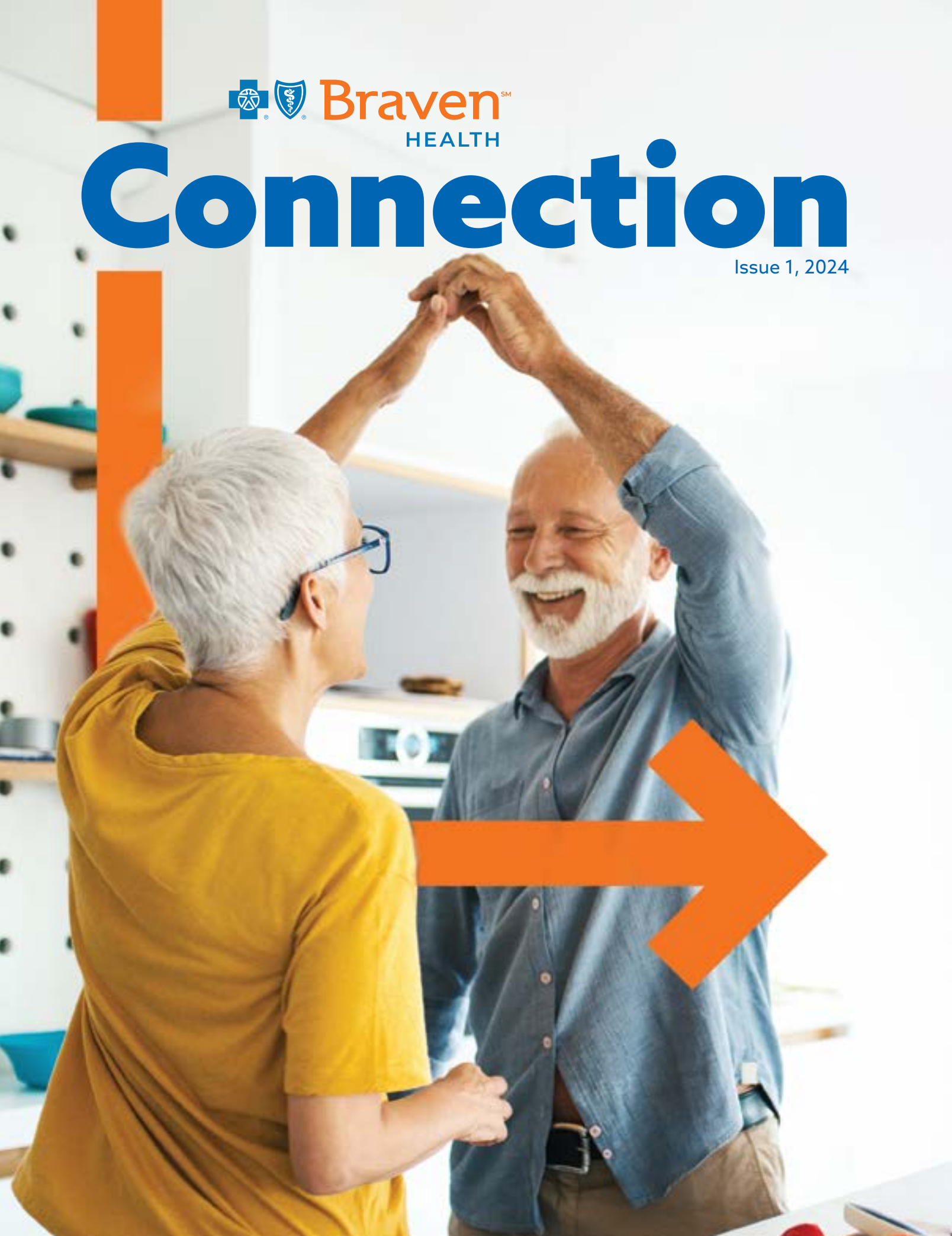




Connection

Issue 1, 2024





Thank You for Choosing Braven HealthSM

The beginning of the year is a great time to look at your health goals and get a jump start on your preventive care. We want you to get the most from your Braven Health plan. That includes understanding how to use your benefits and where to go for the care you need.

In this issue, you can learn more about your 2024 benefits, including your vision and hearing benefits, how to access your plan information online, and the importance of your annual wellness visit and preventive care.

We are always here if you have a question or need help with your benefits. Call Member Services at **1-833-272-8360 (TTY 711)**, Monday through Sunday, 8 a.m. to 8 p.m., Eastern Time (ET).

