

INTER VALLEY HEALTH PLAN

INTERVIEW

VOLUME 15, No. 4 ■ WINTER 2011

For Health and Vitality

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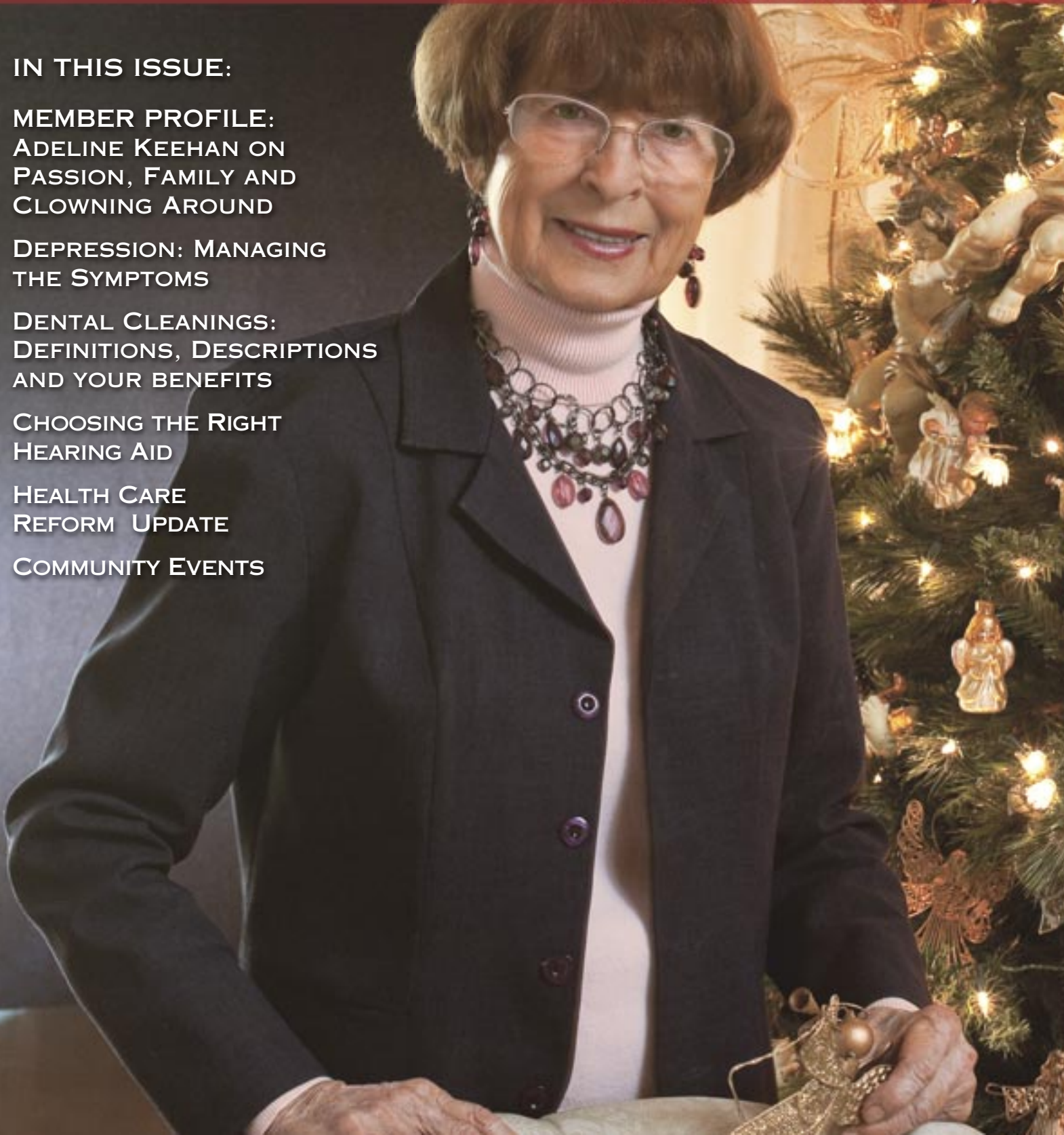
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ADELINE KEEHAN: ON PASSION,



BELLA & JINGLES

The one-of-a-kind character of a true clown is created by way of a long-standing tradition that involves meaningful costuming and makeup. Each clown's character—or "face"—also becomes a unique, copyrighted and officially registered personality unlike any other. In fact, once a clown establishes its face, no other clown may dress or use makeup in exactly the same manner.



Adeline Keehan's journey as a clown began in 1980, when her church sponsored her to attend an intense summer class in clowning at the University of California at Berkeley. Keehan emerged, diploma in hand, as "Bella," a certified clown. **"Upon registration, your face becomes your personal property,"** says Keehan. **"And, with that, you feel a strong sense of responsibility."**

Keehan explains that each element of her makeup has a meaning. For example, she explains that the heart on her right cheek stands for love of people and entertaining, while her blue eyebrows signify humility. And she always puts her "face" on in front of her audience, followed by her wig, then costume.

All told, her program may include miming, singing, signing, tap and hula dancing, tuned

bells and the guitar. Plus she performs magic, as well as ventriloquism with her puppet, Jingles. **For Keehan, it is the intrinsic rewards of being "Bella" and bringing joy to others that mean the most.**

"One of my most profound moments as Bella was at a convalescent home," relates Keehan. "A nurse warned me about going into a particular patient's room. She said the woman had 'given up' and was non-responsive."

FAMILY AND CLOWNING AROUND

Keehan, however, decided to put just her hand through the woman's door. "I took it as a positive step when she didn't throw anything at me," says Keehan. "Then she made a motion with her hand for me to come in. When I did, I saw that tears were rolling down her face. She told me that her dad had taken her to the circus as a child and that she had always loved the clowns."

California or Bust

Originally from Albuquerque, New Mexico, Keehan's father was a businessman who moved the family to Gallup, where he operated a gasoline service station, motel, taxi service and a trailer park. Keehan recalls having her own uniform for helping out at the service station as a young girl, and eventually served as a taxi dispatcher in her early twenties.

