

HEALTH MATTERS

The Memorial Hermann *Advantage* Member Newsletter



SPECIAL EDITION
STAYING HEALTHY & INFORMED

MEMORIAL
HERMANN
Health Plan

MEMORIAL HERMANN ADVANTAGE
HMO

Memorial Hermann Health Plan:

Website

healthplan.memorialhermann.org

Customer Service

855.645.8448

Prescription Drug Information:

EnvisionRX

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

800.835.2362

Member Event Calendar

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.

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Health Plan

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We'll Get Through This Together.

Here at Memorial Hermann Health Plan, the health and safety of our members, staff, partners and community is our top priority. The COVID-19 pandemic continues to have an impact on our daily lives, our work, and constant awareness. We will need to navigate through these unique and evolving challenges together.

While in this unprecedented time, we want you to know that we are here for you. We are working diligently during this crisis to ensure that our Customer Support and Services continue to be readily available to answer any questions or concerns.

We are committed to your health and safety, and we are here for you if you need help.

Do Your Part

Houstonians have a long history of getting through a crisis and coming out stronger in the end. Just like Hurricane Harvey, COVID-19 is going to require us to once again come together. During that flood, we came together to rescue our neighbors. Today, taking care of each other means we have to adjust to all the changes around us.

We hope our members will respond appropriately and do their part:

Practice social distancing



Wash hands often and for no less than 20 seconds



If sick or experiencing symptoms, stay home, self-quarantine or seek medical attention if necessary



Clean and disinfect commonly touched objects and surfaces frequently



Avoid touching your ears, nose or mouth



Avoid going out in public, limiting your trips only for the grocery store or pharmacy



Virtual Care Options

Nurse Health Line:

844.632.0074 – Option 1

Teladoc:

800.TELADOC (835.2362)

teladoc.com

Memorial Hermann eVisit:

Located in EverydayWell Portal
memorialhermann.org/everydaywell/

Virtual Clinic:

memorialhermann.org/virtual-care



Healthy Advantage Wellness Program Response to COVID-19

In light of the impact that the COVID-19 virus is imposing in our health care system, we want our members to know that the health and safety of you and our health care providers are of paramount importance. We know that an in-person visit with your Primary Care Provider (PCP), Specialists, Hospitals, and ancillary care providers are limited at this time. As such, we are modifying the \$50.00 Annual Wellness Visit (AWV) reward by extending the timeframe past June through September. We will continue to monitor the situation and adjust the program if necessary.



How can I complete my wellness and preventive services during this period of social distancing?

Service Type	Alternative Method
Annual Wellness Visit/Comprehensive Exam with PCP	Check if telemedicine is offered by your PCP
Breast Cancer Screening	Wait until further guidance from local authorities
Colon Cancer Screening	Quest Insure® fit kits will be mailed to those who qualify and instructions for returning by mail will be included in the package
Osteoporosis Screening	Wait until further guidance from local authorities
Annual Eye Exam	Check with your eye care provider (Ophthalmologist/Optometrlist)

Contact our Customer Service at 855.645.8448 (TTY 711) for any questions. Hours of operation are 8 a.m. to 8 p.m CST, 7 days a week from October - March 31 and 8 a.m. to 8 p.m. CST, Monday - Friday from April 1 - September 30.

Pharmacy Updates



Prescription Refills – Stay on Track with Your Daily Medications

The refill process has been temporarily changed to adapt to the current health situation impacting our daily lives. You now have access to early refills of your prescription medication, if desired. To avoid a “refill-too-soon” notification when requesting a prescription refill, the dispensing pharmacist will be required to submit an override code at point of sale for an early refill request to be processed.

Should you have any questions regarding this change, please call 855.645.8448. For more information regarding access to your medication during COVID-19, please visit visiblydifferent.envisionrx.com/covid-19.



Mail Order – Medicine you need, delivered to your door

To assist you during the current ‘Stay Home – Work Safe’ order, remember that EnvisionRX offers convenient and affordable mail order deliveries of your prescription medications straight to your home. Members also have the option to order a 90-day supply for maintenance drugs. To enroll in the medication delivery program, please visit envisionpharmacies.com/Registration/MyRegistration.

COVID-19 Frequently Asked Questions



What are the symptoms of COVID-19?

Similar to many viral respiratory illnesses, the symptoms of the virus mimic the common cold and include mild to severe respiratory illness with fever, cough and difficulty breathing. Symptoms may appear between two to 14 days after exposure to the virus. Also be mindful that we are in flu season and pollen counts are high, so there are many other causes for upper respiratory symptoms that are much more common than COVID-19. To learn more visit Memorial Hermann’s Everyday Well Blog, which lays out the symptoms and offers advice on what to do if you think you might have the virus, at blog.memorialhermann.org/recognizing-the-symptoms-of-covid-19/.