In This Issue

Get to Know Your Benefits

Using Your Braven Health Smart Card	3
Understand Your Prescription Drug Benefits	4
Hearing and Vision Benefits	5
Your Benefits at Your Fingertips	7
New Member Orientation Meetings	8
Your Opinion Matters	8
What To Do When You Lose Medicare Part A or Part B	10
24/7 Nurse Line	13
Preventive Care With the <i>Healthy Journey</i> Program	13
Extra Care When You Need It	14
Supportive Care SM Program	15
Getting the Most From Your Behavioral Health Services	19

Health & Wellness

Don't Take Chances With Your Health	9
Stay Safe This Winter: Don't Miss Your Shot to Beat the Flu	9
Appointment Availability and What to Expect	11
Measuring High Blood Pressure	15
Colorectal Cancer: What You Need to Know	16
Routine Care With Walgreens Health Corner	17
Cardio vs. Strength Training: Which One Is Best for Your Heart Health?	18
Diet and Your Risk for a Stroke	20
Learn the Signs of a Silent Heart Attack	21

Important Information

Language Services	22
Your Rights and Responsibilities	22
Our Commitment to Quality	22
Your Private Information	22



Using Your Braven Health Smart Card



The Braven Health Smart Card is a flexible way to get many of your extra benefits. It's as easy as swiping your card.

Use it like a debit card when purchasing:

- Over-the-counter (OTC) items, such as toothpaste, vitamins and much more. You can order items by mail or telephone, or use your card to buy eligible items at participating stores.
- Memberships at a health club, yoga studio and/or a virtual fitness program you use at home, or eligible fitness equipment like a yoga mat, hand-held free weights, exercise bands and more.
- Services and items under your Flex Benefit, including acupuncture, a weight management program through Weight Watchers, transportation for health-related rides via Uber and Lyft, and more!



Questions About Your Smart Card?

Visit BravenSmartCard.com or call Braven Health Smart Card Member Services at **1-800-688-9140 (TTY 711)**, weekdays, 8 a.m. to 8 p.m., ET. You can check your balance, get a list of participating stores and more.

Understand Your Prescription Drug Benefits



You are covered for both Medicare Part B and Medicare Part D prescription drugs. Braven Health partners with Prime Therapeutics to manage your Medicare prescription drug needs.

You can view your prescription drug coverage information when you log in at [BravenHealth.com](https://bravenhealth.com). Click the *Prescriptions* tab in the *Benefits and Coverage* section. Then click *Go to Prime Therapeutics*.

You can:

- Download your Formulary and other plan documents
- See if your medicine needs prior authorization or has restrictions
- Find an in-network pharmacy*
- View your prescription history, including costs
- Learn more about your medicines

If you do not have online access, call Prime Therapeutics at **1-855-457-0222 (TTY 711)**, 24 hours a day, seven days a week.

Rx Savings Solutions

Rx Savings Solutions can help you pay the lowest out-of-pocket costs for your prescription medicine. Here are just a few ways you might be able to save money:

- Generic forms of name-brand medicine
- Better prices at different pharmacies or by mail order
- Medicines that treat the same condition but cost less

If there is a chance for you to switch to a lower-cost medicine, Rx Savings Solutions will contact you. A pharmacy technician will review your options with you and work directly with your doctor and pharmacy to help you switch.

Call **1-800-492-1051 (TTY 711)** or sign in at [BravenHealth.com/rxss](https://bravenhealth.com/rxss) and find your savings under *Prescriptions*.



Ask your doctor for a 90-day supply of your medicine. This means fewer trips to the pharmacy, and it could save you money!

*Not all pharmacies accept benefits under the Pharmaceutical Assistance to the Aged & Disabled (PAAD) Program. If you have PAAD benefits, please call Prime Therapeutics to confirm that your pharmacy participates in the PAAD program: **1-855-457-0222 (TTY 711)**, 24 hours a day, seven days a week.

Hearing and Vision Benefits

Your Braven Health plan gives you hearing and vision coverage. It's important to know where and how to use these benefits.



HEARING BENEFITS

HearUSA provides your hearing benefits. Your in-network benefits include:

- \$0 for one routine hearing exam per year with an in-network HearUSA audiologist
- \$0 for one fitting/evaluation for a prescription hearing aid per year with an in-network HearUSA provider

You have coverage for up to one prescription hearing aid per ear, per year. You must get hearing aids from an in-network HearUSA provider with a prescription from an audiologist. Hearing aids purchased without a prescription ("over-the-counter" hearing aids) and hearing aids from providers who are not in the HearUSA network are not covered by this benefit.

