

INTER VALLEY HEALTH PLAN

INTERVIEW

VOLUME 15, No. 3 ■ FALL 2010

For Health and Vitality

IN THIS ISSUE:

MEMBER PROFILE:
THE SONGBIRD
OF THE DESERT
VICKI KNIGHT

ARE MEDICATIONS
CAUSING ISSUES IN
YOUR MOUTH?

WHY DO YOU NEED
PROTECTION FROM
WHOOPIING COUGH?

2010 FALL FLU CLINICS

HEALTH CARE
REFORM & MEDICARE:
KNOWLEDGE IS POWER

PETS IMPROVE YOUR
WELL BEING

COMMUNITY EVENTS



THE SONGBIRD OF THE DESERT



VICKI KNIGHT

Long accustomed to audiences singing along with her, Vicki Knight wasn't surprised when, while entertaining at a local nursing home, a woman in a wheelchair joined in as she began singing "I Belong to Glasgow." But then she noticed that the nurses and residents all had tears in their eyes. Later, she learned that the words of the beloved Scottish folk song were the first the woman had spoken since being there.

To Knight, singing has always been a way to connect with—

and bring enjoyment to—others, something she's been doing for as long as she can remember.

"I was the baby of seven children," she explains, "and my big brothers loved to show off their baby sister." In fact, she was just three years old, when her elder siblings began doling out pennies and nickels as compensation for a song. By the time she was in first grade, her voice was so impressive that she was moved to the "big kids" choir in her native Winnipeg, Canada. And she

received her first paid job at age 12, with a temple choir.

"I was always a ham," laughs Knight. "When we got our first television, I would dance and sing along in our living room."

A Different Kind of Audience

Having spent her high school summers studying early childhood education, Knight went straight to teaching Kindergarten at the Peretz School after she graduated. She also married and had two sons, Jeff and Eric.

Still, the years of singing and choral training were not forgotten. "When I went to my first nightclub and saw the singers doing cabaret," says Knight, "all I was thinking was... I could do that!"

Knight was encouraged by a piano player, whose daughter she had taught in Kindergarten, and it wasn't long before she became a regular performer in Winnipeg's local dinner theater.

"While I loved being a teacher," Knight says, "being a singer and teaching young children wasn't the best combination, as I was constantly getting colds and sinus infections."

Fate Takes a Hand

In retrospect, muses Knight, her sinus woes turned out to be a bit of a blessing in disguise. That's because, faced with another dreadfully cold winter in

Winnipeg, she decided to visit her brothers in San Francisco.

Knight’s plane, however, was diverted to Los Angeles—and she had developed a migraine along the way. After weighing her options, she decided to take a bus to Palm Springs. “There I was, gazing out that bus window on New Year’s Day,” she says, “and seeing people sun-tanning by their pools!”

She also found that the dry desert weather suited her sinuses especially well and, from then on, she found herself torn between Palm Springs and Winnipeg. “I flitted back and forth for years,” she says, “trying to decide which place to call home. And each time I went back to Winnipeg, it got tougher and tougher.”

Then, one evening, everything changed. “It was on my last night before returning to Winnipeg,” she relates, “and the piano player at the lounge asked if I wanted to meet another singer.”

The “other singer” was actually a mechanical engineer who had come from Denmark to manage the installation of the Palm Springs windmills. He asked Knight if she knew the English words to the song, “Red Sails in the Sunset,” which they proceeded to sing together in their respective languages. Knight eventually married that engineer, Svend Duus, who she affectionately refers to as her “Great Dane.”

The Desert Songbird

As a permanent resident of Palm Springs, Knight made a name for herself as the “Songbird of the Desert,” appearing in innumerable cabaret, lounge and dinner theater performances. And since the early 1980s, she has regularly entertained audiences at local nursing homes, senior centers and the Stroke Recovery Center, where she also worked as a volunteer coordinator.

Knight’s talents were also integral to the first two years of the Fabulous Palms Springs Follies. “I had seen an ad in the ‘Desert Sun’ for 50-plus women who had showbiz experience,” she says. “I auditioned—along with several hundred other applicants—and was selected as a featured female vocalist. Yet I couldn’t help but wonder what my mom would think if she could see me up there in my scanties!”

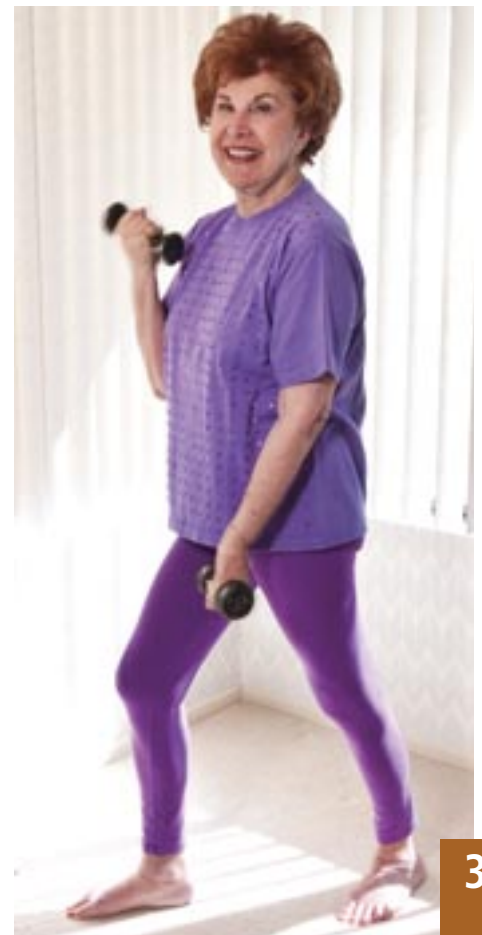
All told, Knight says being a Follies Girl was “quite an experience” that involved up to eight costume changes per show.

