



Wellbeing

**AFTER
COVID-19:
HOW TO HANDLE
STRESS OR YOUR
EMOTIONS**

**HOW TO
CONTROL
YOUR BLOOD
PRESSURE?**

**PROTECT YOURSELF
FROM THE SUN**

WE ARE HERE FOR YOU

AFTER COVID-19:

HOW TO HANDLE STRESS OR YOUR EMOTIONS DURING DIFFICULT TIMES.

Everyone reacts differently and has different emotions. That is OK.

Here are some tips to guide you on how you are feeling. It is important to take time to care for yourself!

Knowing your Emotions

You may experience mixed emotions, including a sense of relief. Some of the feelings may be of concern, depression, anger, loneliness, fear or anxiety. It is OK to feel this way, you are not alone.



What you can do

You can manage the way you feel.

1. Relax and take deep breaths.
2. Stretch, think positive thoughts, meditate, exercise, or pray.
3. Engage in activities you enjoy.
4. Eat healthy foods and drink water.
5. Get enough sleep and rest.
6. Avoid non prescribed drugs and alcohol.

Connecting with others

Approaching someone you trust is a good way to get help. Talk to a loved one or friends about how you are feeling. Also please remember, your healthcare provider is only a phone call away.

By doing all of this, you might find it helpful and calming.

WE ARE HERE FOR YOU!
844-212-9858

From April 1st – Sept 30th: Monday – Friday 8AM – 8 PM
From Oct 1st – March 31st: Monday – Sunday 8AM – 8PM
Or email us at Info@mmm-fl.com

HOW TO CONTROL

YOUR BLOOD PRESSURE OR HYPERTENSION?



- Monitor or measure your blood pressure levels and keep a record. You can get a personal blood pressure monitor using your Over-The-Counter pharmacy benefit (OTC).
- Control your LDL or bad cholesterol level as it can affect your pressure. It is important to have it at 100 mg/dL or less. If it has been more than a year since your last blood test for cholesterol, please talk to your healthcare professional.
- Reduce the amount of sodium (salt) and saturated fats in your diet. Read the nutrition label and choose foods with less than 20% sodium (salt).
- Control your weight and be physically active, at least 30 minutes, 5 days a week. Remember that you have the Silver & Fit benefit through MMM to visit a gym and take swimming classes, Zumba, and more. MMM provides transportation if you need it.
- Take your medications as prescribed.
- Manage your emotions and control stress. If necessary, talk to your healthcare professional for a referral to a mental health specialist.
- Don't drink alcohol. However, if you're drinking, do so in moderation. Remember to talk to your doctor.
- Stop smoking. You can get products to help you quit smoking through your OTC benefit.

Do you want to improve your lifestyle with balanced nutrition and physical activity? Find more information at www.mmm-fl.com/wellness.

PROTECT YOURSELF FROM THE SUN



The Sun provides benefits, like helping us produce vitamin D. However, exposure to it must be moderate and at the appropriate hours so there are no adverse effects.

At any age, it's important to protect ourselves from its rays but, over the years, more attention must be paid as skin becomes thinner. Here, you will find tips to enjoy your summer well protected.

According to dermatologist Juan López Berríos, "skin loses fat, wrinkles appear as well as dark spots and growths that may be benign, but there are other ones that may represent malignancies, like carcinomas and melanomas." He also explains that "skin on the forearms can get so thin that it easily bruises." All those changes will be more significant if the person has been exposed to sunlight. Likewise, this may happen "if the person doesn't drink enough water, smokes a lot, or has certain diseases, like diabetes or kidney disease, among others."

FOR THIS SPECIALIST, SKIN CARE CENTERS ON THREE IMPORTANT ASPECTS:

Proper hydration:

- Drink no less than 2.5 to 3 liters of water a day
- Eat fruits and vegetables
- Use creamy and moisturizing soaps

Sun protection, avoiding exposure during hours where solar radiation is greatest:

- Cool and light-colored clothing.
- Caps or hats.
- Sunglasses

Use sunscreen with an SPF of 85 or higher





TRUST OUR HEALTHCARE SERVICES AUTHORIZATION PROCESS

At MMM, we guarantee a fair process for deciding whether the healthcare services requested meet the criteria for medical necessity and available benefits. Some of the services reviewed in the authorization process are durable medical equipment, outpatient and surgical procedures, medications, and others, according to the information included in the Evidence of Coverage document.

MMM doctors and nurses are the only people authorized to review and determine whether the healthcare service requested for a member meets the established criteria. Their decisions are based on regulations from the Centers for Medicare and Medicaid Services (CMS) and evidence-based, nationally recognized medical guidelines, according to the benefits coverage of the plan selected by the member. Neither the

medical director nor the nursing staff who are responsible for the review of healthcare services are paid or receive financial incentives based on their determination.

The jobs or salaries of MMM of Florida employees are not affected by the approval or denial decisions they make. In addition, providers are not kept in or removed from the network based on authorization requests, approvals or denials.



MEMBER RIGHTS, RESPONSIBILITIES, & PROTECTIONS



MMM of Florida and your healthcare providers must honor your rights as a member of a Medicare Advantage plan:

- You must be treated with respect, consideration, and dignity.
- We must protect the privacy of your personal health information.
- You have the right to know how your health information has been shared and to request a restriction of your health information.
- We must provide information in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.).
- We must ensure that you get timely access to your covered services and drugs.
- We must give you information about the plan, its network of providers, and your covered services.
- You have the right to select and change providers.
- We must support your right to receive complete information about your evaluation, diagnosis, treatment, and prognosis and to make decisions about your care.
- You have the right to make complaints and to ask us to reconsider decisions we have made.
- You have the right to report discrimination if you believe you are being treated unfairly or your rights are not being respected.
- You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself.

You have some responsibilities as a member of a Medicare Advantage plan:

- Get familiar with your covered services and the rules you must follow to get these covered services.
- If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.
- Tell your doctor and other health care providers that you are enrolled in our plan.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.

- Be considerate. We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- As a Medicare Advantage plan member, you are responsible to pay any applicable premiums, copays, coinsurance, or fees particular to coverage plan.
- Tell us if you move.
- If you suspect or experience fraud, waste, abuse or any misconduct, report it to us. There will be no retaliation or retribution and confidentiality will be maintained.
- Call Member Services for help if you have questions or concerns.

You can find more information about your rights and responsibilities as a member of our Medicare Advantage plan, how to place a complaint, and how to report potential fraud, waste and abuse in your Evidence of Coverage and on our MMM Medicare and Much More website.

FIGHT AGAINST OPIOID ABUSE



There are pain relievers, known as opioids, which reduce the intensity of pain signals reaching the brain. According to data from the Center for Disease Control and Prevention (CDC), more than 115 people die daily in the United States from an opioid overdose. The abuse of these medications constitutes a serious danger to the public health of our country, especially for our elderly citizens.

In an effort to combat opioid fraud and abuse, we have identified those members who use opioids in amounts that exceed those recommended. Talk to your doctor about your treatment and/or any situation or condition that may be affecting you.

Please help us report situations related to identity theft or that raise suspicions or allegations of potential fraud or non-compliance. If you suspect a violation or irregularity, please report it confidentially by calling or writing to us:



<https://mmm-fl.ethicspoint.com>



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(TTY: **711**)



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