

# HEALTH MATTERS

The Memorial Hermann *Advantage* Member Newsletter



**SPECIAL WELCOME EDITION**

JANUARY 2020

MEMORIAL  
HERMANN  
Health Plan

MEMORIAL HERMANN ADVANTAGE  
HMO

# QUICK REFERENCE GUIDE

---

## Memorial Hermann Health Plan:

Website

[healthplan.memorialhermann.org](http://healthplan.memorialhermann.org)

Customer Service

855.645.8448

## Prescription Drug Information:

EnvisionRX

[envisionrx.com](http://envisionrx.com)

844.860.6750

Envision Mail Order

866.909.5170

## Other Resources:

Optum Behavioral Health

888.383.8145

Nurse Health Line

844.632.0074 - Option 1

Teladoc

[teladoc.com](http://teladoc.com)

800.835.2362

Member Event Calendar

[healthplan.memorialhermann.org/medicare/events](http://healthplan.memorialhermann.org/medicare/events)



This newsletter is produced by Memorial Hermann Health Plan. For questions or comments, please call the Customer Service team at 855.645.8448.

MEMORIAL  
HERMANN  
Health Plan

MEMORIAL HERMANN ADVANTAGE  
HMO

## Welcome! We're So Glad You're Here.

Welcome to Memorial Hermann *Advantage* HMO! The only Medicare Advantage plan backed by Memorial Hermann. With Memorial Hermann *Advantage*, you not only get the coverage you need, but also the care you trust. You can have peace-of-mind knowing that when you need us, we will always be here for you.

At Memorial Hermann *Advantage*, we want to ensure you are well informed about your coverage, plan benefits and valuable resources available to you. Our programs and additional benefits are specifically designed to help members with their overall health and well-being. With educational seminars, member events, a rewards program and many more benefits, we are able to provide you with necessary tools to live a longer, happier, healthier life.

Listed below are a few highlighted benefits to take note of:



### Doctor Visits

- \$0 copay for PCP or preventive care visits
- No referrals needed to see any network specialists



### Vision Services

- \$0 copay for annual glaucoma screening
- \$200 annual benefit towards purchase of eye-wear and contacts



### Prescription Drug Coverage (Part D)

- Low copays for generic and name-brand drugs
- \$0 copay for 90-day mail order of Tier 1 preferred generic drugs



### Hearing Services

- \$0 copay for basic hearing and balance exam performed by PCP
- \$400 annual benefit towards purchase of hearing aids



### Dental Benefits

- \$0 copay for preventative services
- Routine oral exams, cleaning & X-rays at no cost



### Access to Other Services/Facilities

- Urgent Care Centers
- Walk-In Clinics
- Skilled Nursing Facilities
- Rehabilitation Facilities



## NEW: Delta Dental Benefit

Introducing Dental Benefits for Memorial Hermann *Advantage* HMO Members. Delta Dental is here to help you maintain good health with high quality dental care.

As a Memorial Hermann *Advantage* HMO member, you can receive coverage for preventative dental services, such as routine dental care, oral exams, cleaning and X-rays – all at no cost to you.

For comprehensive services, such as Medicare-covered Benefits, non-routine services, diagnostic services, restorative services, endodontics and periodontics, you pay up to \$2,150. Please review the Delta Dental fee schedule on our website for a complete list of fees and services.

For more information, you may also call our Customer Service team at 855.645.8448, or Delta Dental at 888.845.6023.

# Additional Programs & Resources

Memorial Hermann *Advantage* strives to deliver a truly engaging, one-of-a-kind healthcare experience with educational seminars, member events, health programs and access to valuable resources.

## Wellness

### Healthy *Advantage* Wellness Program

Gift cards are rewarded based on the wellness activities completed during the plan year, including Breast cancer exam, Colorectal cancer screening, Annual Wellness Visit and more. This reward program will help members maximize their benefits while taking steps to improve their overall health.

### Silver&Fit®

The Silver&Fit Program offers a gym membership to any participating fitness center, at no additional cost. Members gain access to unlimited exercise equipment and available fitness classes, along with online resources and home fitness kits.

### Optum Behavioral Health

Members in need of mental health services have access to an extensive network of behavioral health providers and facilities through a partnership with the Optum Behavioral Health Network. Tools and resources are available for members in need of support and care.

## Events & Education

### Health Fairs

Health Fairs promote member engagement, encourage a proactive approach to one's overall health, and provide a venue to learn about providers and services available in the health plan. Health Fairs also offer flu shots, biometric screenings and comprehensive eye exams.

