

BROKER NEWSLETTER

MARCH 2024

MEMORIAL
HERMANN[®]
Health Plan



KEY CONTACTS

Memorial Hermann Health Plan:

Website

mhhp.org/ma

Customer Service

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Internal Team

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THANK YOU!

Memorial Hermann Health Plan would like to thank everyone for all of their hard work that resulted in a successful Annual Enrollment Period!

We look forward to continuing this momentum during Open Enrollment Period and beyond!

Broker Portal

brokers.healthplan.memorialhermann.org

ANNOUNCEMENTS

2024 Leaderboard

The Memorial Hermann Health Plan is delighted to announce the top performers for 2024 AEP! Congratulations to everyone and thank you all for a job well done!

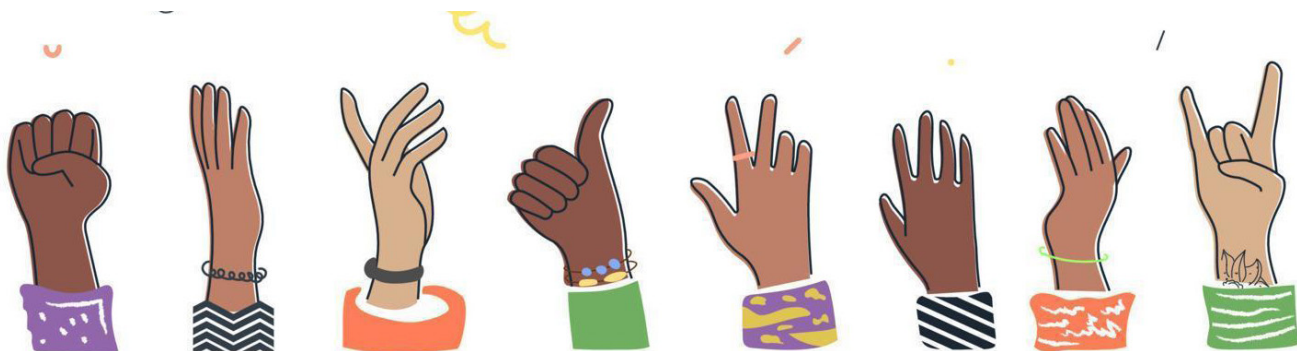


Top 5 Agencies

1. Trusted Senior Specialists
2. Spark Insurance Advisors
3. Tobias and Associates
4. Copeland Insurance Group
5. Clutch City Insurance

Top 5 Agents

1. Ian Gerrard
2. Tanya Jackson
3. Samera Godil
4. Farah Dadabhoy
5. Natalie Sanchez



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

Broker microsite: mhhp.org/ma-brokers

FLEX CARD TIPS

Helpful Flex Card Tips and Tricks



App: **Memorial Hermann Flex Card**

Apple - <https://apps.apple.com/us/app/memorial-hermann-flex-card/id6473640654>

Android - <https://play.google.com/store/apps/details?id=com.lighthouse1.mobilebenefits.m150&pli=1>

1. If members are having issues using the Medline website, they need to call Medline. Unfortunately we are unable to help with their website issues. If you have any issues with the Medline website, please contact Medline at 833.511.9844.
2. All purchases should be run as CREDIT not FSA/HSA.
3. Members do not need to set up a PIN as they use the card as CREDIT not DEBIT.
4. If they are purchasing glasses at Walmart, members must run the purchase through the vision center and not like a normal store purchase or it will reject.
5. Members cannot use self-checkout.
6. The card can only be used at an in-network stores for OTC and Grocery - **CANNOT BE USED AT HEB or AMAZON.**
 - a. Walmart
 - b. Kroger
 - c. CVS
 - d. Randalls
 - e. Walgreens
7. Members can only purchase qualified OTC products. The Medline catalog is a good reference point for this. Also, many stores note that the item qualifies for OTC.
 - a. Medline at Home OTC Catalog - 2024 CNC Health Plan (memorialhermann.org)
 - b. PLEASE NOTE THAT NOT ALL BRANDS ARE COVERED UNDER THE OTC BENEFIT
8. Members can download the WEX Flex card app and scan items to see if they are covered prior to checking out.

FLEX GROCERY BENEFIT

Case Management is for our chronically ill patients with major medical or behavioral health conditions. Those that need guidance navigating and managing their condition will be assigned to work with a case manager.

The grocery benefit is an automatic benefit in the DSNP plan. For all other plans it requires the member to actively engage with their Case Manager, successfully meet all their goals AND have a significant/chronic health issue such as cancer, COPD, heart failure, or other conditions listed in our materials. The goal of the grocery benefit is to engage our highest risk members to improve their health.

Completion of the Health Risk Assessment (HRA) screening is one of the most critical pieces. The HRA, along with other clinical information, will help our Case Management team outreach to those that qualify and want a case manager.

Completing the case management program can be challenging but can truly improve your ability to manage your chronic condition. The process averages 60-90 days for program completion.

To get started, complete the HRA that you will be receiving by mail or when one of our coordinators calls you. Every HRA will be reviewed and one of our case managers will contact you should you qualify.

