



# Care You Can Count On for Every Season

As we begin a new year, we want to take a moment to simply say **thank you**. Whether you're just joining Univera Healthcare or have been with us for years, we're grateful you're here. We know the past year brought changes across plans nationwide. Through it all, our priority remains the same: helping you understand your coverage and, most importantly, how to use your benefits.

This winter issue is full of resources to help you maximize your benefits and stay well all year long. We start with a simple, easy-to-follow look at your 2026 prescription drug coverage, along with practical ways to keep medication costs manageable (**Page 3**). And for those navigating ongoing pain, there's insight into how virtual physical therapy through Vori Health can bring meaningful relief from home (**Page 6**).

Emotional wellbeing is a priority this season, too. Inside, find ideas for staying connected, building community and knowing when it may help to talk with a therapist (**Pages 4–5**). We're also proud to highlight a local resource that brings connection and joy to caregivers and those living with memory loss: the National Comedy Center's monthly Memory Café in Jamestown (**back cover**).

To round things out, this issue includes a custom crossword puzzle (**Page 11**). The clues come from the articles in this issue, making it a fun way to put what you've read into action.

Thank you for being part of our community. We look forward to supporting your health in the year ahead.



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## Don't Miss Our Online Member Event!

Make the most of your Medicare plan from the comfort of your own home! **Join us for a live online virtual member event on Tuesday, February 24 at noon.**

Our local Medicare experts will take a closer look at how to use your medical and dental benefits, including the perks and extras that are part of your plan. We'll also:

### Smart Ways to Cut Costs

- Ask your provider about generic drugs and lower-cost options.
- Use a preferred pharmacy for lower prices. Find locations at [UniveraHealthcare.com/Pharmacy](#) or call our Customer Care Advocates.
- Check if you qualify for savings programs like EPIC or Extra Help:
  - NYS EPIC 1-800-332-3742 (TTY 1-800-290-9138)**
  - Social Security / Medicare Extra Help 1-800-772-1213 (TTY 1-800-325-0778)**

### How We Can Help

If paying out of pocket until you meet your deductible is difficult, our Medicare Prescription Payment Plan could help. It won't reduce costs, but it lets you spread eligible Part D prescription expenses into monthly installments.

Our local Customer Care Advocates can answer questions about this or any part of your plan. Call **1-877-883-9577 (TTY 711)** Monday through Friday, 8 a.m. to 8 p.m. From October 1 to March 31, representatives will be available seven days a week.

\*Depending on your plan and what tier the medication is under.

Don't forget you can take a closer look at your plan and coverage details any time through your online account. Log in or create one today at [Medicare.UniveraHealthcare.com](#)

# Struggling with Loneliness?

## Start Here

Feeling lonely from time to time is part of life. But for many older adults, loneliness is all too common—more than 40% struggle with it. And when these feelings linger, they can contribute to anxiety, depression and dementia.

If loneliness has been weighing on you, it's time to reach out. Whether it's talking with a therapist, joining a social group or finding new ways to connect in your community, support is closer than you might think.

### Therapy as a First Step

Working with a therapist can help you make positive changes in your life. After all, talking can be powerful medicine.

Everyone's reasons for seeking counseling are different, but the benefits may include:

- Finding relief from depression and other emotional health concerns
- Communicating more effectively and enjoying closer relationships
- Building resilience and increasing happiness
- Feeling more relaxed and less stressed
- Uncovering and changing self-defeating thoughts
- Talking through problems and tough situations in a safe, confidential space



### Easy, At-Home Access to Mental Health Care

Don't forget you have access to MDLIVE®! This benefit allows you to connect with a provider, therapist or psychiatrist to receive care from anywhere. You'll meet with them through your phone, tablet or computer.