### Lunch & Learns

"Lunch & Learn" seminars are held at various Memorial Hermann locations throughout the year. These educational presentations provide a great setting for joining others within the Memorial Hermann *Advantage* community and learning about a variety of health-related matters.

### Diabetes Prevention

The Diabetes Prevention Program is a health behavior change program from CMS to help prevent type 2 diabetes. This benefit is offered by Medicare who has partnered with The YMCA to provide these services. For information and eligibility, visit [medicare.gov/coverage/diabetes-prevention-program](https://www.medicare.gov/coverage/diabetes-prevention-program).

## Valuable Resources

### Everyday Well Portal

This online portal allows members to have secure access to their health information anytime and anywhere. Everyday Well can help you find physicians, schedule appointments, access patient information, print a temporary ID card and review benefits, claims and EOBs.

### Nurse Health Line

This is a free service available to members 24 hours a day/7 days a week. Call if you're not feeling well, have a health-related question or just looking for specific health information. Experienced staff are available to address your issues and determine the appropriate care needed.

### Teladoc

Teladoc allows members to easily consult with a physician over the phone or through a video call, without the drive to a doctor's office, to help address health-related questions or concerns. Typical non-urgent health matters treated via Teladoc include cold and flu symptoms, UTIs, allergies, sinus infections and much more.

For more information on any of these programs, please visit [healthplan.memorialhermann.org/medicare/](https://healthplan.memorialhermann.org/medicare/) or call Customer Service at 855.645.8448.

## Annual Wellness Visit

A new year brings the opportunity to maintain or improve your overall health. Start by scheduling your Annual Wellness Visit with your primary care physician. Your Annual Wellness Visit is an excellent way to develop and update your personal health prevention plan. This plan can aid in preventing future illnesses based on your current health situation and risk factors. In addition, by completing your Annual Wellness Visit, you are eligible for a gift card worth up to \$50. For more detailed information on our rewards program, please refer to the *Healthy Advantage* Wellness Program described on page 7.

Your Annual Wellness Visit provides the perfect forum to discuss health problems that you were always meaning to ask your doctor about but haven't had a chance to, such as frequent falls, medication issues, brain fog, urinary incontinence or leakage.

The beginning of the year is an excellent time to set goals and accomplishments for the months to come. Make it a wonderful year of great health and wellness by taking advantage of your Annual Wellness Visit today.

To search for a provider to perform your Annual Wellness Visit, go to [healthplan.memorialhermann.org/medicare/find-a/](https://healthplan.memorialhermann.org/medicare/find-a/).

## Be On The Lookout



In order to keep track of your general health, new and existing members will be sent a personalized letter outlining a list of health services that have not been completed. This letter will describe what services are due, as well as details on how to schedule for one.

## New to the Plan?

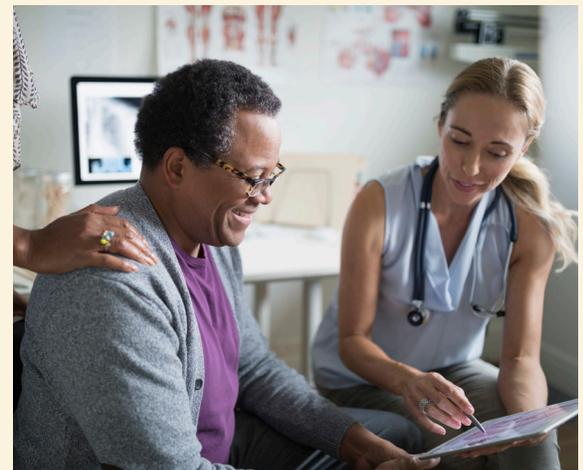
If you're new to Memorial Hermann Medicare *Advantage* HMO and have not been contacted already, our Medical Management team will be conducting individual Health Risk Assessments with each new member to the plan.

Health Risk Assessments are beneficial for our team to review your current health conditions and needs in order to be knowledgeable of your general well-being.

During this call you will also have the chance to schedule future appointments or preventative services, including your Annual Wellness Visit. We look forward to getting to know you and your healthcare needs during this assessment.



## What does an Annual Wellness Visit Consist of?



- A review of your medical and family history
- A review of your current medications
- Height, weight, body mass index (BMI), blood pressure, Hemoglobin A1c for diabetes, and other routine measurements
- Screening for depression and any cognitive impairments
- Advanced care planning
- An opportunity to establish health goals
- Scheduling of preventive health services such as immunizations, annual eye exam, mammogram, and colon cancer screening

# Healthy Advantage Wellness Program

The Healthy *Advantage* Wellness Program is designed specifically for Memorial Hermann *Advantage* members who want to make the most of their plan benefits while taking steps toward improving their overall health and well-being.

