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

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# HEALTH MATTERS

The Memorial Hermann Advantage Member Newsletter

## SPRING INTO WELLNESS WITH YOUR DEDICATED HEALTH PLAN TEAM

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INFORMATION

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ADHERENCE MADE EASY

SPRING 2024



### Memorial Hermann Health Plan:

Website  
mhhp.org/ma

Customer Service  
855.645.8448

### Prescription Drug Information:

Navitus  
Navitus.com  
(866) 270-3877

Costco Mail Order  
(800) 607-6861  
pharmacy.costco.com

### Other Resources:

Behavioral Health  
855.645.8448

Nurse Health Line  
844.632.0074 - Option 1

Teladoc (telehealth service)  
teladoc.com  
800.835.2362

Liberty Dental  
866.674.0114

Silver&Fit  
silverandfit.com  
877.427.4788

Wex Flex Card  
mhhp.org/flex



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  
Medicare Advantage Plans

# MEDICATION ADHERENCE



## Are you taking your medications correctly?

Forgetting to take medications can have serious consequences for your health. Whether you have a chronic condition that requires daily medication or you are taking a short-term prescription, it is important to establish a routine that helps you remember to take your medications consistently. In this article, we will explore some practical strategies to help you stay on track with your medication regimen.

### Create a Medication Schedule

One of the most effective ways to avoid forgetting to take your medications is to establish a medication schedule. This involves setting specific times of the day when you will take your medications. It is helpful to align these times with your daily routine, such as breakfast, lunch, dinner, or bedtime. Consistency is key, so try to stick to your schedule as closely as possible. Additionally, you can use technology to your advantage by setting reminders on your phone or using medication reminder apps. These tools can send you notifications at the designated times to ensure you never miss a dose.

### Organize Your Medications

Keeping your medications organized can significantly reduce the likelihood of forgetting to take them. Here are a few tips to help you stay organized:

- Use a pill organizer: Invest in a pill organizer with compartments for each day of the week. This will allow you to pre-sort your medications, making it easier to see if you have taken them or not.
- Keep medications in a visible location: Store your medications in a place where you can see them easily. This can serve as a visual reminder to take your medications.
- Set up a refill system: Ensure you have a system in place to refill your medication before they run out. Running out of medication can disrupt your routine and increase the chances of forgetting to take them.

### Involve a Support System

Enlisting the help of a trusted friend, family member, or caregiver can provide an extra layer of support in remembering to take your medications. Here are some ways they can assist:

- Reminders: Ask your support system to remind you to take your medications at the designated times.
- Accountability: Share your medication schedule with them and ask them to check in with you regularly to ensure you are staying on track.
- Assistance with organization: If you have difficulty organizing your medications, your support system can help you set up a system that works for you.

### Keep a Medication Journal

Maintaining a medication journal can be a helpful tool in tracking your medication usage. This can be as simple as a notebook or a digital document where you record the date, time, and medication taken. By keeping a record, you can easily identify any patterns or issues that may arise, such as missed doses or side effects. Furthermore, sharing your medication journal with your healthcare provider can provide valuable insights into your medication adherence and help them make any necessary adjustments to your treatment plan.











### Ask Your Pharmacist for Assistance

Your pharmacist is an excellent resource for medication-related questions and concerns. If you are struggling with remembering to take your medications, consult your pharmacist for assistance. They can provide information on alternative dosing schedules, recommend medication reminder tools, or offer other solutions tailored to your specific needs. Remember, taking your medications as prescribed is crucial for managing your health. By implementing these strategies and establishing a routine, you can ensure that you never forget to take your medications and maintain your well-being.

# FLEX SPENDING CARD

## Improve your Flex card experience with these helpful tips

- When you receive your card, it is ready to use. You do not need a PIN and no activation is needed.
- When making a purchase, run the card as CREDIT not FSA/HSA or debit.
- Avoid purchasing vision or hearing products at Walmart. You can still purchase OTC items at Walmart.
- Your flex card can only be used at **IN-NETWORK** stores:

 <b>IN-NETWORK</b>	 <b>OUT-OF-NETWORK</b>
     	 



### Ordering Online via Medline

When ordering OTC items from the Medline Catalog, remember to pay with your flex card (again, use it like a credit card).