There was also an agent in Hollywood who expressed interest in Knight. “But I never had the desire to be famous,” she says. “That’s not me. I just get such a big bang out of singing and the opportunities it offers to evoke happiness.”

Knight relates that during her years in the Winnipeg lounge scene, she had made a practice of

learning songs in a variety of languages. And to this day, she welcomes the opportunity to sing in Polish, Japanese, German, French, Spanish, Irish, Scottish, Yiddish and Hebrew.

“People appreciate hearing a song in their native language,” she says. “I sang the ‘Northern Lights of Old Aberdeen’ to a Scottish dentist at an after-dinner show; he sent me 18 long-stemmed yellow roses. Another time, I sang ‘Misty’ to a couple celebrating their anniversary and they gave me a pair of silver earrings. But, for me, it’s all about what I can give to them. You can’t imagine the feeling of seeing an elderly couple suddenly get up and dance in the aisle—or



continued on next page

VICKI KNIGHT... CONTINUED

the response from a stroke victim to a song that stirs something deep in their soul.”

While Palm Springs has been home for some time now, Knight still travels to Winnipeg every summer, where she makes a point of visiting senior homes and retirement centers to sing for the residents. She adds, “I am also very fortunate to still have many fans there who flock to see and hear me at the shows when I’m performing in town.”

Knight also enjoys opportunities to visit with her sons and twin grandsons, Ethan and Jared, as well as her two “grandcats,” Tiger and Bear.

In addition, Knight says she makes time to visit the gym regularly, where she works out on the machines and spends at least a half-hour on the treadmill. She proudly notes that she weighs barely 10 pounds more than during her demanding days as a Follies Girl.

All told, the “70-ish” Knight has touched countless lives through her music and has no plans to retire. “It’s a wonderful feeling to be able to have an audience sit and listen as though they were mesmerized,” she says. “But, more importantly, I was given a gift—and have always felt obliged to share it.”

NATIONAL MEMORY SCREENING DAY AND DEMENTIA CONFERENCE



Are you concerned about memory problems for yourself or a loved one? Each November in recognition of National Alzheimer’s Disease Awareness Month, the Alzheimer’s Foundation of America joins hands with local organizations from coast to coast to provide free, confidential memory screenings.

Inter Valley Health Plan is sponsoring free memory screenings. These free events will also provide additional workshops about memory related issues. **RSVPs are required for a free screening.** For more information please call 909-633-6333 x 626 or TTY/TDD 800-505-7150. **Please note:** The screening is not a diagnosis, but it is an important first step toward detection and treatment.

FREE MEMORY SCREENING EVENTS

LA VERNE SENIOR CENTER: Tuesday, November 16
9 am to 12 pm ■ 3680 “D” St, La Verne

INTER VALLEY HEALTH PLAN MEDICARE INFORMATION & VITALITY CENTERS

HEMET: Friday, November 12 ■ 9 am to 12 pm
Village West Shopping Center, 3077 West Florida Ave, Suite C, Hemet

RIVERSIDE: Wednesday, November 3 ■ 9 am to 12 pm
Heritage Plaza, 5266 Arlington Ave, Riverside

VICTORVILLE: Friday, November 5 ■ 9 am to 12 pm
Victor Valley Town Center, 12209 Hesperia Road, Suite E, Victorville

ARE MEDICATIONS CAUSING ISSUES IN YOUR MOUTH?

Over time there has been a sharp rise in the use of medication, and it is especially noticeable among the older-adult population.

With this in mind, it is important to be aware of potential oral complications that could result from the use of some of those medications. Here is a short list of potential issues that could arise:

Abnormal Bleeding

Aspirin and anticoagulants such as heparin or warfarin, while helpful in preventing stroke and heart disease, can cause bleeding problems during oral surgery and periodontal procedures.

Soft Tissue Reactions

Some blood pressure control, immunosuppressive agents, oral contraceptives and some chemotherapeutic agents have been linked to oral sores, inflammation or discoloration of soft tissues in the mouth.



Dry Mouth

Numerous medications including antihistamines, decongestants, painkillers, antidepressants, drugs for urinary incontinence, muscle relaxants and others can cause dry mouth. When your mouth is dry, your soft tissues can become inflamed and more susceptible to infection.

The American Dental Association recommends informing your dentist of all medications (over-the-counter and prescribed), so they can be mindful of any side-effects you are experiencing in your mouth. This will help ensure that your dental treatment goes smoothly and without complication.