Technology Level	Manufacturer's Suggested Retail Price (MSRP)	Your Cost	Your Lifestyle
Level 1: Value Technology	\$1,900 per ear	\$299 per ear	Ideal for individuals who lead a quiet lifestyle
Level 2: Advance Technology	\$2,700 per ear	\$599 per ear	Well suited for moderately active individuals
Level 4: Premium Technology	\$4,000 per ear	\$1,199 per ear	The best choice for more active and busy individuals

To find a HearUSA provider, call **1-855-825-4706 (TTY 711)**, weekdays, 8:30 a.m. to 5 p.m., ET, or visit [HearUSA.com/members/Braven](https://www.hearusa.com/members/braven). Call the provider directly to schedule an appointment.

VISION BENEFITS

Davis Vision provides your vision benefits for routine eye care in 2024. Davis Vision has a network of optometrists and retailers to provide a routine eye exam and prescription eyewear.

When you use Davis Vision network optometrists and eyewear retailers, you pay:

- \$0 copay for basic eyeglass lenses
- \$0 copay for one routine eye exam per year with an optometrist

When you go out of network, you pay:

- 50% of the cost for eyeglass lenses
- 50% of the cost for a routine eye exam

You also have a \$150 allowance every year for prescription frames or contact lenses from in- or out-of-network providers. You will get the most out of your benefit by using Davis Vision's network of eyewear retailers, including Walmart and Visionworks. Have your Braven Health member ID card with you when you buy frames or contact lenses. You must have a valid prescription to obtain eyewear.

To find a Davis Vision network optometrist or eyewear retailer, call **1-888-257-1267** (TTY **711**), weekdays, from 8 a.m. to 11 p.m., Saturdays, from 9 a.m. to 4 p.m., and Sundays, from noon to 4 p.m., ET. You can also register for a member account at DavisVision.com. Click on *Member Log In*, and click *Register new account*. Fill in your information, including your Braven Health member ID number beginning with "3HZN."

When you need more than routine eye care

Davis Vision covers your annual routine eye exam and routine eyewear only. When you need to see an ophthalmologist or other doctor for exams to treat a medical condition that affects your vision, or if you need a diabetic eye exam, glaucoma screening or eyewear after cataract surgery, you can find a provider at BravenHealth.com/find-doctor. These services are covered by Braven Health.

Your Benefits at Your Fingertips



A New, Personal Experience at BravenHealth.com

It's now easier than ever to find your health information at BravenHealth.com. When you sign in, you can customize your own personal dashboard. This new design makes it easy to keep what's most important to you front and center. Click **Customize Dashboard** to get started.

If you haven't registered yet:

1. Go to BravenHealth.com/register.
2. Enter and verify your personal information, including your member ID number, which is on your member ID card. Click **Continue**.
3. Follow the steps to verify your email address, then click **Continue**.
4. Create a username and password, read the disclaimer and check the box.
5. Click **Create Account**.

View Your Plan Documents

Your Evidence of Coverage (EOC) has the information you need about your plan benefits, including:

- Benefits and services included and excluded from coverage
- Information on copays and/or other charges
- Pharmacy procedures
- How to submit a claim, appeal or grievance
- How to get care from a Primary Care Physician (PCP), specialist or behavioral health provider
- Finding an in-network provider
- Getting help in another language
- Care after normal business hours, including emergency care and care outside of Braven Health's service area
- How we evaluate new technology for inclusion in covered benefits

To view your EOC, visit BravenHealth.com/members/plan-documents. If you need a printed copy of your EOC or Provider and Pharmacy Directory, call Member Services at **1-833-272-8360** (TTY **711**), or use the online request form at mydirectory.BravenHealth.com.

New Member Orientation Meetings



You're invited to a members-only event to help you get to know your plan better. Our Medicare Specialists can answer your questions and explain how to use your benefits and get the most from your plan.

Sessions will be held every Tuesday, Wednesday and Thursday at 10 a.m. and 1 p.m. through May 23. Pick the date and location that works best for you, or join a virtual session.

Call **1-866-984-4864 (TTY 711)**, weekdays, 9 a.m. to 5 p.m., ET, or visit BravenHealth.com/GetMore to reserve your spot. Space is limited.



