

# Banner Medicare *messenger*

## Does a Cup of Coffee Lead to Multiple Visits to the Bathroom?

It's not always easy to talk about bladder health. Unfortunately, Overactive Bladder (OAB) is more likely to happen as we get older. If OAB is affecting you, it is important to seek advice from your health care team. It can be difficult to bring up, but there are discrete ways to receive treatment.

Consider seeing your Primary Care Provider (PCP) to discuss your options when dealing with an overactive bladder, urine leakage, or similar issues. An evaluation of your symptoms can help your doctor find the cause of your symptoms. You may find that certain drinks, food (*i.e. coffee, spicy foods*), or other triggers cause changes in bladder activity. Even medication can lead to bladder issues. Symptoms and causes vary from person to person. It's important to find what conditions are affecting you.

Your PCP can create a plan to manage your symptoms. You may be able to use your over-the-counter (OTC) benefit for supplemental resources like protective underwear.

Remember, many do not seek treatment for Urinary Incontinence or urine leakage because of shame or embarrassment. You are not alone. If you are affected by urinary or bladder control symptoms, reach out to your PCP today to get your symptoms under control.



# Who's On the Other End of the Phone?

Wellness includes protecting yourself from external harms that may affect you mentally and financially. Be aware of potential scammers who target Medicare enrollees through calls, internet ads, and text messages. These scammers often offer durable medical equipment, specifically urinary catheters, for "free" or "at no cost".

## Protect yourself.

- Medicare enrollees should be cautious of unsolicited requests for your Medicare number. Only your provider's office should ever request that. There is no other reason when it is appropriate or safe to provide it.
- If medical equipment is delivered to you, do not accept it unless it was ordered by your physician. Refuse the delivery or return it to the sender. Document the sender's name and the date you returned the items.

**Suspect Medicare fraud?** Call the HHS-OIG Hotline at 800-447-8477 (HHS-TIPS).



# Take Advantage of Your Healthy Benefits

Banner Medicare Advantage members receive funds every three months to buy OTC items. Unused funds roll over quarter to quarter, but not from year to year.

## Easy ways to shop:



**In-store** - Accepted at CVS, Safeway, Walmart, and more.



**Online** - Orders shipped to you at no additional charge.



**Phone** - Call 855-577-1359 to order by phone or use the Healthy Benefits mobile app.

A physical catalog can also be sent to you with a quick call to our Customer Care Center.

---

## Wellness Academy

Wellness Academy is a new online series to promote an active, independent lifestyle. Meet with wellness experts to learn about the most common health issues that may be affecting you or your loved ones.

### Our next event:

#### Living Well with Chronic Kidney Disease

Date: Thursday, June 20, 2024

Time: 2 p.m.

Where: Virtual (*Microsoft Teams*)

To register for our no-cost online event, sign up at:

[www.msteams.link/AFND](http://www.msteams.link/AFND)

or scan QR code.



# Looking for a Reason to Get Out of the House?

## Have you been diagnosed with diabetes?

Consider enrolling in the Dial Into Diabetes program. This educational series focuses on nutrition, medication, physical activity, and more. Classes are available both in person and online.

Members who complete the program can receive a \$25 reward added to their Healthy Benefits Card. For eligibility requirements, questions and additional information, please call 602-230-2273, TTY 711, 8 a.m. to 4:30 p.m., Monday through Friday.

Eligibility for the Dial Into Diabetes program and Rewards/Incentives is not assured and will be determined by Banner Medicare Advantage Dual HMO D-SNP, Banner Medicare Advantage Prime HMO, and Banner Medicare Advantage Plus PPO after enrollment, based on eligibility criteria.

## Find a Word

### Healthy and not so healthy foods.

- |         |            |
|---------|------------|
| Beans   | Vegetables |
| Shrimp  | Fish       |
| Cookies | Fruit      |
| Fries   | Cheese     |
| Protein | Bread      |
| Eggs    | Juice      |
| Oatmeal | Pasta      |
| Candy   | Potatoes   |
| Pizza   | Milk       |



### Do you have a question? We can help.

For accommodations for persons with special needs, language assistance services and alternate formats, or if we can help you with anything else, please call our Customer Care Center. We are open from 8 a.m. to 8 p.m., seven days a week.

Banner Medicare Advantage Dual HMO D-SNP: 877-874-3930, TTY 711

Banner Medicare Advantage Prime HMO: 844-549-1857, TTY 711

Banner Medicare Advantage Plus PPO: 844-549-1859, TTY 711

Or visit us at [www.BannerHealth.com/MA](http://www.BannerHealth.com/MA).



5255 E Williams Circle, Ste 2050  
Tucson, Arizona 85711

Health and wellness or prevention information.

Y0152\_MRpd50924\_C

PRSRT STD  
U.S. POSTAGE  
PAID  
PHOENIX, AZ  
PERMIT NO. 690



## Your Journey to Better Health.

Banner Medicare Advantage Newsletter  
provides resources to keep you healthy.

### In this Issue

- » Does a Cup of Coffee Lead to Multiple Visits to the Bathroom?
- » Who's On the Other End of the Phone?
- » Take Advantage of your Healthy Benefits
- » Looking for a Reason to Get Out of the House?
- » And More!



We'd love to hear from you regarding content of Banner Medicare Messenger, scan this QR code with your smartphone camera to be routed to our feedback form.