

# SOLIS

HEALTH PLANS

QUARTER 2: 2024

# MEMBER NEWSLETTER

*FOLLOW  
US ON*



*HOW TO REDEEM  
UP TO \$100 THIS  
QUARTER*

*HURRICANE  
PREPARATION TIPS  
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*SUMMER  
ESSENTIALS*

*MIND  
GAME:  
SUDOKU*

*HEALTHY TIPS  
BY THE MONTH*

Important plan information:

# WELCOME TO THE SOLIS MEMBER NEWSLETTER

Solis Health Plans is dedicated to ensuring that our members stay educated, inspired, and - most importantly - healthy. This newsletter is a quarterly update that gives the latest information on your plan's benefits, healthy lifestyle tips, and more!

We understand that healthcare can be complicated. However, our goal is to help you along your healthcare journey by providing resources in an exciting and easy-to-read format.

**In this newsletter, we will discuss a variety of topics including (but not limited to):**

- How to redeem up to \$100 this quarter with our Member Rewards Program
- Health tips
- A game of Sudoku to stimulate your brain with a fun challenge
- Hurricane preparation tips that no one tells you about



## Follow Us!

**Did you know that Solis is on social media?**

We share additional benefit information, health tips, and more.

**Here's some examples of what you could see on Facebook and Instagram:**

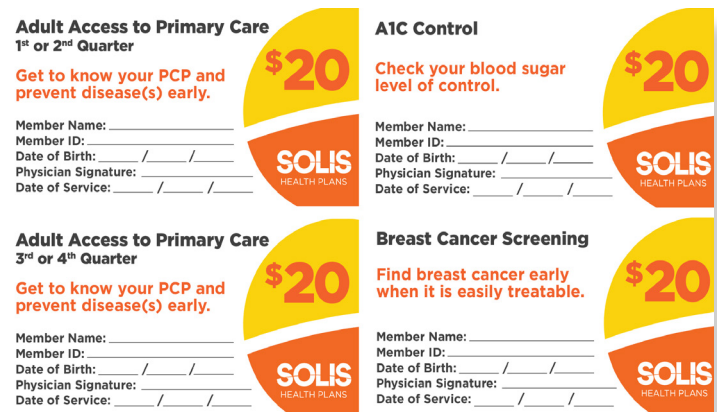


## HOW TO REDEEM UP TO \$100 THIS QUARTER

The main priority of Solis is to keep our members safe and healthy. All Solis plans include a quarterly allowance offered through the Member Rewards Program. Members can earn up to \$100 per quarter (\$400 per year) by completing certain health screenings and activities. The real reward is a healthier you! Our goal is that these health measures help you advocate for your wellbeing and improve your overall health.



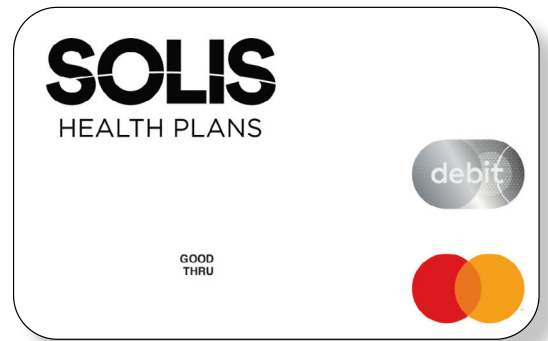
We share a list of approved activities in the 2024 Member Rewards Program booklet that you should have received by mail. These activities range from your primary care visits, cancer screenings, quarterly Silver&Fit® participation, among other options. To earn your reward, you must complete these activities on a quarterly basis, with each activity having a \$20 reward amount. You can complete up to 5 activities this quarter to earn \$100.



Solis verifies the completion of these activities and then pays you based on our payout schedule. Using your allowance is fast, easy, & automatic as we upload your reward onto your **Solis Mastercard®!**

To learn more about our Member Rewards Program visit <https://solishealthplans.com/memberrewards>.

If you have any questions about this program, call our Member Rewards Department at **844-732-1688 (TTY:711)**.



## STAYING STRESS FREE

### Stress Awareness Month

Stress can play a toll on your mental and physical health. There are several natural remedies to prevent stress in your day-to-day life. Physical activity is one of the best ways to relieve stress because your body releases endorphins and other chemicals that boost your overall sense of wellbeing. According to a 2015 study published in the "Proceedings of the National Academy of Sciences," a brisk walk outdoors can even lower activity in the parts of the brain linked

to negative thoughts and risk of mental illnesses.