Costs vary by plan. But when using MDLIVE, you can expect:

- \$0–\$5 copay for medical telehealth appointments
- \$15–\$45 copay for behavioral telehealth appointments with an MDLIVE provider

Learn more at: [UniveraHealthcare.com/Telemedicine](http://UniveraHealthcare.com/Telemedicine)

There are many types of therapists, so it's smart to talk with several before you begin sessions. Here are a few tips on finding the right therapist for you:

- **Get referrals.** Ask friends, family or your health care provider for recommendations. You can also search for an in-network provider on our website at [UniveraHealthcare.com/FindADoctor](http://UniveraHealthcare.com/FindADoctor)
- **Make a few calls.** Call different therapists and talk with them before making an appointment. Ask if they have experience helping with your particular concern and how they typically approach sessions. When you find one you like, schedule an appointment.
- **Be honest.** At your first session, be as truthful as you can about your feelings and problems. This will let the therapist assess how best to help you. And don't be afraid to ask your own questions.
- **Go with your gut.** After your first visit, decide whether the therapist is someone you'd like to work with. If so, make another appointment. If you have any doubts, try a different therapist.

### Your Wellbeing Comes First

Univera Healthcare has partnered with Silver&Fit® to offer a free new fitness benefit. Members now have access to the Wellbeing Club, a resource designed to help you feel good inside and out.

The Wellbeing Club features interactive online events like live workouts, virtual tours, meditation sessions and educational workshops. You'll also be able to browse healthy aging videos and articles, plus find in-person social groups near you.

### Strength in Our Community

While therapy can help you build emotional strength and coping skills, staying connected with others is just as important for your overall wellbeing. Social interaction can reduce loneliness and help people enjoy longer, healthier lives.

But what if your family lives far away and you want to build a bigger circle of friends? Here are some ways to kick-start your social life:

- **Check out your community's senior center.** You may find a variety of activities that you can join, including day trips, free concerts, craft classes, movie showings and more!
- **Investigate your library.** Many libraries offer senior programs like book clubs or author visits.
- **Participate in senior sports leagues or exercise programs.** Many fitness or community centers offer these programs. Be sure to get your provider's approval before you sign up.
- **Give back.** Older adults often find that helping others through volunteer opportunities can help them feel healthier and less isolated. Libraries, animal shelters and hospitals are always looking for someone to lend a hand.



### Better Hearing, Better Living

Addressing hearing loss doesn't just make listening easier—it can transform your social life. Research shows that hearing aids are linked to:

- Greater freedom from social limitations
- Significantly reduced feelings of loneliness
- A higher overall quality of social life

There's no reason to put off having your hearing checked. **With your plan, annual routine hearing exams from a TruHearing provider are covered for a \$0 copay.** Hearing aids are more affordable, too. They cost \$499 (advanced) and \$799 (premium) when ordered through TruHearing.

To schedule an appointment, call TruHearing at **1-855-205-5519 (TTY 711)** Monday through Friday, 8 a.m. to 9 p.m. ET.



# Real Results

## Through Virtual Physical Therapy

If you suffer from pain that keeps you from doing the things you love, consider enrolling in Vori Health, a virtual physical therapy benefit.

Through Vori Health, members with chronic pain are supported by a team of specialty medical providers. This may include:

- Physical therapists
- Health coaches
- Nutritionists

Vori Health is ideal for members who are suffering from musculoskeletal disorders. This can be back, neck or joint pain.

