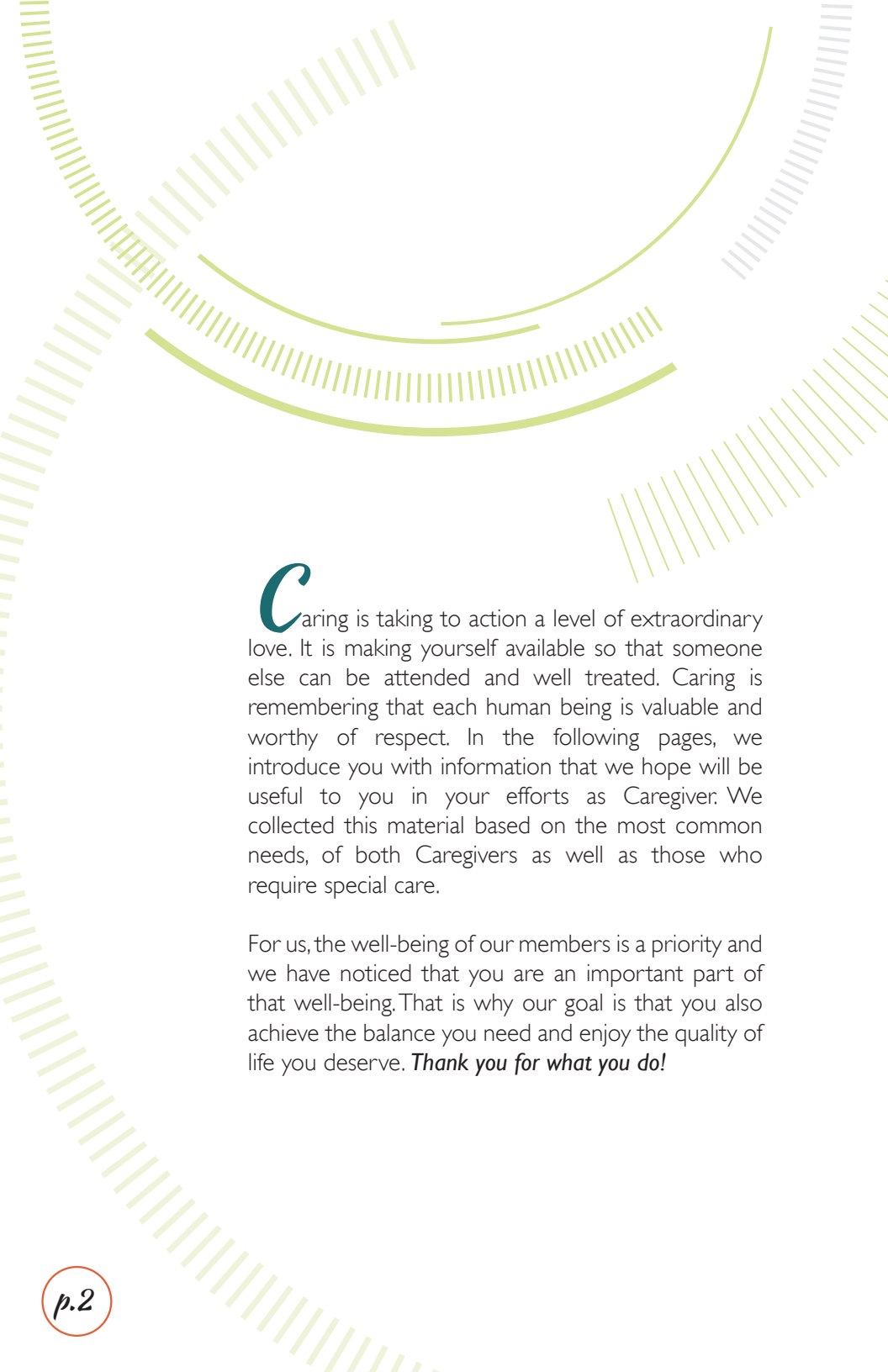


Look's inside for your
Caregiver Health Registry.
Take it with you always!

Yo.
los *cuido*
con


CAREGIVER'S GUIDE



Caring is taking to action a level of extraordinary love. It is making yourself available so that someone else can be attended and well treated. Caring is remembering that each human being is valuable and worthy of respect. In the following pages, we introduce you with information that we hope will be useful to you in your efforts as Caregiver. We collected this material based on the most common needs, of both Caregivers as well as those who require special care.

For us, the well-being of our members is a priority and we have noticed that you are an important part of that well-being. That is why our goal is that you also achieve the balance you need and enjoy the quality of life you deserve. ***Thank you for what you do!***



Congratulations Caregiver!

Dear Caregiver:

Honor to whom honor deserves. In moments where daily responsibilities, busy schedules, and the lack of sensitivity towards the elderly population is for many the order of the day, there are those like you, that take time to help those who need it. We recognize and thank you for the work you do.

We prepared this **MMM Caregiver's Guide** with the objective of supporting you with the healthcare tasks that you do with our members. The purpose is that you have in one place everything related to the health plan of the person you care for; recommendations of what to do in different situations, where to call or go, and even strategies of how you must take care of yourself to continue caring for others.

We hope this piece is a useful tool for you and yours. We invite you to take some time to read in detail the sections that are included and have it in a safe place where you can easily find it when you need to make reference to the recommendations or contacts that we offer you. That you are calm and satisfied with the service you receive from us is vital to our company.

