

BROKER NEWSLETTER

SEPTEMBER 2023

MEMORIAL
HERMANN[®]
Health Plan



KEY CONTACTS

Memorial Hermann Health Plan:

Website

healthplan.memorialhermann.org

Customer Service

855.645.8448

Internal Team

Elodia Gallo - Broker Manager

Elodia.gallo@apex4health.com

713.392.2112

Pete Dutka - AVP of Sales

pete.dutka@memorialhermann.org

(281) 770-7591

Donna Alexander - Account Executive

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(713)-379-4558 EXT. 1

Medicare Sales:

MASales@memorialhermann.org

AEP WILL BE HERE SOON! ARE YOU CERTIFIED?

Be sure to get certified before the Annual Enrollment Period begins!

Broker certification training is accessible through the broker portal in WiPro.

Broker Portal Link:

brokers.healthplan.memorialhermann.org



ANNOUNCEMENTS

Say HELLO to our new team member, Elodia Gallo!

Memorial Hermann is excited to announce our new Broker Manager, Elodia Gallo. Elodia joins the Memorial Hermann team with more than 30 years of dedicated experience in the Health care industry. Elodia's strong background in Medicare Advantage, training and development, and problem solving skills will have a huge impact on supporting our broker partners.

Welcome to the team, Elodia!

Elodia Gallo

Elodia.gallo@apex4health.com

713.392.2112



Broker Text Messaging

Stay on top of your game with our SMS Broker Tips. If you have not received the most recent text messages or would like to sign up for alerts, please email: MASales@memorialhermann.org

Remember to check out our broker microsite for all sales materials and benefit information!

Broker microsite: mhhs.org/ma-brokers

WHY MH IS A GOOD FIT FOR YOUR CLIENT



A Known, Respected, LOCAL Brand

We are a local plan, serviced locally, to better serve our members and our communities. Memorial Hermann has been helping fellow Texans in the Houston area for over 100 years.

Access to Top-Notch Care with No Referrals

The Memorial Hermann Health System includes over 17 hospitals, 70 clinics, and over 6,700 physicians. And, while we encourage and facilitate establishing a relationship with your PCP to coordinate care, when you're in our network there are no referrals needed to see a specialist.

Care Coordination: Member – Physician – Pharmacy

We use proprietary technology that efficiently shares valuable information and identifies opportunities for value-based care improvement.

Growth Trajectory

We are investing in our products and our broker partners to significantly drive expansion and growth.

Apex Partnership

Memorial Hermann has partnered with a tech-enabled company dedicated to developing value-based care solutions that address the needs of the member, the hospital, and our approach to sales and retention.

A Concierge Approach to Serving Our Partners

We work directly with our partners to quickly respond to market and customer needs.

BENEFIT REMINDER

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.