WHY SHOULD WOMEN GET REGULAR MAMMOGRAMS?



The very best reasons for any woman to get a mammogram are the people who love her. Statistics show that one in eight women will get breast cancer in their lifetime. Regular mammograms are important because they can detect breast cancer early, when it is most treatable.

Mammography is an X-ray of the breast, which is performed by compressing the breast between an X-ray plate and a plastic plate. This spreads the breast tissue apart, helping ensure minimal movement and a sharper image.

There are two types of mammograms, “screening” or “diagnostic.” Screening mammograms are used to look for cancer in women who are

symptom free. Diagnostic mammograms are those done on women who have lumps or other symptoms.

Get a mammogram regularly because:

- The American Cancer Society recommends that all women, age 40 and older, should get an annual screening mammogram.
- Studies have shown that mammography is the only method of screening for breast cancer that saves lives.
- Mammograms can find cancers in early stages—nearly one-to-three years before you could actually feel a lump in your breast—which greatly improves a woman’s chance for successful treatment.

- A woman’s risk of breast cancer increases with age.
- Regular mammograms give radiologists a basis for comparison, which helps doctors find small changes in breast tissue and thus cancers are detected as early as possible.
- Although mammograms can be uncomfortable for some women, the entire procedure takes only about 20 minutes.
It’s also important to know that the risk of radiation exposure from a mammogram is no more than the amount from several trips on an airplane. So, while a mammogram may be something that’s easy to put off, there are plenty of great reasons to talk to your physician about your next mammogram.

WHY DO YOU NEED PROTECTION FROM WHOOPING COUGH?

The California Department of Public Health is reporting a disturbing increase in cases of the contagious illness pertussis, commonly known as whooping cough. In the first six months of 2009 there were 349 cases reported, by comparison 2,000 cases have been reported for 2010.

This illness initially has symptoms which are similar to the common cold.

However, it leads to uncontrollable, violent coughing, and there can be serious complications, such as pneumonia, brain hemorrhaging and death.

The good news is that whooping cough is preventable. Protection against pertussis, tetanus and diphtheria is bundled together in a vaccine known as Tdap.

Here's why you should ask your doctor about getting a Tdap shot:



- In older adults, whooping cough is rarely fatal, but may lead to pneumonia and hospitalization.
- Even if you do not catch the whooping cough, you can be a symptom-free carrier and if an infant is exposed to you, the outcome could be tragic. **INFANTS ARE THE MOST LIKELY TO DIE FROM THE DISEASE.**
- Tetanus shots are only good for 10 years, so it may be time for your next tetanus vaccination.

Inter Valley Health Plan covers this 3-in-1 shot, there is no charge for the vaccine or a copay for the office visit.

If you want to stay out of the hospital and avoid infecting loved ones, ask your doctor for the Tdap vaccine. Make sure that the pertussis immunization is included to ensure that you'll be protected against whooping cough.

FLU & PNEUMONIA PREVENTION



Influenza vaccination is the primary method for preventing the flu and its severe complications. **The 2010-2011 flu vaccine will protect against three viruses in one shot: influenza H3N2 virus, influenza B virus and the 2009 H1N1 (also known as swine flu) virus that caused so much illness last season.** The primary target groups recommended for a yearly vaccination are:

- Children ages 6-23 months, pregnant women.
- People who are 50-64 years of age. This group has an elevated prevalence of certain chronic medical conditions.

- Groups who are at an increased risk for flu-related complications. For example, people over 65 years of age and people with certain chronic medical conditions.
- People who live with or care for people at high risk (examples: Health care workers and household members who have frequent contact with people at high risk and can transmit the flu to people at high risk).

The best time to receive an influenza vaccination is during October and November. Vaccination efforts for all groups will continue into December and later, for as long as vaccine serum is available.

Pneumococcal vaccine

Pneumococcal disease is caused by bacteria. It is a serious infection which can be the cause of pneumonia and other significant illnesses. Anyone can get Pneumococcal disease, however some people are at greater risk from the disease.

The target groups for a Pneumococcal vaccine are:

- All adults who are 65 years of age or older.
- Anyone over the age of two who has a long term health problem or a condition that reduces the body's resistance to infection.

Usually one dose is all that is needed. A second dose is recommended for those people age 65 and older who got their first dose when they were under age 65, if 5 or more years have passed since that dose. Physicians may also recommend additional doses for certain high-risk patients. **These Immunizations are covered by the Plan, as long as they are administered through a contracted provider, your primary care doctor. Please contact your doctor to schedule your immunization.**



2010 FALL FLU CLINICS

SENIOR CENTERS AND OTHER LOCATIONS

These clinics are not Inter Valley Health Plan sponsored events—there may be a fee for the flu shot which Inter Valley Health Plan will not be reimbursing.

Please note that Inter Valley Health Plan does not contract with organizations that provide flu shots for a fee at retail sites or grocery stores.

The Flu Shot information at the clinics listed below was accurate at the time of printing, please call the sites directly to confirm dates and details.

For questions about coverage, please call Member Services at 800-251-8191 or TTY/TDD users at 800-505-7150, 7:30 am to 8 pm, 7 days a week.