When ordering from the Medline catalog, be sure to check the OTC balance on your Flex Card first because you can only spend up to your balance.

If you are experiencing issues with Medline ordering, please call Medline directly (not Memorial Hermann Customer Service) – as they will be able to assist you. You can contact Medline at (833) 511-9844.



### Download the WEX App

Download the Flex Card App on your mobile device today to scan items prior to checkout to determine if they will be covered or not. Remember to scan the UPC on the item, not the UPC that may be displayed on the store shelf.

You can also use the app to see your benefit summary and available balance. For more information or to access your personal Flex card portal, visit [mhhp.org/flex](http://mhhp.org/flex).

**Important:** If you scan an item on the Flex app and it reads OTC eligible but does not ring up eligible at the store, please upload an image of your receipt of purchase to your flex card portal in order to be reimbursed.



# ANNOUNCEMENTS

## Join the Member Advisory Committee!

Help us make your plan better! The Memorial Hermann Medicare Member Advisory Committee is composed of a select group of our Medicare Advantage members who are interested in providing feedback that will be used to improve our plans, communication materials and overall member experience. The Committee will meet on a quarterly basis, during which members will be asked for feedback and opinions on a variety of plan-related topics. Please note that as a volunteer, you will be donating your time, per the requirements of CMS (The Centers for Medicare & Medicaid Service.)

### For HMO or Prime Value Plan Members

These meetings will occur in person at our Katy office location on a quarterly basis. Lunch will be provided.



- 3/28 @ 11:30 AM - 1PM
- 6/27 @ 11:30 AM - 1PM
- 9/26 @ 11:30 AM - 1PM
- 12/5 @ 11:30 AM - 1PM

Register at:  
[mhhp-medicare.com/MAC](http://mhhp-medicare.com/MAC)

### For DSNP Plan Members

These meetings will occur on a quarterly basis via a Zoom link that will be provided to you beforehand.



- 3/27 @ 10:00 AM
- 6/26 @ 10:00 AM
- 9/25 @ 10:00 AM
- 12/4 @ 10:00 AM

Register at:  
[mhhp-medicare.com/MAC-DSNP](http://mhhp-medicare.com/MAC-DSNP)

## Medicare Fraud, Waste & Abuse

Medicare fraud is the unfortunate act of targeting older adults in which attempts are made to extract personal information, deceive with promises of services, financial benefits that do not exist, were never intended to be provided, or were misrepresented. It's important to always stay alert, as these types of Medicare scams are widespread and change all the time to take advantage of new technology, current events and more.

### Tips to Combat Medicare Fraud, Waste and Abuse:

- Review your Explanation of Benefits to ensure accurate dates of services, name of providers, and types of services reported
- Protect your insurance card and personal information at all times
- Count your pills each time that you pick up a prescription
- Research your providers with your state's medical boards

Contact us if you suspect fraud, waste, or abuse has occurred. Our FWA/ Compliance hotline is 1-877-448-4140 (Language translation is available).



Medicare will never call you to sell you anything or visit you at your home. Medicare, or someone representing Medicare, will only call and ask for personal information in limited situations:

- Medicare health or drug plan may call you if you're already a member of the plan. The agent who helped you join can also call you.
- A customer service representative from 1-800-MEDICARE can call you if you've called and left a message or a representative said that someone would call you back.
- If you filed a report of suspected fraud, you may get a call from someone representing Medicare to follow up on your investigation.

# PART D VACCINES

## Are you staying compliant with your vaccines?

### Part D Vaccines

Keeping up with vaccines is crucial for maintaining optimal health and preventing the spread of contagious diseases. Vaccines not only protect individuals from potentially severe illnesses but also contribute to the collective immunity of communities, safeguarding those who are unable to be vaccinated due to medical reasons.