She met and married her first husband on the campus of the University of New Mexico. The couple then moved to Chicago, just in time for the birth of their first daughter. "I remember saying I would go back to school when she was two and could go to nursery school," says Keehan. "Ironically, I ended up saying the same thing with our second and third daughters."

Eventually, the couple returned to Albuquerque and Keehan enrolled in the University of

New Mexico where she graduated with a Bachelor of Arts degree.

However, her husband was an engineer and engineering jobs were hard to come by in the Land of Enchantment. California, on the other hand, offered considerable opportunity. Ultimately, he accepted an offer from Aerojet in Azusa, and the young family made their new home in California where she achieved her teaching credential from the University of La Verne.

Puppets, Parades and Life Changes

Retired since 1991, Keehan was a fourth-grade teacher for 25 years. And in each of her classes, she shared the joy of clowning with her students.

"I let them develop their own special designs, such as flowers, hearts and thunderbolts," she says. "The funny thing was that every child ended up with a face just like mine!"

Keehan and her students also regularly participated in the Azusa Golden Days parade. Her classes made 15-foot puppets using beach balls covered in paper mache for heads and yarn for the hair, while Keehan made the bodies on her sewing machine. Students also played bells and square-danced in the parade. Needless to say, they consistently won over the judges, earning trophies year after year.

Additionally, Keehan's class adopted a convalescent home, which they visited monthly and entertained the residents.

When Keehan's first husband passed away, she took early retirement, but found it difficult to stay away. She returned to teaching and met Leonard Hill, a high school art teacher. The two married soon afterward and enjoyed nearly two decades of marriage; Hill passed away suddenly, from an aneurysm, in September 2010.

Bells, Bells and More

During her many travels with her first husband, Keehan caught her self-professed "collector's fever." She began collecting bells from each country they visited, primarily because they were inexpensive souvenirs. Then one day, while browsing in a San Dimas antique store, she saw a publication from the American Bell Association. That led to contacting the Southern California Campanology Club, which she discovered was part of a huge international organization.

What she learned prompted Keehan to begin collecting antique bells in earnest including some dating back to the 17th century. "Each has its own unique story, such as where it's from and how it was made," she says, noting her personal collection now exceeds 3,500 bells including a set of tuned sleigh bells.

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ADELINE KEEHAN... CONTINUED



Keehan regularly presents bell programs—free of charge—to women’s clubs, antique groups, schools and church groups, often hosted in her home. During the month of December, Keehan’s program also includes 22 themed Christmas trees that feature everything from clowns, cats and angels, to elephants and dolls. She says average group size is about 25 – 40, but has had busloads of up to 80 people visit, all simply by word of mouth.

Passionate Pursuits

One of Keehan’s greatest passions is her family, which includes her three daughters—Debra, Roberta and Pamela—all elementary school teachers. She also has 10 grandchildren and three great-grandchildren.

The retired teacher has also been actively involved for some 45 years in the Philanthropic Educational Organization (PEO), which provides scholarships to deserving young women. Most recently, Keehan hosted a fund-

raising tea for the PEO in her home, where each impeccably coordinated table featured her own matching tea sets—another of her collecting fascinations.

A true “Renaissance” woman, Keehan writes poetry, dabbles at painting and drawing, and enjoys Tai Chi. She holds offices in the PEO, Southern California Campanology Club and the Claremont Women’s Club, to name a few. Keehan also volunteers for Meals on Wheels and is a member of the Red Hat Society.

And she continues to entertain (as Bella, often with Jingles at her side) at convalescent homes, clubs, church groups and hospitals for children and veterans.

Author Margaret Lee Runbeck said, “Happiness is not a state to arrive at, but a manner of traveling.” It’s safe to say that Adeline Keehan is exceedingly well traveled.

A Philanthropic, Educational Organization (PEO)

PEO, founded in 1869 by seven young college women was one of the pioneer societies for women. Since then, the organization has grown across the United States and Canada, and assists thousands of women in realizing their educational dreams and goals.

PEO supports women through educational philanthropy, and is a source of friendship, encouragement and support in the lives of over a quarter of a million women.

The California State Chapter of PEO provides educational scholarships to California women studying in a variety of fields.

You are invited to learn more about this unique organization at www.peointernational.org, the official website of the PEO Sisterhood.

DEALING WITH DEPRESSION: GET BETTER & STAY BETTER



Coping with depression isn't easy, but the proper treatment can help you start feeling like yourself again. If you're like many patients, you might encounter speed bumps or veer off-course on the road to recovery. Here are two common mistakes to avoid.

■ **Not taking your medication due to unpleasant side effects.**

Some patients don't want to take their anti-depressant medication because of the side-effects they experience, such as mild anxiety, sleepiness, dry mouth and sexual side effects. If you're bothered by medication side effects, know that your depression symptoms and treatment side effects should

both decrease over time. Also, there are many drugs available. A different drug may work better with fewer side-effects. The bottom line: Talk with your physician about other drugs if you're struggling with unpleasant side effects.

■ **Believing you're cured and stopping treatment.** Some patients start feeling better and believe it's no longer necessary to take their medication.

However, most people who take their anti-depression medication for less than six months find their symptoms returning within a few days or

SPOTTING DEPRESSION

It's normal to occasionally have "the blues," but persistent sad, anxious or empty feelings may be a symptom of clinical depression.

Roughly 25 percent of people over the age of 65 suffer symptoms of depression as well as 50 percent of stroke patients. And, older adults with diabetes are twice as likely to have depression.

If you think you might be depressed, understand that it is a treatable illness with biological causes.

Don't be embarrassed or ashamed about seeking help.

You can feel happy again with proper treatment, so don't hesitate to call your doctor to schedule an appointment.

weeks of stopping the medicine. Also, **stopping a drug suddenly can be dangerous; it should only be done under a doctor's supervision.**

The bottom line: Talk with your physician before discontinuing a drug to ensure your safety and continued wellness.

Modern medicine has enabled millions of people to successfully conquer depression. You can do it, too. **If you need to discuss treatment of your depression, don't wait; call your doctor today to schedule an appointment.**

DENTAL CLEANINGS:



Consistent dental check-ups and cleanings will help keep your teeth and gums healthy. They also allow your dentist to monitor and catch issues early and fix them before they become bigger issues.