What is the process when you think that you have the symptoms of COVID-19?

Based on CDC guidelines, if you think you may have COVID-19 and are experiencing minor symptoms, it is recommended that you self-quarantine at home for at least 14 days. We recommend that you utilize our Memorial Hermann virtual care options at memorialhermann.org/virtual-care to consult with a health-care provider. If you have a Primary Care Physician (PCP) who is now utilizing virtual care for office visits, the copay is still \$0 for members. For severe symptoms, call ahead to your local Emergency Center prior to arriving or dial 911 if you need emergent care.

Is COVID-19 testing covered?

Through April 30th, all cost-shares and co-pays associated with COVID-19 diagnostic testing will be waived, regardless if the doctor is in or out of network. In addition, Telemedicine, such as Teladoc and virtual care visits, are paid at 100%. This benefit update will be reevaluated each month by the Health Plan.



Stay active at home with Silver&Fit®

During this health crisis, we want to support you with additional resources to keep you active and healthy. The Silver&Fit® Program also knows how important fitness is to our members. That is why they have various tools and resources available to you at **SilverandFit.com**.



New Silver&Fit Signature Series Exercise Videos

Now you can enjoy popular exercise videos, designed for all fitness levels, right from the comfort of your own computer, anywhere, anytime. More exercise videos will be added soon, so check back on the **Silver&Fit** website often!

New At-Home Exercise Offerings

As an enrolled member, Silver&Fit is offering you the choice of a fitness wearable tracker to get you set up for at-home workouts. Go to the Silver&Fit website to choose one, at no cost to you.*

Select either of these Fitbit or Garmin devices to be shipped right to your home at no charge! Or, use the \$50 credit to purchase a different device at **Fitbit.com** or **Garmin.com**.



In addition, please remember these other helpful Silver&Fit resources:

- 1 Mobile App with Fitness On Demand Exercise Videos**
Download the Silver&Fit ASHConnect™ mobile app to view over 250 on-demand exercise classes, informational videos, and articles.
- 2 Fitness Tracking**
Visit the Silver&Fit website to sync your wearable tracker, mobile app, or exercise equipment to the Silver&Fit Connected!™ tool and keep yourself accountable.**
- 3 Home Fitness Kits**
Explore a selection of 35 unique home fitness kits, which offer even more flexibility and choice. To switch to the Home Fitness program, please call Silver&Fit Customer Service at 1.877.427.4788.
- 4 Healthy Aging Coaching**
Sign up for one-on-one coaching sessions with a trained health coach and keep working toward your fitness and lifestyle goals. Sessions can be scheduled by calling Silver&Fit Customer Service at 1.877.427.4788.

*At-home exercise offerings available through June 30, 2020 to encourage the use of safe, at-home exercise programs for Medicare members during the COVID-19 pandemic. Limited to one offering per member.

**With the exception of the Fitbit Inspire and Garmin vívofit 4, purchase of a wearable tracker or app may be required and is not reimbursed by the Silver&Fit program.



Ways to Improve Your Immune System

Keeping your immune system strong and healthy year round is the key to prevent future infections or diseases. It's essential to make the right healthy lifestyle choices in order to improve or maintain optimal immune system function.



1. Take your ABCDE's:

VITAMIN A

Importance:

Supports healthy bones, teeth, vision, mucous membranes

Found in:

Meat, eggs, fish, milk, cheese

VITAMIN D

Importance:

Assists with calcium absorption to strengthen bones and teeth; helps prevent the onset of osteoporosis

Found in:

Dairy produce, oily fish, eggs

VITAMIN B

Importance:

Improves energy levels, brain function, cell metabolism

Found in:

Salmon, leafy greens, beef, chicken, oysters

VITAMIN E

Importance:

Provides antioxidants, aids in preventing cancer, cardiovascular & heart disease

Found in:

Olive oil, nuts, seeds, spinach

VITAMIN C

Importance:

Strengthens the immune system, fights cancerous cells

Found in:

Citrus fruits, strawberries, green peppers, broccoli, potatoes

Please consult with your physician before starting any exercise program, diet, or nutritional supplements/vitamins to determine if it is right for your needs.



2. Keep Active

Research shows that the immune system benefits from engaging in regular physical activity. Current guidelines advise Americans do at least 150 minutes of moderate intensity activity, such as a brisk walk, every week.

