Plan shows you reminders for all the tests and services you need this year. Your Healthy Living Plan also includes trackers for you to take charge of your health goals.

Caregiver Resource Guide
Are you a caregiver for one of our Medicare members? Or maybe you’re a caregiver for someone you know? Either way, our Family Caregiver Guide includes information, tips and resources you can use to care for your loved on. Find it under My Health.

HealthyBlue Rewards
You can now enroll in HealthyBlue Rewards right from our member website. Just scroll down on the home page and select Healthy Blue Rewards in the quick links. You can also find Healthy Blue Rewards under My Health.

Get an ID Card
Select My Plan from the main menu. Click My ID Card. Then, select Print or Mail Me A New ID Card.

Need Tech Support?
Whether it’s logging in to your MyHealthLink account, video-chatting with your grandkids or completing an online workout, technology can be frustrating to use and confusing to learn. Here are some resources to help you become more tech-savvy.

- **TechBoomers**: Techboomers.com helps you learn how to use popular and trusted websites and apps. It’s geared toward struggling or inexperienced Internet users and features a variety of free courses and helpful articles you can use.
- **Oasis Connections**: Oasis Connections (connections.oasisnet.org) offers valuable online resources and free technology classes across the country.
- **Friends and Family**: Sometimes, your best resources are your loved ones. If you can, ask for help from a grandchild or close friend who you know is good with technology. Even if you can’t talk in person, ask to Facetime or Skype with them so they can show you what to do.

Get a device with a virtual digital assistant to help you: Devices with a virtual digital assistant, such as Alexa, Google Assistant or Siri, can help you figure out how to do just about anything—and all you have to do is ask your device for help.

Need help because of a disability? We are here for you. Just email us at accommodations@floridablue.com. TTY users, please call 1-800-955-8770.

¿Habla Español? Si hablas español, puedes ver tu cuenta de miembro y todo el contenido en nuestra página de Internet en español en cualquier momento. Haz clic en Español en la parte derecha de arriba de la pantalla. Siempre que desees podrás volver a la página en inglés. Solo sigue los mismos pasos: Haz clic en English para volver a la página en inglés.
Reduce Your Risks by Recovering at Home

Transitioning from hospital to home recovery can be challenging, especially during a health crisis. Use these tips to help you stay out of the hospital and at home.

There's a lot of uncertainty and change right now because of the coronavirus spread. With hospitals seeing increasing numbers of patients due to COVID-19, it's more important than ever that you're staying home and staying safe.

This is especially true if you've recently been in the hospital. While follow-up care may require you to go back, it's common for patients to be readmitted to the hospital because they are scared, don't understand the directions their doctors gave them and don't understand their new medications.

According to a report from the Robert Wood Johnson Foundation, about one in eight Medicare patients had to be readmitted to the hospital within a month after undergoing surgery. For Medicare patients receiving medical care at the hospital, one in six was readmitted within 30 days.

To avoid this ending up back in the hospital use these tips to make sure you have a smooth recovery at home.

1. **Ask questions before you leave the hospital.** If you don’t understand what doctors and nurses are telling you, keep asking questions. It’s important you understand any directions your health care team is giving you before you leave the hospital.

2. **Make an appointment with your doctor.** Speaking to your primary care doctor within the first week after you are released from the hospital greatly reduces the chances you will have to go back. Your doctor can answer any questions you have and make sure your recovery is on track. And if you want to avoid crowded doctor's offices and possibly other sick patients, you can see your doctor virtually without leaving your home.

3. **Talk to your doctor about your medications.** When you see your doctor—either in person or through virtual care—have your medications with you or handy, including over-the-counter and prescription medicines you have been taking for a while and those you started taking at the hospital. It’s important for your doctor to know everything you are taking because medications you started taking at the hospital may interact with your regular medications.

4. **Get support from friends and family.** Have a friend or loved one with you during your appointment. They can help you keep track of important information.

If you have questions about your benefits or need help making an appointment, remember we are here for you. Just give us a call at the number on the back of your member ID card. For questions about COVID-19 testing or treatment, you can call us at 1-800-926-6565 (TTY: 1-800-955-8779). Or visit our COVID-19 web page at [floridablue.com/medicare/covid19](http://floridablue.com/medicare/covid19).

Source: [rwjf.org](http://rwjf.org), [rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048](http://rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048)
Crossword Puzzle

Look through your newsletter for the clues to solve this health-inspired crossword puzzle.

Clues

Across
2. Click here when you want to find a doctor in My Health Link
6. This is one of the symptoms of a heat stroke
7. You can earn these for getting the health services you need
8. Make sure to put this on when you go outside in the sun

Down
1. Seeing your doctor over the phone or on video
3. Fitness program included in your plan
4. Your new Florida Blue Medicare member website
5. A great way to stay active in your yard

Answers

Health and wellness or prevention information.

Log In To Our New Website
My Health Link Today!
Have you created a member account in My Health Link, our new member website? To create your account, go to www.floridablue.com/medicare. Click Log In, then New Member Registration. Make sure to have your Florida Blue Medicare member ID card handy.