

BROKER NEWSLETTER

MARCH 2023

MEMORIAL
HERMANN[®]
Health Plan



KEY CONTACTS

Memorial Hermann Health Plan:

Website

healthplan.memorialhermann.org

Customer Service

855.645.8448

Internal Team

Pete Dutka - AVP of Sales

pete.dutka@memorialhermann.org
(281) 770-7591

John Pool - Manager Broker & Employer Services

john.pool@memorialhermann.org
(713)-540-8797

Donna Alexander - Account Executive

donna.alexander2@memorialhermann.org
(713)-379-4558 EXT. 1

Medicare Sales:

MASales@memorialhermann.org

DATE REMINDER



**The Open Enrollment
Period (OEP) ends
3/31.**

ANNOUNCEMENTS

Wipro Training

Please join us for one of our online enrollment tool training sessions. If you have any questions, please email masales@memorialhermann.org.

March	
Date	Time
3/8	10 A.M.
3/29	10 A.M.

April	
Date	Time
4/5	10 A.M.
4/26	10 A.M.

2023 Sales Results

Memorial Hermann Health Plan is thrilled to announce that we accomplished 96% of our target sales goal. We thank you for all of your hard work and contributions.

We'd like to offer a special congratulations to the agents below for obtaining the top enrollment numbers for this year:

- ★ **Ian Gerard**
- ★ **Renee Page**
- ★ **Jason Refsnider**
- ★ **Fran Clark**
- ★ **Juanita Bowen**
- ★ **Cindy Posas**



...And a round of applause for the top performing agencies:

- ★ **Trusted Senior Specialists**
- ★ **Spark Advisors**



COMING SOON : Broker Support Hotline

At Memorial Hermann Health Plan, we are always looking for new ways to improve our communicative efforts in order to provide the support our agents need. A new broker support hotline will be implemented in order to address all of your questions and concerns. We appreciate your hard work as we continue to improve our internal systems.

BENEFIT REFRESH



Supplemental Benefits

Do you know all of the supplemental benefits being offered this year? Each year Memorial Hermann Health Plan strives to provide medicare members the tools and resources they need in order to live a happy, healthy lifestyle.

New for 2023! Prepared Meals After In-Patient Hospitalization

If you have been discharged from an in-patient hospital stay, you are eligible to receive up to 10 meals (15 meals on the Plus HMO Premium Plan) from Mom's Meals.

- You also have up to 14 days after you have been discharged to order the meals yourself. Call Customer Service at 855.645.8448 (TTY: 711).
- Your meals will arrive in 2-3 days, and can be refrigerated for up to two weeks.

New for 2023! Over-the-Counter (OTC) Benefit on ALL PLANS

- Every three months you can purchase up to (\$40 on HMO and Golden Triangle, \$55 on Plus HMO, \$75 for DSNP, \$25 for MA-Only) of CMS-approved OTC products from a catalog.
- Visit **athome.medline.com/MHHP** to review the catalog and order; or, call 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time.
- OTC dollars do not “roll over” to the next quarter if they are not used, so order every three months to maximize your benefit!

New for ALL Plans: Transportation Benefit via Modivcare

All plans have this benefit: 58 1-way trips for DSNP, 15 1-way trips for Plus HMO, 10 1-way trips for HMO, Golden Triangle and MA-Only. To utilize this benefit, it is recommended that you schedule your trips 3 days in advance by either:

- Calling Modivcare at: 855.330.9138
- Or, visiting their website at **mymodivcare.com** and clicking “Book a Ride.” You will be instructed to set up your username and password information, which can be used to quickly log-in and book future trips.

If you have any questions on any of these benefits, please email us at masales@memorialhermann.org.

COMMISSIONS

Commission Timetable

Our commissions will be paid out for the remainder of the year based on the following time table:

EFFECTIVE DATE	PAY OUT
1/1/23	2/17/23
2/1/23	3/15/23
HRA PAYOUT - 4/7/23	
3/1/23	4/15/23
4/1/23	5/15/23
5/1/23	6/15/23
6/1/23	7/14/23
7/1/23	8/15/23
8/1/23	9/15/23
9/1/23	10/16/23
10/1/23	11/15/23
11/1/23	12/15/23

Note: Renewals are paid on a monthly pro-rated basis.