Your Opinion Matters



Every year, the Centers for Medicare & Medicaid Services (CMS) mails confidential surveys to a small random sample of Braven Health members. If you receive this survey, please know that your feedback is important to helping us improve your experience. This year the survey will also be offered online. To ensure you have the option to receive the online survey, if selected, please provide your email by registering at BravenHealth.com/register.

Use these tips to help you get the care you need and make sure your voice is heard:

- Braven Health doesn't receive individual member survey feedback, so if you have an issue, please call Member Services at **1-833-272-8360 (TTY 711)** directly.
- Some questions may not apply to you. For example, if you don't get your prescriptions by mail, it's okay to skip the question!
- During your annual wellness visit, ask your doctor any questions you have about treatment, medicines and how to get your test results quickly. Let them know if you are seeing any other providers so they can help coordinate your care.
- When you call us, we always do our best to answer your questions and help you get you the care you need. If you need help finding a doctor or scheduling an appointment, we can help you. Our goal is to always treat you with the courtesy and respect you deserve.

We're always trying to exceed your expectations and improve your health care experience. If we aren't, we hope you will let us know how we are doing. Please call Member Services at **1-833-272-8360 (TTY 711)**.

Don't Take Chances With Your Health: Schedule Your Annual Wellness Visit



It's important to see your PCP for your annual wellness visit every year. A routine checkup with your doctor can help find health problems early on. The sooner you address a health problem, the better the outcome.

During this visit, talk to your PCP about:

- Falls and your risk for a fall
- Cholesterol and body mass index (BMI)
- Blood pressure and your risk for high blood pressure (hypertension)
- Vaccines you need
- Your medicine, including OTC medicine
- Preventive health screenings, such as breast cancer, colorectal cancer, prostate cancer, bone density and diabetes
- Your health concerns or questions

Call your PCP to schedule your annual wellness visit. If you don't have a PCP or need to find a new one, visit BravenHealth.com/find-doctor.

Stay Safe This Winter: Don't Miss Your Shot to Beat the Flu



Cold and flu season is here, and cases of the flu, COVID 19 and other respiratory viruses are higher than normal this year. You are more likely to have complications from the flu if you are 65 years and older and have certain chronic conditions, including asthma, diabetes or heart disease.

We want you to stay healthy and safe. It's not too late to protect yourself and those around you. The flu shot is your best chance to stay safe this winter.

The flu shot starts protecting you five days after you get it, so don't wait! It's covered at no cost to you with your Braven Health plan. The flu shot prevents millions of flu-related illnesses and doctor's visits each year. It also reduces your risk for hospitalization, if you do get the flu. When you get your flu shot, ask your doctor or pharmacist about other vaccines you may need, like shingles, pneumonia and COVID-19.



What To Do When You Lose Medicare Part A or Part B



Once you have Medicare Part A and Part B, you will usually have it for the rest of your life. However, in some cases, your Medicare Part A, Part B or Part D eligibility can be interrupted if:

- You stop paying your Medicare Part B premium to the Social Security Administration (SSA).
- You stop paying your Medicare Part A premium to the SSA, if you have one. Most people with Medicare do not have a Medicare Part A premium.
- You stop paying the Part D Income Related Monthly Adjustment Amount (IRMAA) to the SSA, if you have one.

Your Medicare Part A, Part B, and/or Part D eligibility will end until you pay any outstanding amounts. You will also be automatically disenrolled from your Braven Health plan at the same time. You will receive a letter in the mail telling you about your disenrollment.

If this happens, you must contact the SSA at **1-800-772-1213** (TTY **711**) to get more information about what is owed and how to reinstate your eligibility. Once your eligibility is reinstated, Braven Health can re-enroll you in our plan. Call us at **1-833-272-8360** (TTY **711**) to request reinstatement in your Braven Health plan once your Medicare eligibility has been reinstated.

Appointment Availability and What to Expect



When you need to see your doctor for an annual physical, or when you're sick or injured, your doctor should see you within a certain amount of time. Use these appointment availability guidelines to know what to expect.

