

# Welcome to Your 2023 Health Plan



**Memorial Hermann Medicare *Advantage*  
Prime Value MA Only Plan**  
**Benefits Guide**

MEMORIAL<sup>®</sup>  
HERMANN  
Health Plan

MEDICARE ADVANTAGE PLANS



## Memorial Hermann Health Plan:

**Website:** [healthplan.memorialhermann.org/medicare](http://healthplan.memorialhermann.org/medicare)

**Customer Service:** 855.645.8448

8 a.m. to 8 p.m. CT, 7 days a week from Oct. 1 – March 31

8 a.m. to 8 p.m. CT, Monday - Friday from April 1 – Sept. 30

**Case Management:** 713.579.7909



## Other Resources:

**Nurse Health Line:** 844.632.0074

**Teladoc:** 1-800-TELADOC (835.2362) or visit [teladoc.com](http://teladoc.com)

**Medical Management:** 855.645.8448

**Behavioral Health:** 855.645.8448

**Liberty Dental:** 866.674.0114, TTY 877.855.8039 or visit

[client.libertydentalplan.com/MemorialHermannMedicare](http://client.libertydentalplan.com/MemorialHermannMedicare)

**Medication Therapy Management (MTM) Program:** 888.913.7885

NOTE: The information contained within this booklet is not a complete description of benefits. For more plan details, visit [healthplan.memorialhermann.org/medicare-advantage/our-plans](http://healthplan.memorialhermann.org/medicare-advantage/our-plans), reference your Evidence of Coverage (EOC), or call our Customer Service team at **855.645.8448** (TTY 711).

# Welcome to Your 2023 Plan Year!

Dear Member,

On behalf of the Memorial Hermann Health Plan family, **thank you** for enrolling in the Medicare *Advantage* Prime Value MA Only Plan. When you become a Medicare *Advantage* member, you are joining a team of thousands dedicated to providing you with the best possible health and wellness coverage. We appreciate the opportunity to be your health care partner.

To get the most from your plan, it's important to understand that you have health coverage that extends beyond just those times when you're not feeling your best. Your Medicare Advantage Plan is also there to help you maintain and even find ways to improve your health and well-being.

To do this we need to work together. If you know how your plan works, it enables us to provide you with a superior health care experience.

To get started, here's your checklist of important topics covered in this **Plan Benefits Guide Book**:

- ☐ A review of the **Benefits and Services** within your plan, including the information needed to use those benefits (e.g., phone numbers, web site addresses, etc.)
- ☐ Answers to Members' Frequently Asked Questions
- ☐ Selecting and working with your in-network **Primary Care Physician (PCP)**
- ☐ Why scheduling your **Annual Wellness Visit** is so important to your overall care
- ☐ Details on our **Healthy Advantage Wellness Program** and how to join the **Silver&Fit®** Fitness Program – at no cost to you
- ☐ Access to the Memorial Hermann online portal – **Everyday Well** – an easy, helpful, and secure resource
- ☐ Available 24/7 telehealth services from **Teladoc®** - at no additional cost
- ☐ **Vaccine** Frequently Asked Questions
- ☐ **CMS Star Rating** and how it's measured
- ☐ **MHHP Expansion**

Thank you again for joining the only Medicare *Advantage* plan backed by Memorial Hermann, a health system known and trusted for more than 100 years.

Wishing you the very best in health,

Your Memorial Hermann Medicare *Advantage* Team



Welcome Members

## Memorial Hermann Prime Value MA Only

Along with a \$0 monthly premium<sup>1</sup>, your plan provides a \$125 Part B premium reduction. Coverage areas include Harris, Fort Bend, and Montgomery.

Some plan highlights include:



**\$125 monthly  
Part B premium  
reduction**



**\$500 In-patient  
Hospital copay**



**Vision and Hearing  
coverage<sup>2</sup>, as well  
as Dental benefits<sup>3</sup>**



**\$0 Copay for primary  
care physician  
(PCP) visits**



**\$30 Copay to see any  
network specialist  
and no referral  
needed**



**Maximum  
out-of-pocket costs  
of \$3,400**



**National/worldwide  
urgent care and  
emergency  
coverage**



**Convenient  
telehealth services  
via phone or  
online**



**Fitness benefits and  
wellness program  
incentives**

Please see page 15 for additional information. For more details on benefits and services offered within your specific plan, visit [healthplan.memorialhermann.org/medicare-advantage/our-plans](https://healthplan.memorialhermann.org/medicare-advantage/our-plans) or refer to your Evidence of Coverage (EOC).