Desert Oasis Flu Clinic

Palm Springs Mall (north entrance)
2365 E. Tahquitz Cyn Way, Palm Springs
October 18 – 22, 8 am – 2 pm
(Free to Inter Valley Health Plan members) 760-320-8814

Desert Oasis Healthcare

41-120 Washington St, Bermuda Dunes
October 25 – 29, 8 am – 12 pm
760-320-8814 (Free to Inter Valley Health Plan members)

Diamond Bar Community Center

1600 Grand Ave, Diamond Bar
November 1, 9 am – 12 pm
909-839-7070

Janet Goeske Center

5257 Sierra St, Riverside
October 20, 8 am – 3 pm
951-351-8801

Joslyn Senior Center

73-750 Catalina Way, Palm Desert
October 27, call for time
760-340-3220

La Fetra Center

333 E. Foothill Blvd, Glendora
November 1, 9 am – 11:30 am
(by appointment only)
626-914-0560

La Verne Senior Center

3680 D St, La Verne
October 28, 9 am – 12 pm
909-596-8776

Ontario Senior Center

225 E. "B" St., Ontario
October 25, 9 am – 12 pm
909-395-2021

Parkview Hospital/ Founder's Center

3865 Jackson St, Riverside
October 22, 9 am – 12 pm
866-535-0250

Riverside County Family Care Centers:

Open Monday through Friday beginning October 18 and continuing until serum is gone.

3055 W. Ramsey St, Banning
8 am – 4 pm
(pending serum)

9415 Mission Blvd, Jurupa
8 am – 4 pm
(pending serum)
800-720-9553

47-923 Oasis St, Indio
8 am – 4 pm
(pending serum)
800-720-9553

Riverside County Family Care Centers continued:

