

2023 Memorial Hermann Benefits At-A-Glance

Comprehensive Dental Coverage on ALL Plans for 2023

\$2,500 on Plus HMO, Golden Triangle, D-SNP; \$2,000 on HMO, \$1,000 on MA-Only. Dental services are provided by Liberty Dental. Liberty has an excellent network in the Houston area, and you can find a provider at:

- <https://client.libertydentalplan.com/MemorialHermannMedicare/FindADentist>
- You can also call 866.674.0114 (TTY: 877.855.8039).

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.

- If you are working with a Case Manager already, they can order the meals after you have been discharged.
- 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 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. You may make your first order in January 2023.
- You will receive a catalogue in December that will provide a detailed list of products along with ordering instructions.
- You can also visit <https://athome.medline.com/MHHP> to review the catalog and order; or, call 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time.
- Please note that 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 www.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

Up to \$180 in Gift Cards with the Healthy Advantage Rewards Program

The member MUST complete the Health Risk Assessment (HRA) to activate this benefit (and they will receive a \$25 gift card for doing so). Then, members should book their Annual Wellness Visit (\$50). Additional gift cards are provided for Colon Cancer Screening (\$50); Retinal Eye Exam (\$30); and Breast Cancer Screening (\$25). The gift cards are mailed out after claims are processed, which can take up to 60 days after claim is received.

Free Gym Membership via Silver & Fit

All plans include membership in the Silver & Fit Healthy Aging and Exercise Program. Members can participate in activities at a local participating fitness center, or they can choose a home fitness option. To enroll, go to <https://www.silverandfit.com> and register online or call Silver & Fit toll free at 877.427.4788 (TTY: 711) Monday – Friday, 7 am to 8 pm CT.

Once enrolled, members can download the **ASHConnect Mobile App** to stream on-demand workouts, access healthy aging resources, or search for a participating fitness center. To locate a participating fitness center online, go to <https://www.silverandfit.com/search>.

Healthy Aging content includes a personal health coach who can help achieve goals in fitness, nutrition, and stress during scheduled phone sessions. There is also a library of online educational classes and members can receive quarterly newsletters.

Vision & Hearing

All plans have up to \$200 for eyewear (glasses or contacts) per year, and \$400 for hearing aids per year. The member 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. Click [HERE](#) for the form.

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

A Case Manager is a registered nurse (RN) 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@memorialhermann.org.

Virtual Health Options

With a Memorial Hermann Advantage plan, if your physician has a tele-health option, your co-pay is the same as an in-person visit (e.g., \$0 for PCP, etc.). The member can also use **Teladoc**, which has a \$0 copay. Visit <https://www.teladoc.com/> to get started!

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.