### What to Expect

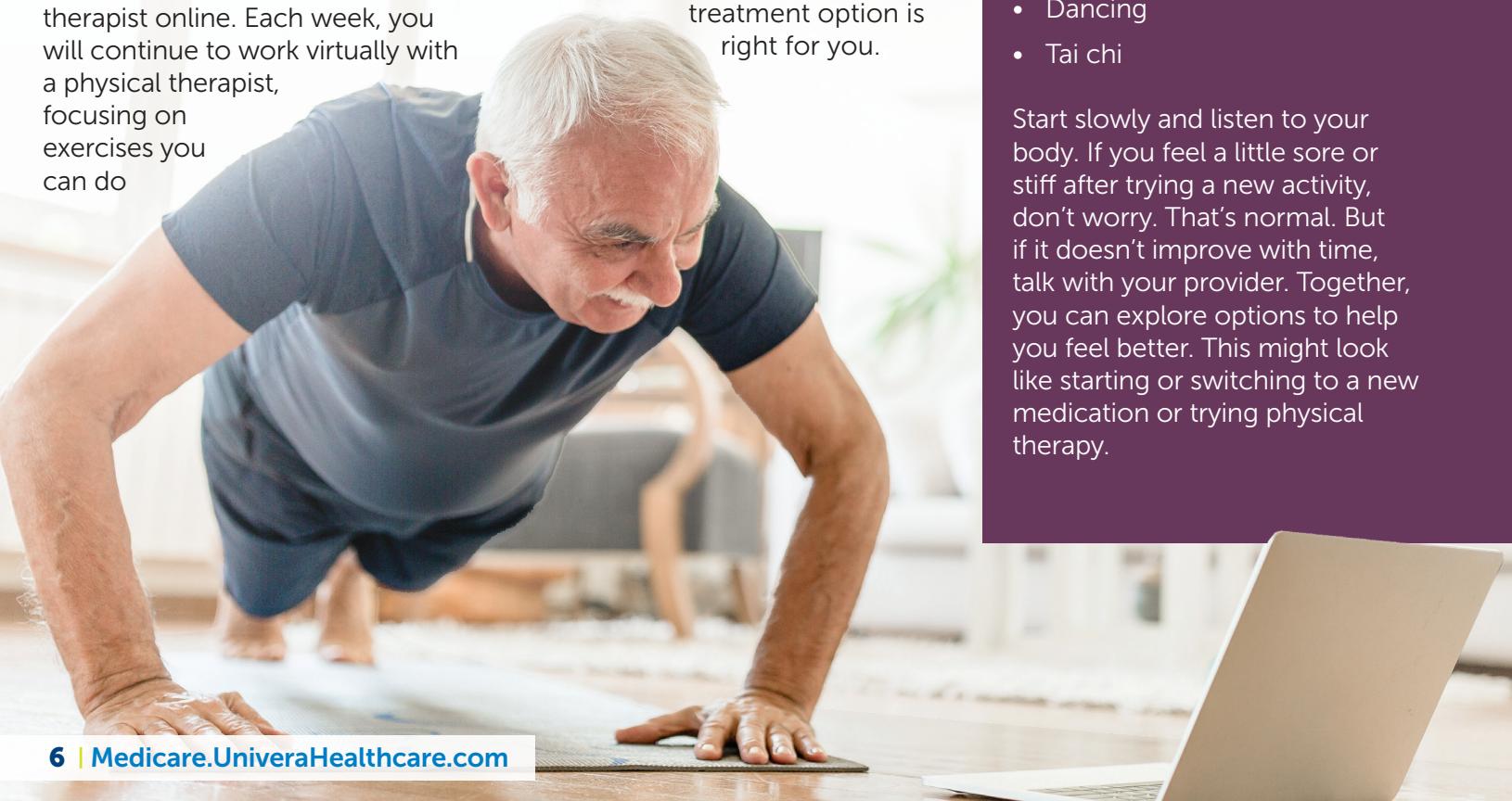
At your first appointment, you'll meet with a doctor and physical therapist online. Each week, you will continue to work virtually with a physical therapist, focusing on exercises you can do

on your own time. You'll simply access your prescribed exercises through your personal portal. Then, you'll perform them with the help of a video and motion tracking.

### How to Get Started

You can learn more about Vori Health on our website at [Medicare.UniveraHealthcare.com](#)—click on “2026 Benefits Guide”—or call one of our local Customer Care Advocates at **1-877-883-9577 (TTY 711)**. They are available Monday through Friday, 8 a.m. to 8 p.m.

Be sure to consult with your provider to find out if this treatment option is right for you.



### Break the Pain-Mood Cycle

Pain and mental health are closely linked. For example, arthritis pain can make everyday tasks more difficult. Plus, it can take the joy out of the things you love to do. That then leads to feeling stressed, anxious or depressed—which, in turn, can make your pain worse.

One way to stop the cycle? Movement. Even though exercising may be the last thing you want to do, it can actually help. Not only does movement improve your joint pain, but it can also boost your mood. Try low-impact activities like:

- Bicycling
- Swimming
- Walking
- Dancing
- Tai chi

Start slowly and listen to your body. If you feel a little sore or stiff after trying a new activity, don't worry. That's normal. But if it doesn't improve with time, talk with your provider. Together, you can explore options to help you feel better. This might look like starting or switching to a new medication or trying physical therapy.

# High Blood Pressure: Myths vs. Reality



Many myths continue to circulate about high blood pressure (also known as hypertension). Part of the confusion may come from the fact that it often goes unnoticed. We want to help you stay informed so you can take charge and protect your health.