# Getting the Most From Your 2023 Benefits

Your Memorial Hermann *Advantage* team listens to your feedback and works hard to improve your plan every year. There are more benefits in 2023 than ever before, but if you don't use those benefits, we haven't done our job. The following provides an at-a-glance review of key benefits we hope you take advantage of (sorry, we couldn't help ourselves). And as always, you can find more detailed plan information in your annual Summary of Benefits document, or simply call your Houston-based customer care team at **855.645.8448** (TTY: 711).



## Dental Coverage with Liberty Dental

All Memorial Hermann *Advantage* Plans have both preventive and comprehensive dental coverage for 2023. Your plan has a total coverage amount of \$1,000. Dental services are provided by Liberty Dental. Liberty has an excellent network in the Houston area, and you can find a provider at: [client.libertydentalplan.com/MemorialHermannMedicare/FindADentist](https://client.libertydentalplan.com/MemorialHermannMedicare/FindADentist).

You can also call Liberty at: **866.674.0114** (TTY: 877.855.8039).



## Transportation

Grocery shopping, visiting the pharmacy, seeing your doctor, these are important things you need to do, but sometimes getting there might be difficult. Your 2023 plan makes it as easy as making a phone call or visiting a web site.

Your plan provides 10 1-way trips in 2023 at no cost to you. Our vendor is called Modivcare, and to schedule your ride, they prefer you call or visit their web site **three days** prior to your trip. The number is **855.330.9138** (TTY: 866.288.3133). They will need your Memorial Hermann *Advantage* Plan ID, your address, and the time and address of when/where you are going.

You can also schedule your trips on their website: [www.mymodivcare.com/book-now](https://www.mymodivcare.com/book-now), where you can click the "Book Online" link and follow the instructions.



## 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 from Mom's Meals.

If you are working with a Case Manager as part of your hospitalization, they can order the meals after you have been discharged. However, you also have up to 14 days after you have been discharged to order the meals yourself. Simply call Customer Service at **855.645.8448** (TTY: 711). Your prepared meals will arrive in 2-3 days, and can be refrigerated for up to two weeks.



## Behavioral Health

Memorial Hermann Health Plan understands that mental health is core to your well-being. New in 2023, we will be integrating these services into our daily operations. What does this mean for you?

You now have access to behavioral and substance abuse case management through the health plan. The Case Manager is a licensed behavioral health specialist or Registered Nurse who can help you with the following:

- Better understand your illness and provide education on treatment options
- Help you understand your medications
- Strategies to help you manage your illness

To access a behavioral health Case Manager, please call **713.579.7909** (TTY: 711) and leave a detailed message; or, call Customer Service at 855.645.8448. If you are experiencing a behavioral health crisis and need assistance, please call the 24/7 crisis line at **877.559.5596** (TTY: 711). For assistance finding an in-network provider please call Customer Service at 855.645.8448.

# Getting the Most From Your 2023 Benefits Cont.



## Over-the-Counter (OTC) Benefit

For 2023, your plan provides \$25 per quarter (every 3 months starting January 1) for you to order OTC medicines and health and wellness supplies such as ibuprofen, toothpaste, compression garments, mobility aids and incontinence products. Our vendor is called Medline, and you will find their catalog in this welcome kit. You can also find it online on our Memorial Hermann Health Plan website:

[healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/over-the-counter-products](https://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/over-the-counter-products)

Your quarterly dollars do not roll-over, so it's important that you take some time each quarter to determine your OTC needs and place your order. We encourage you to try and make a single order each quarter, so you know you've used every dollar available (this also saves on shipping costs, which we appreciate). If you go over your amount, you can use a credit card to cover the rest.

You can order online or via phone; have your Member ID handy. To order by phone, call **833.511.9844** (TTY: 711). To order online, visit: [www.athome.medline.com/MHHP](https://www.athome.medline.com/MHHP).



## Vision and Hearing

All 2023 plans have up to \$200 for eyewear (glasses or contacts) per year, and \$400 for hearing aids per year. You will need to complete a reimbursement form and submit with the itemized statement of charges and proof of payment. Always be sure to include date of service,

description of service/ procedure code, diagnosis code, and a legible receipt.