Regularly checking your health plan's formulary is equally essential, as it ensures that you are aware of which vaccines are covered and accessible to you at minimal or no cost. By staying informed about recommended vaccinations and utilizing available resources such as formularies, individuals can take proactive steps to safeguard their health and the well-being of their communities.



### Important Message About What You Pay for Part D Vaccines:

Our plan covers most Part D vaccines at no cost to you, these vaccines may be administered in various settings, including pharmacies and healthcare provider offices. Under the Inflation Reduction Act, most Part D vaccines recommended for adults (ages 19 and older) given to prevent an illness now have a \$0 copay. Vaccines eligible for the \$0 copay include those recommended by the Centers for Disease Control and Prevention (CDC) Advisory Committee on Immunization Practices (ACIP). These \$0 copay Medicare Part D vaccines are indicated by VAC (vaccine) on our comprehensive formulary. This includes the shingles vaccine (SHINGRIX) and other vaccines such as: Respiratory Syncytial Virus (AREXVY, ABRYSVO), Hepatitis A (HAVRIX), Hepatitis B (ENGERIX-B, HEPLISAV-B) and Meningococcal (MENACTRA).

Any additional vaccines not listed on our Part D formulary may be covered through our Part B benefit such as the influenza (flu) vaccine. Please call Customer Service (855)-645-8448 (8 a.m. to 8 p.m., 7 days a week from October 1-March 31, and 8 a.m. to 8 p.m., Monday-Friday from April 1-September 30) for more information.

# MEMBER RESOURCE

## Medication Therapy Management (MTM) program

### What is a MTM?

Memorial Hermann Advantage offers this **FREE** service to members who qualify to help you make sure your medications are working for you, help you find lower cost options, and answer any questions or concerns you may have about your medications.

Those members who become eligible for Medication Therapy Management (MTM) complete a comprehensive medication review (CMR) through a verbal discussion between our member and a pharmacist about all the member's medications, vitamins, and over-the-counter (OTC) products.

### Who does the MTM?

Navitus Clinical Engagement Center conducts the MTM service on behalf of Memorial Hermann Health Plan at no cost to you. They review your medications and health conditions to find ways to improve your health, lower risk of drug related problems, provide tips to help you take your medications and save money on your prescriptions. This review is done in the comfort of your home in just one phone call.

### What are the benefits of doing the MTM service?

Numerous studies and feedback from our members show that members can reduce unnecessary medication costs, decrease drug interactions, and find potential gaps in their therapy by completing a comprehensive medication review (CMR) through the MTM program. Members who benefit the most are:

- Those who take several chronic medications
- Have multiple health conditions (such as diabetes, high blood pressure, high cholesterol etc.)
- Take multiple medications from different providers or doctors
- Fill medications at multiple pharmacies or use discount cards
- Use over-the-counter products alongside their medications

### Where can I learn more about MTM?

Our website offers comprehensive information on our MTM program and how you can qualify, what criteria Medicare uses to qualify you, and how the program works. You may also call the plan to discuss about MTM services and request more information by calling (713) 424-3140 (TTY 711) for assistance. Hours of operation are 5 days a week from 8 a.m. to 5 p.m. CT. You can visit the website here: [mhhp.org/ma-mtm](https://mhhp.org/ma-mtm)

### How do I contact you to complete a MTM?

Please call Navitus Clinical Engagement Center, our MTM partner, by calling the MTM service at: (888) 913-7885 / TTY/ TDD #: 711, Monday through Thursday, 8 a.m. to 7 p.m. CST, Friday 8 a.m. to 5 p.m. CST. You may also call our health plan (855) 645-8448 and request a call back from our pharmacy team for assistance.

### Additional Information

The MTM program aims to help you get the best benefits from your medications. Eligible Medicare enrollees are automatically enrolled. Participation is voluntary; however, members can dis-enroll (opt-out) at any time. If you do not want to take part in the program, or if you have questions, please call Navitus Clinical Engagement Center at (888) 913-7885 (TTY 711). You may also call our health plan (855) 645-8448 and request a call back from our pharmacy team for assistance.

