

Health Care

Chronicle | Medicare news and tips from
Optum - Nevada

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Connected care is better for you



More than ever, you may notice your care is becoming more personalized, more preventive-focused, and more complete. That's by design. As physicians, we've learned that the best care is the kind that encircles you and keeps you well – especially as you get older.



What is connected care?

Imagine yourself and your primary care provider (PCP) at the center of a circle. All around you are care team members, specialists, support services, and a vast array of resources ready and waiting. Your PCP can reach out and choose what you need, when you need it.

The connection to Medicare Advantage

When you choose a Medicare Advantage plan that gives you all Optum and Southwest Medical offer, you receive all the benefits of connected care – all the access, all the communication tools, and, in many cases, cost savings.



The bottom line

Conventional wisdom used to say that seeing the doctor more automatically costs more. However, connected care often means the opposite. There are a few reasons why:

- If you see your PCP on a regular basis, you're either stopping chronic conditions before they happen, or you're managing them so they don't get out of control
- When you practice preventive care, you may have fewer costly visits to the emergency room
- If you're healthier, and any chronic conditions are managed, you may have fewer care-related expenses

In short, seeing your PCP regularly may help keep your medical costs lower.

To see how connected care works for real people, read on.

Linda's journey:

How compassionate care helped her reclaim her life



We believe every patient deserves care that's not only expert, but also deeply personal. Linda's story is a powerful example of what happens when that belief becomes reality.

After years of serious health challenges and multiple surgeries, Linda felt defeated. She struggled to walk and couldn't work. But everything changed when she found Dr. Hilary Schroeder through her Medicare Advantage plan.

Dr. Schroeder and her team at Southwest Medical – part of Optum – did more than treat Linda's symptoms. They listened. They cared. They worked together to create a personalized care plan that helped Linda feel truly supported.

Today, Linda is walking independently, working full-time, and living a life she once thought was out of reach.

Care that puts you first

Linda's transformation is a testament to connected care, which focuses on:

- Compassionate, coordinated care
- Personalized treatment plans
- Support from a full team of clinicians, specialists, and staff
- Open lines of communication with your care team

Whether you're managing a chronic condition or simply looking for care that sees you as a whole person, Optum is here to help.

Sharing Linda's story nationwide

Linda's journey is now part of a national campaign to help more people discover the difference Optum can make. Her experience is inspiring thousands of people to take the next step toward better health – and reminding us all of the power of connected care.

Watch Linda's story

Be inspired by how the right care changed Linda's life.

Watch her story [here](#).

Our connections are yours



For the last 10-plus years, Optum – Nevada and Southwest Medical have become a powerful partnership devoted to improving the health of our community. Together, our networks give you access to personalized team-based care, found in every part of our region.

With the right Medicare Advantage plan, you are connected to:

- 3,500 primary and specialty care providers
- 28 locations
- access to most major hospitals
- six comprehensive medical centers
- five urgent cares, including our always-open, 24/7/365 location at 888 S. Rancho Dr.
- plus virtual care, home care, advice line, priority access, and a new, do-it-all patient portal

As always, our two community centers are open to anyone 55+.

In this guide, we'll highlight offerings that help you make the most of your plan, important information about the Medicare Annual Enrollment Period, and how to find the plan for you.

Care above and beyond



Connected care isn't all doctor visits. It's the ability to keep up with your health at any time. These resources make that easier than ever.



MyChart patient portal: Available through your phone's app store. Access medical records and test results, schedule appointments, track bills, manage prescriptions, and communicate directly with your care team.



Southwest Medical Senior Priority Access Line: 1-702-877-5088, TTY 711

Members get direct access to their care team, with the ability to make same-day appointments.



24/7 Telephone Advice Nurse Line: 1-702-877-8114, TTY 711

Get health care questions answered anytime, including holidays, by a registered nurse.



24/7 virtual visits: [nowclinic.com](https://www.nowclinic.com)

For urgent situations, have a face-to-face video visit with a health care professional via phone, tablet, or computer.



Doctoroo: [doctoroo.com](https://www.doctoroo.com) or 1-888-888-9930, TTY 711

For the cost of an urgent care co-pay, get care for common illnesses in the comfort of your home.

The community connection



Join us at an Optum Community Center

As we grow older, being healthy means more than just regular visits to the doctor; it's about friendships and creating new experiences, lifelong learning, and maintaining a healthy lifestyle. Optum Community Centers help adults 55+ stay active and engaged. You don't even need to be an Optum patient to enjoy all the activities we offer.

