

## 2025 Memorial Hermann Benefits At-A-Glance

### Comprehensive Dental Coverage on ALL Plans for 2025

\$3,000 on HMO, \$4,000 on D-SNP and \$2,000 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).

### Flexible Spending Program - Flex Card

The Memorial Hermann Advantage Mastercard Flexible spending program (we like to call it the Flex Card for short).

#### What It Is

The Memorial Hermann Advantage Flex Card is a debit card that can be used like a credit card to purchase **Vision and Hearing** items (such as glasses and hearing aids), and **Over-the-Counter (OTC)** items. A quarterly **grocery** allowance is also included, \$60/qtr for HMO, \$50 for MA-Only plan members, and \$255/qtr for DSNP plan members.

#### How It Works

After you enroll, you will receive your card in the mail ready to go – it will automatically begin working on your enrollment effective date. After that, simply use your Flex Card like a credit card at the time of purchase. If you exceed your allowance, you will need to cover the remaining amount with another form of payment.

### Over-the-Counter (OTC) Benefit loaded onto your Flex Card

- Every three months you can purchase up to (\$75 for HMO and MA-Only, and \$200 for DSNP) of CMS-approved OTC products. You may make your first order in January 2025.
- 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 Medline Customer Service at 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time.
- You can also use your OTC benefit at physical locations.
- 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!

### Vision & Hearing Benefit loaded onto your Flex Card

Your vision and hearing allowance is already loaded onto the Flex card. Each plan will receive \$1,000 towards Vision/Hearing. You can use these dollars in any combination you want when purchasing items such as glasses, contacts, and hearing aids. Simply present the card and dollars will be deducted accordingly.

### 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.

### Transportation Benefit via Modivcare

HMO and Prime Value MA-Only have 20 1-way trips, DSNP has unlimited trips.

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](http://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

### 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.

### Continued for 2025! 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 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.

### 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.

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.