We reiterate at your disposal and once again, thank you for being a facilitator!

Orlando González
President

Content





*With your updated information
we achieve more communication*

Call us to update in our systems your
information and the one of the member you represent.

✓ Telephone

✓ E-mail

✓ Mailing and
physical address



*Tools at Your Disposal
Use them!*



Recompensando tu Salud (Rewarding your Health)

Rewards for members who complete their preventive measures.



Gold Card

Discount coupons for entertainment, restaurants and services.



Haciendo Contacto (Getting in Touch)

Medical helpline available 24/7.



Members Club

5 meeting places for activities, talks and entertainment.



Preventour

Screening tests and educational talks at the Members Club, free of charge.



Patitas Calientes

Exercise groups in various municipalities in the Island.



Cuidándote Mucho Más (Caring More About You)

Services for members with chronic conditions and special needs.



Health on Touch

Medical record in your hand, computer, tablet or smartphone.



Guiando tu Salud (Driving your Health)

Program for Platino and ELA plans, as required, for transportation to specialized health services, returning home after a hospitalization, or when it is clinically necessary.



Caregivers

Talks and orientations in the Members Club; and educational materials focused on the Caregiver tasks.



Annual Health Assessment

A visit to your primary doctor to verify your current state and if your preventive measures are up to date.



Discharge Planning

Specialized service to help you in the transition between the hospital and your home or healthcare center.



CAMP

Urgent care centers with extended hours throughout the Island.



Working as a team:

Together with you Caregiver and the doctor, we can achieve effective prevention in the life of those we serve. Count on us!



*Caregiver:
Take Care
of Yourself Too*



Caregiver, *take care of yourself too!*

Caring for another person provides satisfaction. Especially, knowing that it contributes to improve the quality of life of that patient. You think of everything you can do to make the days of that person, better and the Caregivers, who takes care of them?

Take time to take care of yourself! Otherwise, you will not be in optimal conditions to continue your caring work. The physical exhaustion you experience as a Caregiver may even affect your emotional health if you do not begin to carry out strategies to take care of yourself as well.

What to do when becoming a Caregiver? These recommendations can apply both to people who for the first time will begin to be Caregivers as with those that have done it for a long time, but require action to get things in order:

- Organize a meeting with family and friends of the person you will care for. It can be a simple meeting in which you will inform the tasks that you will be responsible for and the support that you will need of them.
- Make a list of who is available to serve as support. Include their phone numbers and addresses.
- Make a list of all the types of help you will need.
- Identify who can offer such aid (whether they are close people or entities offering aid).
- Prepare and organize yourself to be able to fulfill the tasks of the person you attend.
- Prepare a list of your personal responsibilities.
- Set schedules so that you have time for both you and the person you serve as facilitator.

If you see that many of the above criteria apply to you, it is meritorious that you stop to reflect on how you are handling all your responsibilities. Reorganize, speak, seek help, or talk with your doctor. With support, you will learn strategies to feel better. If necessary, you could start with medical treatment and in some cases, medication.



Alert:

It is not normal for these feelings to last for a long time or affect your daily life. If so, look for help or call us at **1-855-622-5606**.

There are studies that showing that Caregivers have a greater risk of facing the following scenarios:

- Alcohol, tobacco and drug abuse
- Anxiety Disorders
- Cancer
- Diabetes
- Heart diseases
- Hypertension
- High cholesterol levels
- Heartburn
- Infections
- Obesity
- Muscle pain and headaches

You should not wait to feel overwhelmed to react. With small daily actions, you will be able to maintain the necessary balance so that you are also well taken care of.





Ask for help!

Being a Caregiver does not mean that all the responsibilities and tasks will fall over your shoulders. Identify who will help you:

- Buy equipment and/or medicines.
- Offer financial support.
- Facilitate care tasks.



Caregiver Syndrome

In most cases, it requires a lot of time to care of a sick patient, persons with disabilities or the elderly. It is normal that sometimes you feel physical and mental exhaustion. It can also become a challenge to balance your personal affairs. Do not feel bad if there are moments in which you question yourself for being a Caregiver. The good news is that at MMM we are here to support you, we want to be facilitators in the process, and that you feel the tranquility that here you matter.

Begin by performing the following exercise to identify if you meet some of the criteria of the known Caregiver Syndrome:

Mark with an X the ones that apply.

- ☐ Physical and mental exhaustion
- ☐ Resentment
- ☐ Anxiety
- ☐ Anger
- ☐ Depression
- ☐ Social isolation
- ☐ Sleeping problems (sleep to much or hardly)
- ☐ Irritability; mood swings
- ☐ Any health problems:
 - ☐ Headaches
 - ☐ Acid stomach
 - ☐ Muscular pains
 - ☐ Colds
 - ☐ Others
- ☐ Extreme fatigue
- ☐ Changes in appetite
- ☐ Neglected physical appearance
- ☐ Sense of sadness
- ☐ Memory loss
- ☐ Crying with no apparent reason
- ☐ Thoughts of suicide or death
- ☐ Concentration problems
- ☐ Lack of interest in things you used to like
- ☐ Guilt