5256 Mission Blvd, Rubidoux
8 am – 4 pm
(pending serum)
800-720-9553

1515 N Sunrise Way, Palm Springs
8 am – 4 pm
(pending serum)
800-720-9553

San Dimas Community Center

201 E. Bonita Ave, San Dimas
November 4, 1:30 pm
909-394-6293

South Pasadena Senior Center

1102 Oxley St, South Pasadena
December 14, Call for time
626-403-7360

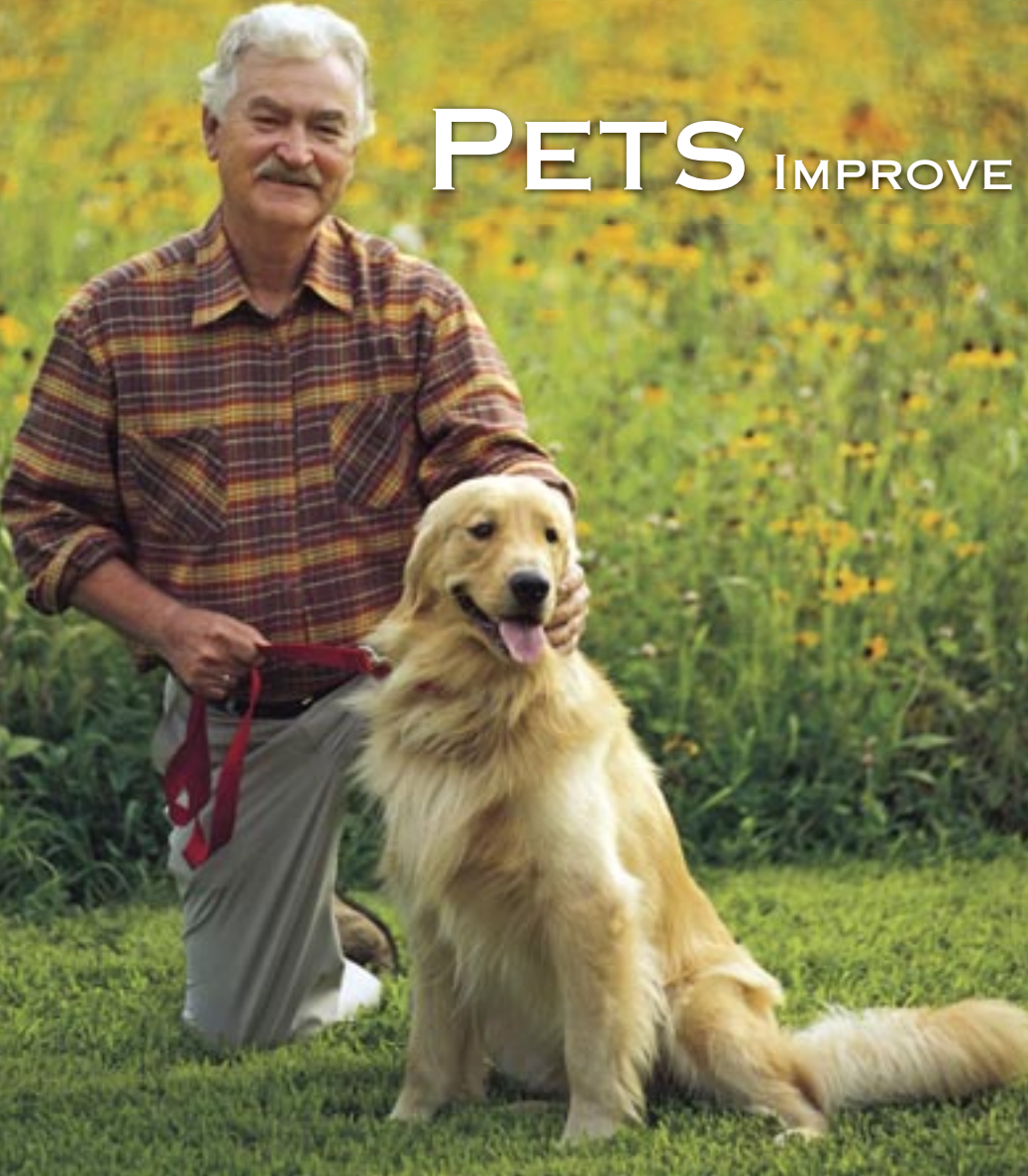
Taylor Hall

1775 N. Indian Hill Blvd, Claremont
November 9, 9 am – 12 pm
909-399-5488

West Covina Senior Center

2501 E. Cortez, West Covina
November 8, 9 am – 12 pm
626-331-5366

PETS IMPROVE YOUR WELLBEING



■ Stress Relief/Blood Pressure:

A study of stockbrokers found that those who adopted a dog or cat had lower blood pressure readings during times of stress than those without pets.

■ **Mood:** Pets can reduce feelings of loneliness, and may reduce the risk of depression.

■ **Heart Health:** Some studies have suggested that heart attack patients with pets survive longer than their counterparts without pets. Also, pet ownership can reduce cholesterol and triglyceride levels, according to the Centers for Disease Control.

■ **Alzheimer's Disease:** Research shows that Alzheimer's patients have less anxious outbursts if there is a pet in the home.

If the benefits of pet ownership sound appealing, consider adopting a cat or dog that needs a loving home. If a cat or dog is not an option, don't forget about birds, hamsters, rabbits, turtles and many other critters that might like to share your home!

When the kids are grown and you're all alone, day-to-day life can become boring and lonely.

For many empty-nesters, the solution is a furry companion. A pet can make every day more enjoyable, whether you enjoy playing fetch with a dog or holding a purring cat.

If you're housebound, a pet's companionship could play a role in preventing the depression that often goes hand-in-hand with loneliness.

Pets can also be a boon for those who need to get out

more. If you have trouble getting motivated to exercise, knowing that your dog needs to be walked every day forces you to get out of the house, enjoy the fresh air and stay fit.

Experts have identified numerous health benefits associated with pet ownership.

■ **Exercise:** Dog owners can enjoy the benefits of routine exercise; regular walking can aid in weight loss, heart health and diabetes management.



SENIOR FOR SENIOR ADOPTION PROGRAM:

A Companion for Life

The Inland Valley Humane Society & S.P.C.A. recently introduced the Senior for Senior Adoption Program.

This program is designed for people over 65 who would like to share their homes with dogs or cats who are at least seven years old (considered seniors in dog and cat years).

Please contact the Inland Valley Humane Society for program details by calling 909-623-9777 or call the Humane Society in your area.



INTER VALLEY GIVES BACK

Inter Valley Health Plan's commitment to giving back resulted in the creation of the Helping Hands Program in 2009. The week-long initiative encouraged employees to participate in various projects that benefit local non-profits. The response was so positive that it is now an annual program. This past July the second annual



enterprise benefited Inland Valley Hope Partners and the Inland Valley Humane Society.

The Inland Valley Humane Society trained Inter Valley volunteers how to handle and walk dogs of every size and give them much needed individual attention.

Hats, scarves, blankets and other items were also crafted to help Inland Valley Hope Partners care for children on hospice and frail or wheel-chair/house bound seniors.

In addition, Inter Valley employees compiled first aid kits and collected supplies for Earthquake Preparation Kits. Over 250 low-income seniors will receive the kits during the Great California Shakeout this October (for information about this Vitality event go online to www.ivhp.com).

A "Helping Hands" pin was created and will be awarded to those employees showing an outstanding commitment to volunteerism.

"We are so blessed to have employees who really understand our company vision of giving back to the community.

Their volunteer spirit has carried on from our Helping Hands Week program last year, and they have continued to spread volunteerism in and out of the office all year long."

RONALD H. BOLDING, INTER VALLEY HEALTH PLAN PRESIDENT AND CEO.



HEALTH CARE REFORM & MEDICARE: KNOWLEDGE IS POWER



Ronald H. Bolding,
Inter Valley Health Plan President & CEO

The old adage “knowledge is power” has never been more poignant as health care reform begins to take shape, particularly for seniors. It is estimated that California's senior population is expected to double from 3.3 million in 1993 to more than 6.6 million in 2020—the demand on our health care system will be great. **Whether you agree or disagree with the recent passing of the health care reform bill, one thing we all agree on is that education is the key to making an informed decision about health care.** The following are some key facts that you should know about health care reform and Medicare:

- The health care overhaul includes about \$455 billion in spending cuts for Medicare and other federal health programs over the next 10 years.
- Medicare will take strong action to reduce payment errors, waste, fraud, and abuse in Medicare. The President made a commitment to reduce Medicare fraud 50 percent by 2012.