Cleanings are important because they remove plaque and calculus that can trap bacteria that cause cavities and irritate gums. Your dentist will develop a treatment plan for you depending on any issues in your mouth. A periodontal screening or charting will be done to determine the health of your gums and bone. Each

gum pocket will be measured to see how deep it is and whether there is any bleeding, plaque, calculus or bone loss.

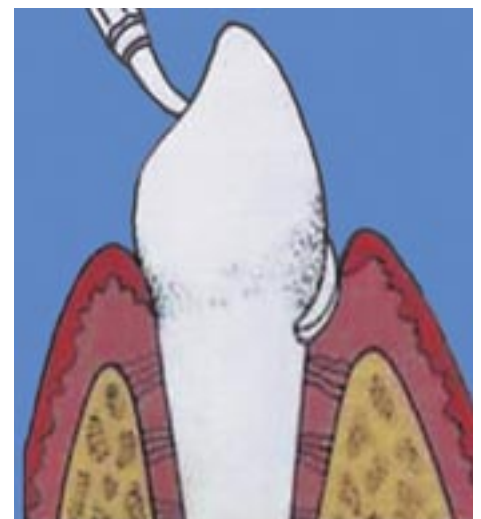
For maintenance, your dentist will recommend either a prophylaxis (regular cleaning), periodontal scaling and root planing (deep cleaning), or periodontal maintenance (a cleaning performed after active periodontal treatment such as surgery or root planing).

■ **Prophylaxis** – is more commonly known as a standard cleaning. Your dentist will recommend a standard

cleaning when your gums look healthy. This procedure removes plaque and calculus from your teeth above the gum line that you can't remove just by brushing.

■ **Periodontal Scaling and Root Planing** – is a deep cleaning. When your gum pockets are inflamed and more than four millimeters deep, your dentist may recommend the deep cleaning procedure which involves removing bacteria, plaque and calculus from below your gum line where your toothbrush can't reach.

■ **Periodontal Maintenance** – similar to a standard cleaning, this maintenance should occur regularly when a patient has had active periodontal treatment such as root planing or gum surgery. It is therefore



SUBGINGIVAL SCALING
Cleaning the root
below the gum

DEFINITIONS, DESCRIPTIONS AND YOUR BENEFITS



ROOT PLANING
Smoothing the tooth root.

important to see your dentist regularly so they can prevent the spread of the disease and remove bacterial plaque and calculus.

The factor that will determine your dentist's decision (or dental treatment) is the condition of your gums. If you have not kept up with routine

dental appointments (at least once every six months) or if you have been diagnosed with gum disease, you may require services involving periodontal scaling and root planing or full-mouth debridement before routine care such as standard regular cleanings can or will be provided.

If you have symptoms of gum disease, it's very important to correct it. Deep gum pockets are out of reach of your toothbrush, and the bacteria accumulation below your gum line will only get worse and could lead to periodontal disease.

Periodontal disease results from progressive gum infection and causes tooth loss in adults. If left untreated, the gum will pull away from your tooth. This causes bone loss,

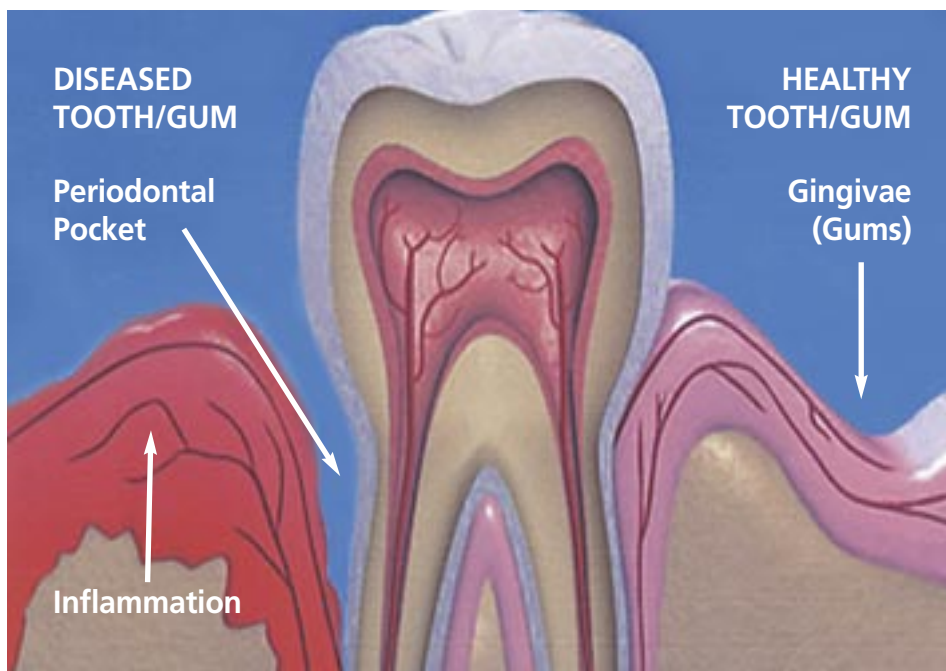
which in turn leads to tooth loss. Periodontal disease has also been connected to heart disease and stroke. Additionally, physicians are investigating a possible connection between diabetes and dental disease.

After a deep cleaning has been done, the dentist may administer an antibacterial agent to help your mouth heal. You need this agent because periodontal disease is driven by bacteria accumulation.

The antibacterial agent, Chlorhexidine, more commonly known by the brand name Peridex, is a rinse to help eliminate bacteria and stave off plaque. Another product that may be used is Arestin, an antibacterial agent that is placed in the gum pocket to keep bacteria away. The co-payments for these agents go to the dental plan and are not covered under Inter Valley's Part D Plan.

Your co-payment for dental services depends on which type of plan you have through Inter Valley Health Plan. To better understand your dental benefits refer to your Evidence of Coverage.

If you have any questions, please call your Dental Health Services Member Service Specialist at 888-645-1261 or for the hearing impaired TTY/TDD 888-645-1257.



