

# Welcome to Your 2023 Health Plan



**Memorial Hermann *Dual Advantage* HMO D-SNP**  
**Benefits Guide**

MEMORIAL  
HERMANN  
Health Plan

MEDICARE ADVANTAGE PLANS



**Memorial Hermann Health Plan:**

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

**Customer Service:** 855.645.8448

8 a.m. to 8 p.m. CT, 7 days a week from Oct. 1 – March 31

8 a.m. to 8 p.m. CT, Monday - Friday from April 1 – Sept. 30

**Case Management:** 713.579.7909



**Prescription Drug Information:**

**Pharmacy Customer Service:** 855.645.8448

**Costco Mail Order Pharmacy:** 800.607.6861



**Other Resources:**

**Nurse Health Line:** 844.632.0074

**Teladoc:** 1-800-TELADOC (835.2362) or visit [teladoc.com](http://teladoc.com)

**Medical Management:** 855.645.8448

**Behavioral Health:** 855.645.8448

**Liberty Dental:** 866.674.0114 or visit

[client.libertydentalplan.com/MemorialHermannMedicare](http://client.libertydentalplan.com/MemorialHermannMedicare)

**ModivCare:** 855.330.9138 or visit [mymodivcare.com/find-your-plan](http://mymodivcare.com/find-your-plan)

NOTE: The information contained within this booklet is not a complete description of benefits. For more plan details, visit [healthplan.memorialhermann.org/medicare-advantage/our-plans](http://healthplan.memorialhermann.org/medicare-advantage/our-plans), reference your Evidence of Coverage (EOC), or call our Customer Service team at **855.645.8448** (TTY 711).

# Welcome to Your 2023 Plan Year!

Dear Member,

On behalf of the Memorial Hermann Health Plan family, **thank you** for enrolling in the Medicare *Dual Advantage* Plus HMO Plan. When you become a Medicare *Advantage* member, you are joining a team of thousands dedicated to providing you with the best possible health and wellness coverage. We appreciate the opportunity to be your health care partner.

To get the most from your plan, we'd like to remind you of the benefits and services available to you. It's important to understand that you have health coverage that extends beyond just those times when you're not feeling your best. Your Medicare *Advantage* Plan is also there to help you maintain and even find ways to improve your health and well-being. To do this we need to work together. If you know how your plan works, it enables us to provide you with a superior health care experience.

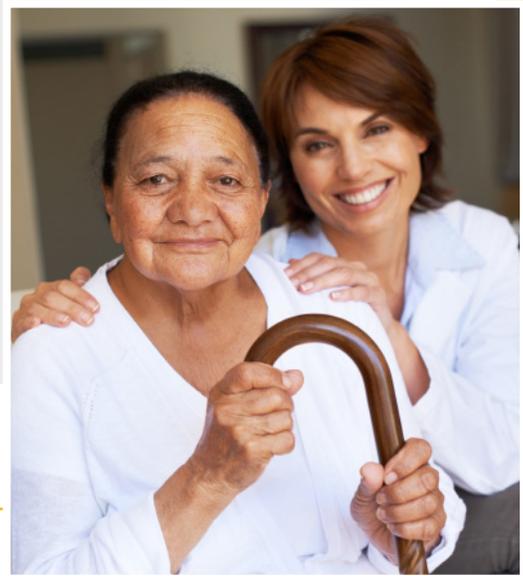
Here's your checklist of the important topics covered in this **Plan Highlights** booklet:

- A review of the **Benefits and Services** within your plan, including the information needed to use those benefits (e.g., phone numbers, web site addresses, etc.)
- Answers to Members' Frequently Asked Questions
- Selecting and working with your in-network **Primary Care Physician (PCP)**
- Why scheduling your **Annual Wellness Visit** is so important to your overall care
- Details on our **Healthy Advantage Wellness Program** and how to join the **Silver&Fit®** Fitness Program – at no cost to you
- Access to the Memorial Hermann online portal – **Everyday Well** – an easy, helpful, and secure resource
- Available 24/7 telehealth services from **Teladoc®** - at no additional cost
- Information about your **Prescription Drug coverage** and convenient mail-order services along with Pharmacy Frequently Asked Questions
- Insulin and Vaccine** Frequently Asked Questions
- CMS Star Rating** and how it's measured
- MHHP Expansion**

Thank you again for joining the only Medicare *Advantage* plan backed by Memorial Hermann, a health system known and trusted for more than 100 years.