- The life of the Medicare Trust fund is extended to at least 2029, a 12-year extension as a result of reducing waste, fraud and abuse, and slowing cost growth in Medicare, which provides Medicare beneficiaries with future cost savings on your premiums and coinsurance (healthcare.gov).

- The bill addresses the existing Medicare prescription-drug “donut hole” problem. Currently people fall into this so-called doughnut hole after a total \$2,830 is spent on drugs and coverage stops. Coverage begins again after \$4,550 is spent. In 2010, people who fall into the doughnut hole get a \$250 rebate and in 2011, they get a 50 percent discount on brand-name drugs (Senior Citizen Journal). As of August 2010, 1 million rebate checks for \$250 were mailed to American seniors who had reached the “donut hole.”

With all these changes, what can you expect to remain the same with your Medicare benefits? Clearly the guaranteed Medicare benefits you currently receive remain the same. Your ability to choose your own doctor hasn't changed, and the vast majority of doctors and hospitals participating in Medicare, ensure a wide choice and access to care. Also, during Medicare Open Enrollment this fall, you still have a choice between original Medicare and a Medicare Advantage plan. Both continue to cover your health costs the way they always have, and there are no changes in eligibility.

California's Centers for Medicare & Medicaid Services recently provided details on some great improvements in the system including:

- **More affordable prescription drugs**
This year, if you fall into the Part D “donut hole,” you will receive a \$250 one-time rebate check if you are not already receiving Medicare Extra Help. Checks will begin mailing mid-June, and continue throughout the year as beneficiaries enter the coverage gap. Next year, if you reach the coverage

FIVE MEDICARE INFORMATION & VITALITY CENTERS TO HELP YOU

Inter Valley has expanded to five Medicare Information & Vitality Centers to help members and non-members understand their Medicare options. Our members and the senior community can learn about Medicare plan information, health education and local community resources in a warm and friendly atmosphere. Drop by for a cup of coffee Monday through Friday and speak one-on-one with a Medicare specialist. To make a reservation, please RSVP to **800-500-7018** or TTY/TDD **800-505-7150**.

CLAREMONT: 8:30 am to 4:30 pm

Pomona Valley Medical Building
1601 Monte Vista, Suite 275, Claremont

HEMET: 9 am to 4:30 pm

Village West Shopping Center (next to Vons)
3077 West Florida Ave, Suite C, Hemet

PALM SPRINGS: 8 am to 5 pm NEW

555 S. Sunrise Way, Suite 105, Palm Springs

RIVERSIDE: 9 am to 4:30 pm NEW

Heritage Plaza (by Albertsons & Honey
baked Ham, across from Sears)
5266 Arlington Ave, Riverside

VICTORVILLE: 9 am to 4:30 pm

Victor Valley Town Center (next to Vons)
12209 Hesperia Road, Suite E, Victorville

gap, you will receive a 50 percent discount when buying Part D-covered brand-name prescription drugs. Over the next ten years, you will receive additional savings until the coverage gap is closed in 2020.

■ **New benefits to help you stay healthy**

In 2011, you get free preventive care services like colorectal cancer screening and mammograms. You also get a free annual physical to develop and update your personal prevention plan based on current health needs.

With the new law, there is better access to care, better chronic care, more help for early retirees, improved long-term care choices, help for people with pre-existing conditions and more. The changes also help to strengthen and preserve our system by providing new tools to fight fraud, protect your Medicare rights, and create a more solid and solvent system.

Inter Valley Health Plan is committed to providing you with the most up-to-date information to help answer your questions and alleviate some of the anxiety that may come with health insurance and health reform. That is why **we offer five Medicare Information & Vitality Centers across our service area (see sidebar) with Medicare Specialists to help you to understand your plan and know the options that are, and will be, available to you.** Becoming familiar with your health plan options helps you make the best decision for your individual need and helps you prevent illness and manage your current condition in the best way possible. Knowledge is power—well-informed people make well-informed decisions.



HAVE YOU COMPLETED YOUR 2010 HEALTH CARE SCREENINGS? IT IS STILL NOT TOO LATE



Have you:

- Had your bone density test?
- Been screened for colon cancer?
- Been screened for breast cancer?
- Been exercising and following a healthy diet?

Is your:

- blood pressure controlled?
- cholesterol controlled?

If you have diabetes:

- Has your urine been checked?
- Have your eyes been checked?
- Has your sugar (hemoglobin A1C) been checked?

Are you getting all of the health care screenings you need to manage your health? As we enter into 2011, Inter Valley Health Plan will focus on reminding you about your necessary annual screenings. Our goal is to assist your efforts in obtaining the best possible health care. The standards of preventive health care services you receive is established by nationally recognized medical organizations. These standards of preventive services are measured with a survey called HEDIS (Healthcare Effective Data and Information Set).

Each year, we review and compare the health care services you received against the health care screenings necessary for you to better manage your health.

Based on HEDIS criteria, Inter Valley will be sending you a list of annual recommended tests and treatments you should have for 2011. Make sure you take your list with you to your primary care doctor to ensure you get all of the prescribed screenings and treatments.