Exercise

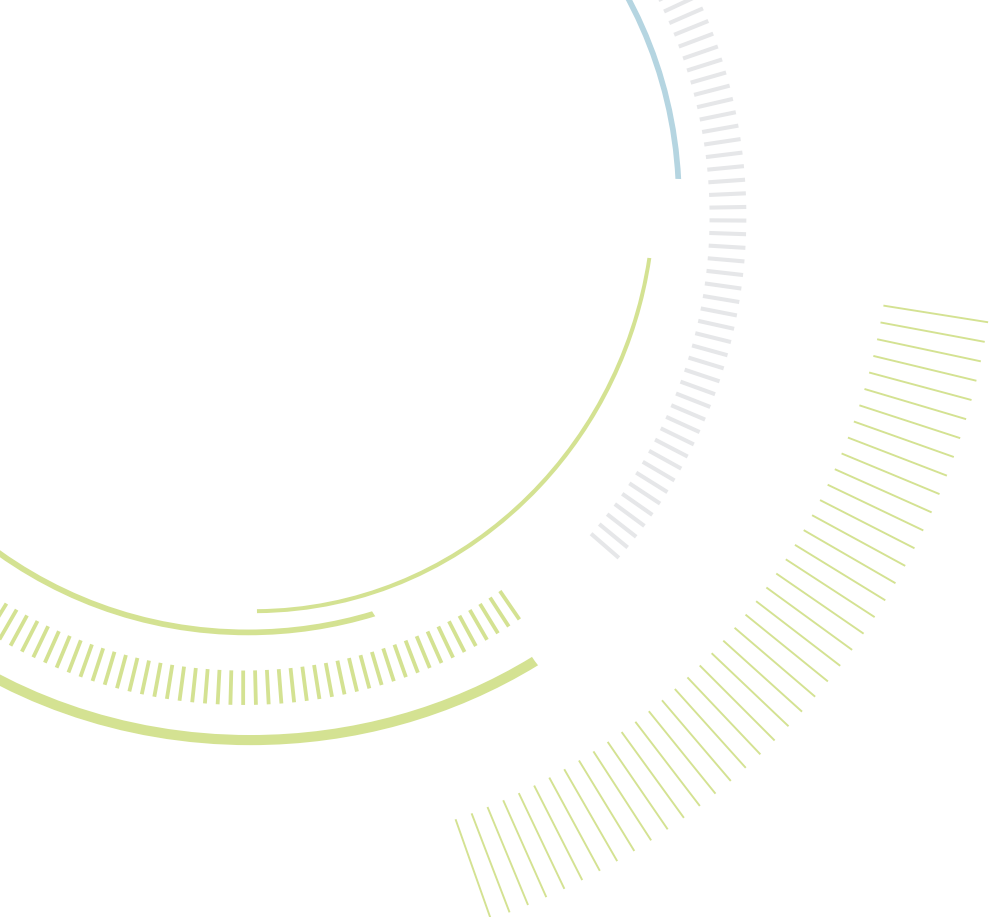
Our programs can also help you!



Looking for a better quality of life for the member; you will feel better and help your emotional health as well.

How to be a better Caregiver?

1. Adapt the environment to the care he/she needs.
2. Give him/her security.
3. Make sure he/she has good personal cleanliness.
4. Be patient; it takes time to do any activity.
5. Plan each movement; prevent falls.
6. Be aware of the member's posture, and yours.
7. Promote that he/she be active.
8. Make him/her independent by giving the right tools to do things.
9. Watch for changes and adjust care.
10. Allow and encourage visits.





Renewal of Caregiver Authorization

You can represent the person you take care of

If you take care of someone who belongs to our plan, you could make certain arrangements on behalf of that person. For this, it is necessary that the member whom you care for sign some special documents that certify that you are representing him/her. These documents are known as PHI and AOR; this refers to Protected Health Information and Appointment of Representative, respectively.



PHI

AOR

Description

Document in which a member authorizes a person to make arrangements and receive confidential information related to their health without authorization on each call or visit.

Document in which a member authorizes a person to file complaints, appeals, and/or request coverage determinations without authorization on each call or visit.

Who can be authorized?

Any person that the member determines to be trusted and has the ability to perform healthcare tasks in their name or any person who by law is the legal guardian of that member.

Any person that the member determines to be trusted to make appeals, complaints and/or cover determinations in his name or any person who by law is the legal guardian of that member.

Validity

Until the date the member includes in the document.