You can take advantage of no-cost health presentations and classes, such as managing chronic health conditions, fitness, heart health, how to quit smoking, understanding Medicare, and more. You will also find support groups to assist with grief and managing emotional well-being. Plus, join us for coffee and conversation in our living room space where we host activities like arts and crafts, movies, and games.



Optum Community Center - South

1655 E. Cactus Ave.
Henderson, NV 89183
1-702-797-2376, TTY 711

Optum Community Center - West

8680 W. Cheyenne Ave.
Las Vegas, NV 89129
1-702-677-3055, TTY 711

For a full schedule of classes and events, give us a call or click [here](#).



Personalized care for better personal health

Now is the time to choose a Medicare Advantage plan that gives you access to nearly 3,500 local health care providers within Optum - Nevada. The long-term rewards of healthier care start with a Medicare plan that allows you to enjoy:



**More affordable
care**



**Better
health**



**Comprehensive
coverage**

Medicare Advantage can sometimes offer plans that are more affordable than Original Medicare, while allowing members to make personalized coverage choices. Identifying the plan that's right for you is important, so in the pages that follow, you'll find:

- The Medicare Annual Enrollment Period
- Knowing your Medicare benefits
- Four easy steps to finding the Medicare Advantage plan that's right for you
- An introduction to our Senior Patient Liaisons
- Medicare classes, including Medicare 101 and Medicare Advantage ABCs

Medicare Annual Enrollment Period ends December 7

Learn more at [optum.com/YourcareNV](https://www.optum.com/YourcareNV).

The path to the right plan

Optum – Nevada specializes in connected care for older adults. To help you begin your care journey and find a plan that is accepted by our doctors, follow these four simple steps.

1 Know your needs

Finding the Medicare Advantage plan that's right for you involves identifying what needs to be covered. For most people, that includes a combination of doctor visits and medications.

Here are some questions to ask yourself

- What doctors do you see?
- What other services do you want?
- What medications do you take?

2 Personalize your choices

What services and benefits are important to you? Original Medicare might not cover everything you need, but you can compare and find Medicare Advantage plans that do.

There are several ways to learn about your Medicare coverage options. You can review resources from Medicare, contact Medicare Advantage health plans directly, or speak with a licensed insurance agent.

Talk with a licensed insurance agent to:

- Find plans your doctors accept
- See what plans cover the medications you need
- Determine monthly premiums

New to Medicare? An agent can answer questions

- What should I keep in mind if I want to work past the age of 65?
- Is my employer's plan a good choice for when I retire?
Or is Medicare Advantage a better choice?

3



Choose your plan

Now it's time to select a Medicare Advantage plan that fits your needs. Take the time to do something simple that could help improve your health for years to come.

Connect with a local licensed insurance agent by calling 1-702-970-4453, TTY 711*

Looking for more Medicare resources?



Research plans at **medicare.gov**

The Medicare Helpline is available 24/7 and can be reached at **1-800-633-4227, TTY 711** or **1-877-486-2048, TTY 711**

Speak directly with health plan representatives to find out what they offer in the Las Vegas Valley.



*Calling this number will direct you to a licensed insurance agent. There are several ways to learn about your Medicare coverage options. You can review the CMS website at www.medicare.gov or call 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day/7 days a week. You can contact Medicare Advantage health plans directly for information about the plans they offer. Another option is to speak with a licensed insurance agent.



4 **Make your appointment**

Once you've joined the Medicare Advantage plan that's right for you, it's important to plan ahead. Select a provider from our team of highly qualified health care professionals and schedule your first appointment, which we refer to as the annual wellness screening.

Here's a checklist to ensure you come prepared to your appointment:

- Complete medical history from past doctors
- Health issues, concerns, and questions you'd like to discuss
- Discuss wellness tests or screenings you may need as well as timing and delivery of results
- Ask about any ongoing specialty care and referrals you may need
- Current prescription medications and supplements to review with your doctor
- Your current diet and exercise regimen
- Your family medical history, which can affect your risk of certain conditions



For the full checklist, click [here](#).

Meet your senior patient liaisons



Connected care depends on communication. If you don't know where to begin, consult a senior patient liaison. These friendly, knowledgeable people are your advocates, ensuring you have a clear path at every step of your health journey.

We look forward to

- Talking all about your health needs
- Helping you find a primary care doctor
- Letting you know about upcoming wellness events
- Helping you find the right Medicare and Medicare Advantage resources
- Making sure you stay up-to-date on appointments and screenings

If you're interested in having a senior patient liaison, let's set up a time to talk about how we can help. Reach out to us at mahelpnevada@optum.com or call one of our liaisons directly.



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1-702-848-3093, TTY 711



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