Appointment Availability	
Visit Type	Time Frame
Emergency services	Immediately
Urgent care (not life-threatening)	Within 24 hours
Sick visits	Within 24 hours
Routine care (checkups for chronic conditions, such as diabetes)	Within 2 weeks
Specialist care	Within 3 weeks
Routine physicals	Within 30 days
Behavioral health care	<p>Within 10 business days for initial visit for routine care, 48 hours for urgent care, 6 hours for non-life-threatening emergencies, and 30 days for follow-up routine care appointments for prescribers and within 20 days for non-prescribers.</p> <p>If you have a non-life threatening emergency, please go to the nearest Emergency Room or Behavioral Health Crisis unit.</p>

(Continued on next page)



Doctor office wait times

When you arrive on time for your appointment, you should not have to wait longer than 15 minutes to see your doctor. To reduce your wait times, you can ask your doctor's office to let you know if they are running late. When making your appointment, you can also ask for the first appointment of the day.

Do you need help making an appointment with a PCP or specialist?

If you are having difficulty making an appointment, we can help. Call us at **1-833-272-8360** (TTY **711**), seven days a week, 8 a.m. to 8 p.m., ET. If you need to find a doctor, please call us or go to [BravenHealth.com/find-doctor](https://www.BravenHealth.com/find-doctor).

Did you know?



If you were treated in the Emergency Room (ER) or an urgent care center, you should see your PCP within seven days for a follow-up visit. Your PCP will make sure you are receiving proper care, help you understand tests that were performed or ordered, review new medicine or medicine changes, and coordinate any follow-up care.

24/7 Nurse Line



When you need immediate answers to your health questions, Braven Health's 24/7 Nurse Line can give you peace of mind at no cost. You can call our caring, Registered Nurses for physician-approved information from anywhere at any time.

Nurses cannot diagnose problems or recommend specific treatment, but you can use the 24/7 Nurse Line to:

- Understand any symptoms you have
- Decide if the ER, a doctor visit or self-care is what you need
- Learn more about a diagnosis
- Learn about important vaccinations, health screenings and tests
- Ask how to take medicine safely and avoid interactions

The Nurse Line is included in your benefits and you can use it as often as you like. Call the 24/7 Nurse Line at **1-888-624-3096** (TTY **711**).

Preventive Care With the *Healthy Journey* Program



The *Healthy Journey* Program is here to help you get the information you need to take care of your health.

The *Healthy Journey* Program offers:

- **Personal Touch:** Our care team makes one-on-one calls for health screening reminders, health education and chronic disease management.
- **Awareness:** Our educational materials and health screening reminders are tailored to your needs.
- **Rewards and Incentives:** We make it easy for you to earn rewards just for being active in your wellness journey. You may be eligible to earn rewards when you complete certain preventive health screenings.

If you have problems getting your preventive health screenings, have questions about the program or do not want to participate, please call the *Healthy Journey* team at **1-844-754-2451** (TTY **711**), weekdays, 8:30 a.m. to 5 p.m., ET, or visit BravenHealth.com/healthy-journey.

Extra Care When You Need It



If you have a serious health condition, you don't have to manage it alone. Braven Health's Care Management Program can help you better understand your diagnosis and follow your doctor's treatment plan.

Our Care Managers are Registered Nurses who can:

- Discuss your medical situation with you and your doctors
- Connect you to the right care
- Provide educational information and resources
- Help you understand how to get the most from your plan benefits

Participation in the Care Management Program is voluntary and free for eligible members. Visit BravenHealth.com/members/extra-benefits/case-management to learn more. To find out if you are eligible or to enroll, call **1-888-621-5894 (TTY 711)**, and select option **2**, weekdays, 8 a.m. to 5 p.m., ET. You can also be referred by our Utilization Management Department, the 24/7 Nurse Line, a rehabilitation facility, behavioral health providers, practitioners, caregivers and pharmacy vendors. To request a Health Needs Survey, call **1-833-621-5894 (TTY 711)**, daily, 8 a.m. to 8 p.m., ET.

Complex Case Management

When you are diagnosed with an acute or chronic medical condition or experience an event or circumstance that requires case management intervention, Complex Case Management is available for you. This program is a free, voluntary service that offers care coordination and guidance. A Care Manager and your doctor will work with you to develop a treatment plan for both long and short-term goals.

If your care needs pre-approval

Sometimes, we need to review your doctor's treatment plan before you get care to make sure it's medically necessary, appropriate and covered. This is called prior authorization. When we do this, our decisions are based on your health care needs and plan benefits. We do not stop doctors from discussing all available treatment options with you, even if your plan doesn't cover it. And we do not offer rewards for denying coverage. If you or your doctor needs to request prior authorization, please call Member Services at **1-833-272-8360 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m., ET. For urgent requests after business hours or on weekends, call **1-844-778-6673 (TTY 711)**.

