

HEALTH MATTERS

The Memorial Hermann Advantage Member Newsletter



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SPRING 2026

GET IN TOUCH

Website
mhhp.org/ma

Customer Service
855.645.8448

PRESCRIPTIONS

Capital Rx
888.227.7980
caprx.com

Costco
800.607.6861 (Regular)
866.443.0060 (Specialty)
pharmacy.costco.com

OTHER RESOURCES

Behavioral Health
855.645.8448

Nurse Health Line
844.632.0074 (Option 1)

Teladoc (Telehealth)
800.835.2362
teladoc.com

Liberty Dental
866.674.0114

Silver&Fit
877.427.4788
silverandfit.com

Wex Flex Card
mhhp.org/flex

This newsletter is produced by Memorial Hermann Health Plan.

Questions?
Please call Customer Service at 855.645.8448. (TTY: 711)

SPRING INTO ACTION

Make Way for Healthy Choices

There's a reason we call spring the "season of rebirth." As Mother Nature wakes up from her wintertime slumber, it's the perfect time for YOU to follow her lead—and make a fresh start with your own health and wellness habits. Here are three easy ways to do just that.



The Great Outdoors

Studies show that spending time outdoors offers significant mental and physical health benefits—including reduced stress, lowered blood pressure, improved mood, enhanced focus, better sleep quality and stronger social connections. Whether you're taking a stroll, planting your bluebonnets or stretching out that winter stiffness, outside is where it's at!



Nutrition & Hydration

Spring is a wonderful time to eat local, ensuring your produce has the maximum nutrient density. Here in Texas, spring is peak season for strawberries, blackberries, blueberries and even some early peach varieties. Visit your local farmer's market for the freshest regional fruit—and don't forget to stay hydrated now that the weather's warming up.



Spring Clean Your Life

Spring means blooming buds and open windows—which can wreak havoc on seasonal allergies. If over-the-counter options aren't quite doing the trick, schedule your annual wellness visit; your provider can help you find the right solution. This is also a great time to spring clean your medicine cabinet and safely dispose of any expired medications.



MAXIMIZE YOUR BENEFITS

Memorial Hermann is Here for You

Did you know: your over-the-counter medication allowance refreshes every quarter? Double-check your balance today to lower your pharmacy costs. It's also a good time to check in with other benefits like dental, vision and hearing to make sure you're getting the most out of your plan—and if you're not, get those appointments on the schedule.



MEMORIAL HERMANN PHARMACIES

Comprehensive Service Across Greater Houston

Did you know: Memorial Hermann offers pharmacies throughout the Houston area? Our friendly pharmacists use the same system as your doctors, with access to your health records—so they can check for drug interactions and communicate with your care team.

Katy Memorial Hermann Pharmacy

21501 Park Row Drive, Suite 200
Katy, TX 77433 | 281.698.6100

Cypress Memorial Hermann Pharmacy

27700 Northwest Freeway, Suite 150
Cypress, TX 77433 | 346.231.6971

Houston Memorial Hermann Pharmacy, Memorial City

929 Gessner Road, Suite 100
Houston, TX 77024 | 713.984.6464

Memorial Hermann Pharmacy, Southeast

11914 Astoria Boulevard, Suite 190
Houston, TX 77089 | 281.929.4516

Memorial Hermann Pharmacy, Southwest

7777 Southwest Freeway, Suite 104
Houston, TX 77074 | 713.456.5125

Memorial Hermann Pharmacy, TMC

6411 Fannin Street, JG:201
Houston, TX 77030 | 713.704.6324

Shenandoah Memorial Hermann Pharmacy, The Woodlands

9200 Pinecroft Drive, Suite 140
Shenandoah, TX 77380 | 713.897.2801

Harris Katy Memorial Hermann Pharmacy Home Health Pharmacy

21501 Park Row Drive, Suite 210
Katy, TX 77449 | 281.698.6175

Sugar Land Katy Memorial Hermann Pharmacy

17510 W. Grand Parkway South, Suite 190
Sugar Land, TX 77479 | 832.658.3470

KNOW BEFORE YOU GO

When to See your Provider, Visit Urgent Care—or Go to the ER

Your primary care provider (PCP) is your first point of contact and the most likely to recognize signs of depression, chronic disease, or other health concerns—and can refer you to a specialist when appropriate. Many offer same-day appointments, but if yours isn't available, ask to see another provider or consult the chart below for other options.