1 year

New members

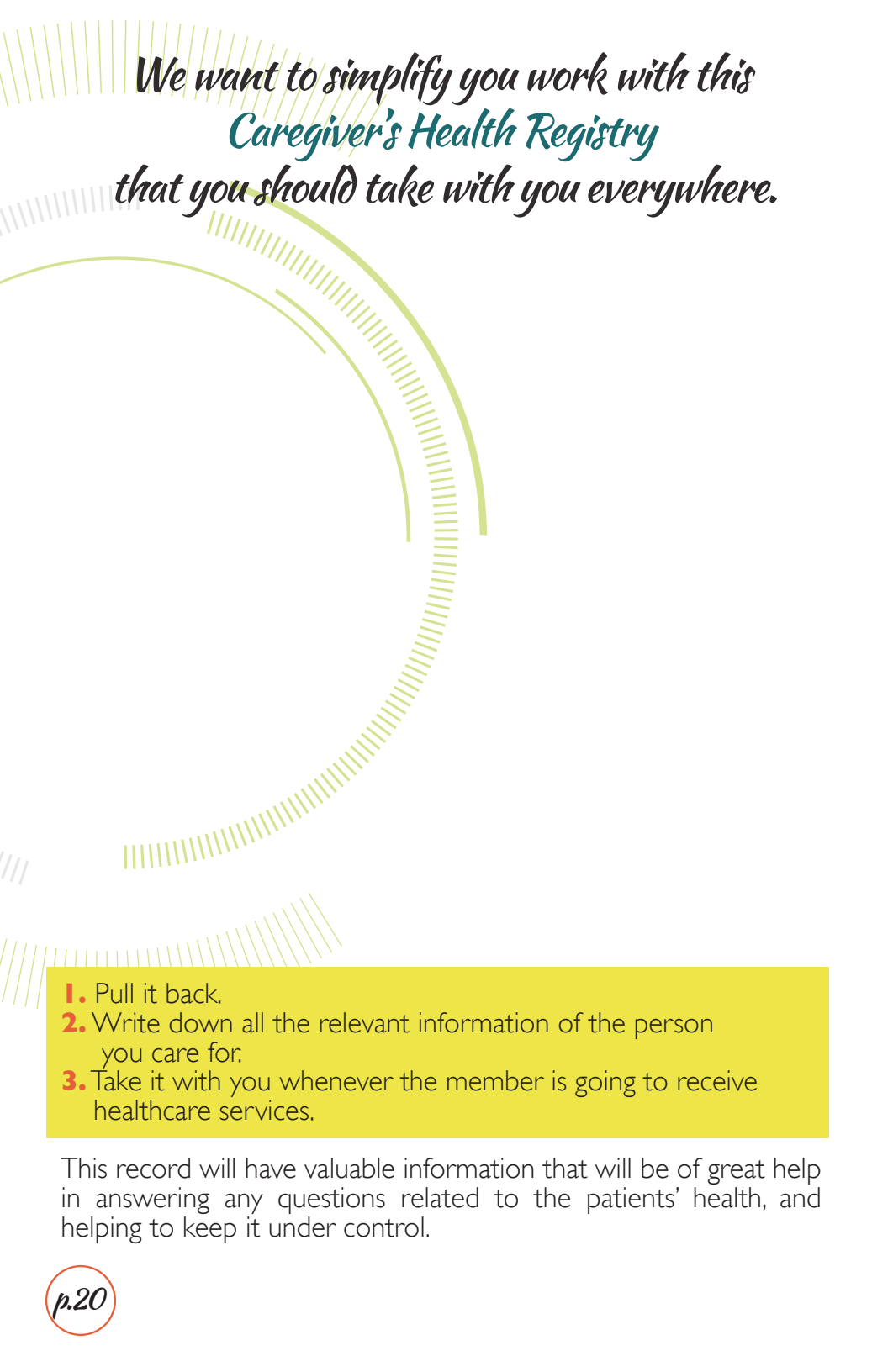
It can be completed at the moment of affiliation.

You should communicate with Member Services to send you the document.

Current members

Request the document through email, telephone call or office visit. The document will be provided in order for you to return it signed.

You should communicate with Member Services to send you the document.



*We want to simplify you work with this
Caregiver's Health Registry
that you should take with you everywhere.*

- 1.** Pull it back.
- 2.** Write down all the relevant information of the person you care for.
- 3.** Take it with you whenever the member is going to receive healthcare services.

This record will have valuable information that will be of great help in answering any questions related to the patients' health, and helping to keep it under control.



Preventive Measures

Caregiver: count on us to take preventive measures



Much has been heard about the phrase "prevention is the key". It's true, but it goes beyond just knowing it.

Usually, people of all ages have a medical check-up only when they need to go to the doctor because of pain or discomfort in their body. Medicine has been shifting its focus in search of those pre-pain symptoms. In other words, to monitor and care for the body to avoid health conditions or at least identify them in the early stages to achieve greater effectiveness in treatments.

There may be many recommendations that you receive for the care of yours.

To help you have a complete picture of which are the **main preventative measures** that must be kept up to date, we include for you a compilation of measures with how often they should be performed.

PREVENTIVE MEASURE	FREQUENCY	DESCRIPTION
Sugar level (glycosylated)	Every 3 to 6 months (as the doctor determines)	Monitoring of the control of sugar levels of persons with a diagnosis
Cholesterol levels and Lipid panel	Annually	Monitoring of the level of cholesterol (fats) in the body
Blood pressure	Annually	Measures the force that is performed on the walls of the heart when it pumps blood
Breast Cancer Screening (Mammogram)	Every 24 months	Examination of the breasts in women to detect the presence of cancer cells
Colon Cancer Screening (occult blood, colonoscopy, sigmoidoscopy)	Annually (occult blood) 5 years (flexible sigmoidoscopy) 10 years (colonoscopy)	Tests of the large intestine (colon) that help detect polyps or possible presence of cancer cells
Spirometry	Annually (for patients that have respiratory conditions)	Test that helps in the early detection of respiratory conditions like COPD
Bone Densitometry	Every 2 years or 6 months after a fracture (women 65 – 85 years old)	Test that determines the condition of the bones (thickness) for early diagnosis of osteoporosis
Body Mass Index	Annually	Test that determines weight level, which helps to identify risk of obesity
Medication Review	Every 6 months	Revision made by the primary doctor of the list of medicines the patient is taking in order to update treatment
Pain Screening	Annually	Assessment of the level of pain (acute/chronic) that a patient may be suffering in order to determine treatment to follow
Functional State (ADL)	Annually	Assessment of patient capacity independence according to present health conditions