Visit: [healthplan.memorialhermann.org/-/media/memorialhermann/healthplan/files/medicare/2023/34\\_member-reimbursement-medical-claim-form.ashx?la=en](https://healthplan.memorialhermann.org/-/media/memorialhermann/healthplan/files/medicare/2023/34_member-reimbursement-medical-claim-form.ashx?la=en) for the form.



## Case Management – Your Personal Healthcare Professional When You Need it the Most

A Case Manager is a licensed healthcare professional that provides one-on-one care tailored to the needs of the member, with the focus on helping maintain wellness and independence.

You might be introduced to a Case Manager because of a recent diagnosis or change in your health. A Case Manager may be needed for a single day or several months depending on the situation. Examples include:

- Helping to understand a new or existing diagnosis and how to manage it
- Finding a new in-network provider
- Helping a member find community resources if they're struggling to pay bills or having trouble moving safely around their home

If you would like to request assistance directly, please call **713.579.7909** and leave a detailed message; or, call Customer Service at **855.645.8448** (TTY: 711).

You can also send an email to: [MHHPCaseManagement@apex4health.com](mailto:MHHPCaseManagement@apex4health.com).

# Frequently Asked Questions

## Customer Service is Here To Help.

We are proud to have a local, Houston-based Customer Service team always available to help address any concerns or issues you may have. For any questions or information, please call us at **855.645.8448**.

### Q: Are referrals needed to see a specialist?

**A:** No referrals are required to see an in-network specialist. However, if the request is to see a physician that is out-of-network, prior authorization will be required.

### Q: What pharmacies are included in the preferred pharmacy?

**A:** Costco Retail, CVS, Walmart, HEB, and Memorial Hermann Pharmacies are some of the preferred pharmacies. When you use a preferred pharmacy, you can pay as low as \$0 copay depending on your medication and drug tier. Costco Mail Order pharmacy is our home delivery pharmacy offering the best prices with convenience. You may also fill your specialty pharmacy prescriptions at Memorial Hermann Specialty Pharmacy or at Lumeric Health Services. If you have any questions about any other pharmacy, please contact Customer Service at **855.645.8448**.

### Q: What is a Late Enrollment Penalty and Why am I Receiving this Bill?

**A:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for a continuous period of 63 days or more, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage is the coverage that is expected to be paid on average, which is at least as much as Medicare's standard prescription drug coverage.) Memorial Hermann *Advantage* issues a monthly invoice which details the member's Late Enrollment Penalty.



# Primary Care Physician (PCP) Requirement



For the 2023 plan year, all Memorial Hermann *Advantage* members are required to select a Primary Care Physician (PCP) upon enrollment. The better your PCP knows you, the more they can help you be successful; healthcare is different for everyone. Here are some reasons why your relationship with your assigned PCP is important and how to navigate this requirement:

**Your Primary Care Physician (PCP) is the captain of your healthcare team.**

This provider is your first point of contact and most likely will be the first to see signs of things like depression, chronic disease or other health concerns. Their job is to make sure you get the right care in a way that fits your needs and values. This could include managing those symptoms or referring you to a specialist when necessary.

**Working with a PCP can help you better manage your future healthcare costs.**

Maintaining a relationship with your PCP provides more opportunity to track incremental changes in your health and to create a plan of action, before it becomes a greater issue with potential financial and health implications.

**Your PCP can work together with your specialist.** You do not need a referral from your PCP to make an appointment with a specialist. However, it is strongly recommended that you work with your PCP or discuss your plans to see a specialist ahead of time. This way they can help best coordinate your care and share any necessary details with the specialist.

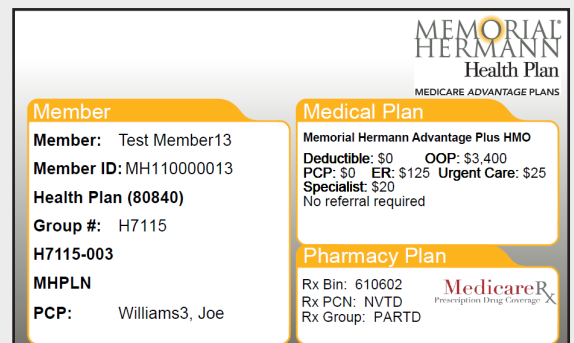
A PCP can also assist with finding in-network specialists for you to receive the highest quality, most affordable care.

