

Molina's myhealthmylife

a newsletter just for Senior Whole Health members Summer 2024



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We're here to help!



Call **(888) 794-7268 (TTY: 711)** if you need us.

We're here Monday-Friday, 8 a.m.-8 p.m. local time.

Refer to this section when you see Member Services mentioned in this newsletter. This phone number can also be found on your member ID card.



Why I serve

Lori Varley, Case Manager

My first experience with Senior Whole Health was as the granddaughter of a member. I saw how Senior Whole Health stepped in to support our family in caring for my grandmother. Seeing how they cared for my grandmother made my decision to work for Senior Whole Health a personal one. It's one of the best decisions I have ever made.

I help bridge gaps in care for seniors from under-resourced communities and work to keep them safe in their homes. Many of our members do not speak English. This can make it hard for them to express their true needs. To help with this issue, I work closely with interpreters to communicate with members in their native languages. This may include Vietnamese, Cantonese, Mandarin, Cape Verdean, Creole, Portuguese and Spanish. This helps me build a stronger relationship with members and ensure they get what they need.

I also serve as an advocate for members. When I started working at Senior Whole Health, I had a member who was going to lose her home. She was overwhelmed, in denial and unwilling to fill out housing applications. This left her homeless. I got her into a hotel because of Senior Whole Health's strong community partnerships. I later secured affordable elderly housing in her home community. I also connected her to extra resources and funds to pay for household items, food and rent. In a month, we got her back on her feet and provided her with required daily care.

I'm proud to work for a health plan that allows me to give members the time, attention and personal care they deserve. Building relationships with members and seeing their health and well-being improve over time is one of the most fulfilling parts of my job. That is **why I serve.**

Doing our part to fight food insecurity in Massachusetts

Food insecurity: when you do not have access to enough healthy foods

Senior Whole Health aims to fight food insecurity affecting Bay Staters. That's why we gave **\$50,000** to Project Bread in March. This money supports food aid programs.

One of these programs is Project Bread's statewide hotline, the FoodSource Hotline. The hotline gives tips on and referrals to food assistance programs that are right for you. This may include pre-screening for the Supplemental Nutrition Assistance Program (SNAP). Call to get free and confidential help, available in over 180 languages.

Project Bread FoodSource Hotline: **(800) 645-8333**

Available Monday-Friday, 8 a.m. to 7 p.m., and Saturday, 10 a.m. to 2 p.m. local time

We're teaming up with Project Bread to offer SNAP 101 classes in the community. The first class took place on March 21 at Sun Father John's Senior Housing in Lowell. Participants learned about SNAP and were pre-screened in our Mobile Health Center.

Coastal Foodshed is another nonprofit group dedicated to food security. Last December, we gave Coastal Foodshed **\$30,000**. This money helps New Bedford and South Coast residents get fresh, locally sourced fruits, veggies, eggs and meat.

Taking part in Greater Boston Food Bank's Mobile Markets

For the past five months, Senior Whole Health employees have teamed up with the New Bedford Housing Authority to take part in Greater Boston Food Bank's mobile markets.

During these monthly gatherings, volunteers fill large grocery bags with fresh produce. Once all the food is sorted, the bags are loaded onto a truck and taken to Boa Vista and Tripp Towers. From there, volunteers work with building staff to give a free bag of food to each resident who wants one.

Our staff will volunteer at each monthly market through the end of the year. Want to learn more about the program? Email programs@gbfb.org or call **(617) 427-5200**.



Volunteering with Walt's Mobile Closet

Walt's Mobile Closet is a non-profit that works with groups along the South Coast to give free, gently used clothing to those in need.

Senior Whole Health volunteered at Walt's Second Annual Essential Women's Event earlier this year. We displayed clothing, shoes, bras, and jewelry on tables and racks for visitors to choose from. We also handed out purses filled with essential items.

Everyone was encouraged to add inspiring words to a message board during the event. Quality Specialist Claudia Williams wrote, "Think Like a Queen!"



In May, we helped Walt's sort and label clothes, shoes and other donations. We also prepared care bags for those dealing with homelessness and addiction.

We have such a great time volunteering with Walt's Mobile Closet. If you're based on the South Coast, we hope to see you at future events! Check out their Facebook page for an up-to-date schedule.



Table of toiletries, makeup and accessories for visitors to choose from



Volunteers for Walt's Second Annual Essential Women's Event

Welcome to Cityblock: Care that's built around you

We're excited to offer our members Cityblock services. This means an extra care team behind you, working hard with your current providers and care managers.



cityblock

Here's what you can expect when you choose to work with Cityblock:



A dedicated care team that works closely with your existing providers

Cityblock's team of nurses, social workers, doctors and mental health providers work with you, your doctors and your care manager to create a plan that supports your health goals. A Cityblock Community Health Partner (CHP) will be by your side to champion your needs and make sure you get the care you deserve.



24/7 access to medical advice

Your health doesn't have business hours. That's why Cityblock provides in-home and virtual care appointments, plus a phone line where you can speak to a licensed provider. This phone line is available 24 hours a day, seven days a week. If you need urgent care for non-life-threatening concerns, Cityblock can be at your doorstep*.