PREVENTIVE MEASURE	FREQUENCY	DESCRIPTION
Mouth Care	Every 6 months	Oral cleaning and dental exam
Ear Care	Annually	Hearing exam
Physical Exam	Annually	Complete physical exam to verify your current health and develop an action plan
Ophthalmic examination	Every 2 years	Visual field test and internal pressure test to detect glaucoma
Vaccines	Influenza – Annually Pneumococcus - second dose for people vaccinated before the age of 65, and that 5 years have passed Tetanus and Diphtheria – every 10 years	It is important to keep up to date depending on the vaccine
Rheumatoid Arthritis	If suspected, as directed by your doctor	Be screened as soon as possible
Urinary Incontinence	If suspected, as directed by your doctor	Cystoscopy, urinalysis, post-functional residue, urine culture
Prostate Cancer Screening	Annually	Analysis of prostate specific antigen (PSA)
Pelvic Exam	Every 2 years	Pelvic exam and Papanicolaou (PAP)
Cardiac Conditions	As directed by your doctor	Echocardiogram, x-ray, magnetic resonance, stress tests
Depression Detection Mental Health	Annually	Evaluation to determine treatment follow up and referrals
Detection of alcohol and tobacco consumption	Annually	Diagnostic of alcohol/ tobacco abuse to determine necessary counseling.



Medicines, How to Take Them Correctly



Taking medicines like you're supposed to!



As a Caregiver,
you have a very
important role in the
medication of the
person you care for.

The way a patient follows the instructions on their medications influences greatly the success of the treatment. Being true to those instructions is called "drug adherence". You and the person you care for and you may intend to keep the treatments up to date. However, sometimes the medication is discontinued for some reason.

Some of the most common errors in this sense are:

- Forget to request a new prescription or repetition to the doctor; or wait too long to request a new medical appointment.
- Take an incomplete dose; this includes splitting the pills and taking half or taking less than the amount recommended by the doctor.
- Take the medication sooner or later than is supposed to or with the wrong frequency, either by forgetfulness or because it was decided that way.
- Forget to take the medication continuously; being several days without taking the medicine; skipping days.
- Stop the medication when the patient feels or looks better.

Next are some recommendations to help the member comply with his/her medications:

- Coordinate a medical appointment to make a complete review of the medicines the member takes. This should be done at least once a year.
- If you notice side effects or discomfort when taking medications, write it down, monitor how often it occurred, and tell the doctor immediately, without discontinuing the treatment. The doctor will evaluate other safer and more convenient alternatives, or in some cases, provide other recommendations to counteract the symptoms.
- If your doctor makes changes to the prescription or medication, be sure to report it at the pharmacy. This is crucial to update the data in the system and avoid confusion in the dispatch.
- If the cost of medicines increased or you face financial difficulties, talk to your doctor about the possibility of a therapeutic exchange. In most plans, there are alternatives at a lower cost, and this helps to extend the pharmacy benefit.
- If the member has maintenance medications, consult with the doctor about the alternative of a 90-day supply. This will make it easier to count with the drug supplies necessary to comply with the treatment correctly.
- If you find it difficult to pick up medicine repetitions, talk to the pharmacy about sending reminders, drug timing (so you get everything in one visit) and home delivery.
- Have all medications together in one place in the house to prevent them from getting lost or forgotten. Divide medications per day into a pill box; at the beginning of the week fill in all the spaces with the daily pills.
- List each medication's directions, including: name of each medication, amount (dose), frequency (every how many hours or for how many days), special instructions, such as taking after eating, keeping refrigerated, not mixing with any other medication to avoid complications, among others.
- If you are planning to leave Puerto Rico, be sure to check if they have repetitions that are current for the period you will be out.

Call Member Services to provide information on how to get a drug supply in case you are going out of the country or help in coordinating any necessary tasks. We can also give you information about the Drug Adherence Program (PAM), an effective tool that allows us to coordinate care and educate you about how to follow therapy as prescribed by your doctor.

For us, as for you, it is a priority that the health conditions of those we serve remain in control. Proper use of medications prescribed by the doctor requires strategies, discipline and commitment.



We know that you can make a difference in the medication adherence of the person you care for, and we are at your disposal to help you through the process!



Urgencies and Emergencies

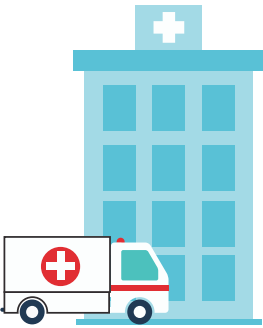


Urgencies and Emergencies



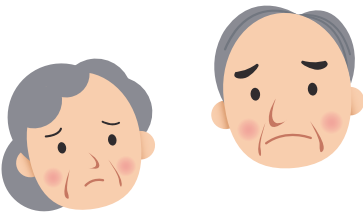
Caregiver, when the person you oversee indicates that is not feeling well, follow these steps:

1. Stay calm.
2. Identify if it is an emergency or an urgency.
3. Call Haciendo Contacto (Getting in Touch).



A **medical emergency** is a health situation that suddenly arises; requires treatment or care right away and can put a person's life at risk. Some examples are: bleeding that does not stop, chest pain, severe breathing problems, deep wounds, thoughts of wanting to end life, severe changes in mental state such as confusion, difficulty waking up and loss of consciousness.

Also, coughing or vomiting with blood, head or spinal injury, injury due to a motor vehicle accident, ingestion of a toxic substance, burns or smoke inhalation.



