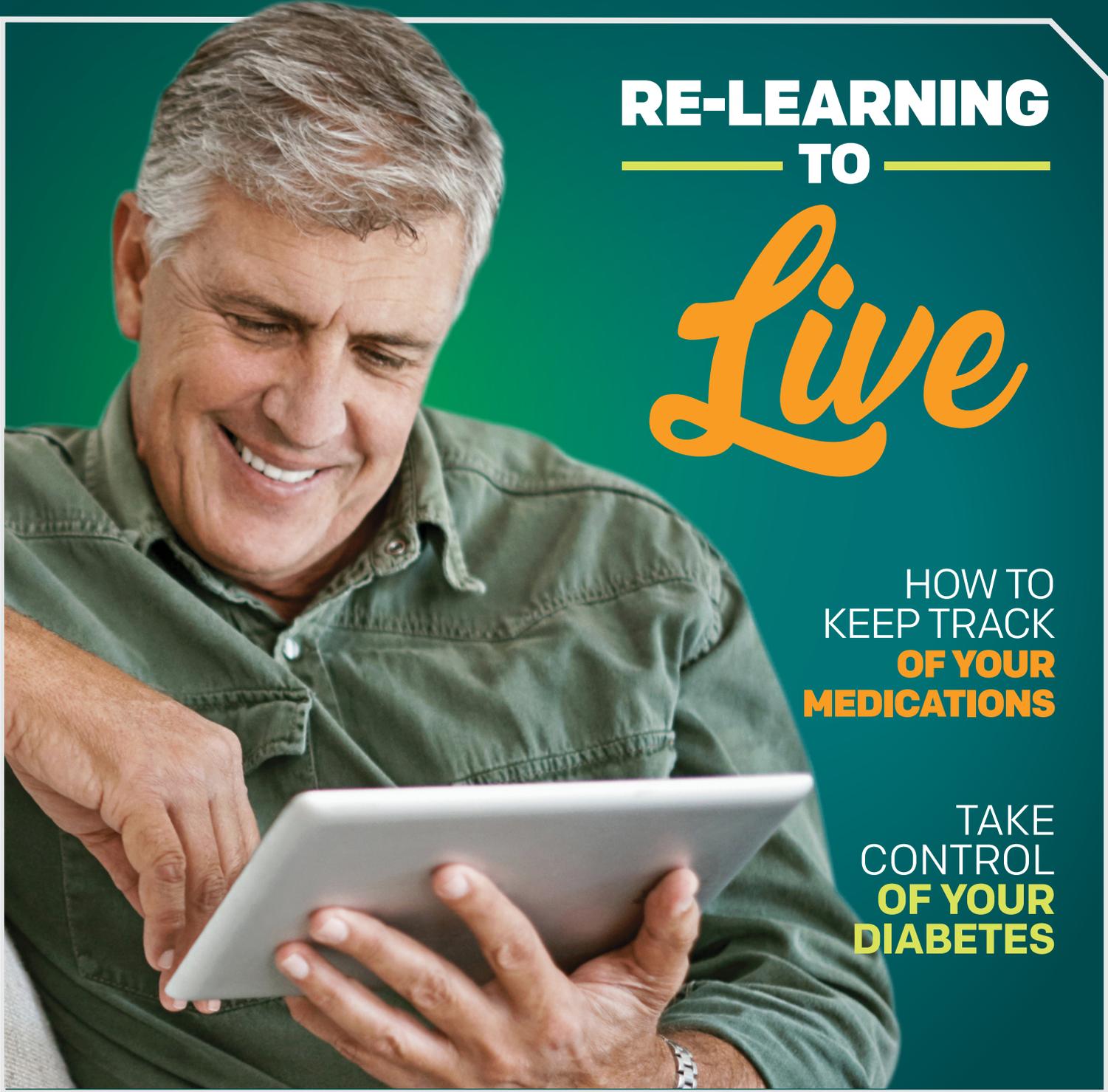




Wellbeing



**RE-LEARNING
TO**

Live

HOW TO
KEEP TRACK
**OF YOUR
MEDICATIONS**

TAKE
CONTROL
**OF YOUR
DIABETES**

WHAT ARE THE **MEDICARE STARS?**



RE-LEARNING TO *Live*

We live in a fast-paced world. Technology can make distances shorter, giving us access to places or items in ways we never imagined. But, one day in 2020, everything slowed down. The coronavirus or COVID-19 shook the whole world. Trips, concerts, family gatherings, were cancelled or postponed to a still uncertain date. The world as we knew it, is no more. We have to take precautions and change habits.

We don't know when this will end. However, what we do know is that life after the coronavirus will be different and it is important that you continue to take care of yourself and your family.