**Tip from Solis:** Solis members can stay active and stress-free with Silver&Fit®, a flexible fitness program designed for older adults that includes gym access, at-home resources, and more. Call **844-447-6547 (TTY: 711)** today to get your Silver&Fit® membership number and learn more.



# HIGH BLOOD PRESSURE EDUCATION

## Hypertension Prevention

### What is high blood pressure?

According to the CDC, high blood pressure, also called hypertension, occurs when blood flows at a greater force. If the force of blood flow stays high over time, it can damage the blood vessels and other parts of the body.

The American Heart Association notes that hypertension is commonly called the “**silent killer**” because the signs and symptoms of hypertension can often go undetected and have serious consequences, including death.

If you have high blood pressure, you may feel “fine” in your everyday life. Yet, high blood pressure can put you at risk for a variety of health problems including heart attack, heart failure, stroke, and kidney or eye disease.

### Tip from Solis:

Ask your primary care physician to check your blood pressure levels. If you are taking your blood pressure at home or at a doctor’s office, **follow the recommendations provided by the CDC below:**

### Before you measure your blood pressure, you should do the following:

- Try to stay calm. Nervousness can affect your numbers. Practice deep breathing to help.
- Be aware of what you eat, drink, and do. “If you smoked, drank alcohol or caffeine, or exercised within 30 minutes of having your blood pressure measured, your reading might be higher.” (CDC, 2024)
- **Do NOT** eat or drink anything 30 minutes before you take your blood pressure for best results.
- Empty your bladder before your reading for a more accurate reading.

### While taking your blood pressure, you should do the following:

- Sit in a comfortable chair with your back supported. You should be in this position for at least 5 minutes before your reading, if possible.
- Put both feet flat on the ground. Remember to keep your legs uncrossed.
- Be aware of the position of your arm. You may rest your arm with the cuff on a flat surface or hold your arm at chest height.
- Make sure the blood pressure cuff is snug but not too tight. The cuff should be against your skin, not over clothing.
- Stay still and quiet. Do not talk or move excessively while your blood pressure is being taken.

For more tips, view here:



# JUNE IS ALZHEIMER'S & BRAIN AWARENESS MONTH

## What you need to know about brain health and dementia

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The brain has 100 billion nerve cells called neurons. The nerve cells connect forming a communication network, and each group of neurons have specific jobs that help our bodies function.

According to the Alzheimer's Association, scientists believe that Alzheimer's disease is the result of damaged nerve cells in the brain that can no longer function properly. "Plaques" and "tangles" can form from proteins in your brain and build up, damaging neurons. This can disrupt cognitive functions and cause symptoms often associated with dementia. The Alzheimer's Association states that, "worldwide, more than 55 million people are living with Alzheimer's or another dementia." While the condition is not curable, it can be prevented, delayed, and/or treated. Biomedical researchers are working to learn more about this devastating disease through research and studies.



### Tip from Solis:

According to the National Institutes of Health, "generally leading a healthy lifestyle, including controlling high blood pressure, being physically active, and making healthy dietary choices, will help reduce your risk of many chronic health conditions and may help reduce your risk of dementia... **Social connections** are another important part of leading a healthy lifestyle."

Because social connections can help your mind stay sharp, consider companionship through **Papa™**. Papa connects Solis members with Pals for companionship and assistance with everyday activities and tasks such as playing board games, helping with household chores, and more. Every Solis plan has an allotted number of hours to use on Papa™ services per year. Please check your Summary of Benefits to see how many hours you have. Consider using only a few hours per month so that you don't run out of this benefit before the end of the plan year! To use this benefit, please call Papa™ directly to schedule their services: **844-968-0356 (TTY: 711)**



# SUMMER ESSENTIALS

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June 20 is the first day of summer! Prepare by getting some of the Florida summer essentials.

**Sunscreen** - Florida has a high UV index, especially in the summer. Wearing sunscreen can be a simple preventative measure against sunburn and skin cancer.

**Water bottle** - Staying hydrated in the summer heat and humidity helps your body regulate the water loss from sweat and fluid loss.

**Hat** - Whether it's a sun hat or a fedora, a hat is not just a fashion statement but an easy way to create shade and reduce exposure to the sun.

**Sandals with a backstrap and sneakers** - If you are going to the pool or beach or relaxing around your house, wear sandals with a protective backstrap to increase circulation and breathability for your feet. If you plan on walking for a longer period of time, wear sneakers or other shoes with more arch support.