CHOOSING THE RIGHT



■ Digitally Programmable Analog

This is an attempt to combine the two technologies. The underlying signal processing is analog, but some basic tuning can be accomplished by connecting the aid to a computer. Thus providing a better fit than what is available with conventional analog circuits.

Hearing Aid Sizes & Styles

■ Behind the ear (BTE)

The aids fit behind the ear and deliver sound via a tube to a custom made earpiece that sits inside a user's ear. They are powerful enough to improve profound hearing losses, and also appropriate for a wide range of hearing losses. BTEs are versatile, durable, and of sufficient

Researching hearing aids can be daunting. There is so much information to consider that a person can find it difficult to even know where to start. Here are a few things to think about when investigating hearing aids:

Hearing Aid Technology

■ Digital Technology

State-of-the-art digital technology provides the most flexibility and best sound clarity.

Digital hearing aids can be connected to a computer and fine-tuned. An almost infinite number of adjustments can be made to provide the best fit for a particular hearing loss and personal listening preference.

■ Analog Technology

To compare the technologies think of digital as a CD or MP3 player, and analog as a record player. Analog technology offers very few adjustments that can be made to suit a person's listening needs.



HEARING AID

size to offer all options and features currently available to users.

■ **Open-Fit Behind the Ear**

These aids also fit behind the ear, but are generally much smaller and more comfortable than conventional BTE hearing aids. Amplification in select pitches/ frequencies is provided but without the sensation of being “plugged up.”

■ **In the Ear (ITE, or Full Shell)**

Filling the entire outer ear, these aids offer the most power and the longest battery life of all the in-the-ear styles. They are appropriate for a wide range of hearing losses and can accommodate almost all the features and options currently available.

■ **In the Canal (ITC, or Half Shell)**

These aids fill the bottom part of the outer ear. While cosmetically appealing they are less powerful and have a shorter battery life. Most features are available in this size aid.

■ **Completely in the Canal (CIC)**

The smallest aids and also cosmetically appealing, these aids are the most prone to being affected by ear wax-related problems. They have the shortest battery life and



are suitable for a more narrow range of hearing losses. There are fewer options available, and someone with dexterity problems may have difficulty manipulating these aids.

Hearing Aid “Feature Sets”

Hearing aids are not all created equal. Features or options available dictate the aid’s price. The more features included and the more advanced the options, the higher the price tag. Common features in digital hearing aids may include:

■ **Multiple Channels** can be compared to the sliders on a stereo equalizer, the number of channels/sliders determines how much the sound can be fine-tuned to suit a person.

■ **Multiple Memories** are the multiple settings for

different environments. A hearing aid may have one setting for quiet environments, one for noisy and another for talking on the phone. Memories are selected with a push-button, or automatically accessed.

■ **Directional Microphones** are designed to reduce unwanted background noise from the back and side directions while allowing a listener to focus on a speaker in front of them.

■ **Feedback Cancellation** stops the annoying high-pitched whistling feedback sound.

■ **Automatic Adaptivity** allows hearing aids to adapt to different environments and provide the best settings for a listener as they move about. Changes are instantaneous and automatic.

■ **Telephone settings** are the options available to receive the best sound from the different types of phones to the hearing aid, including automatic switching to phone setting and Bluetooth compatibility for cellular phones.

■ **Wind Noise Reduction** reduces the unwanted sound of wind rushing past the microphones of a hearing aid.

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■ **Remote Controls** are small hand-held devices that can adjust the volume or switch between memories/settings in the hearing aid.

■ **Noise Reduction** works in combination with directional microphones to reduce unwanted environmental sounds. More advanced aids can track and reduce multiple noise sources coming from different directions.

■ **Impulse Noise Reduction** allows the hearing aid to “soften” sudden loud sounds.

■ **Battery size** can be important because it affects the size of a hearing aid and the larger the battery, the longer it lasts.

The Appropriate Aid

Aside from size, technology, and features, the “appropriateness” of a hearing aid is based on several other criteria:

■ **Hearing Loss Type & Degree** – A person with a severe to profound sensorineural hearing loss may not get enough amplification from a CIC hearing aid. Someone with conductive loss and ear drainage may not do well with ITEs.

■ **Symmetry of Hearing Loss** – Hearing loss is usually about the same in both ears and two hearing aids are normally recommended. There can be a variation in loss however, and a different hearing system (CROS, Bi-CROS) may be indicated.

■ **Manual Dexterity, Visual Acuity** – Like hearing aid batteries, smaller hearing aids can be more difficult to see and use.

■ **Lifestyle** – Someone with an active lifestyle or has a job requiring interaction with

others may need more advanced features than a retired person who lives alone.

■ **Personal Preference** – Some people would like to put a hearing aid on in the morning and not think about it (automatic adaptivity), while others like manual control of their aids and don’t mind pushing a button to make changes.

■ **Previous Experience** – A person who has used a particular size, brand, or technology level of hearing aid in the past may have difficulty switching to a different configuration.

Inter Valley members receive a discount off of the retail price of hearing aids, a two year warranty, one year of free hearing aid batteries, no co-pay or office visit fee for a free hearing evaluation and unlimited service visits at no charge. You don’t need a doctor’s referral.

If you are interested in more information about hearing health services you may call the two hearing service companies we partner with: Newport Audiology at **800-675-5485** or EPIC **866-956-5400** or, you can call Inter Valley’s Member Services at **909-623-6333**, or visit our website under www.ivhp.com/site/ourpartners.aspx.

PERSONALIZE YOUR HEALTH CARE WITH MERCKENGAGE

Inter Valley Health Plan invites you to take advantage of MerckEngage, a website full of useful information and tips to help you take control of your health issues. You can access MerckEngage through Inter Valley Health Plan's website at www.ivhp.com.

Create your own account, with a personalized login and password, and easily keep track of the health concerns that are most important to you.

Some of the features offered on MerckEngage:

- **Health Planning** – Access information on eating well and getting fit, and even manage your health conditions with Condition Tracking.
- **Condition Library** – Offers facts on a variety of health issues from allergies and asthma, to osteoporosis and weight management.
- **Health Conversations** – Establish a partnership with your doctor to manage your healthcare by using the forms and tools provided.
- **Caregiving** – Review the basics of caregiving as well as tips to help caregivers have the most productive conversations they can with your health professionals.