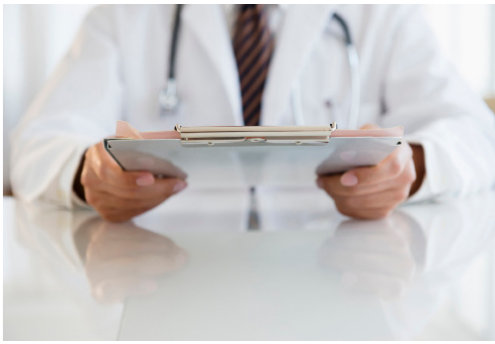
**Your PCP is selected by you.** If you did not select a PCP at time of enrollment, one was selected for you and assigned based on time and distance requirements. You may change your assigned PCP at any time by calling our Customer Service team at **855.645.8448** for help. PCP changes made after the 1st of the month will be effective on the 1st of the following month.

Please visit [healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq](https://healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq) for related PCP FAQ or call us at **855.645.8448** with questions.

**Remember to bring your Medicare *Advantage* ID card along with all other plan cards to your Pharmacy.**

**This will help you if you are trying to get diabetic testing supplies or flu shots at the pharmacy.**





## Annual Wellness Visit

A new year brings the opportunity to maintain or improve your overall health. Start by scheduling your Annual Wellness Visit with your primary care physician (PCP). Your Annual Wellness Visit is an excellent way to develop and update your personal health prevention plan. This plan can aid in preventing future illnesses based on your current health situation and risk factors.

Your Annual Wellness Visit provides the perfect forum to discuss health problems that you were always meaning to ask your doctor about but haven't had a chance to, such as frequent falls, medication issues, brain fog, urinary incontinence or leakage. In addition, by completing your Annual Wellness Visit, you are eligible for a gift card worth \$50. For more detailed information on our rewards program, please see page 8 or visit [healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](https://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program).

The beginning of the year is an excellent time to set goals and accomplishments for the months to come. Don't overlook how important it is to take care of your health and wellness. Make plans to schedule an in-person or virtual visit via phone or online today.



To search for a provider, visit [healthplan.memorialhermann.org/find-a-doctor](https://healthplan.memorialhermann.org/find-a-doctor).

Also, in order to keep track of your general health, new and existing members will be sent a personalized letter outlining a list of health services that have not been completed. This letter will describe what services are due, as well as details on how to schedule for them.

### Complete Your HRA Today

All Memorial Hermann Medicare *Advantage* members will need to contact our Customer Service team to complete the **Health Risk Assessment (HRA)** questionnaire.

The HRA is used to review your current health conditions to provide you with appropriate care. Completing this questionnaire also activates your Healthy *Advantage* Wellness Program. Upon completion of this call, you will receive your first \$25 gift card in the mail.

During this call, you will also have the chance to schedule future appointments or preventive services, including your Annual Wellness Visit. We look forward to getting to know you and your healthcare needs during this assessment.

Call Customer Service today: **855.645.8448**

### What's an Annual Wellness Visit?

- A review of your medical and family history
- A review of your current medications
- Height, weight, body mass index (BMI) and blood pressure stats
- Hemoglobin A1c for diabetes and other routine measurements
- Screening for depression and any cognitive impairments
- Advanced care planning
- An opportunity to establish health goals
- Scheduling of preventive health services such as immunizations, annual eye exam, mammogram, and colon cancer screening

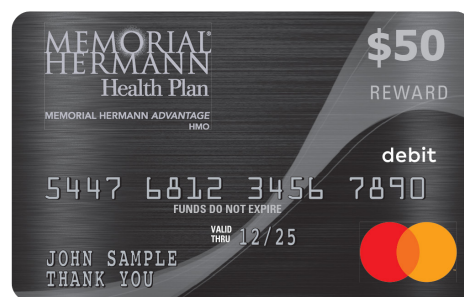
# Healthy Advantage Wellness Program

The Memorial Hermann Healthy *Advantage* Wellness Program is designed specifically for our Medicare *Advantage* members who want to make the most of their plan benefits, while taking steps toward improving their overall health and well-being.