If you lose eligibility for a program or service that has been helpful to you, such as skilled nursing services with home health aide or skilled physical therapy, we will provide information or alternative resources as appropriate. Please call Care Management at **1-888-621-5894**, option **2**, and then option **1 (TTY 711)**, weekdays, 8 a.m. to 5 p.m., ET.



Braven Health has guidelines to ensure you get quality care. For more information, call Member Services to ask for a copy.

Supportive CareSM Program



If you are discharged from the hospital or living with a serious illness, you may benefit from the extra support you can receive through our Supportive Care Program.

Through in-home or video visits and phone calls, a team of nurses and social workers will work closely with you, your family and your doctors to:

- Provide support to help manage the symptoms related to your illness or treatment
- Help you understand medical information and recommended treatment options
- Provide coping tools for feelings and changes related to your health
- Help complete advance directives
- Educate you about the best way to use your health plan benefits
- Support caregivers, family members and loved ones
- Connect you to resources and community services

The support services offered through this program are free of charge and optional for eligible Braven Health members. Braven Health works with CareCentrix to help you find the support you need.

For more information about this program, including how to opt in or out, visit BravenHealth.com/members/extra-benefits/supportive-caresm-program or call **1-833-592-1077 (TTY 711)**, daily, 8 a.m. to 8 p.m., ET.

Measuring High Blood Pressure



Arteries carry blood from your heart to other parts of your body. Blood pressure is the measure of blood pushing against the walls of those arteries. It's important to measure your blood pressure so you know when it is too high, because high blood pressure, also known as hypertension, often has no symptoms.

- Your doctor should check your blood pressure at every appointment with a blood pressure cuff.
- High blood pressure is more than 120/80 mmHg.
- Hypertension puts you at risk for heart disease and stroke, which are leading causes of death in the United States.

Source: CDC. *High Blood Pressure Symptoms and Causes*. Retrieved **November 28, 2023** from cdc.gov/bloodpressure/about.htm.

Colorectal Cancer: What You Need to Know



Colorectal cancer is one of the most common cancers in both men and women.

"Knowledge can be your first line of defense against colorectal cancer," says Malini M. Patel, MD, Director of Medical Oncology at Robert Wood Johnson University Hospital, Hamilton and medical oncologist, Rutgers Cancer Institute of New Jersey, the state's only National Cancer Institute-designated Comprehensive Cancer Center. "Understanding colorectal cancer risks and how to reduce them can save lives."

What is colorectal cancer?

It's a cancer that starts anywhere along the colon or rectum, both of which are in the lower portion of the digestive system. These cancers often start as precancerous, abnormal growths called polyps that can change to colorectal cancer over time.

If you're diagnosed with colorectal cancer in its early stages, your chance for successful treatment is higher. During a colonoscopy screening, your doctor can find polyps and remove them during the same procedure to prevent them from becoming cancer in the future.

At what age should you get a colorectal screening?

Men and women at average risk should begin colorectal screening at age 45. Earlier testing may be right for people who have a family member with colorectal cancer or other risk factors, such as inflammatory bowel disease.

What are your options?

- **Colonoscopy:** a flexible tube with a camera is used to view the colon and rectum. You need a colonoscopy every 10 years.
- **CT colonography:** sometimes called virtual colonoscopy, a CT scanner takes images of the colon. This screening is needed every 5 years.
- **At-home stool sample (FOBT or FIT-DNA):** a lab checks for blood or DNA changes in your stool. This test should be done every 1-3 years.

You get rewarded for colorectal cancer screening through the *Healthy Journey Rewards Program*. Once you complete a colonoscopy, FOBT, or FIT-DNA test, complete a Health Screening Attestation Form by signing in at BravenSmartCard.com and clicking on *Rewards and Incentives*. You can also call Braven Health Smart Card Member Services at 1-800-688-9140 (TTY 711) to complete your attestation over the phone. Once confirmed, your Smart Card will be loaded with \$50 to use at participating stores.

Source: American Cancer Society. *Colorectal Cancer*. Retrieved **November 29, 2023** from cancer.org/cancer/types/colon-rectal-cancer.html.



Routine Care With Walgreens Health Corner



We partnered with Walgreens to make it even easier for you to get the care you need. You can visit select Walgreens to get routine health tests, vaccines and preventive screenings.* You also have access to Health Advisors who offer personalized support in person at a Health Corner or over the phone.