### Early Action Counts

High blood pressure often develops silently, which is why regular checkups are so important. If diagnosed, don't wait to take control. Treating high blood pressure early can lower your risk for heart attack, stroke, kidney disease and vision loss.

### Straight Talk

Here are three common myths and the truths behind them:

<b>Myth: It's impossible to prevent high blood pressure.</b>	<b>Truth:</b> Even if it runs in your family, you're not destined to inherit it. Making healthy choices every day—such as staying active, eating a balanced diet, controlling stress, limiting alcohol and avoiding tobacco—can help keep your numbers in check.
<b>Myth: You can always tell when your blood pressure is high.</b>	<b>Truth:</b> Some believe hypertension causes nervousness, sweating, difficulty sleeping or a flushed face. But you can have it for years without any symptoms. Don't assume feeling fine means you're in the clear. The only way to know for certain is through regular blood pressure checks with your health care provider.
<b>Myth: You don't need blood pressure medicine if you feel fine.</b>	<b>Truth:</b> Managing high blood pressure can be a lifelong process. Feeling healthy or seeing lower readings doesn't automatically mean it's time to stop treatment. Work with your provider to stay on track and find the plan that's right for you.



### Know Your Numbers Between Visits

Taking advantage of your Annual Care Visits is important because they give your provider the chance to check your blood pressure. But what about the time in between? Many pharmacies, supermarkets and fitness centers have free blood pressure monitors you can use anytime. Or you can check from home with a digital cuff.

Self-monitoring helps you track your numbers between visits and share results with your care team. A healthy reading is usually around 120/80. If your numbers stay above 130/80, call your provider. They can help adjust your care plan.



## A Quick Guide to Functional Fitness

Have you ever thought about training to get better at, well, everyday life? That's where functional fitness comes in. This type of exercise builds the strength you need for the activities you do most often.

### Reap the Benefits

Functional fitness prioritizes movements that mimic the way you naturally move. It preps your body for real-world tasks, like:

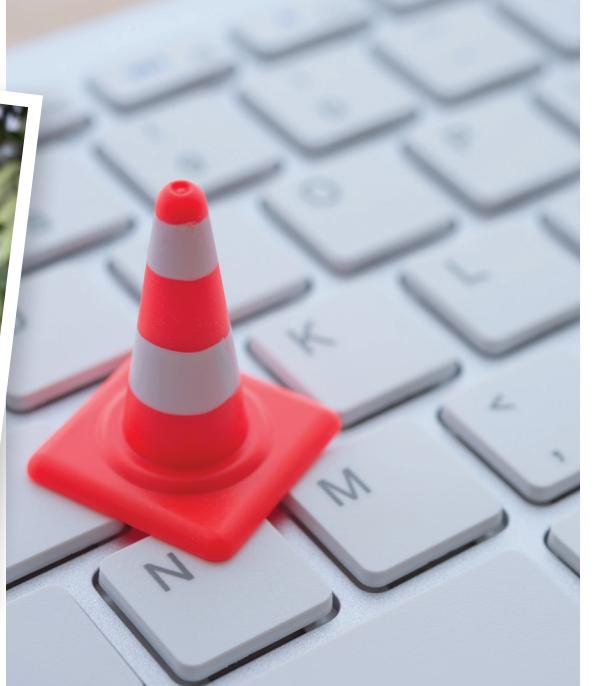
- Household chores and projects
- Climbing stairs
- Playing with grandkids

Bonus: It can also lower your risk for injury, improve endurance and support weight loss.



### Make the Most of Your Free Fitness Benefit!

With Silver&Fit®, you have access to fitness centers, a home fitness kit and wellbeing coaches. These services are available at no cost to you. Learn more about what Silver&Fit offers, and how to sign up, on our website: [Medicare.UniveraHealthcare.com](https://Medicare.UniveraHealthcare.com). Click on "2026 Benefits Guide." You can also call Silver&Fit at **1-888-797-7925 (TTY 711)**. Be sure to talk with your health care provider before starting an exercise routine.



### Do Your Part to Prevent Health Care Fraud

Did you know that up to 10% of health care spending may be fraudulent? Health care fraud can result in higher costs for all of us. Here's how to protect yourself and others.