The Healthy *Advantage* Wellness Program has set rewards for certain health-related activities. Each reward will vary based on the type of service completed during the plan year.

The following services are eligible for a reward:

Service	Reward Amount
 <b>Annual Health Risk Assessment</b> (Required to activate program)	<b>\$25</b>
 <b>Annual Wellness/ Comprehensive Visit</b>	<b>\$50</b>
 <b>Breast Cancer Screening</b>	<b>\$25</b>
 <b>Colon Cancer Screening</b>	<b>\$50</b>
 <b>Retinal Eye Exam for Diabetics*</b> (excluding Glaucoma screening)	<b>\$30</b>



\*Subject to Vision Care benefit coverage as outlined in the Evidence of Coverage. Limited to one gift card per year.

## How to Activate Your Wellness Program:

To activate your Healthy *Advantage* Wellness Program benefits you must complete and return the annual Health Risk Assessment (HRA). Upon completion, your rewards program will be activated, and you will receive your first \$25 gift card. Once a member completes a service and a claim is filed, we will run monthly reports to identify which members have completed which activities. We will then mail a MasterCard gift card with the specific allotted value for that particular service. The gift card can be used for any purchases, whether online or at brick and mortar locations. The card is not reusable and can be disposed of after the valued amount has been entirely spent.

Please allow up to 60 days from the date the claim was received for processing and mailing of your gift card.

For more detailed information on our rewards program, please visit [healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](http://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program) or call Customer Service at 855.645.8448.

# Silver&Fit® Program

As a Memorial Hermann *Advantage* member, you also have full access to the Silver&Fit® Healthy Aging and Exercise Program, as well as all the benefits and rewards that come along with it – at no cost to you!

## No-cost fitness center memberships

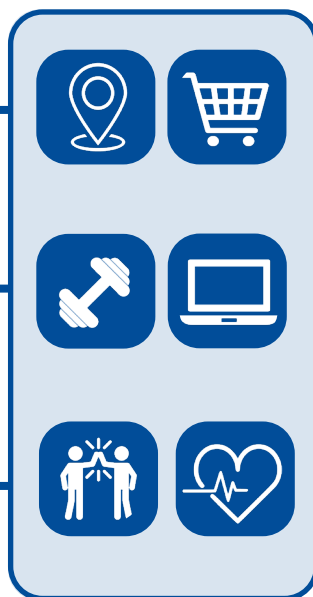
Enjoy access to one of 15,000+ participating fitness centers.

## Home Fitness Kits

Pick up to 2 kits per benefit year from 34 unique options, including Tai Chi, Chair-Based Exercise, and more.\*

## Fitness Tracking

Track and view your activity levels through your wearable fitness devices or the Silver&Fit Connected!™ mobile app.\*\*



## Stay Fit Kits

Choose one of three kit options each benefit year to keep you active in the comfort and safety of your own home.

## Digital Workout Videos

Go to [SilverandFit.com](http://SilverandFit.com) to view yoga, strength, and many other workout videos.

## Online Workout Videos

Join daily workout classes. To learn more visit:  
[facebook.com/SilverandFit](https://facebook.com/SilverandFit)  
[youtube.com/SilverandFit](https://youtube.com/SilverandFit)

Please remember to consult your physician before you participate in a fitness program or make changes in your activity levels.

## How To Get Started:

- 1 Go to [SilverandFit.com](http://SilverandFit.com) to find a participating fitness center near you.
- 2 Choose a participating no-cost fitness center online or with a Silver&Fit representative over the phone at **877.427.4788**.
- 3 Take your Silver&Fit fitness card directly to your participating fitness center and get started. If you prefer to workout at home, you can enroll in the Home Fitness Program.



For questions about the Silver&Fit program, call toll-free at **877.427.4788** (TTY 711), Monday through Friday, 5 a.m. to 6 p.m. PT. \*Members cannot select the same Home Fitness Kit twice in the same benefit year. Once selected, kits cannot be exchanged. \*\*Purchase of a wearable fitness tracker or app may be required to use the Connected! tool and is not reimbursable by the Silver&Fit program.

# EVERYDAYWELL

Stay connected to your health information with Everyday Well. An online account or patient portal that gives you access to the care and services you need to stay healthy. Access anytime, anywhere to manage your health, schedule appointments and more.