Visit our website at www.ivhp.com and go to the health and wellness section under resources and select the link for MerckEngage and start taking control of your health.



CHECK YOUR MAIL FOR YOUR PREVENTION LIST

Prevention is most important for your health. Controlling your bad cholesterol and your blood sugar or getting your breasts and colon checked are far preferable to the heart attack or cancer that may otherwise come later if undetected.

Inter Valley Health Plan is making it easier for you and your doctor to make sure you get the services you need. Early next year we will send you a letter listing the services that our records indicate you may need in 2011.

When you get this list, schedule a visit with your doctor to discuss the services listed. Your physician will have more up-to-date and complete information than we do regarding your health and has the expertise to update your prevention list.

Once you and your physician agree on what is needed, you can work together to get it done.

Remember to watch the mail for your prevention list. We hope it will be an important step in preventing illness later.



INTER VALLEY HEALTH PLAN FORMULARY UPDATE:

Inter Valley Health Plan's Pharmacy and Therapeutics Committee continually reviews which drugs are added or deleted from the formulary. And, as some drugs included in the formulary may require prior authorization, Inter Valley believes that you should be kept up to date on the Committee's decisions. **The list below shows which drugs have been added.**

For additional information about the drugs covered by Inter Valley Health Plan, we invite you to visit our website at www.ivhp.com/site/PrescriptionDrugSearch.aspx or call Pharmacy Services, 7:30 am to 8 pm, 7 days a week, at **800-523-3142**, or for hearing impaired **TTY/TDD 800-505-7150**.



Covered Drug Name	Alternate Drug Name	Tier Description
Service To Seniors (HMO), Total Fit (HMO) and Focus SNP (HMO SNP) Update:		
HYDROCHLOROTHIAZIDE 12.5MG TAB	HYDROCHLOROTHIAZIDE	Preferred Generic
PANCREAZE CAP	PANCREAZE	Preferred Brand
VIMPAT SOL 10MG/ML	LACOSAMIDE	Non-Preferred Brand
MOZOBIL INJ	PLERIXAFOR	Specialty Med
LOSARTAN POTASSIUM TAB	COZAAR	Preferred Generic
LOSARTAN/HCTZ TAB	HYZAAR	Preferred Generic
VENLAFAXINE CAP	EFFEXOR XR	Non-Preferred Generic
ZORTRESS TAB	EVEROLIMUS	Non-Preferred Brand
Desert Preferred Choice (HMO) Update:		
POTASSIUM CHLORIDE TAB ER 10MEQ	KLOR-CON	Preferred Generic
INVEGA TAB	PALIPERIDONE	Non-Preferred Brand
FANAPT TAB	ILOPERIDONE	Injectable Tier
TWYNSTA TAB	TELMISARTAN/AMLODIPINE	Preferred Brand
RISPERIDONE TAB ODT	RISPERDAL M	Non-Preferred Generic
VALTURNA TAB	ALISKIREN/VALSARTAN	Preferred Brand
ACTIVELLA TAB 1MG/0.5MG	ESTRADIOL/NORETHINDRONE	Preferred Brand
GLYCRON TAB 4.5MG	GLYBURIDE	Preferred Generic
GYNODIOL TAB 1.5MG	ESTRADIOL	Preferred Generic
SEROQUEL TAB XR	QUETIAPINE ER	Preferred Brand
EFFIENT TAB	PRASUGREL	Preferred Brand
TEKTURNA TAB	ALISKIREN	Preferred Brand
TEKTURNA HCT TAB	ALISKIREN/Hydrochlorothiazide	Preferred Brand
DIOVAN TAB	VALSARTAN	Preferred Brand
DIOVAN HCT TAB	VALSARTAN/Hydrochlorothiazide	Preferred Brand
Formulary Deletions for all Plans		
PROPOXYPHENE	PROPOXYPHENE Containing Products	N/A
COLCHICINE	COLCHICINE	N/A

HEALTH CARE REFORM UPDATE

Beginning January 2011, you may qualify for a 50 percent discount on your brand-name prescription drugs if you reach the benefit coverage gap anytime in 2011.

That means, when you reach the coverage gap (sometimes called the donut hole) you will automatically receive the discount when you pay for your prescription at the pharmacy—with no claim forms and no delays.

The discount will apply to all covered brand name Part D drugs on your plan's formulary or to a brand name drug

granted by an exception—providing the drug's manufacturer has signed an agreement with the Centers for Medicare and Medicaid Services (CMS) to participate in the discount program.

We expect that most, if not all, manufacturers will participate in the discount program. If the manufacturer of your brand-name drug is not participating that brand name drug will be excluded from the 2011 Formulary.

Generic Coverage

And, if you don't already have gap coverage, you will

receive a seven-percent discount for covered Part D formulary generics in the coverage gap.

A Few Exceptions

Brand name and generic drug coverage gap discounts do not apply to people who: already get Medicare Extra Help; people with the low-income subsidy (LIS); or those in the retiree drug subsidy program. Also, the discount is available only if Medicare Part D is your primary payer. If you have secondary insurance, it will pay after the Part D discount is applied.

