

BROKER NEWSLETTER

MAY 2023

MEMORIAL
HERMANN®
Health Plan



KEY CONTACTS

Memorial Hermann Health Plan:

Website

healthplan.memorialhermann.org

Customer Service

855.645.8448

Internal Team

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Medicare Sales:

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ADDITIONAL TRAINING

Please be on the lookout for additional product and system training coming soon!



Memorial Hermann Health Plan is thrilled to announce that we accomplished **100%** of our target sales goal. We thank you for all of your hard work and contributions!

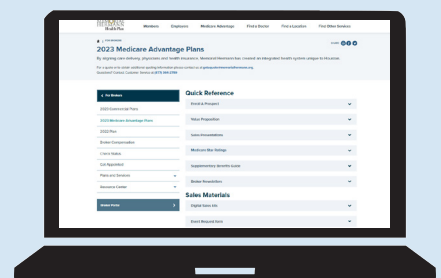


<https://healthplan.memorialhermann.org/for-brokers/2023-ma-plans>

At Memorial Hermann Health Plan, we are always looking for new ways to improve our broker communication and simplify processes in an effort to provide the support that our agents need.

Along with Wipro and the main website, the new broker microsite was created as an additional broker resource. The microsite is designed to be a one-stop shop for all of your MHP Medicare Advantage informational needs. You will be able to easily access all plan information including sales materials, benefit videos, enrollment documents and essential forms.

We hope this additional resource will streamline the process of obtaining information and giving brokers everything they need at their fingertips.



WHY MHHP?

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.



HIGHLIGHTED BENEFIT

The Silver&Fit® Healthy Aging and Exercise program supports every unique member. Enjoy all of the following, anytime, anywhere, at no cost to you:

On-Demand Workout Videos

Go to www.SilverandFit.com or download the ASHConnect™ mobileapp to find workout videos for all fitness levels.

Workout Plans

Answer a few online questions about your fitness level and goals to get workouts to help you start an exercise routine.

Standard and Premium Fitness Network Choices

Join one of thousands of participating fitness centers or select YMCAs, many with exercise classes for older adults. You also have access to Premium locations, including fitness centers, studios, and unique fitness experiences for a buy-up price.

Home Fitness Kits

Pick your favorite kit (one per benefit year):

- Fitbit® or Garmin® Wearable Fitness Tracker Kit
- Pilates Kit
- Beginner, Intermediate, or Advanced Strength Kit
- Beginner or Advanced Swim Kit
- Beginner or Intermediate/Advanced Yoga Kit

Well-Being Club

Learn new skills and focus on well-being by:

- Connecting with others
- Enjoying live-streaming classes and events on the Silver&Fit website
- Viewing exclusive articles and videos



Go to www.SilverandFit.com to get started today! For questions, call us toll-free at 1.877.427.4788 (TTY/TDD: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific time.



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.