The staff of Golden Opportunity continues to work remotely, so please communicate via email or call your local Golden Opportunity office if you have any questions. We will continue to provide our members resources to promote healthy lifestyles and are available to help in any way needed. Our office volunteers, Carol, Peggy, and Cindy wanted me to tell you they miss you and can’t wait to see you again; I feel the same. Thanks for being a member!

**Ochsner is here to care for you and your family.**

With new safety and screening measures in place, **we are now scheduling appointments and procedures** that are time-sensitive and were postponed by COVID-19. To schedule an appointment, contact us or schedule online using MyOchsner. Stay informed with up-to-date information on the Ochsner Health COVID-19 website: [https://www.ochsner.org/coronavirus](https://www.ochsner.org/coronavirus)

**Know the signs and symptoms of coronavirus (COVID-19) and what to do.**

Symptoms can be very similar to the flu or cold. If you develop these symptoms or have been in contact with someone known to have COVID-19, **call the COVID 19 INFO LINE AT 866-703-7790, our free nurse care line. For general information, dial the Louisiana hotline, 211, or text the keyword LACOVID to 898-211.**

**ENHANCED ANNUAL WELLNESS VISITS**

If you haven’t had your 2020 annual visit, each year Medicare and Humana Gold, as one of its benefits, encourages everyone to have an Enhanced Annual Wellness Visit that looks at the patient’s total medical history. This is a comprehensive 1-hour proactive visit with a Nurse practitioner who will review your medical history, family history, and medications to determine if you have underlying chronic conditions at an early stage for potential prevention and to help maintain better health conditions. If you currently have Medicare or Humana Gold coverage, please contact the West Bank GO office to personally help schedule your appointment with an Ochsner Nurse Practitioner. I am currently assisting the Ochsner Care Coordination Center Monday thru Wednesday. You can leave your name and number and I will return your call to schedule your appointment. The visit is no charge/no copay and can be done in person at a local facility and in some areas as a home visit.

**The special AWV appointment number for the West Bank is 877-277-7716**

**Did you know? The Louisiana’s Secretary of State Office offers a program for seniors to receive ballots by mail for upcoming and future elections by filling out an application. This is due to the Covid-19 precautions especially for seniors. (Some of you may have received it at home recently). For more information or to obtain a form, contact the Secretary of State’s office at 225-922-0900.**
**ZOOM Presentations**

Until we are back to our normal procedures, we will try Zoom presentations for our monthly meetings and educational seminars. Be on the lookout for upcoming dates. If interested, call the office to register. Leave your name, phone number, and email address with a message that you want Zoom training, or a printed copy of the presentation mailed or emailed to you. I will contact each person and assist with downloading Zoom on your cell phone, desktop, computer, iPad or tablet, and give instructions on how to access the presentation before the day of the event.

**Humana to Waive Member Costs for all Primary Care and Behavioral Health Office Visits for Medicare Advantage Members and Delivers Safety Kits to Members**

Humana is committed to caring not just for our members’ physical health, but their social and Emotional health, as well. Safety kits can help support our members’ well-being, and the safety of others, as we access essential services in our communities, including healthcare visits.

Over the coming weeks, Humana will be mailing over 6.3 million safety kits to our Medicare Advantage, Medicaid, Medicare Supplement and employer group medical plan members. The kits include 2 Face masks and practical advice for maintaining your health. *Your current plan may have an over-the-counter benefit that would allow you to purchase OTC health and wellness products from a Humana Pharmacy. To verify your 2020 Health and Wellness allowance, please contact your sales agent or check your Summary of Benefits. Humana is now offering masks that you can add to your current orders. [https://www.humana.com/coronavirus/covid19-humana-member-resources](https://www.humana.com/coronavirus/covid19-humana-member-resources)*

**Need Assistance Re-scheduling Appointments**

**A dedicated telephone line has been set up with Ochsner Scheduling Department for GO members to assist in scheduling medical appointments. The number is 504-371-9333.**

Alice Nelson-Jones  
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West Bank Golden Opportunity  
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