The Memorial Hermann Healthy *Advantage* Wellness Program rewards you for certain health-related activities. Your reward will vary based on the type of service completed during the plan year.

The following services are eligible for a reward:

Annual Wellness Visit*	Breast Cancer Screening	Colon Cancer Screening	Annual Eye Exam**	Osteoporosis Exam
 <div style="display: flex; justify-content: space-around;"> <span>\$50</span> <span>\$25</span> </div>	 <div style="display: flex; justify-content: center;"> <span>\$25</span> </div>	 <div style="display: flex; justify-content: center;"> <span>\$50</span> </div>	 <div style="display: flex; justify-content: center;"> <span>\$25</span> </div>	 <div style="display: flex; justify-content: center;"> <span>\$25</span> </div>

**\*Annual Wellness Visit:** \$50 if you complete the exam January through June. \$25 if you complete the exam July through December.

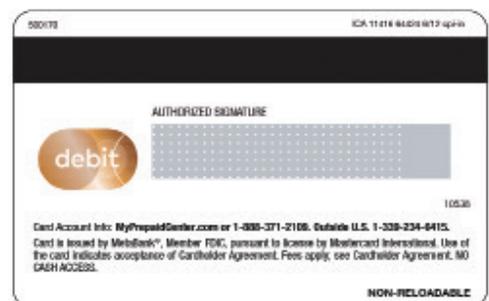
**\*\*Annual Eye Exam:** This includes glaucoma screening and diabetic retinopathy screening. Subject to Vision Care benefit outlined in Evidence of Coverage.

## How It Works:

Once a member completes a service and a claim is filed, we will run monthly reports to identify which members have completed which activities. We will then mail a MasterCard gift card with the specific allotted value for that particular service.

The gift card can be used for any purchases, whether online or at brick and mortar locations. The card is not reusable and can be disposed of after the valued amount has been entirely spent.

Please allow up to 60 days for processing and mailing of your gift card.



# Silver&Fit®

Being active means more than just joining a fitness facility. It means staying informed and connected to others who want to make healthier lifestyle choices. As a Memorial Hermann *Advantage* HMO member, you have full access to the Silver&Fit® Exercise and Healthy Aging Program as well as all the benefits and rewards that come along with it – all at no cost to you!



## No-cost fitness facility access

Enjoy no-cost fitness facility memberships at a broad network of participating locations.



## Resource library

Get The Silver Slate® newsletter along with Healthy Aging videos and booklets.



## The Home Fitness Program

Choose up to two kits each benefit year to keep you active even if you can't make it to a fitness facility.



## Silver&Fit Connected!™

Track and view your activity levels through wearable fitness devices or mobile applications.\*



## Fitness challenges

Stay motivated and social by engaging in challenges with your friends.

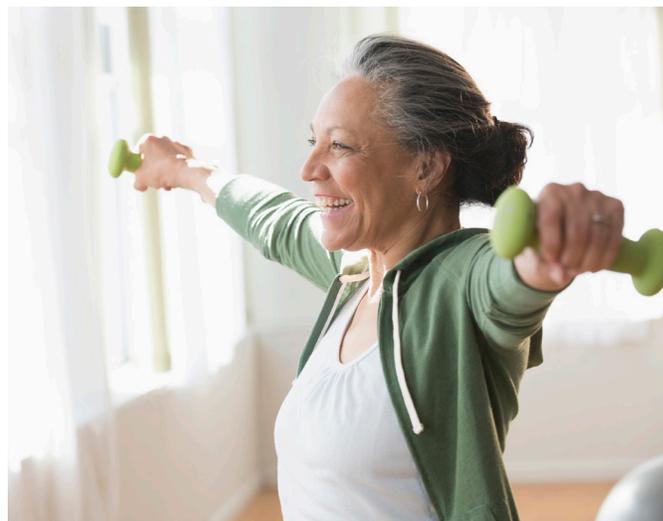


## Rewards program

Earn fun rewards like hats and collector pins for staying active.\*\*

## How To Get Started:

- 1 Go to [SilverandFit.com](http://SilverandFit.com) to find a participating fitness facility near you.
- 2 Choose a participating no-cost fitness facility online or with a Silver&Fit representative over the phone.
- 3 Take your Silver&Fit fitness card directly to your participating fitness facility and get started. If you prefer to work out at home, you can enroll in the Home Fitness program.