**Sunglasses** - Wearing sunglasses is actually good for your eyes' health! The Cleveland Clinic states that sunglasses protect your eyes from UV rays and can even protect the sensitive skin surrounding your eyes from skin cancer and wrinkles.

**Portable fan** - Handheld portable fans are a great way to keep cool when outside or indoors in Florida throughout the summer months.

**Book** - Keep your brain active throughout the summer and relax with an engaging story. See if your local community has a book club so you can discuss your favorite stories with friends.

**Camera** - Unfortunately, summer doesn't last forever. Yet, pictures can help keep your memories alive. Capture the special summer moments with a digital camera or a cell phone to reminisce later.

**Lightweight clothes** - Choosing lightweight and breathable clothing can help your body's natural cooling process. Wear light-colored fabrics that reflect sunlight rather than dark colors that actively absorb the sun's heat.



# MIND GAME | SUDOKU

Sudoku is a puzzle that combines logic, ingenuity, and strategy. The objective is to have each row, each column, and each of the 3 x 3 boxes (in borders) contain every digit from **1 to 9**. Sudoku puzzles start with some numbers already filled in, which are known as given digits or clues.

This game is known to improve logical thinking skills, concentration, problem-solving abilities, and may even prevent cognitive decline.

**So, grab your pencils and get ready to solve!**

## Easy

	6	8	5		7	3		1
9	5		3	1		8		
		1			6		5	2

6		7		4				5
		5	6		9	7		8
8		4		5	1	2	6	

				6	3	5	2	4
5	4	6	8		2			
1	2			7		6		9

## Medium

	9	3		2				6
	4		3		6			9
8							3	

	1			6				4
4					3			8
5				9			1	

								2
9	3		2		5		6	
1				7		4	5	

See the answers on page 10

# BRAVE THE STORM

## Hurricane Season in Florida

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Hurricane season is here. As a local Florida-based plan, we know firsthand the effects that hurricanes and tropical storms can have on our community. The National Hurricane Center states that **June 1 – November 30** is considered the Atlantic hurricane season. Yet, hurricanes can be unpredictable and it's best to be prepared in order to mitigate damage. Review important storm information below.

### What are the classifications of storms?

The National Hurricane Center breaks it down like so:

<b>Tropical Depression</b>	A tropical cyclone (a rotating, organized system of clouds and thunderstorms that originates over waters) with maximum sustained winds of 38 mph (33 knots) or less.
<b>Tropical Storm</b>	A tropical cyclone with maximum sustained winds of 39 to 73 mph (34 to 63 knots).
<b>Hurricane</b>	A tropical cyclone with maximum sustained winds of 74 mph (64 knots) or higher.
<b>Major Hurricane</b>	A tropical cyclone with maximum sustained winds of 111 mph (96 knots) or higher, corresponding to a Category 3, 4 or 5 hurricane.



### What is the difference between a hurricane watch and a hurricane warning?

Hurricane Watch = A hurricane may threaten our area within 36 to 48 hours.

Hurricane Warning = A hurricane is expected to strike our area within 24 hours.

**Important note:** Please stay up to date by following your local news throughout hurricane season. Have the emergency phone numbers on-hand for your city. Consider writing these phone numbers down, and keeping them in a secure, dry location.



# HURRICANE PREPARATION TIPS

## That No One Tells You About

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As Floridians, we know that you have probably heard the basic hurricane tips for years. It is essential to have bottled water, canned food, gasoline, and flashlights with batteries. We are sharing some of the lesser-known tips so that you can be prepared.

**Check out the hurricane checklist of tips below from locals to locals:**

- Freeze water bottles and have gallons of water stored.**  
Instead of buying and storing large bags of ice, consider freezing the water bottles you have to act as ice packs. FEMA recommends that you have one gallon of water per person, per day. You should have a 3-day supply if you evacuate and a 2-week supply if you stay home.
- Fill your bathtub with water.**  
If the power goes out, you can use this water and a bucket to flush your toilets.
- Take pictures or videos of your home beforehand.**  
If the storm causes any damage to your house, it is best to have a record of your home for insurance claims and to serve as a reminder of what possessions you had in each room.
- Keep your documents safe.**  
Keep important documents – such as your birth certificate, medical records, social security card, passport, etc. – safe so they do not get ruined in the case of flooding or water damage. Consider storing physical copies in a sealed container.
- Take precautions for your pets.**  
Be sure to have at least a week's worth of food and water for each pet. If your animal takes any medications, remember to have enough on hand. Have a collar with an ID tag and a leash ready in case of evacuation.
- Order any OTC items you may need ahead of time.**  
From bandages to flushable wipes to hand sanitizer to daily vitamins – we have you covered. Be sure to order any products you may need ahead of time instead of waiting until the last minute. Call **833-898-7046 (TTY:711)** to place your order.