VIRTUAL CARE

HOURS: 24/7 **COST:** \$

Schedule appointments at 1-800-TEL-A-DOC or download the app at teladoc.com/mobile

Allergies • Asthma • Cold/Flu/Fever
Vomiting/Diarrhea • UTI • Pink Eye

24-HOUR NURSE LINE

HOURS: 24/7 **COST:** FREE

For urgent but not life-threatening issues after office hours, simply call 1-844-632-0074 and select Option 1.

Allergies • Asthma • Cold/Flu/Fever
Vomiting/Diarrhea • UTI • Pink Eye

URGENT CARE

HOURS: 24/7 **COST:** \$

Receive care with no appointment and shorter wait times at your local clinic or at home with request.dispatchhealth.com

Cold/Flu/Fever • Minor Respiratory
Minor Cuts, Sprains, Burns & Rashes

EMERGENCY ROOM

HOURS: 24/7 **COST:** \$\$\$

For true emergencies, dial 911 or go straight to your local ER. Expect longer wait times and get someone to drive you.

Numbness or Weakness • Seizure
Bleeding • Chest Pain • Head Injury

To watch a short video about your care options, scan this code.



Understanding PART B

How to Avoid & Address Interruptions

Medicare requires all Medicare Advantage members to be enrolled in both Medicare Part A and Medicare Part B. If your Part B coverage ends for any reason—missed payments, billing errors, changes in eligibility or even accidental decline during an update—your MA plan coverage will also end. If you receive a letter, notice or alert about an issue with your Medicare Part B enrollment, here's what to do to reinstate your coverage:

1 Contact Social Security at 1-800-772-1213 or www.ssa.gov

The Social Security Administration (SSA) manages Medicare enrollment, including your Part B status. They are the only entity that can confirm your eligibility, update your enrollment, correct a billing issue—and get your coverage reinstated.

2 Contact Your Licensed Insurance Agent

After Social Security has corrected your Part B issues, your agent can help you review your coverage options, re-enroll (if eligible) and avoid future disruptions.