Before you participate in a fitness program or make changes in your activity levels, please consult your physician. For more information, call 855.616.3888 (TTY 711) or visit [healthplan.memorialhermann.org/medicare](http://healthplan.memorialhermann.org/medicare).

\* Purchase of device or app is not included. Your use of Silver&Fit Connected! serves as your consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about your tracked activity and to use that data to process and administer available rewards to you under the program.

\*\* Rewards subject to change.

## Customer Service is Here To Help

Providing exceptional customer service is one of the cornerstones of Memorial Hermann *Advantage* HMO. We are proud to have a local, Houston-based Customer Service team that is readily available to help address any concerns or questions that our members may have. Healthcare can be confusing sometimes, so our team will work diligently to identify the root of the problem and help provide a clear and easy to understand solution. For any questions or information, please call 855.645.8448.

### Frequently Asked Questions

#### What is the Donut Hole?

Also known as the coverage gap, this is a temporary limit on what the drug plan will cover. The gap begins after you and your drug plan have spent a certain amount for covered drugs. Once you and your plan have spent \$4,020 on covered drugs in 2020, you're in the coverage gap. This amount may change each year. During this stage, you pay 25% of the price for brand name drugs (plus a portion of the dispensing fee) and 25% of the price for generic drugs. You will stay in this stage until your year-to-date "out-of-pocket costs" reach a total of \$6,350. This amount and rules for counting costs towards reaching this amount have been set by Medicare.

#### What is a Late Enrollment Penalty and Why am I Receiving this Bill?

If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for a continuous period of 63 days or more, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage is the coverage that is expected to be paid on average, which is at least as much as Medicare's standard prescription drug coverage.) Memorial Hermann *Advantage* issues a monthly invoice which details the member's Late Enrollment Penalty.

#### Are referrals needed to see a specialist?

No referrals are required to see an in-network specialist. However, if the request is to see a physician that is out-of-network, prior authorization will be required.

#### What pharmacies are included in the preferred pharmacy?

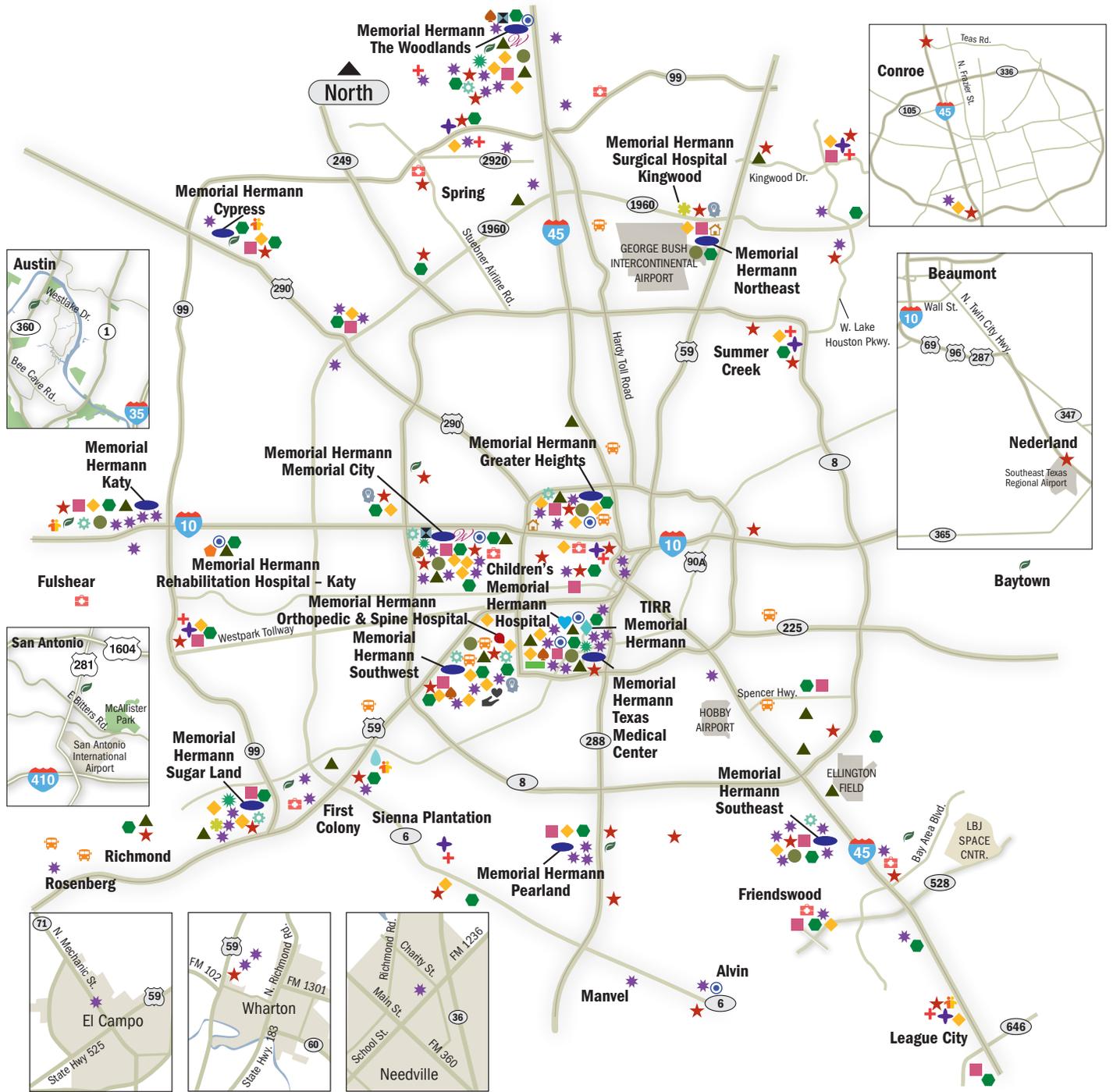
CVS, Costco, HEB, Kroger and Randall's pharmacies are some of the preferred pharmacies. If you have any questions about any other pharmacy, please contact Customer Service at 855.645.8448