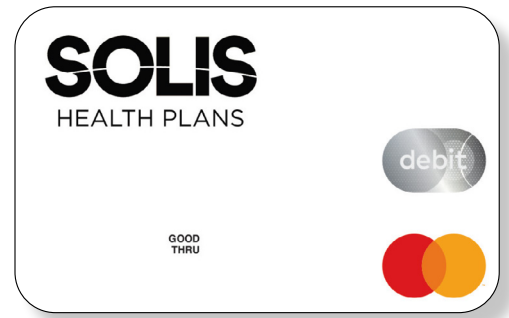


# CHECK YOUR BALANCE

## How to Check your Solis Mastercard® Balance

Your Solis Prepaid Mastercard® makes using your allowance fast, easy, & automatic! We don't complicate your finances, which is why we have just one card with up to three benefits depending on your plan.

You have **3 easy options** available for you to check your balance for your Flex Card, Member Rewards, and/or Healthy Living Card (D-SNP):



To view your allowance amounts and check balances throughout the year, visit our website at: [mycard.solishealthplans.com](http://mycard.solishealthplans.com). Use your account username to log on or select "Get Started" to create an account.



For iOS or Android users, you can also download the SHP MyCard App to check your balance from your mobile device. Your login credentials are the same as the website portal.



You may also call Member Services at **844-447-6547 (TTY: 711)** to check your balance. Have your Member ID number ready.

## SAFETY TIPS FROM SOLIS

There are helpful tips to follow that can help you stay protected against scams.

- ☑ **Protect your Medical Identity.** Never share your Solis Member ID number with anyone except your doctor, trusted family members, or Solis Member Services representatives, etc. People may try to steal your personal or Medicare information to harm you financially.
- ☑ **When you receive a bill for services, review it carefully.** Make sure you received the services or items billed. Be sure the same service isn't on your bill more than once. Verify the copayment amount is correct.
- ☑ **Beware of phishing emails.** Criminals may try to appear as a real health plan or provider in your inbox. Delete or ignore suspicious emails. Don't click or download attachments you aren't expecting. Legitimate email addresses usually end in .com, .org or .gov.
- ☑ **Beware of telemarketing scams.** If a suspicious phone number is asking for personal information or medical records, hang up. Report suspicious numbers to the Federal Trade Commission.

### Report your concerns:

If you see something suspicious or have a question about your plan statement or benefits, call Member Services. You may also report your concerns anonymously by calling the Compliance Hotline toll-free at **833-720-0006** available 24 hours a day and 7 days a week provided by LightHouse Services. You can also report suspected fraud or abuse directly to Medicare. Call the Medicare fraud tip line at **1-800-HHS-TIPS (1-800-447-8477)**. The TTY number is **1-800-377-4950**. Email: You can also send up to 10 pages describing the incident to [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov).



## Solis is here for you!

If you ever need to reach Solis Health Plans, we are only a phone call away. Our Member Services representatives are ready to help you with any needs you may have. As a local organization, we take time to understand our community and your needs.

Don't hesitate to reach out. From April 1 - September 30, we are open Monday - Friday from 8 a.m. to 8 p.m.



**844-447-6547 (TTY: 711)**

## HOW DID YOU DO?

### Easy

4	6	8	5	2	7	3	9	1
9	5	2	3	1	4	8	7	6
3	7	1	9	8	6	4	5	2
6	3	7	2	4	8	9	1	5
2	1	5	6	3	9	7	4	8
8	9	4	7	5	1	2	6	3
7	8	9	1	6	3	5	2	4
5	4	6	8	9	2	1	3	7
1	2	3	4	7	5	6	8	9

### Medium

7	9	3	5	2	8	1	4	6
2	4	5	3	1	6	8	7	9
8	6	1	9	4	7	2	3	5
3	1	8	7	6	2	5	9	4
4	7	9	1	5	3	6	2	8
5	2	6	8	9	4	3	1	7
6	5	7	4	3	1	9	8	2
9	3	4	2	8	5	7	6	1
1	8	2	6	7	9	4	5	3



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Solis Health Plans, Inc., is an HMO plan with a Medicare contract. Enrollment in Solis Health Plans, Inc., depends on contract renewal. This information is not a complete description of benefits. Call Member Services at 844-447-6547 (TTY: 711) for more information. Solis Health Plans, Inc. complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-447-6547 (TTY: 711).