Support beyond medical care

There's more to your health than what happens in a doctor's office. Count on your Cityblock care team to help with all the things that affect your well-being. That can be helping you get fresh food, finding a safe place to live and offering a listening ear if you're feeling down.

Get started now:

- 1.** Call **(833) 904-2273 (TTY: 711)** to start your Cityblock services. Representatives are available Monday-Friday, 8 a.m. to 8 p.m. local time.
- 2.** During this call, Cityblock will schedule a first visit for you to meet your care team. This visit can be in person, on the phone or over video.
- 3.** On your first visit, take time to talk about your health goals and expectations. Your care team will listen for as long as you need them. From there, they'll create a health plan with you that's based on your needs and input.

Visit **[Cityblock.com/get-started](https://www.cityblock.com/get-started)** to get started online.

*Where permitted by law. Please call 911 for life-threatening emergencies.

There is no change to your health plan benefits when you join Cityblock Health. All medical services are provided by licensed physicians and health care practitioners employed by Cityblock Medical Practice, P.A. Cityblock Health, Inc. provides management and administrative services to Cityblock Medical Practices.

Follow-up after discharge

Seeing your doctor after being in the hospital is important. Your doctor helps ensure you're doing well and have what you need to recover. A follow-up visit helps prevent a return to the hospital.

Here are some tips to stay healthy after discharge:

- Schedule your follow-up visit as soon as possible.
- Read all your discharge instructions. Check for any new medicines.
- Pick up new prescriptions at your pharmacy.
- Tell your Senior Whole Health nurse care manager you were hospitalized.

Have a list of questions ready for your follow-up visit. Some questions to ask:

- Do I need to change how I take my medicines?
- Do I need to stop taking any old medicines?
- Do I need any equipment to help me at home?
- Do I need to see a specialist?
- What can I do to help manage my symptoms at home?



For help scheduling a visit with your provider, call Member Services.



Advance directives

Having an advance directive is important, especially as you age. It lets others know what care you want if you are very sick or can't speak for yourself.

Things you can do include:

- Think about your wishes for treatment if you cannot communicate what you want.
- Think about who you would want to make decisions for you.
- Tell the people close to you. They can help make sure your wishes are followed.
- Write down your wishes. Share the document with your doctor, family and those close to you. This helps prevent anyone from challenging your wishes.
- Ask your doctor or nurse for help if you are unsure what to do.

Having an advance directive:

- Allows others to know your wishes.
- Gives you peace of mind, knowing your wishes will be followed.
- Lowers stress and worry for surviving relatives, friends and loved ones.
- Allows for dignity at the end of life.

For more information on advance directives, scan this QR code with a smartphone camera:



Non-medical transportation benefit

We want to make sure you have a ride – even if it's not for a health care appointment!

We cover up to **80 one-way trips** a year to places like the:



Drugstore



Church, mosque, temple or synagogue



Gym



Grocery store



Hair salon or barbershop



Local retail store

This is **on top of** your non-emergency transportation benefit to and from health visits and services. To find out if your ride is covered, call Modivcare or our Member Services team. Prior authorization is required for trips over 100 miles.

How to set up a ride:

- **Call Modivcare** at **(844) 544-1391 (TTY: 711)** any time of the day or week.
- **Use the Modivcare app** on your smartphone or tablet. Download the app from Google Play or the Apple App Store. Enter your email to start booking your trips!
- **Request your ride as early as possible.** Call at least three business days before your next pickup date. If your request is received after 3 p.m., it will be processed the next day.



Scan the QR code with a smartphone camera to view videos on how to use the Modivcare app!

Member support focus workgroups

Senior Whole Health will partner with the community to teach you how to maintain healthy blood pressure. We will travel to places near you to speak with members just like you. Our clinical, quality and sales staff will be there. They will provide education on blood pressure management and answer any questions you may have. We also offer interpretation services.

Things we may talk about include:

- What your blood pressure means
- How to take your blood pressure
- How we can treat high blood pressure
- Tools and tips on how to keep your blood pressure within a healthy range

We want to give you the tools to live a healthy life. We welcome you and your caregivers to join us. If you wish to attend one of our workgroups, please call Member Services to learn more.





Join our Member Advisory Committee!

Do you want to help make a difference? We want to hear what you have to say.

We're looking for members and caregivers to join our Member Advisory Committee. This is a great way to let us know how we're doing as a health plan. Meetings take place every three months and last no more than an hour. You can join the meetings on your computer or phone. We will have an interpreter available if you need one. We want to make it easy for you to join these meetings and can help you if needed.

This is your chance to make your voice heard and learn more about your benefits and services. Together, we can create new programs and materials for members. Join our committee so that your ideas can make a difference in your health care. Your feedback will help us improve the member experience.

Please call Member Services if you would like to join or learn more!



Senior Whole Health
BY MOLINA HEALTHCARE



1075 Main St.
Suite 400
Waltham, MA 02451

Important information.

Senior Whole Health is a DSNP and HMO plan with a Medicare contract. DSNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal. Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. *H2224_24_5862_MASmrNwsltr_M*