#### Are shots for shingles covered and where can I get one?

This shot (Zostavax Suspension Reconstituted 19400 Unt/0.65MI Subcutaneous) is covered under a member's Part D benefit. This injection must be provided at the pharmacy.



# CARE LOCATIONS



- |  |   |                                      |
|--|---|--------------------------------------|
| 11 Acute-Care Hospitals                | 8 Joint Centers                                   | 42 Sports Medicine & Rehabilitation  |
| 18 Breast Care Locations               | 70 Memorial Hermann Medical Group                 | 20 Surgery Centers                   |
| 8 Cancer Centers                       | 1 Memorial Hermann Orthopedic & Spine Hospital    | 2 Surgical Hospitals                 |
| 1 Children's Memorial Hermann Hospital | 1 Memorial Hermann Rehabilitation Hospital - Katy | 1 TIRR Memorial Hermann              |
| 7 Convenient Care Centers              | 3 Mental Health Crisis Clinics                    | 7 TIRR Memorial Hermann              |
| 35 Diagnostic Laboratories             | 1 Mischer Neuroscience Institute                  | 7 TIRR Memorial Hermann              |
| 2 Executive Health Centers             | 2 Neighborhood Health Centers                     | 7 TIRR Memorial Hermann              |
| 8 Freestanding Emergency Centers       | 4 Occupational Medicine Clinics                   | 7 TIRR Memorial Hermann              |
| 4 Heart & Vascular Institutes          | 1 Physicians at Sugar Creek                       | 7 TIRR Memorial Hermann              |
| 27 Imaging Centers                     | 10 Prevention & Recovery Centers (PaRC)           | 7 TIRR Memorial Hermann              |
| 4 IRONMAN Sports Medicine Institutes   | 10 School-Based Health Centers                    | 7 TIRR Memorial Hermann              |
|  |   | 1 University Place                   |
|  |   | 9 Urgent Care Centers                |
|  |   | 2 Women's Memorial Hermann Hospitals |

## 320 Care Delivery Sites

TIRR is a registered trademark of TIRR Foundation.



This information is not a complete description of benefits. Call 855.645.8448 (TTY 711) for more information. Hours of operation are 8 a.m. to 8 p.m. CST, 7 days a week from Oct.1 – March 31 and 8 a.m. to 8 p.m. CST, Monday – Friday from April 1 – Sept. 30.

Memorial Hermann *Advantage* HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.

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.

For accommodations of persons with special needs at meetings call 855.645.8448 (TTY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855.645.8448 (TTY 711).

H7115\_MKWntrNL20\_C IA 12/13/2019

MEMORIAL  
HERMANN  
Health Plan

MEMORIAL HERMANN ADVANTAGE  
HMO

929 Gessner Rd., Suite 1500  
Houston, TX 77024

PRSR STANDARD  
U.S. POSTAGE  
PAID  
HOUSTON, TX  
PERMIT NO. 2822

Health and wellness or prevention information.

<Name>

<Address>

<City, State Zip Code>

Houston,  
We've Got You Covered.