On the other hand, an **urgency** is defined as a health situation that requires immediate attention, but does not endanger someone's life. Some examples are: diarrhea, mild abdominal pain, mild crisis of asthma, pharyngitis, tonsillitis, bruises (mild injury), and fever without compromise of vital functions, among others.

Tools you have as an MMM Caregiver:

Haciendo Contacto (Getting in Touch)

Rest assured that 24 hours a day and 7 days a week you know where to call for health consultations. By explaining the patient's symptoms, health professionals will guide you on what steps to take. And they will help you identify if you need to visit an emergency room or if it can be handled as an urgency in a medical office or health center with extended hours, without having to go to a hospital.

MMM:

1-866-677-7779

(Toll Free)

1-866-690-7771

TTY (Hearing Impaired)

Primary Medicine Support Centers (CAMP)

If the doctor's office is closed because it is late or is on vacation, and you have already identified that the member you care for has an urgency, be calm! You can go to one of our CAMP. No referral or appointment is needed to be attended, many have extended hours and others open 24 hours. Some have new ulcer healing units with treatments that will guarantee wound healing based on clinical protocols. Knowing where the closest CAMP is located will give you greater peace of mind as a Caregiver. On our website, you can access the updated list of centers in our network.

Symptoms of an apoplexy or stroke

It is important that as a Caregiver, you can identify symptoms that are synonymous with something that is wrong in the health of the member you care for, and which requires immediate attention.

In case of an apoplexy or stroke, which is a bleeding within the brain or loss of circulation towards the brain, be aware if the patient experiences one or more of these symptoms:

- Weakness or numbness of the face, arms, or legs, especially if it is on one side of the body.
- Sudden confusion, or trouble walking or understanding.
- Vision problems in one or both eyes.
- Sudden headache that is intense or unusual.
- Dizziness, loss of balance, and trouble walking.

Although the symptoms only last a moment, be very careful as it can be synonymous with high risk of apoplexy or stroke in the future. There are some risk factors that must be in control to avoid having an apoplexy or stroke.

- Smoking
- Low good cholesterol (HDL)
- High blood pressure
- Not doing exercise
- Overweight
- High bad cholesterol (LDL)

Symptoms of a possible heart attack

There are several indications that a possible heart attack could occur. Here we break it down so that if you notice that they have one or more of these symptoms, you can react immediately.

- Pressure or pain in the center of the chest, lasting for more than a few minutes, reaching the shoulders, neck, or arms.
- The pain may be in the chest, abdomen, neck, jaw or inside the arms or shoulders.
- Anxiety, weakness or fatigue, without reason.
- Lightheadedness, fainting, excessive sweating, nausea or shortness of breath.
- Pale or grayish skin, accompanied by cold perspiration.
- Accelerated or irregular palpitations.
- Feeling that he/she is going to die.



Services Eligibility

How does the member maintain service eligibility?



Platino Coverage

Platino coverages are for people who have Medicare A and B Parts, are eligible for the Government Medicaid Program and reside in Puerto Rico.

EVERY YEAR you must recertify your Medicaid eligibility. To maintain a Platino coverage, the member or their authorized representative must visit each year the Social Security office of their municipality to recertify their eligibility to this benefit. You must bring with you the following documents:

- Photo ID
- Electricity or aqueduct bill with the name of the member.
- Last account statement where he/she receives their social security or their last check slip.
- Social Security card
- Copy of their Medicare Advantage plan card.
- Evidence if they receive income from the family card.
- Birth certificate
- MA 34, if they receive more than \$800 in income.

You will receive a letter indicating when the coverage ends so that you can make the recertification process again the following year.



Attention Caregiver

If the member you attend acquires a Platino or Special Needs Plan (SNP), you should be aware of the renovation date. Know about the certification and re-certification process, so that their eligibility is not put in risk.

Be sure to put in your calendar, on a piece of paper in the fridge or somewhere visible, the date on which this task should be done to avoid losing eligibility to the program.

