



KEY CONTACTS

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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!

The Open Enrollment Period (OEP) ends 3/31.

Announcements

2025

2025 AEP was an overwhelming success. We accomplished 126% of our target sales goal. We thank you for all of your hard work and contributions.



Here are some links that are very important for you and your customers:

- Broker Portal: [User Login - Sales Broker Portal](#)
- Flex Card: [Flex Card | Memorial Hermann Health Plan](#)
- Liberty Dental: [Liberty Dental Plan : Find A Dentist](#)
- Transportation: [Member Home | Mymodivcare.com](#)
- Provider look-up tool: [HealthTrio connect - Provider Directory Search](#)
- RX Search: [Prescription Coverage and Formulary](#)

Helpful tips during OEP

Now that AEP is behind you, what's next? OEP is the perfect time to enhance your relationships with your clients. Take the time to check in with them and address any remaining issues or questions they have and how they can get the most from their Memorial Hermann plan. Checking in with your clients will not only solidify your relationship with them as a trusted partner but may also set the stage for future referrals and renewals. Here are a few items you can check-in with your clients on:

- **ID Cards** – Just making sure your clients have received their ID Cards allows you to make a connection and show you are there to support them and answer any questions they may have.
- **Healthy Rewards program** – Make sure your clients have completed their Health Risk Assessment form which will activate their participation in the Healthy Rewards program and they'll receive their first \$25 gift card.
- **Flex Card** – For members who enrolled in the Flex card in 2024 their old Flex cards will still continue to work. For new 2025 members, they'll be receiving their Flex card in the mail around the end of December through the beginning of January. The card arrives in a plain envelope and will be set up and ready to use. The Flex card is tied to their 2025 vision, hearing, OTC, and the new grocery allowance benefit.

Important CMS Special Election Guidance

Per CMS guidance, all enrollments effective on or after April 1, 2025 with a disaster-related SEP **must** go through CMS directly for their approval and not the Health Plan. The attached memo provides additional information and guidance. Prior to April 1, 2025 effectives, you may use the SEP for Disaster Declaration if applicable but be sure your client is eligible. We're always here to answer any questions.



Benefit Highlight: Vision and Hearing



For 2025, all Memorial Hermann Advantage Plans have a great vision and hearing benefit. Members are provided a \$1,000 yearly allowance for hearing aids and eyewear which is conveniently loaded on a prepaid flexible spending card at the beginning of the plan year. Members can use their annual allowance at any time during the year in any combination when purchasing items such as glasses, contacts, and hearing aids. Check out mhhp.org/flex if you have any additional questions about the hearing and vision benefit on the flex card.