Participating Walgreens Health Corners offer:

- Annual flu vaccine
- Blood pressure check
- Physical activity assessment
- Risk of falling assessment

You can request at-home test kits for:

- Colorectal cancer screening
- HbA1c control, if you have diabetes
- Kidney function, if you have diabetes

To schedule an appointment with your local Health Advisor or for more information, call us at **1-877-645-4128** (TTY 711), weekdays, 9 a.m. to 7 p.m., and Saturday and Sunday, 9 a.m. to 5 p.m., ET.

*This program is available to eligible members and not offered at all Walgreens locations.

Cardio vs. Strength Training: Which One Is Best for Your Heart Health?



Everyone knows that exercise is good for the heart, but what kind of exercise is best for your heart health? Anthony Altobelli III, MD, Clinical Chief of Cardiology, RWJBarnabas Health Medical Group, sheds some light on this decades-old debate.

What's the best way to combine these exercises?

Strength training is as important to heart health as aerobic exercise, and a combination of both cardio and strength training has the best heart outcomes for your health, including blood pressure, body composition, strength and metabolism. Exercise also lowers your risk for diabetes, high cholesterol, heart attack and stroke.

Adults should get at least 150 minutes of moderate-intensity aerobic activity every week. Strength training should be done at least twice a week on nonconsecutive days to allow your muscles to rest.

How does age affect the type of exercise(s) a person should do?

Older adults should do both cardio and strength exercises, but always talk to your doctor before starting a new exercise routine. For people at risk for falls or with balance issues, strength exercises, such as chair squats, heel lifts, rowing, resistance bands, bicep curls and shoulder presses, can improve your strength and balance and reduce your risk for a fall.

What advice do you have for someone who wants to start an exercise program to improve their heart health?

1. Choose exercise that you enjoy.
2. Set realistic goals for how often and how long you'll exercise.
3. Choose exercises that you can perform safely.
4. Exercise with a friend or join a fitness class to help motivate you.
5. Talk to your doctors before starting a new routine.

You can use your Braven Health Smart Card to pay for a membership at a health club, yoga studio and/or a virtual fitness program you use at home. You can also buy eligible fitness equipment, like a yoga mat, hand-held free weights, exercise bands and more. Visit [BravenSmartCard.com](https://www.BravenSmartCard.com) to learn more.

Getting the Most From Your Behavioral Health Services



Many behavioral health conditions, such as depression or mood disorders, require prescription medicine, just like any other medical condition. Not taking your medicine as directed by your provider can lead to serious problems, including increased risk of hospitalization, relationship problems, issues at work, lack of progress in treatment, and developing other conditions related to your diagnosis.

Along with medicine, your prescriber may also recommend mental health counseling. Counseling can help you cope better with the stressors of daily life, increase self-esteem and manage your symptoms. Keeping regularly scheduled appointments with your behavioral health providers helps monitor your success.

To get the most out of your care, it is important to be open and honest with your care team and follow your treatment plan.

Here are some suggestions to help you stay on track:

- Set a daily alarm to remind you to take your medicine, or take it as part of a daily routine, such as after brushing your teeth or with your afternoon snack.
- Pay attention to how many refills are left, and make an appointment with your prescriber to get a new prescription before you run out.
- Sign up for auto-refills if your pharmacy offers them.
- Switch to home delivery or mail order pharmacy, especially if transportation is a challenge.
- Keep regularly scheduled appointments, and reschedule cancelled appointments as soon as possible.
- Follow up with your provider with any questions or concerns regarding your treatment.
- Complete any assignments between counseling sessions to practice what you've learned.
- Make healthy lifestyle improvements, including regular exercise, good nutrition and enough sleep.

You are covered for behavioral health services. To find a provider near you, visit [BravenHealth.com/find-doctor](https://bravenhealth.com/find-doctor) or call **1-888-444-0422** (TTY 711), weekdays, 8 a.m. to 8 p.m., ET.



Diet and Your Risk for a Stroke



There are certain risk factors for stroke that you can't change, like your age or family history. But, lifestyle changes may significantly decrease your risk.

"Diet can be an important, powerful tool to reduce your risk of stroke," says Madhav Upadhyaya, MD, interventional cardiologist at Hackensack Meridian *Health*. "What you eat has a notable impact on your overall health and stroke risk."

Which foods increase stroke risk?