#### Smart tips:

- Treat your Medicare or insurance card like a credit card—don't share it.
- Never give personal or insurance information to strangers who call, text or email.
- Review your statements. Make sure dates, services and providers match.
- Be wary of "free" offers that ask for your insurance information.

#### Watch out for:

- **Medical equipment scams:** Ignore unsolicited offers for braces, monitors or supplies. Check for charges you didn't request.
- **Remote monitoring scams:** Don't accept "free" devices in exchange for your insurance information. Talk with your health care provider before agreeing to any service.

#### Need help or see fraud?

Call our confidential hotline at **1-800-378-8024 (TTY 711)**.

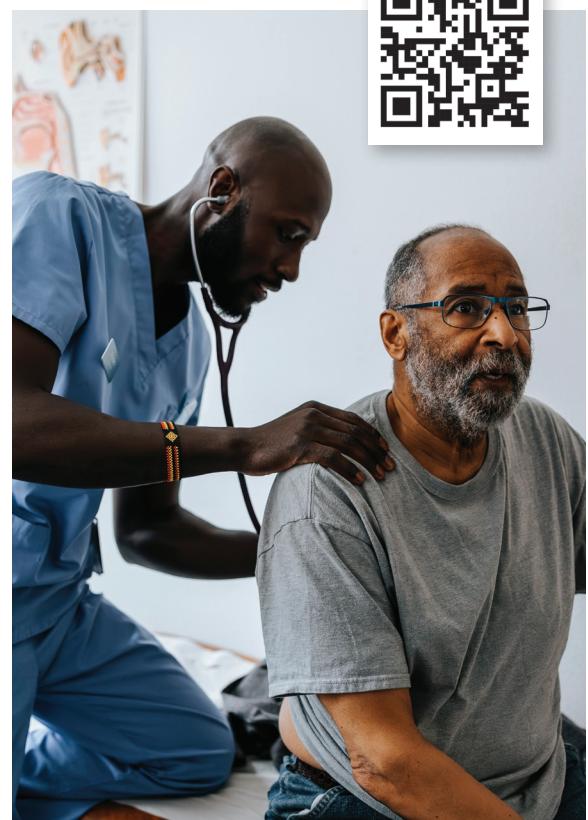
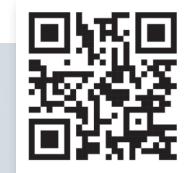


## Have You Scheduled Your Annual Care Visits?

If you don't have them on the calendar already, make today the day you schedule your Annual Care Visits. These visits include an Annual Wellness Visit and Annual Physical. Both are covered as part of your plan and can be done on the same day, if your provider's schedule allows. Or, if you prefer, schedule them six months apart so you have regular check-ins.

- **Annual Wellness Visit:** A time for you and your provider to create a long-term plan to help keep you healthy
- **Annual Physical:** A hands-on exam to check your general health and look for any potential problems

These visits are a great time to find out what screenings or vaccines you need. More than 20 preventive services are covered as part of your plan. Scan the QR code with the camera on your smartphone to learn more.



## Rebuild Your Heart Health with Cardiac Rehab

If you've had a heart attack or another cardiac event in the last 12 months, you may be a candidate for cardiac rehabilitation. Cardiac rehab improves your heart health and lowers your risk for another cardiac event. It has been shown to lower your risk for death, too.

If you have had a cardiac event or procedure, ask your health care provider about cardiac rehab. If you are eligible, you could attend sessions with no copay. For questions about this benefit, reach out to one of our Care Managers at **1-877-222-1240 (TTY 711)**.



### Try Our Online Cost Estimator Tool

We know it's important to be able to plan ahead and make informed decisions about your care. Our cost estimator tool can help you get a clearer picture of potential out-of-pocket expenses. It allows you to break down the services included in a procedure and to compare costs across providers. You can find the link to "Estimate Medical Costs" at [UniveraHealthcare.com](https://UniveraHealthcare.com) under the Find a Doctor tab at the top of the page.

# Aging Well with Diabetes

You may notice a few more gray hairs or wrinkles as the years pass. But it's the changes you can't see that are often more important.

If you have diabetes, age-related changes inside your body may affect how you respond to medicine. With some diabetes drugs, the dose you need might change. With others, you might experience side effects.

Here are some things you may want to discuss with your diabetes care team.