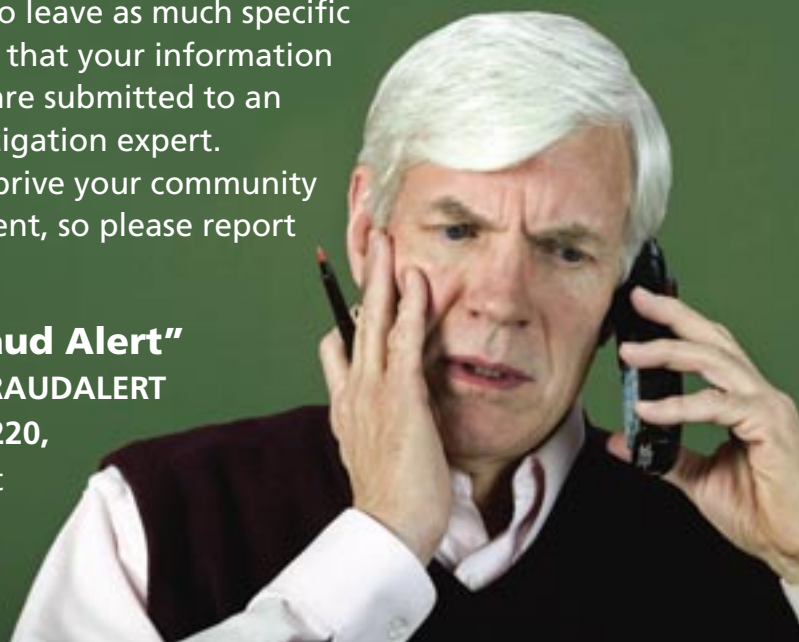
PROTECT THE INTEGRITY OF INTER VALLEY HEALTH PLAN

If you suspect someone is committing fraud or unethical practices regarding your health services, you have a safe place to go with Fraud Alert. Your anonymous alert could save Inter Valley Health Plan thousands of dollars. Fraud Alert is simple to use. You can submit your alert by telephone, mail, or web site 24 hours a day.

When you submit your alert, you do not have to leave your name or otherwise identify yourself. However, please be prepared to leave as much specific and detailed information as possible, so that your information can be properly investigated. All alerts are submitted to an outside third party who is a fraud investigation expert. Remember that fraudulent activities deprive your community of quality service, supplies, and equipment, so please report any suspected irregularities promptly.

Report suspected fraud to "Fraud Alert"

You can report fraud by calling 1-888-FRAUDALERT (1-888-372-8325) or by mail to PO BOX 220, La Verne, CA 91750 or on the website at 1888fraudalert.com and enter Code: ALERT110



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

Tuesday
January 11 ■ 2 pm
Options for Senior Living

Wednesday
January 12 ■ 10 am
Effective Grandparenting

Tuesday, January 18 ■ 10 am
Remain Independent in Your Own Home

Thursday, January 20 ■ 10 am
Healthy Benefits of Volunteering

Wednesday, January 26 ■ 10 am ■ **Drive Well**

Thursday, January 27 ■ 10 am
Senior Dating & Romance



SAVE THE DATE

Saturday, May 7 ■ 10 am, San Dimas
10th Annual Senior Talent Showcase
Call Marcie Lerner at 909-623-6333, ext 626

H E M E T

Medicare Information & Vitality Center
Village West Shopping Center
3077 W Florida Ave, Suite C, Hemet

Wednesdays, January 5, 12, 19 & 26 ■ 12:30 pm
Beginning Tai Chi (New Enrollees only)

Wednesday, January 12 ■ 9:30 am
Hypertension with Bettina Kehrle, MD
Hemet Community Medical Group

Thursday, January 13 ■ 10 am ■ **Drive Well**

Thursday, January 13 ■ 1 pm ■ **Five Wishes**

Tuesday, January 18 ■ 2 pm ■ **Osteoporosis & FREE Bone Density Screening**

H E M E T

Wednesday, January 19 ■ 10 am
Remain Independent in Your Home
A representative from California Telephone Access Program will be present

Thursday, January 20 ■ 10 am ■ **HOSPICE: Myths & Misconceptions**, Ramona VNA

Tuesday, January 25 ■ 3 pm
Options for Senior Living

Friday, January 28 ■ 3 pm ■ **What is Diabetes?**

Tuesday, February 8 ■ 1 pm
Prevent Auto Repair Fraud ■ Presented by the Department of Consumer Affairs, Bureau of Automotive Repair

Thursday, February 10 ■ 10 am
Focus on Your Heart

Monday, February 14 ■ 9 am – 12 pm ■ **Spa Day!**

Thursday, February 17 ■ 2 – 4 pm ■ **Achieving & Maintaining a Healthy Weight**

Tuesday, February 22 ■ 9 am
Vision Throughout the Ages

Thursday, February 24 ■ 10 am ■ **Bingo**

Wednesdays, March 9, 16, 23 & 30 ■ 12:30 pm
Beginning Tai Chi (New Enrollees only)

Thursday, March 17 ■ 9 am
Nutrition & Label Reading
FREE Body Mass Index Screening



OUR MEMBERS AND THE COMMUNITY

PALM SPRINGS

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

Mondays ■ 12 pm

Birthday Social

January 3, February 7
& March 7

Wednesdays ■ 11 am

**Cardio Sculpt/ Gold's
Gym**

January 5, 19 & 26;
February 2, 9 & 23;
March 2, 9 & 23

Mondays ■ 11 am

January 10, 17, 24 & 31

Beginning Tai Chi
(New Enrollees only)

Mondays ■ 2 pm

Five Wishes

January 10, February 14
& March 14

Tuesdays ■ 10 am ■ Chair Yoga

January 11 & 25; February 8 & 22; March 8 & 22

Fridays ■ 2 pm ■ Self Defense

January 14 & 28; February 11 & 25

Thursdays, January 20, February 24 & March 24

10 am ■ Learn to Navigate Medicare.gov

Fridays ■ 12 pm ■ Ice Cream Social

January 21, February 25 & March 25

Thursday, January 27 ■ 2 pm

Doctor Talk: Sexual Health for Seniors

Thursday, February 10 ■ 2 pm

Doctor Talk: Your Heart, Your Health, Your Life

Mondays, February 14, 21 & 28 ■ 11 am

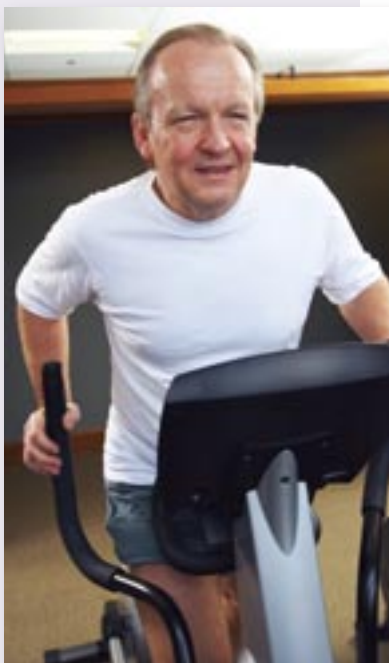
Beginning Tai Chi (New Enrollees only)

Mondays, March 14, 21 & 28 ■ 11 am

Beginning Tai Chi (New Enrollees only)

Thursday, March 17 ■ 2 pm

Doctor Talk: The Good, the Bad and the Ugly—The Most Common Skin Conditions



GREAT CALIFORNIA SHAKE-OUT

Over 100 people took part in the state-wide shake-out events held October 21st at our Medicare Information and Vitality Centers. Participants were instructed to drop, cover and hold-on during the simulated earthquake. Information on earthquake preparedness and a free earthquake starter kit were provided to attendees.