- Meat, including red meat and processed meat
- Full-fat dairy products, including butter and cheese
- Sugary sweets, including soda, energy drinks, cookies, cakes and candy
- Foods high in salt, including chips, pretzels and many processed foods

To reduce your risk of stroke, add these foods to your diet:

- Fiber-rich fruits and vegetables in a variety of colors
- Beans, which are low-fat, fiber-rich and nutrient-dense
- Whole grains, rather than foods made with white flour
- Nuts and seeds, which contain healthy fats and fiber
- Low-fat or fat-free dairy products
- Fish or shellfish
- Olive oil and other healthy monounsaturated fats
- Water, instead of soda or sweetened beverages

"Adopting these habits should benefit your health in the short and long term," Dr. Upadhyaya says.

Learn the Signs of a Silent Heart Attack



A silent heart attack is a type of heart attack that often goes unnoticed, because the symptoms are mild.

“Typical heart attacks come with a host of well-known and sometimes dramatic symptoms,” says Haroon Faraz, MD, interventional cardiologist at Hackensack Meridian *Health*. “Silent heart attack symptoms do not have the same intensity and can be mistaken for minor chest discomfort, indigestion or other less serious problems.”

Typical heart attack symptoms include:

- Pain in the back or belly
- Stabbing sensation in the left arm, neck, jaw or teeth
- Sudden shortness of breath
- Sweating
- Dizziness or lightheadedness
- Nausea or vomiting

Symptoms of silent heart attacks are more subtle:

- Feeling as if you have a sore or strained muscle in your chest or upper back
- Fatigue or stress
- Indigestion
- Flu-like symptoms
- Discomfort that doesn't go away when you move around

Risk factors of a silent heart attack

- Being overweight or obese
- Lack of exercise
- A diet high in cholesterol, salt and unhealthy fats
- High blood pressure
- High cholesterol
- Tobacco use
- High stress

“Identifying and treating risk factors is crucial to reducing the chance of having a heart attack,” says Dr. Faraz. A heart attack of any kind is an emergency. Call **911** right away, even if you aren't sure if you're having a heart attack.

Language Services

Braven Health provides free aids and services to members to communicate effectively with us, such as qualified sign language interpreters and information written in other languages. A list of available languages can be found at cyracominternational.com/phone-interpretation/interpretation-language-list.

To request an interpreter or information written in other languages, call Member Services at **1-833-272-8360** (TTY **711**), daily, 8 a.m. to 8 p.m., ET.

Your Rights and Responsibilities

As a Braven Health member, you have rights and responsibilities related to the care you get. You can read about these member rights and responsibilities in your EOC or online at BravenHealth.com/rights.

Our Commitment to Quality

We want to make sure that the care and services you get are appropriate, necessary and properly administered. That's why we have a Quality Improvement (QI) Program that works to improve the quality of care and services provided to our members. Our QI Program monitors areas that affect the care our members receive, such as access to care, preventive screenings and member satisfaction.

For more information about this program and its progress toward goals, please call Member Services at **1-833-272-8360** (TTY **711**), weekdays, from 8 a.m. to 8 p.m., ET, and ask for the Quality team. You can also visit BravenHealth.com and click *Quality Improvement Program* at the bottom of the page.

Your Private Information

If you want to know more about how we use, disclose and protect your personal information, as well as your rights regarding protected health information, please read our Notice of Privacy Practices at BravenHealth.com/privacy-center. If you want a hard copy of this information, please call Member Services at **1-833-272-8360** (TTY **711**).



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A partnership between Horizon Blue Cross Blue Shield of New Jersey,
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Davis Vision is an independent company that supports Braven Health with the administration of member vision benefits. HearUSA is an independent company that supports Braven Health with the administration of member hearing benefits. Prime Therapeutics is an independent company that supports Braven Health with the administration of prescription drug benefits.

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Spanish (Español): Para ayuda en español, llame al **1-833-272-8360** (TTY **711**).

Chinese (中文): 如需中文協助, 請致電 **1-833-272-8360** (TTY **711**).

This newsletter cannot, and is not intended to, replace the relationship that you have with your health care professionals. The newsletter should not be considered and is not intended as medical advice. If you are experiencing a medical emergency, you should not rely on any information provided by this newsletter and should seek appropriate emergency medical assistance, such as calling "**911**." You should always talk to your health care professionals for diagnosis and treatment, including information regarding which drugs or treatment may be appropriate for you. None of the content in this newsletter represents or warrants that any particular drug or treatment is safe, appropriate or effective for you, or that any particular health care provider is appropriate for you. Health information changes quickly. Therefore, you should always confirm information with your health care professionals.

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