## Health Effects to Watch For

Following the right treatment regimen for you is crucial. Over time, poor blood sugar control can lead to heart disease, stroke, kidney disease, nerve damage and vision problems.

Plus, uncontrolled diabetes may contribute to other health issues

that are often associated with growing older, such as:

- Forgetfulness
- Hearing problems
- Tiredness
- Dry, itchy skin

If you develop these kinds of symptoms, don't assume they're just due to aging. Talk with your health care provider about what's going on. If poorly controlled blood sugar is a factor, discuss how to better manage it.

## Is It Time to Adjust Your Plan?

Metformin is often the first pill you try for treating type 2 diabetes. But as you age, your body may not



## Get Your Diabetes Test On the Books

A yearly diabetes screening can help you catch early blood sugar changes and take action sooner. The best part? This test is one of more than 20 services your Medicare Advantage plan covers annually at no cost to you. If you haven't had one recently, call your provider to schedule one today.

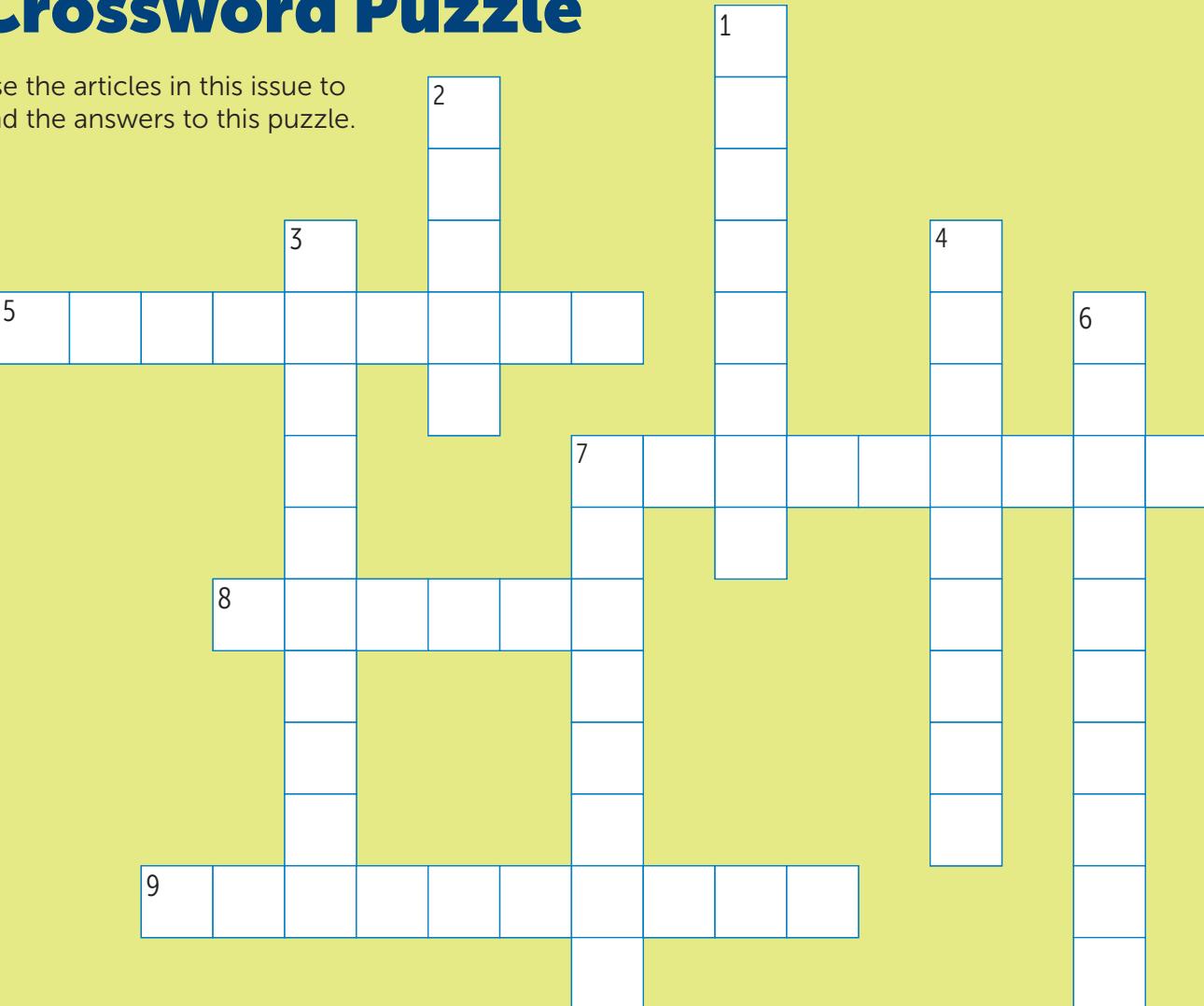
process and eliminate the drug as well as when you were younger. Plus, your diabetes medicine may interact with other new medications you take.