## Everyday Well lets you:



Find affiliated  
physicians and  
locations



Schedule  
appointments  
or check in  
online



Virtually  
connect with a  
healthcare  
provider



See a summary  
of your medical  
record



View your lab  
and imaging  
results



Send and  
receive secure  
messages with  
your healthcare  
team

## How can I join Everyday Well?

It's so easy to get started. All you have to do is provide your email address at the time of your visit. After your discharge from the hospital or after your office visit, a secure email invitation will be sent to your email address. Click on "Accept Invitation" in the email and follow the steps to create your Everyday Well account.

You can also call **713.222.CARE (2273)** to request an email invitation and then follow the same steps to create your Everyday Well account.

## Who do I call for help with Everyday Well?

Call patient support at **713.222.CARE (2273)**. To learn more and get answers to Frequently Asked Questions, you can also visit **EverydayWell.com**.

Visit [EverydayWell.com](https://EverydayWell.com) or download the app to log in or create an account today.





## So many reasons to use Teladoc

Teladoc® gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. As a Medicare *Advantage* member, this telehealth service is available to you - at no additional cost!

Teladoc doctors can diagnose and treat many non-emergency medical conditions such as cold & flu symptoms, allergies, sinus problems, respiratory infections and more.



Receive quality care anytime, anywhere you happen to be.



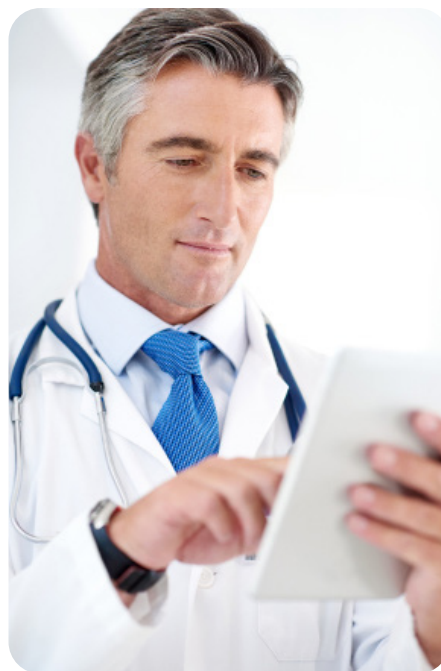
Prompt treatment. Talk to a doctor in minutes.



Prescriptions sent to pharmacy of choice if medically necessary.



Teladoc is less expensive than the ER or urgent care.



Teladoc® Telehealth Services

### Easily set up your account in minutes.

You can download the Teladoc app or get started online at **Teladoc.com**.

You can also call **1-800-Teladoc (835-2362)**. Then just fill out a brief medical history like you would at a doctor's office to get started.

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician.



**Teladoc.com**



**Teladoc.com/mobile**



**1-800-TELADOC (835-2362)**

## Vaccine FAQ's



### VACCINE FAQ:

#### Q: Should I get vaccinated against the flu virus too?

**A:** Yes. All of our members should get the flu vaccination, which is a covered benefit. Influenza (flu) is a potentially serious disease that can lead to hospitalization and sometimes even death. Every flu season is different, and flu can affect people differently. Talk to your local pharmacy or your provider about Fluzone High-Dose, Fluad Quadrivalent, or another flu vaccine available. Members with egg allergies can use egg-free vaccines such as Flucelvax Quadrivalent. For more information, call our Customer Service Department.

#### Additional Member FAQs can be found on our website at:

[healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq](http://healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq)  
[healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program/healthy-advantage-faq](http://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program/healthy-advantage-faq)



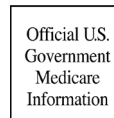
# Star Rating

**Your Memorial Hermann Health Plan is a 4 Star plan for 2023!**



## IMPORTANT INFORMATION:

### 2023 Medicare Star Ratings



#### Memorial Hermann Health Plan - H7115

For 2023, Memorial Hermann Health Plan - H7115 received the following Star Ratings from Medicare:

Overall Star Rating:	★★★★☆
Health Services Rating:	★★★★☆
Drug Services Rating:	★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

### Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

- |       |               |
|-------|---------------|
| ★★★★★ | EXCELLENT     |
| ★★★★☆ | ABOVE AVERAGE |
| ★★★☆☆ | AVERAGE       |
| ★★☆☆☆ | BELOW AVERAGE |
| ★☆☆☆☆ | POOR          |