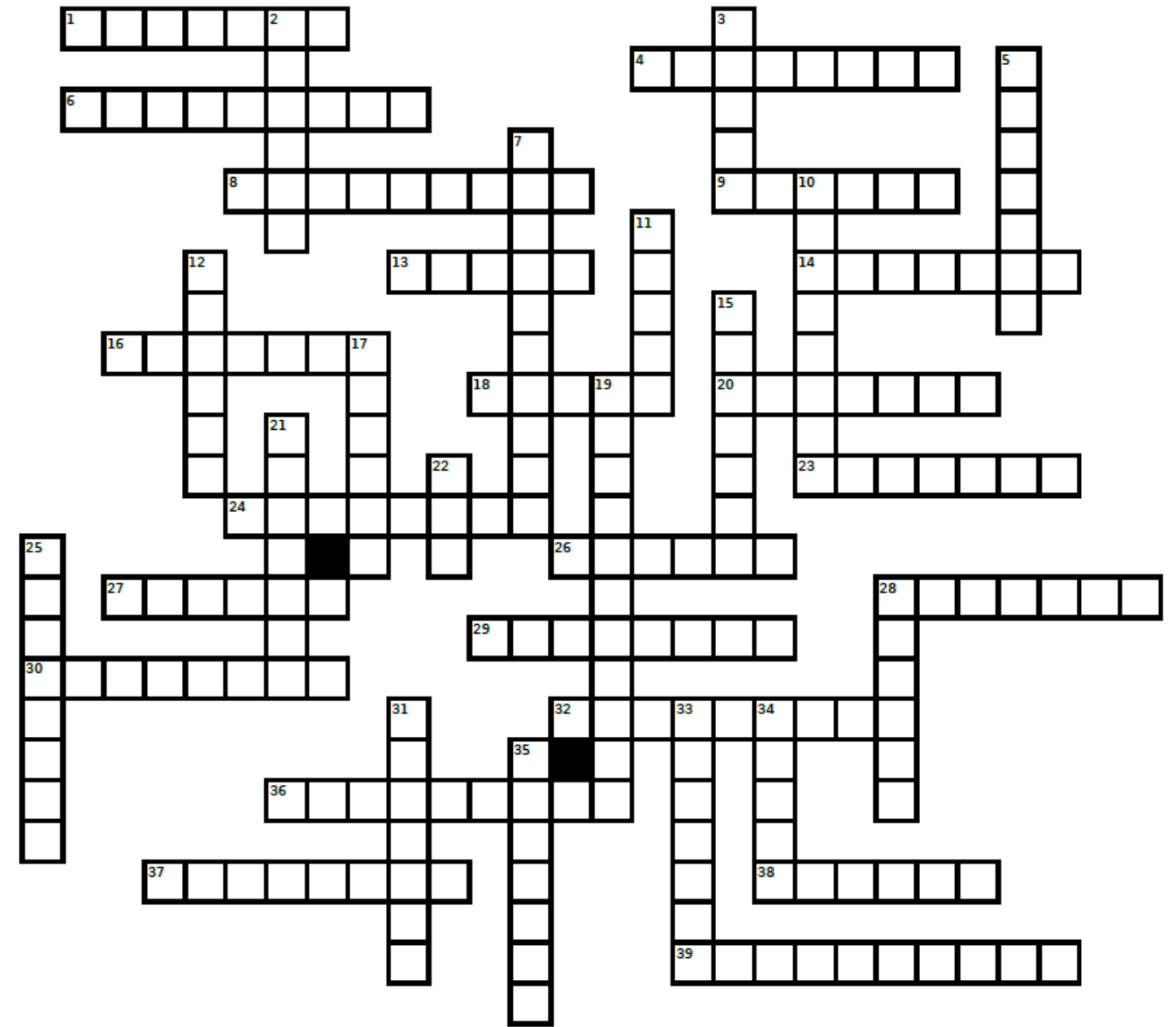
Memorial Hermann is Here for You

Contacting SSA is the quickest way to resolve Part B issues. That said, we know that Medicare rules can be complex—and unexpected enrollment changes can be stressful. Our customer service team is always here to support you at 855.645-8448 (TTY: 711).

SPRING CROSSWORD PUZZLE

Down:

- 2. Young new growth from a plant
- 3. Boundary with posts
- 5. Just beginning to grow
- 7. Street celebration
- 10. Bright warm light from the sun
- 11. Material spread on soil to retain moisture and protect plants
- 12. Soft gentle wind
- 15. Frog's young aquatic stage
- 17. Place where plants grow
- 19. Dryer alternative on a sunny day
- 21. Gathering mature crops from the field
- 22. Morning moisture on grass
- 25. Moisture in the air
- 28. Gathering outdoors to eat
- 31. Transferring a plant into a container with soil



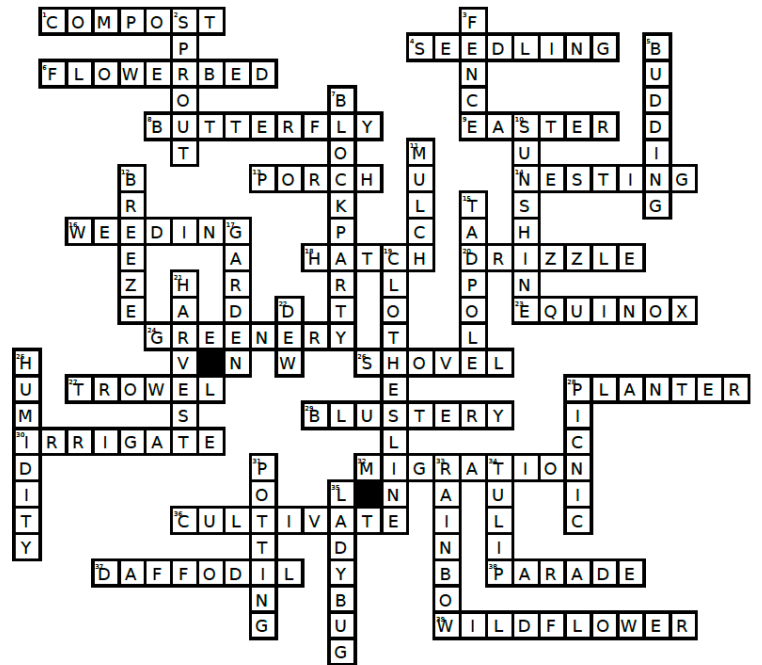
Across:

- 1. Rich decayed material added to soil
- 4. Young plant just beginning to grow
- 6. Where blooms sleep
- 8. Winged insect that begins as a caterpillar
- 9. Holiday with egg hunts
- 13. Front row seat at home
- 14. Building a home, as birds do in spring
- 16. Removing unwanted plants from a garden
- 18. To emerge from an egg
- 20. Fine, gentle spring rain
- 23. Spring event around March 20 marking the season's start
- 24. Fresh leaves and plant life
- 26. Garden tool used for digging
- 27. Small hand tool used for digging or planting
- 28. Container used for growing flowers or plants



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Houston, TX 77224

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CROSSWORD ANSWER KEY

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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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