It is still not too late to get caught up on your preventive care. Call your doctor and schedule an appointment to get the screenings you still need in 2010. These services are covered by Inter Valley Health Plan and can be ordered by your doctor. But only you can make it happen!



InterView magazine received a bronze award in the magazine division of the healthcare category. The National Mature Media Awards is an annual competition that recognizes the nation's best advertising, marketing and educational materials for adults age 50 and over.

INVESTING IN THE *Vitality* OF OUR MEMBERS & THE COMMUNITY

Inter Valley Health Plan is committed to investing in the vitality of the communities we serve. Our various programs are designed to invigorate your mind, body and spirit.

Please check out the events and classes on the following pages or go online to www.ivhp.com for updates. We invite you to join an upcoming class or event and learn how to be healthy and keep your vitality!

continued on next page

INVESTING IN THE

Vitality^{OF...}



C L A R E M O N T

Medicare Information & Vitality Center

Pomona Valley Health Center Building
1601 Monte Vista, Suite 275

Wednesday, October 20 ■ 10 am

Doctor Talk: Cholesterol and You
with Dr. Jennifer Boozer

Thursday, October 21 ■ 10 am

Great California Shake-Out!

Wednesday, October 27 ■ 9 am

Silver & Green Health Fair

Monday, November 15 ■ 10 am – 3 pm

**First Day of Open Enrollment-Drop
off your applications, Open House**

Friday, December 17 ■ 10 am

**Osteoporosis & You: With FREE
Bone Density Screening**

Friday, December 31 ■ 10 am – 3 pm

"Last Chance" to drop off applications



H E M E T

Medicare Information & Vitality Center

Village West Shopping Center
3077 W Florida Ave, Suite C, Hemet

Thursday, October 21 ■ 10 am

The Great American Shake Out

Tuesday October 26 ■ 2 pm

Doctor Talk: All About Your Thyroid
Dr Claire Bolotaulo

Wednesday, October 27 ■ 9 am

Family Journaling with Photo

Friday, November 5 ■ 10 am

**Ways to Control Your Cholesterol and
Prevent Heart Attacks** *Dr. Bettina Kehrle*

Friday, November 12 ■ 9 am – 12 pm

**Is it Normal Aging or Dementia?
Free Memory Screening, Maintaining
a Healthy Brain**

Monday, November 15 ■ 10 am – 3 pm

**First Day of Open Enrollment-Drop
off your applications, Open House**

Friday, November 19 ■ 3 pm ■ **Diabetes**

Friday, December 3 ■ 10 am ■ **Vaccines**

Dr Heather Hughes

Friday, December 10 ■ 10 am

Future of Your Health

Friday, December 31 ■ 10 am – 3 pm

"Last Chance" to drop off applications

OUR MEMBERS AND THE COMMUNITY

P A L M S P R I N G S

Medicare Information & Vitality Center
555 S. Sunrise Way, Palm Springs

Tuesday, October 19 ■ 10 am
Protect Your Identity

Wednesdays ■ 11 am ■ **Cardio/Sculpt**
Gold's Gym October 20 & 27; November 3,
10, 17 & 24; December 1, 8, 15, 22 & 29

Thursday, October 21 ■ 2 pm
Self Defense Class

Monday, October 25 ■ 1 pm
Vitamins and You

Tuesdays ■ 10 am ■ **Chair Yoga**
November 9, 16 & 23; December 14, 21 & 28

Thursday, October 28 ■ 11 am ■ **Tai Chi**

Monday, November 1 ■ 12 pm
Birthday Social

Monday, November 1 ■ 1 pm
Hypertension Control

Wednesday, November 3 ■ 9 am
Advanced Directives

Thursday, November 4 ■ 1 pm
Injury Prevention

Mondays ■ 11 am ■ **Tai Chi**
November 8, 22, 29; December 13, 20 & 27

Monday, November 8 ■ 1 pm
Cholesterol Control

Friday, November 12 ■ 2 pm
Self Defense Class

Monday, November 15 ■ 10 am
**Riverside County Office of Aging-
Nutrition Information Booth**

Thursday, November 18 ■ 11 am
Grandparents Raising Grandchildren

Friday, November 19 ■ 12 pm
Ice Cream Social



Wednesday, December 1 ■ 9 am
Beating the Holiday Blues

Monday, December 6 ■ 12 pm
Birthday Social

Monday, December 6 ■ 1 pm
Smoking Prevention

Tuesday, December 7 ■ 10 am
AHA Understanding Nutrition Facts

Thursday, December 9 ■ 2 pm
Self Defense Class

Monday, December 13 ■ 1 pm
Taking Care of Your Heart

Thursday, December 16 ■ 2 pm
**AHA Heart Disease Does Not
Have to be a Way of Living**

Friday, December 17 ■ 12 pm
Ice Cream Social

Monday, December 20 ■ 1 pm
Holiday Eating

Monday, November 15 ■ 10 am – 3 pm
**First Day of Open Enrollment-Drop
off your applications, Open House**