The Senior and Disabled Fund of San Bernardino County helped collect financial donations and Community Senior Services ordered many of the supplies needed for the kits. Almost 200 kits were delivered by the Senior and Disabled Fund, the Department of Aging & Adult Services of San Bernardino County plus Riverside County's Office on Aging.

We wish to thank: Bear Valley Party Rentals, Choice Medical Group & Choice Physicians Network, Desert Valley Charitable Foundation, Dual Graphics, E.U.F. Corporation, Hendricks Pharmacy, Inland Valley Daily Bulletin, Magan Medical Clinic, Pomona Valley Hospital Medical Center, Riverside Medical Clinic, Riverside Physician Network, Strategic Pharmacy Services, United Family Care, Vistas Hospice, Western University of Health Science for their generous donations toward the events.



INVESTING IN THE *Vitality* OF...



RIVERSIDE & FONTANA TALENT SHOWS

Both audiences in Riverside and Fontana were not disappointed with the caliber of talent gracing the stages at Riverside's Janet Goeske Center last May and then in September at the Steelworkers' Auditorium in Fontana. The wide variety of performers that included vocalists, dancers, comedians and instrumentalists entertained the crowds.

Tom Hatten served as MC in Riverside and also co-hosted in Fontana with John Lynd, one of our



new Master of Ceremonies. Lynd and Terry Keenan were chosen at September's Master of Ceremonies auditions to assist Tom Hatten with a

growing number of "gigs." Terry will be making his debut at a March Talent Show in Victorville.

Inter Valley Health Plan thanks everyone who assisted with these shows. We especially wish to thank all of the talented acts, who are an amazing example of how to live life to its fullest and maintain your vitality!



RIVERSIDE

Medicare Information & Vitality Center

Heritage Plaza Shopping Center
5266 Arlington Ave, Riverside

Thursday, January 6 ■ 1 pm ■ **Heart Health**
Elias Sanchez, MD, Riverside Physician Network

Tuesday, January 11 ■ 10 am **HELP!**
Where to Go When You Need Help

Office on Aging, Riverside County

Thursday, January 13 ■ 10 am-12 noon
Anyone Can Learn to Paint

Thursday, January 13 ■ 2 pm **Drive Well**

Friday, January 14 ■ 1 pm **Family Journaling**

Wednesday, January 19 ■ 2 pm ■ **Remain Independent in Your Home** A representative from California Telephone Access Program will be present

Thursday, January 20 ■ 1 – 3 pm ■ **Basic Internet**

Tuesday, January 25 ■ 10 am
Options for Senior Living

Tuesday, January 25 ■ 3 pm ■ **Thyroid**
Vanessa Ho, MD, Riverside Physician Network

Wednesday, January 26 ■ 10 am ■ **Hospice: Myths & Misconceptions**, VNAIC

Thursday, January 27 ■ 9 am ■ **Osteoporosis & FREE Bone Density Screening**

Thursday, January 27 ■ 2 pm
Clutter Chaos, Home Instead

Friday, January 28 ■ 9 am ■ **Prevent Auto Repair Fraud**, by the Department of Consumer Affairs, Bureau of Automotive Repair

Wednesday, February 9 ■ 9 am – 12 pm
SPA DAY!

Thursday, February 10 ■ 2 pm
Focus on Your Heart

Wednesday, February 23 ■ 10 am ■ **Bingo**

Thursday, February 24 ■ 10 am
Five Wishes

Thursday, March 17 ■ 2 pm ■
Nutrition & Label Reading
FREE Body Mass Index Screening

OUR MEMBERS AND THE COMMUNITY

V I C T O R V I L L E

Medicare Information & Vitality Center

Victor Valley Town Center
12209 Hesperia Rd, Suite E, Victorville

Tuesdays, January 4, 11, 18 & 25 ■ 12:30 pm

Beginning Tai Chi (New Enrollees only)

Tuesday, January 11 ■ 3 pm ■ **Drive Well**

Thursday, January 13 ■ 10 am

Options for Senior Living

Tuesday, January 18 ■ 10 am

Remain Independent in Your Home,

A representative from California Telephone Access Program will be present

Wednesday

January 19 ■ 1 pm

**Can't Get to Sleep?
Can't Stay Asleep?**

Alliance Desert
Physicians' Tavindra
Chandrashekhar, MD,
Board Certified
Internal Medicine
& Sleep Medicine

Monday, January 24

10 am ■ **New Year's**

**Resolutions & Goal
Setting** Home Care at
Your Service

Wednesday

January 26 ■ 11 am

**Valentine's Day
Card Making**

Wednesday, January 26 ■ 2 pm ■ **Prevent Auto
Repair Fraud**, by the Department of Consumer
Affairs, Bureau of Automotive Repair

Thursday, February 3 ■ 10 am
Women's Heart Health

Tuesday, February 8 ■ 9:30 am
**Acupuncture & Pain
Management** Kyung H. Lee,
Ph D., D.O.M., L.Ac.