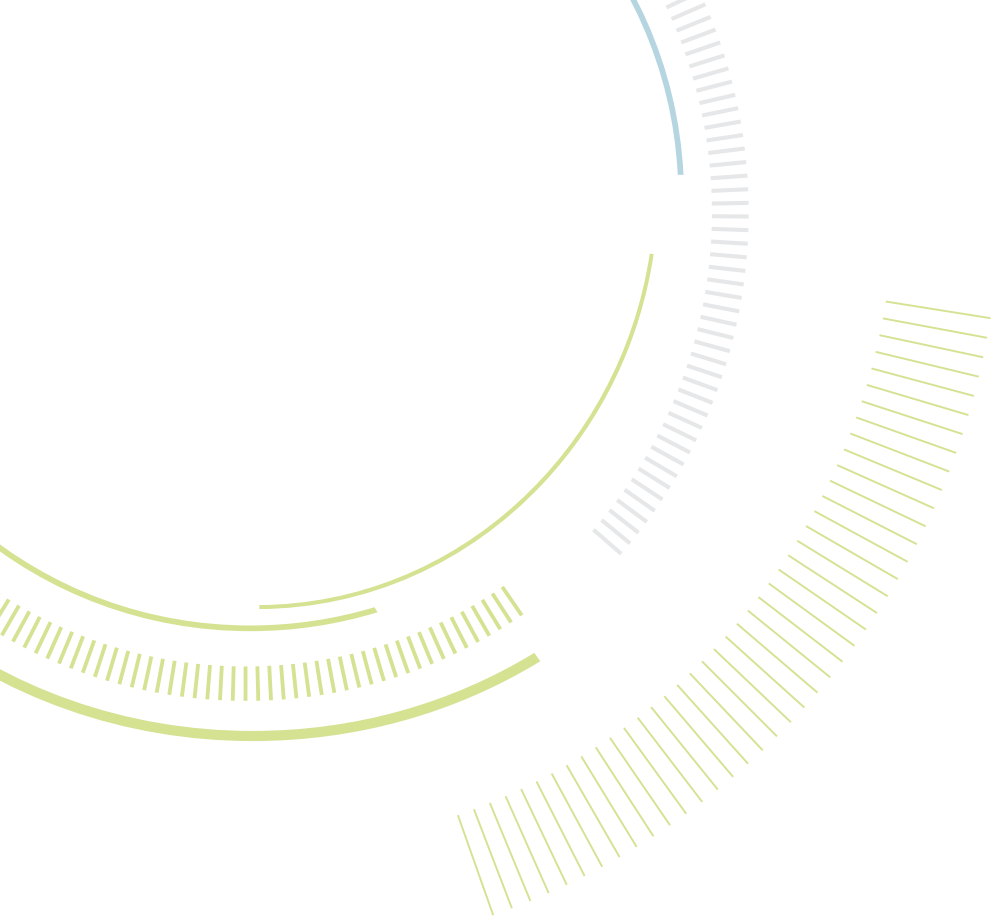
SNP Coverage

There are coverages for people with chronic conditions such as diabetes, cardiovascular conditions or congestive heart failure.

We must receive from the doctor, certification of the patient's condition to be able to keep him/her under the benefits of these coverages. The certification of the conditions by the doctor can be done in one of the following ways:

- Email: MemberOutreachRecertification@mmmhc.com
- Fax: 787-999-2199
- Through a call with the plan and the doctor, secretary, or nurse who can certify the condition via telephone.

As Caregiver, it is important that you know these processes to ensure you have up-to-date eligibility for the coverage that best suits the member.





Contact Us

We are near you

Central Office

Medicare y Mucho Más

350 Chardón Avenue Suite 500, Torre Chardón
San Juan, PR 00918-2137

Aguadilla Office

Borinquen Town Plaza

PR 107 km 3.0 (Pedro Albizu Campos Ave.) Aguadilla, PR 00605
(Selectos Supermarket building, near Social Security office)

Bayamón Office and Members Club

Plaza Tropical Shopping Center

PR 167, km 22.2, Bayamón, PR 00959

(Near Office Depot, CVS Pharmacy and Walgreens)

Caguas Office

Gatsby Plaza Building, 3rd Floor

José Mercado Ave. Corner with Ruiz Belvis, Caguas, PR 00725

(Next to Bellas Artes)

Carolina Office and Members Club

Paseo del Prado Shopping Center

PR 3, km 8.4 Barrio Martín González, Carolina, PR 00985

(In front of UPR Hospital)

Fajardo Office

Conquistador Ave. Office #4

El Conquistador Plaza, Fajardo, PR 00738

(In front of the fire station)

Guayama Office

FISA Building, Paseo del Pueblo

PR 54, km 2.3 Interior, Guayama, PR 00784

(In front of vocational school)

Hatillo Office

Galería del Norte II, Suite 201

PR 2 km 81.6, Hatillo, PR 00659

(Next to Los Ángeles Medical Clinic)

Humacao Office

PR 3, km 83.3

Marginal Street, Buzo Urb., Local, Humacao, PR 00791
(Near Palma Real Mall)

Manatí Office and Members Club

El Trigal Plaza PR 2, km 4.8

(Corner) Rd. 149 Bo. Cotto Norte, Manatí, PR 00674
(Next to Doctor's Center Hospital)

Mayagüez Office and Members Club

Complejo Office Park III, PR 2 km 157.0 Int, Mayagüez, PR 00682-2452

(Close to the Social Security Office,
Medical Center and the Courthouse)

Ponce Office and Members Club

San Jorge Mall

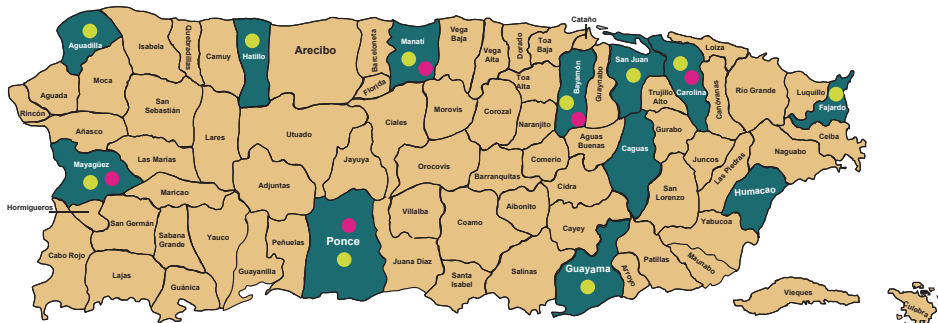
PR 2 Ponce bypass, Ponce, PR 00716
(Next to Hospital Damas)