Friday, December 31 ■ 10 am – 3 pm
"Last Chance" to drop off applications

VITALITY EVENTS & CLASSES... CONTINUED

RIVERSIDE

Medicare Information & Vitality Center
Heritage Plaza Shopping Center
5266 Arlington Ave, Riverside

Thursday, October 21 ■ 10 am
Great American Shake-Out

Wednesday, November 3 ■ 9 am – 12 pm
Is it Normal Aging or Dementia?
**Free Memory Screening, Maintaining
a Healthy Brain**

Friday, November 5 ■ 9 am
Skin Cancer, Free mini skin screenings
Dr Vanessa Ho

Friday, November 12 ■ 10 am
Healthy Breakfast Alternatives
Free samples

Monday, November 15 ■ 10 am – 3 pm
**First Day of Open Enrollment-Drop
off your applications, Open House**

Friday, November 19 ■ 10 am
Senior Living Options

Friday, December 10 ■ 3 pm
Future of Your Health

Friday, December 31 ■ 10 am – 3 pm
"Last Chance" to drop off applications



VICTORVILLE

Medicare Information & Vitality Center
Victor Valley Town Center
12209 Hesperia Rd, Suite E, Victorville

Thursday, October 21 ■ 10 am
Great American Shake-Out

Friday, October 29 ■ 10 am
Healthy Breakfast Alternatives

Friday, November 5 ■ 9 am – 12 pm
Is it Normal Aging or Dementia?
**Free Memory Screening, Maintaining
a Healthy Brain**

Friday, November 12 ■ 3 pm ■ **Diabetes**
Dr Sunil Abraham

Monday, November 15 ■ 10 am – 3 pm
**First Day of Open Enrollment-Drop
off your applications, Open House**

Friday, November 19 ■ 11:30 am
Heart Healthy Nutrition
"Dr Sara" Griffin, DC

Friday, December 3 ■ 10 am
Happy, Healthy Holidays
Free Chair massages

Friday, December 3 ■ 2 pm
Future of Your Health

Friday, December 31 ■ 10 am – 3 pm
"Last Chance" to drop off applications



HAVE A SNUGGLE & SNACKS ON US

Fall weather is perfect for snuggling up with a comfy blanket, sharing a tub of popcorn and snacks while watching your favorite movie.

We are offering two members a chance to win a "Snack & Snuggle basket."

If you are a member of Inter Valley Health Plan, and answer the contest questions correctly, you're eligible to win. If there is more than one member per household, a photo copied entry is acceptable. Entries must be postmarked by November 29, 2010.



1. This year's new "3-in-one Flu shot" will protect against these three common influenza viruses: A _____ virus, B _____ virus and the 2009 _____ (swine flu virus).
2. The best time to receive an influenza (flu) vaccination is during the months of _____ and _____.
3. Pneumococcal disease is a serious _____ which can cause pneumonia and other significant illnesses.
4. Protection against _____ (whooping cough), _____, and _____ is bundled together in a vaccine called Tdap.
5. Even if you do not catch the whooping cough, you can be a _____-_____ carrier and if an infant is exposed to you, the outcome could be tragic. _____ are most likely to die from the _____.

*Name

*Address

*City, State, Zip

Daytime Phone (_____) _____

Send your Entry to:
**Inter Valley Health Plan,
Attention: Communications
Department, InterView
contest, PO Box 6002
Pomona, CA 91769-6002**

**By entering this contest, you give permission to Inter Valley Health Plan to publish your name and city in InterView magazine, should you win.*

Book Tote winners: Dolores George, Corona; David Moore, Apple Valley; Arelene Dinkl, LaVerne

INTER VALLEY HEALTH PLAN
300 South Park Avenue
PO Box 6002
Pomona CA 91769-6002

Address Service Requested

PRESORTED
STANDARD
U.S. POSTAGE
PAID
PERMIT #41
SAN DIMAS CA

INTER VALLEY HEALTH PLAN
INTERVIEW
For Health and Vitality

Cyndie M. O'Brien, Editor
Marion Schmid, Asst. Editor
For article information, or
additional copies, call the
Editor at 909-623-6333.



Inter Valley Health Plan

For health. Not for profit.

www.ivhp.com



INTER VALLEY'S COMPANY OBSERVED HOLIDAYS

Our offices will be closed on:

THANKSGIVING DAY, Thursday, November 25

DAY AFTER THANKSGIVING, Friday, November 26

CHRISTMAS EVE, Thursday, December 23

CHRISTMAS DAY, Friday, December 24

NEW YEAR'S EVE, Thursday, December 30

NEW YEAR'S DAY, Friday, December 31, 2011

To become a member of any of our Plan programs and receive all our benefits, as well as this magazine call **800-500-7018** or TTY/TDD **800-505-7150** for hearing impaired.

Have you moved? Please contact Member Services if you have recently moved. It is important that we have your correct address on file. Thank you for your cooperation!

We are here for you! If you have questions, concerns or any problems getting access to your health care needs, we want to hear from you. Call Member Services at **800-251-8191** or TTY/TDD **800-505-7150** for hearing impaired. Our hours of operation are 7:30 am to 8 pm seven days a week. Inter Valley Health Plan is a non-profit, Medicare Advantage organization with a Medicare contract.