- Feed yourself well.
- Do moderate physical activity.
- Ask your doctor which type/kind is best for you, depending on your condition.
- Set aside time for you.



- Meditate, do crafts, learn something new.
- Avoid places where many people gather.
- When you go out, wear a mask. Remember to wash your hands frequently with soap and water or hand sanitizer at least for 20 seconds.
- If you go to the supermarket, clean the shopping cart or basket with wet wipes and do not touch your face until you can wash your hands well.
- Comply with taking your medications and monitoring blood pressure and sugar.
- Get vaccinated annually against influenza and pneumonia to avoid health complications.

We are all in this together, relearning how to do our daily activities safely. We trust that things will return to a new normal.

We'll be fine!

TAKE CONTROL OF YOUR DIABETES

To keep this chronic condition in control, you must eat a healthy diet and limit the consumption of sugars and carbohydrates.

REMEMBER TO:

- ✓ **STAY ACTIVE.**
- ✓ **USE MEDICATIONS AS RECOMMENDED BY YOUR DOCTOR.**
- ✓ **MONITOR YOUR BLOOD SUGAR LEVELS DAILY AND KEEP TRACK OF YOUR RESULTS.**

Another way to know if your diabetes is controlled is with the glycated hemoglobin (A1C) test, in which you should have a score of less than 7%. **If your score is greater than 7%, talk to your doctor about steps you can take to control it.**

THE RECOMMENDED SUGAR LEVELS ARE:

Fasting glucose (before eating)	80 – 130 mg/dL
Two hours after eating	Less than 180 mg/dL
Before sleep	100 - 140 mg/dL

References:

<https://www.fda.gov/food/nutrition-education-resources-materials/guide-older-adults-using-nutrition-facts-label>

<https://www.who.int/es/news-room/fact-sheets/detail/obesity-and-overweight>

MONITOR YOURSELF!

Having diabetes under control helps you avoid complications.



MAKE BETTER CHOICES, ALWAYS

The nutrition label is a valuable tool that helps you identify what nutrients are in the products you want to eat.



CHECK THE FOLLOWING:

- The size of the servings when comparing products. Nutritional information is by serving size, not by the contents of the package.
- The amount of calories in each serving. Adequate calorie intake is based on the 2,000 calorie a day guide. This varies according to your age, gender, and the amount of physical activity you do.
- Percentage (%) Daily Value indicates how nutrients contribute to your daily diet. If the % is greater than 20, the amount of the nutrient is considered high; if it is less than 5, it is considered low.



WHAT ARE THE **MEDICARE STARS?**

Every year the Medicare Program evaluates all health and drug plans based on quality and performance. Medicare star ratings help you know which plans perform best in areas that you think are important. The federal government (the Centers of Medicare and Medicaid Services, also known as CMS) gives an annual rating to Medicare Advantage plans.

EACH HEALTH PLAN GETS ONE TO FIVE STARS; FIVE BEING THE BEST RATING AND ONE, THE WORST.

WHAT AREAS DOES MEDICARE ANALYZE FOR THESE QUALIFICATIONS?

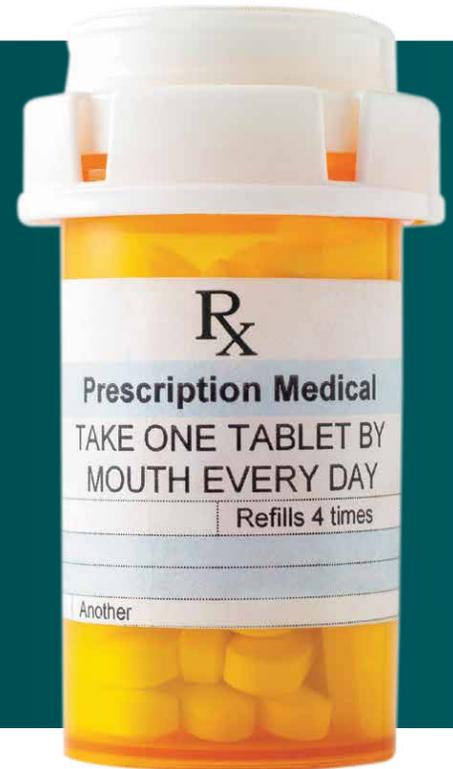
- 1.** How well our doctors manage chronic conditions and keep our members healthy through preventive care.
- 2.** How good our plan is in helping members use their drug coverage for their healthcare as recommended by their doctors.
- 3.** How our members evaluate health plan services and medical care.

WHAT DOES THAT MEAN FOR YOU?

- 1.** If you have diabetes, hypertension or any chronic condition, you have the best care coordinated by your primary care physicians and our care management team.
- 2.** Better drug benefits with the OTC Program at your door or at your pharmacy, depending on your preference.
- 3.** We make sure you have access to preventive health care, and the best service experience.

