



Dear Member,

Thank you for allowing VIVA MEDICARE to be a member of your healthcare team. We have a few recommendations that may assist you in improving your health:

- 1.) Take a list of your medications and a list of your questions with you any time you are seeing your physician.
- 2.) There may be ways to assist you with social needs by making referrals to community resources in your area.
- 3.) Keep all your medical appointments.
- 4.) Take your medications the way your doctor orders.
- 5.) There are food resources available that we can refer you to when you need help. Some examples of possible help are food stamp applications and food banks.
- 6.) At times, you may need medical equipment to help you remain at home and carry on your daily activities. Some equipment may be covered for our members when it is ordered by a physician.

Take this letter to your physician to discuss these recommendations. Take an active role in the management of your healthcare. After all, **you** are the most important member of this team!

VIVA MEDICARE cares about you! VIVA MEDICARE's Care Management Team has nurses and social workers dedicated to members of our Special Needs Plans. To reach a member of the Care Management Team, call Customer Services at 205.918.2067 or 1.800.633.1542 and ask to be connected to a Care Manager.

Sincerely,

VIVA MEDICARE  
Care Management

Disclaimer: This information is not intended as a substitute for professional care. Your physician should be consulted for personalized information.