3. Lower Your Stress

It is easy to be stressed during a time like this. When you start getting stressed, the level of cortisol in your body increases, essentially turning off cells in your immune system. It is encouraged to engage in relaxing activities, such as meditation or reading, whenever possible.

4. Get to Bed

Not getting enough sleep can negatively affect your immune system. When you sleep, your immune system releases proteins called cytokines, which are needed when you have an infection or inflammation. Sleep deprivation may decrease production of these protective cytokines. It is recommended that adults get seven to eight hours a night for ideal cytokine production.

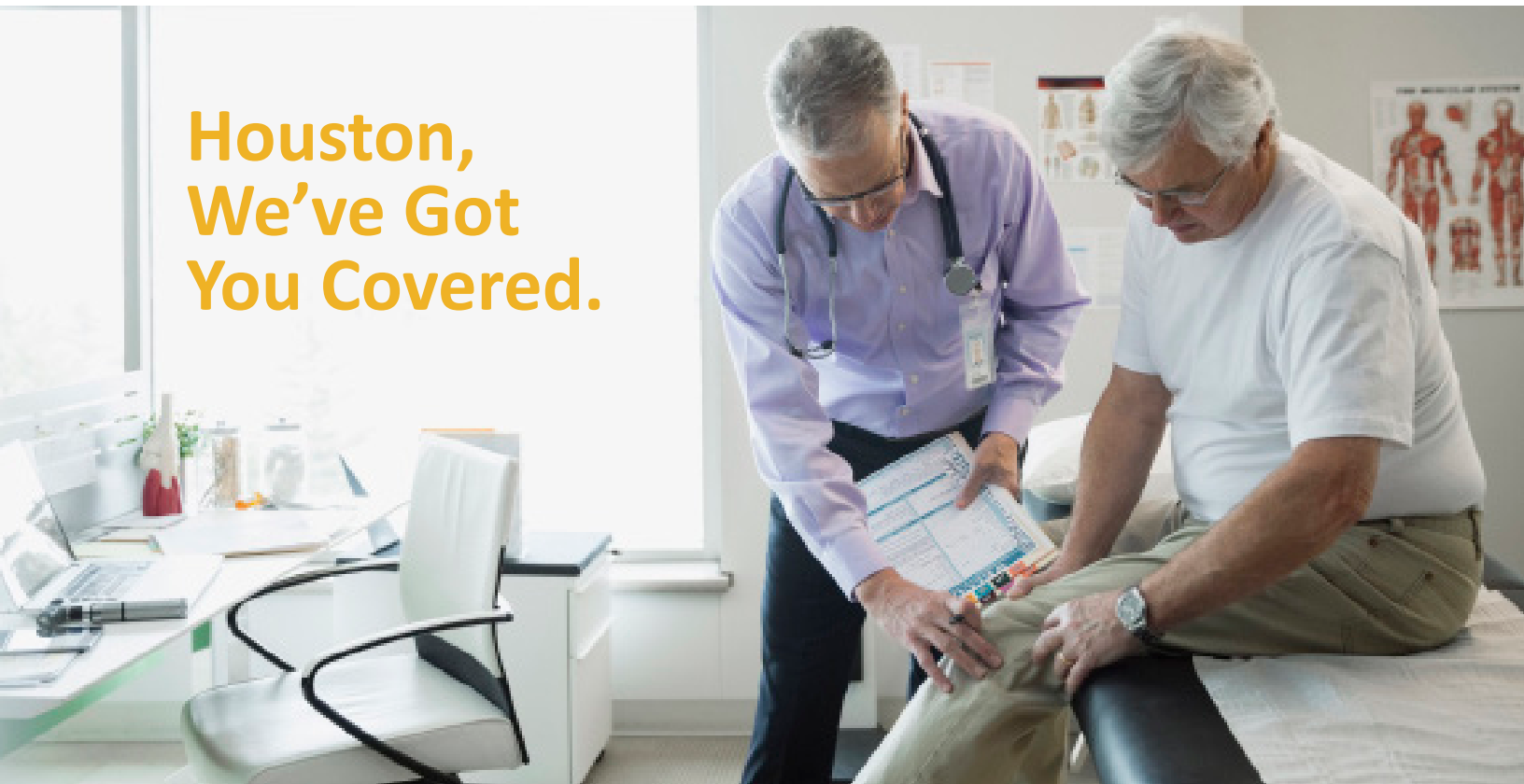
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Health and wellness or prevention information.



Houston,
We've Got
You Covered.

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.

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

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