

Grocery Benefit FAQs
benefit is not available until 1/1/24

Q. How do I get the grocery benefit?

A. Members may be eligible for the grocery benefit who have a qualifying medical or behavioral health condition and have completed an HRA. Once the HRA is completed and processed by the health plan, the case management team will review your records and identify if you qualify. Once identified as qualifying, someone from the case management team will reach out to explain the program. Members may only receive (1) \$500 grocery benefit per year, but may participate in case management more than once.

Q. What are the qualifying medical or behavioral health conditions.

A. Chronic alcohol and other drug dependence; Autoimmune disorders; Cancer; Cardiovascular disorders; Chronic heart failure; Dementia; Diabetes; End-stage liver disease; End-stage renal disease (ESRD); Severe hematologic disorders; HIV/AIDS; Chronic lung disorders; Chronic and disabling mental health conditions; Neurologic disorders; Stroke

Q. What is case management?

A. Case Management is a free, voluntary service provided by Memorial Hermann Medicare Advantage. You will be assigned an RN case manager. Working with your case manager, you will complete a comprehensive assessment to help identify any areas of need. Once the assessment is completed, you and your case manager will develop an individualized care plan with specific goals to improve your health. Some of these goals will include: completing your Annual Wellness Visit with your PCP, completing a medication and education review with an Apex pharmacist as well as targeted goals based on your specific health conditions.

Q. How long does the case management program take?

A. The length of time a member spends in case management can vary based on complexity. To qualify for the grocery benefit, members must remain actively working with their case manager for at least 30 days with most completing the program within 90 days. The grocery benefit is awarded upon successful completion of the case management program.

Q. What is successful completion of the case management program?

A. A member successfully completes the case management program when he/she completes all of the agreed upon goals in the care plan.

Q. How much time should I expect to dedicate to working with a case manager?

A. Case management does require a time commitment. You can expect to spend 1-1.5 hours during the initial call to complete the comprehensive needs assessment and care plan. Additionally, you should expect to spend 30-60 minutes each week talking with your case manager on progress towards goals and allow for time needed to attend any appointments with your health care provider(s).

Q. After successful completion of the case management program, how long until I get the grocery benefit?

A. Please allow 5-7 business days for the \$500 grocery award to be loaded to your Wex benefit card.