San Juan Member Service Center

Bechara Industrial Park

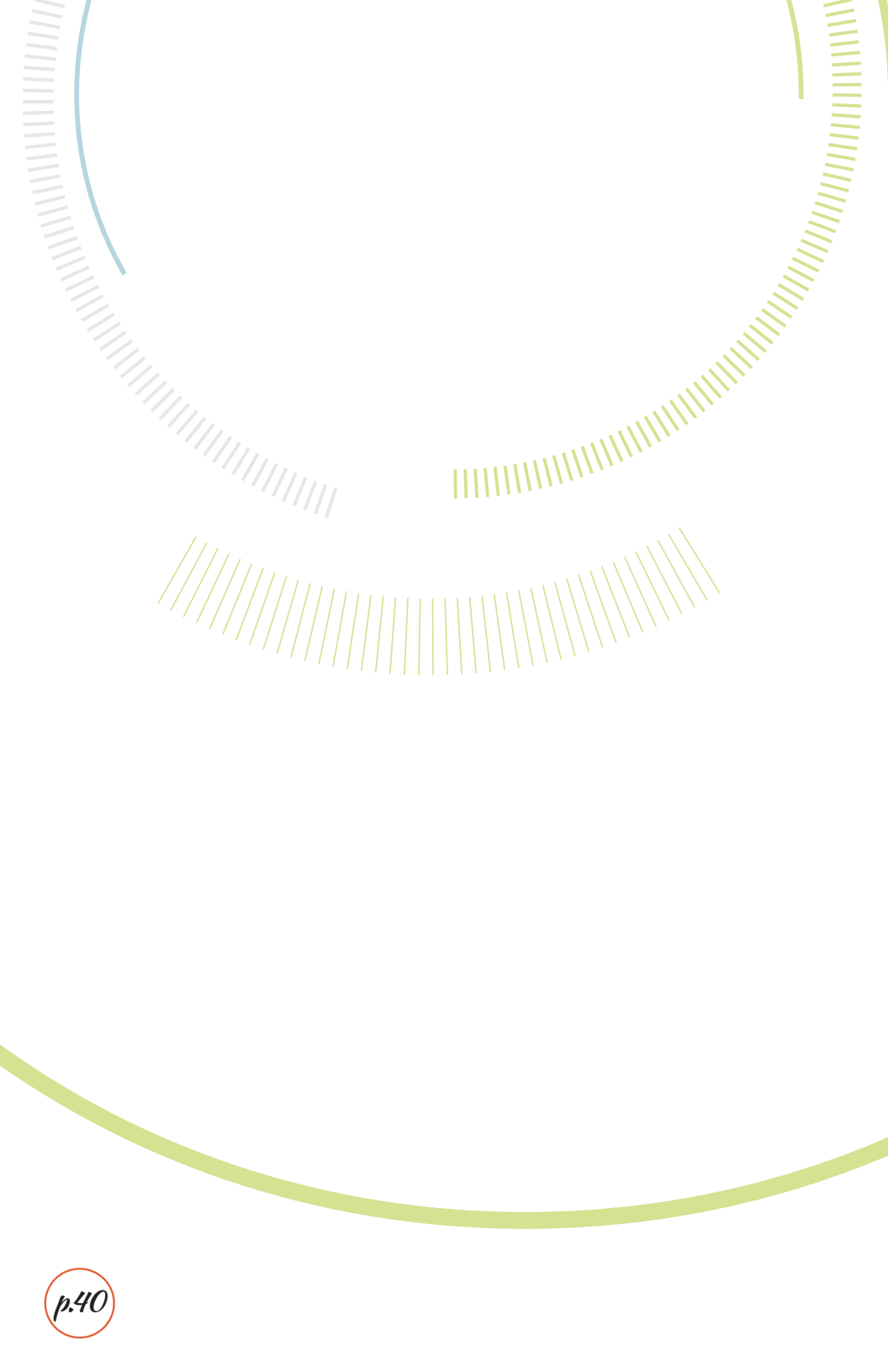
Kennedy Ave. Marginal Street

Segarra St. Bldg. # 411, San Juan, PR 00936
(Next to Acura Dealer)



● Regional Offices

● Members Club





*Test yourself:
Let's Review*



*Caregiver, get involved in the care
and development of your loved one!
Put into practice what you have
learned through these pages...*



Know our available programs for the complete well-being of the person you care for. They are part of a broad set of resources for him or her, for being a member of our plan.



Because we are with you in the process, we encourage you to get organize and take the necessary steps so that you too are in your best condition. This way you can continue to care for your loved one.



Remember that there are ways to legally represent a patient. Learn more about the PHI and AOR forms.



Prevention is vital to maintain your health in good condition. We provide you with important facts about screenings and how often they should be done.



You have an important role in the way your loved one complies with his/her drug therapy. Follow our recommendations to achieve perfect compliance, avoiding mistakes!



Learn to recognize the difference between an emergency and an urgency situation, and what you should do in each case.



Keep up-to-date on chronic conditions or Platino coverages. If the person you care for is eligible or already has one of these coverages, you must know the dates to recertify so that they can continue in these plans.



Search on our map the municipalities where we have Regional Offices, and keep our telephones on hand, which we provide in this guide.



Be sure to fill out your **Caregivers Health Registry** located at the center of this guide, and take it with you always.



Caregiver, if you need more information,
we have a direct line exclusively to assist
you and help you in your caretaking.
Please, contact us!

Member Services Direct Line:

1-855-622-5606

(Toll Free)

787-522-5606

(Metro Area)

1-866-333-5469

TTY (Hearing Impaired)

Haciendo Contacto:

1-866-677-7779

(Toll Free)

1-866-690-7771

TTY (Hearing Impaired)

E-mail:

cuidadores@mmmhc.com

MMM-PRD-QRG-1011-112015-E