### Get More Information on Star Ratings Online

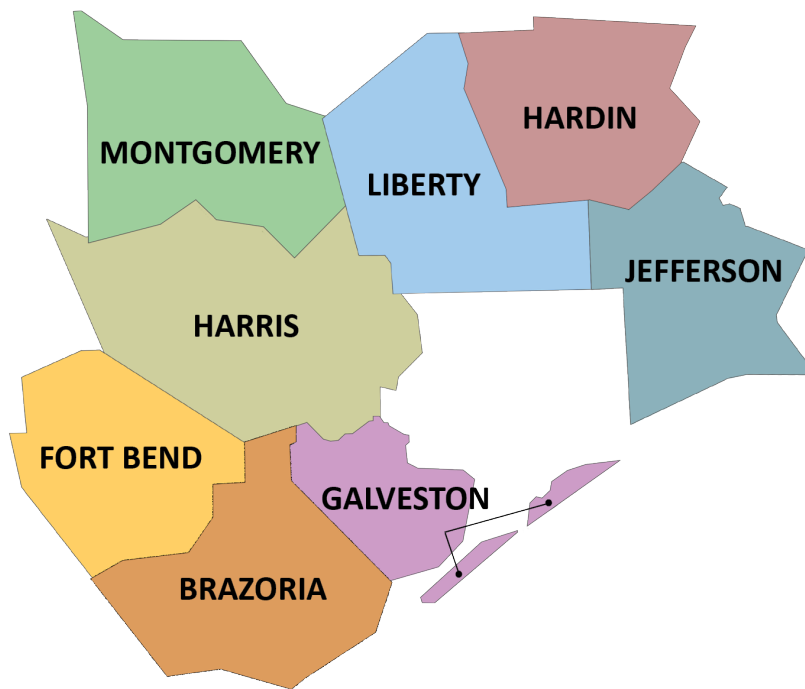
Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

### Questions about this plan?

Contact Memorial Hermann Health Plan 7 days a week from 8:00 a.m. to 8:00 p.m. Central time at 866-434-1282 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time. Current members please call 855-645-8448 (toll-free) or 711 (TTY).

## County & Network Expansion

Memorial Hermann Health Plan has expanded into 2 **NEW** counties for 2023:



1. Brazoria County
2. Hardin County

Plan Expansion

### Network Growth for 2023:

- Village Medical Group
- UTMB
- Unity Physicians
- CenterWell
- ACE Physicians
- New Wave Physicians
- Northwest Internal Medicine





<sup>1</sup> You must continue to pay your Medicare Part B premium.

<sup>2</sup> With the Vision and Hearing benefits, receive a \$400 annual benefit toward the purchase of hearing aids and a \$200 annual benefit toward the purchase of eye-wear or contacts.

<sup>3</sup> For the Dental benefit, the DPPO (Dental Preferred Provider Organization) provides flexibility. There is a large network of in-network providers available. It is not necessary to designate a dentist and referrals are not required to see a specialist. If you prefer, you may see an out-of-network provider but your cost share will be higher. To learn more about the dental benefits offered with your specific plan, visit Liberty Dental at [client.libertydentalplan.com/MemorialHermannMedicare](http://client.libertydentalplan.com/MemorialHermannMedicare) or call 866.674.0114.

The information contained within this booklet is not a complete description of benefits. For complete plan details, please reference your Evidence of Coverage (EOC) or call Customer Service at **855.645.8448** (TTY 711) more information.

Memorial Hermann *Advantage* HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.

Memorial Hermann *Advantage* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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# Medicare with You in Mind.

## Activate Your 2023 Healthy Advantage Wellness Rewards Today!

Did you know you can earn up to \$180 in gift card rewards for completing certain health and wellness-related activities? To get started, you must complete your annual health questionnaire (HRA), which will earn you the first \$25 gift card. To learn more and get started, call our Customer Service team at **855.645.8448**. Or, go to:

**[healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](https://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program)**, where you can access the questionnaire, print and complete it, and mail back to us at:

**Memorial Hermann Advantage HRA – Case Mgmt**  
**PO Box 19909**  
**Houston, TX 77224**

Thank you for being a member of the Memorial Hermann Health Plan family –  
We look forward to serving you!



# Notes

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MEDICARE ADVANTAGE PLANS