With MMM, you can rest assured that you will always be well taken care of as we strive to offer five star care and service.

HOW TO KEEP TRACK OF YOUR MEDICATIONS



What is the Explanation of Benefits?

The Explanation of Benefits (EOB) is the report that summarizes the total amount you have paid and the total amount your health plan has paid for Part D prescription drugs and medical services.

If you have had one or more prescriptions filled in the previous month and / or received any medical services, our plan will prepare this written report, which includes payment details for prescriptions that were filled in the prior month, along with other information.

When you receive the Explanation of Benefits:

- Make sure that your name and identification number are correct
- Provider name
- Date of service
- Service rendered
- Amount paid

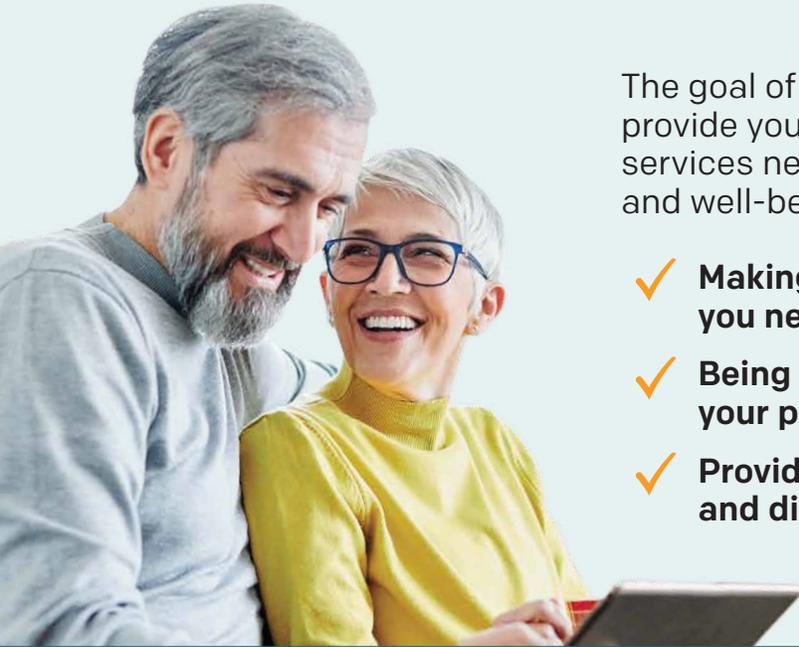
With the COVID-19 situation, now more than ever, you should be alert. If you receive the Explanation of Benefits statement and notice incorrect information or have any doubts, you may contact the Member Services Department or the numbers printed on the Explanation of Benefits.

If you believe there is possible fraud regarding a service stated in the Explanation of Benefits, which you do not remember having received from that provider, please let us know.

An Explanation of Benefits summary is also available upon request. To get a copy, please contact Member Services.



QUALITY MANAGEMENT



The goal of MMM's Quality Management Program is to provide you and all our members with the benefits and services needed to achieve and maintain good health and well-being. We accomplish this by:

- ✓ **Making sure you have access to the assistance you need**
- ✓ **Being a trusted partner in your care, alongside your providers and their staff**
- ✓ **Providing health education through wellness and disease management programs**

To make sure you receive the best possible care through our network of credentialed physicians and practitioners, MMM gathers and analyzes a number of care and service metrics. Below, we are pleased to share outcomes that show us complying with standards:

Source	Metric	Score
 MEMBER SURVEY	Health Plan Rating	85%
	Rating of Drug Plan	88%
	Rating of Care Coordination	86%

We want to continue offering you much more, hence, your provider, MMM and you need to work together as a team. How can you help?

- Complete and submit any official surveys you receive.
- By answering our phone calls, you are actively participating in your own health care!
- Keep visiting your primary doctor for your annual wellness visits, test referrals and specialty care.

PROGRAM: GOALS & OUTCOMES

MMM goes beyond providing clinical services and convenient benefits.

We are striving to continue enhancing your experience and health outcomes, so you can participate in decisions about your health care.

In the table below you can see what you can do to help.



Source	Metric	Score	What you should know	What you can do to help
 MEMBER SURVEY	Getting Needed Care-wait times	72%	MMM is working hard to be the best plan for you. We want to hear from you to understand your needs and preferences and be able to assist you with accessing the care and services you deserve.	Telling MMM when you are having any difficulty and we will work with you to solve the issue.
	Getting Needed Prescriptions -mail order	86%	MMM does offer the mail order service. However, not all prescriptions are suitable to be delivered by mail.	For your safety, consult with your physician about the medications you could receive by mail and tell us if you need any help.

MMM looks forward to walking with you on the road to wellness.



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