Tuesday, February 8 ■ 2 pm
Focus on Your Heart

Friday, February 11
9 am – 12 pm ■ **SPA DAY!**

Friday, February 25 ■ 10 am ■ **Block Walk:
Go Red for Women's Heart Health** (call for details)

Tuesdays, March 8, 15, 22 & 29 ■ 12:30 pm
Beginning Tai Chi (New Enrollees only)

Wednesday, March 16 ■ 2 pm ■ **Nutrition &
Label Reading, FREE Body Mass Index Screening**

Wednesday, March 30 ■ 11 am
Introduction to Scrapbooking



UPCOMING EVENTS IN 2011

HIGH DESERT STAR SEARCH Senior Talent Showcase

Saturday, March 26, 2011

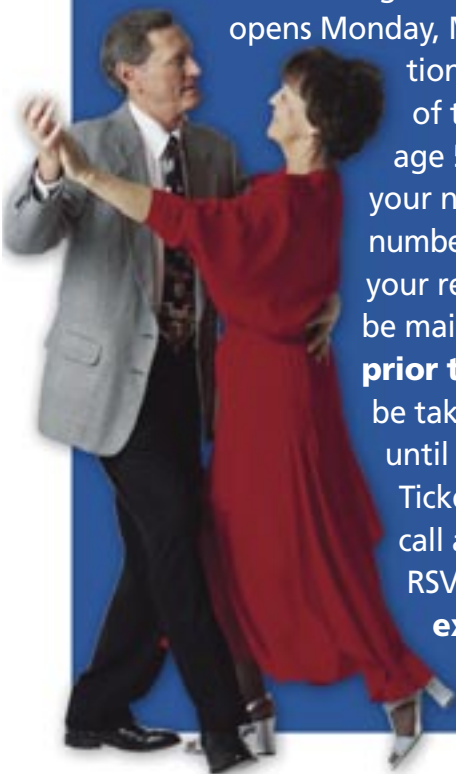
Silverado High School, Victorville.

VICTORVILLE SENIOR PROM

Call the number below for details. Reservations must be made through the reservation line that opens Monday, March 21. For reservations

there is a maximum of two people per call, age 50 or better. Leave your name and contact number, so we can confirm your reservation. Tickets will be mailed. **No reservations prior to March 21**, but will be taken through April 8 or until all seats are filled.

Tickets are limited to 200, call after March 21 to RSVP. **760-242-2311 ext. 8208.**



VITALITY COMMUNITY WIDE EVENTS & CLASSES



Wednesday, January 12
9 am ■ **Health Fair**
Azusa Senior Center
740 N. Dalton Ave, Azusa

Wednesday, January 19
10 am ■ **How to Communicate with Your Physician**
Joslyn Center, 660 N. Mountain Ave, Claremont

Thursday, January 20
1 pm ■ **Health Fair**
La Fetra Center
333 E. Foothill Blvd, Glendora

Tuesday, January 25 ■ 10 am ■ **Five Wishes**
Magan Medical Clinic, 430 Rowland Ave, Covina

Thursday, January 27 ■ 9 am ■ **Senior Action Fair**, Taylor Hall, 1775 N. Indian Hill Blvd, Claremont

Monday, January 31 ■ 1 pm ■ **Maintain a Healthy Brain**, South Pasadena Senior Center, 1102 Oxley, South Pasadena

Wednesday, February 2 ■ 10:30 am **Osteoporosis & FREE Bone Density Screening**, James Brulte Senior Center, 112000 Baseline Rd, Rancho Cucamonga

Thursday, February 17 ■ 10 am **Focus on Your Heart**, San Dimas Senior Center, 201 E. Bonita Ave, San Dimas

Friday, February 18 ■ 9 am **Bone Density Screening**, Pasadena Senior Center, 85 Holly St, Pasadena

Wednesday, February 23 ■ 10 am **Maintain a Healthy Brain**
Joslyn Center, 210 N. Chapel, Alhambra

Thursday, March 3 ■ 10 am ■ **Focus on Your Heart**, Pasadena Senior Center, 85 Holly St, Pasadena

Friday, March 4 ■ 4:30 pm ■ **Oak Room Dinner**, Joslyn Center, 660 N. Mountain, Claremont

Tuesday, March 22 ■ 10 am ■ **Diabetes & Glucose Screening**, James Brulte Senior Center, 11200 Baseline Rd, Rancho Cucamonga

Tuesday, March 29 ■ 10 am ■ **Five Wishes**
South Pasadena Senior Center, 1102 Oxley, So Pasadena

THE FUTURE OF YOUR HEALTH

A panel of experts addressed an audience on the future of their health at the Murrieta



Community Center last September. Panelists included: Ronald Bolding, CEO, Inter Valley Health Plan, State Senator Bill Emmerson (37th Senate District), Doctors Channah, Gale and Mangoba from Prime Partners IPA of Temecula, Inc., and Basil Maqbool, Pharm, D. Each took a few minutes to update the audience on pertinent health care issues, followed by a Q & A period on issues that included health care reform, the status of local hospitals and generic medications. Inter Valley Health Plan wishes to thank all of the panelists for spending an entire morning addressing such important issues and also Prime Partners IPA of Temecula, Inc., for their partnership in this endeavor that was so well received by the community.

PLAY YOUR CARDS ON US

Whether you are having the gang over for a spirited card game or just spending some quality time with a grandchild, playing cards is fun!

We are offering two members a chance to win two packs of Inter Valley Health Plan playing cards and an attractive note pad for keeping score.

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 February 11, 2011.



1. If you're bothered by anti-depression medication side-effects: we know that your _____ and _____ - _____ should both _____. Also, there are many anti-depressant _____ available. A different drug may work _____ for _____ with fewer _____.
2. Some patients start feeling _____ and _____ it's no longer necessary to take their medication. Stopping a drug _____ can be _____; it should _____ under a _____ supervision.
3. Modern _____ has enabled _____ of people to successfully _____ depression. You can do it, too. **If you need to discuss _____ of your _____, don't wait; call _____ to _____ an appointment.**

*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.*

**A Snuggle & Snack: Movie-Night Basket
 winners: Melba L. Robison, Pomona and
 Vera Mae Gephart, LaVerne**

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

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INTERVIEW
For Health and Vitality

Cyndie M. O'Brien, Editor
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Inter Valley Health Plan

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www.ivhp.com



INTER VALLEY'S COMPANY OBSERVED HOLIDAYS

Our offices will be closed on:

PRESIDENT'S DAY, Monday, February 21, 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.