

4 things to ask your doctor at your next visit



In addition to any concerns you have, make sure to discuss these 4 topics at your next appointment:



1. Ask about physical activity

Ask your doctor if you need to increase your activity and discuss your ability to safely move about inside your home.



3. Tell your doctor about any falls

If you have fallen since your last appointment, tell your doctor. You may need to adjust your medication. Simple strength or balance exercises or a home safety review can help prevent future falls.



2. Discuss bladder control

Bladder control issues are common for both men and women, but most are treatable.



4. Review your medications

Bring your medications or a list to your appointment so your doctor can make sure your prescriptions are safe, current, and still necessary.



Use your Doctor Visit Book!

Bring the [Doctor Visit Book](#) included in this mailing to your next appointment to remember your questions and review your medications.

HOW YOUR PLAN HELPS

Benefits and services that support your health

- Two \$0 annual checkups (more details inside)
- Over-the-counter (OTC) card
- Transportation benefits
- Personalized support from your Care Manager who will visit you at home and help coordinate your care
- And much more!

Your two \$0 annual checkups

Your plan makes it easy to see your doctor each year with a \$0 annual physical exam and a \$0 Annual Wellness Visit.

These checkups cover different aspects of your health but are equally important. Having both each year is recommended, and they can be done at the same visit. Just ask to schedule them together when you make your appointment.

Annual Physical includes:

- Full physical exam
- Lab tests as needed
- Discussion of health concerns
- Review of prescriptions
- Immunizations if needed

Annual Wellness Visit includes:

- Health risk assessment
- Personalized prevention plan
- Mood and well-being check
- Immunization review
- Physical activity review
- Bladder control discussion



Medication tips for better health

Review medications

Review all your medications with your provider to make sure they are safe—especially allergy, sleep, or anxiety medications.

Follow instructions

It's important to follow your doctor's instructions for taking your medications correctly.

Care Management support

Your Care Manager can answer questions about your medications and help you translate prescription information if needed.

Make fewer trips to the pharmacy

Ask your pharmacist about having your prescriptions on the same refill schedule and switching to a 90-day supply of medication.

HOW YOUR PLAN HELPS

\$0 annual physical

You pay \$0 for a physical exam with your primary care provider or health care provider once every calendar year.

\$0 Annual Wellness Visit

You pay \$0 for an Annual Wellness Visit with your primary care provider or health care provider.

Over-the-Counter (OTC) benefit¹

Your OTC Instant Savings card has two great ways to save.

- \$115 to spend each calendar quarter for eligible health-related items.
- \$235 to spend each calendar quarter for eligible food and beverages, and other personal care items.

It's important to stay connected

Social relationships are important to your overall health. Friendships offer many mental health benefits, such as increased feelings of belonging, happiness, and confidence.

Make the call

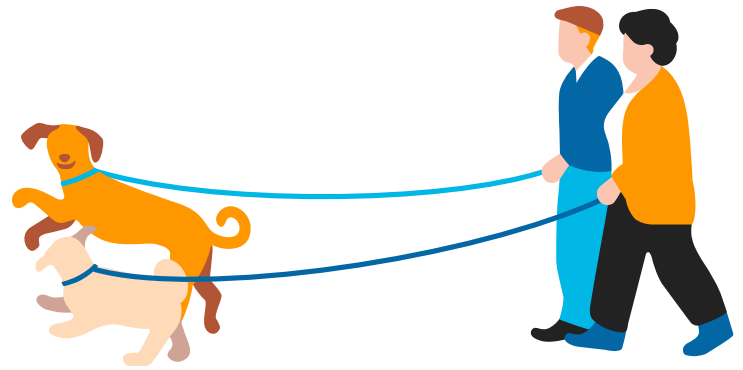
Sometimes a phone call is all it takes to make you or someone you care about feel more connected. Make an effort to call friends and family members regularly.

Visit regularly

Meeting for dinner, watching a TV show together, or starting a book club or other social group that meets regularly to discuss common interests can make a big difference.

Keep your spirits up

In addition to communicating regularly, you can improve your mood by developing a routine to help your days feel organized, getting fresh air and sunlight each day, and getting 7-9 hours of sleep each night.



Signs to watch for

Periods of sadness or hopelessness that last for a long time may be signs of depression. Depression can cause people to withdraw from friends and family. Talking to your doctor can help put you on the road to recovery. It's important to remember that depression isn't an inevitable part of getting older.

HOW YOUR PLAN HELPS

Free rides

Unlimited rides to and from medical appointments at the doctor, hospital, lab, and pharmacy.

Up to four FREE round-trip rides per month to a location of your choice. This includes visiting a friend, running errands, attending a religious service, and more!²

For questions about scheduling a ride, or for help with an existing ride, contact Member Services.

Home and Community-Based Services

Stay safely in your home and community with services such as personal care, homemaking, adult day health, and home-delivered meals.

Ask your Care Manager for details!



You can opt out of automated messages



Occasionally, Tufts Health Plan contacts you to provide plan information. If you would prefer not to receive automated phone calls from us, you can opt out of these communications (except for medically necessary messages) by calling the Member Services number located on your ID card.



Your primary care team helps you stay healthy

The health care system can be overwhelming. Luckily, you have a team to help you that includes your primary care physician, a dedicated Tufts Health Plan Care Manager (or Care Coordinator), and others. Working with your primary care team can help you get the services you need!

If you aren't sure who your Care Manager is, give us a call at:

1-855-670-5934 (TTY: 711)

Thank you for being a Tufts Health Plan Senior Care Options member!

1 Wellness Way
Canton, MA 02021



1. \$115/calendar quarter is for the purchase of eligible Medicare-approved items and \$235/calendar quarter is for the purchase of Medicaid-approved OTC items as well as eligible groceries from participating retailers and plan-approved online stores. Unused balances at the end of a calendar quarter will not roll over. Under certain circumstances, items may be covered under your Medicare Part B or Part D benefit.
2. Non-emergency, non-medical rides limited to 4 round trips per month, 20 miles each way of trip. Members must use plan-approved vendor to access benefit. Exceptions may apply.

Representatives are available 7 days a week, 8 a.m.–8 p.m. (April 1–September 30: Monday through Friday, 8 a.m.–8 p.m.) Tufts Health Plan Senior Care Options is a Dual Special Needs Plan (D-SNP) with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan's contract renewal with Medicare. The D-SNP is available to anyone who has both MassHealth Standard (Medicaid) and Medicare Parts A and B. You are not eligible to enroll into Tufts Health Plan Senior Care Options if you are enrolled in any other health insurance plan, with the exception of Medicare. Other eligibility requirements and restrictions may apply. Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-670-5934 (TTY: 711). H8330_2026_92_C