Some people require a lower dose of diabetes medicine as they get older. Or you may need to add another type of medicine. Whatever the case, your provider won't know it's time to adjust your plan unless you speak up. Let your provider know if you're having trouble meeting your blood sugar goals or if you develop new symptoms.

As the years go by, you and your diabetes can age gracefully together.

# Your Winter 2026 Crossword Puzzle

Use the articles in this issue to find the answers to this puzzle.



## ACROSS

- Your Part D plan includes a list of covered medications, also known as the \_\_\_\_\_.
- Filling prescriptions at a \_\_\_\_\_ pharmacy may lower your costs.
- A healthy blood pressure reading is usually around 120/\_\_\_\_\_.
- Members using MDLIVE® can receive care from home through \_\_\_\_\_ appointments.

## DOWN

- Forgetfulness could be a symptom of uncontrolled \_\_\_\_\_.
- With your plan, routine hearing exams through TruHearing® are covered for a \$0 \_\_\_\_\_.
- \_\_\_\_\_ fitness routines help make everyday tasks feel easier.
- A \_\_\_\_\_ can work with you to improve communication skills and enjoy closer relationships.
- To prevent fraud, treat your health plan card like a \_\_\_\_\_ and don't share it (two words).
- Annual Care Visits include your Annual Wellness Visit and Annual \_\_\_\_\_.

Physical

[Down] 1. Diabetes 2. Copy 3. Functional 4. Therapist 6. Credit card  
[Across] 5. Formulary 7. Preferred 8. Eighty 9. Telehealth.

## HEALTH AND WELLNESS OR PREVENTION INFORMATION.

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### CONTACT CUSTOMER CARE

Visit our website at [Medicare.UniveraHealthcare.com](http://Medicare.UniveraHealthcare.com) or call **1-877-883-9577 (TTY 711)**, Monday through Friday, 8 a.m. to 8 p.m., from April 1 to September 30. From October 1 to March 31, you can also call on weekends, 8 a.m. to 8 p.m.

Out-of-network/noncontracted providers are under no obligation to treat members, except in emergency situations. Please call our Customer Care number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

The **Silver&Fit** program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit and the Silver&Fit logo are trademarks of ASH. Kits are based on availability and subject to change. Fitness center participation may vary by location and is subject to change. **Vori Health** is an independent company that offers virtual physical therapy to Univera Healthcare members. **MDLIVE** is an independent company, offering telehealth services to Univera Healthcare members. **TruHearing** is an independent company that offers hearing products and services to Univera Healthcare members.

**Univera Healthcare** is an HMO plan and PPO plan with a Medicare contract. Enrollment in **Univera Healthcare** depends on contract renewal.



Download the Univera Healthcare app



### Connecting Caregivers and Those Living with Memory Loss

Caring for someone with memory loss takes strength and patience. But sometimes, a little laughter is exactly what's needed. That's why the National Comedy Center in Jamestown hosts a Memory Café on the first Monday of every month.

*One Laugh at a Time: A National Comedy Center Memory Café* is an award-winning program for people living with dementia-related illnesses or Alzheimer's. Caregivers, care partners and family members are welcome, too. At each Memory Café, participants:

- Try the museum's interactive touchscreen exhibits
- Watch theater presentations
- Enjoy comedy's greatest legends and favorite stand-up, TV and movie moments

This free initiative is made possible by Exhale and its funders: the Ralph C. Wilson, Jr. Foundation and the Health Foundation for Western and Central New York. To learn more or register, visit [ComedyCenter.org/MemoryCafe](http://ComedyCenter.org/MemoryCafe)

*Univera Healthcare is a proud, yearlong sponsor of the National Comedy Center.*