Wishing you the very best in health,

Your Memorial Hermann Medicare *Advantage* Team



# Memorial Hermann *Dual Advantage* HMO D-SNP

The Memorial Hermann *Dual Advantage* Special Needs Plan (D-SNP) is for people with both Medicare and Medicaid coverage who live in Harris, Fort Bend or Montgomery County. Some plan highlights include:



Primary care cost share is \$0 for DSNP members



Transportation Benefit



Vision and Hearing coverage<sup>2</sup>, as well as Dental benefits<sup>3</sup>



Prescription drug coverage with mail-order service available



Specialist cost share is \$0 coinsurance for DSNP members



Meal Benefit



National/worldwide urgent care and emergency coverage



Convenient telehealth services via phone or online



Fitness benefits and wellness program incentives

Please see page 15 for additional information. For more details on benefits and services offered within your specific plan, visit [healthplan.memorialhermann.org/medicare-advantage/our-plans](https://healthplan.memorialhermann.org/medicare-advantage/our-plans) or refer to your Evidence of Coverage (EOC).

# Getting the Most From Your 2023 Benefits

Your Memorial Hermann *Advantage* team listens to your feedback and works hard to improve your plan every year. There are more benefits in 2023 than ever before, but if you don't use those benefits, we haven't done our job. The following provides an at-a-glance review of key benefits we hope you take advantage of (sorry, we couldn't help ourselves). And as always, you can find more detailed plan information in your annual Summary of Benefits document, or simply call your Houston-based customer care team at **855.645.8448** (TTY: 711).



## Dental Coverage with Liberty Dental

All Memorial Hermann *Advantage* Plans have both preventive and comprehensive dental coverage for 2023. Your plan has a total coverage amount of \$2,500. Dental services are provided by Liberty Dental. Liberty has an excellent network in the Houston area, and you can find a provider at: [client.libertydentalplan.com/MemorialHermannMedicare/FindADentist](http://client.libertydentalplan.com/MemorialHermannMedicare/FindADentist).

You can also call Liberty at: **866.674.0114** (TTY: 877.855.8039).



## Transportation

Grocery shopping, visiting the pharmacy, seeing your doctor, these are important things you need to do, but sometimes getting there might be difficult. Your 2023 plan makes it as easy as making a phone call or visiting a web site.

Your plan provides 58 1-way trips in 2023 at no cost to you. Our vendor is called Modivcare, and to schedule your ride, they prefer you call or visit their web site **three days** prior to your trip. The number is **855.330.9138** (TTY: 866.288.3133). They will need your Memorial Hermann *Advantage* Plan ID, your address, and the time and address of when/where you are going.

You can also schedule your trips on their website: [www.mymodivcare.com/book-now](http://www.mymodivcare.com/book-now), where you can click the "Book Online" link and follow the instructions.



## Prepared Meals After In-Patient Hospitalization

If you have been discharged from an in-patient hospital stay, you are eligible to receive up to 10 meals from Mom's Meals.

If you are working with a Case Manager as part of your hospitalization, they can order the meals after you have been discharged. However, you also have up to 14 days after you have been discharged to order the meals yourself. Simply call Customer Service at **855.645.8448** (TTY: 711). Your prepared meals will arrive in 2-3 days, and can be refrigerated for up to two weeks.



## Behavioral Health

Memorial Hermann Health Plan understands that mental health is core to your well-being. New in 2023, we will be integrating these services into our daily operations. What does this mean for you?

You now have access to behavioral and substance abuse case management through the health plan. The Case Manager is a licensed behavioral health specialist or Registered Nurse who can help you with the following:

- Better understand your illness and provide education on treatment options
- Help you understand your medications
- Strategies to help you manage your illness

To access a behavioral health Case Manager, please call **713.579.7909** (TTY: 711) and leave a detailed message; or, call Customer Service at 855.645.8448. If you are experiencing a behavioral health crisis and need assistance, please call the 24/7 crisis line at **877.559.5596** (TTY: 711). For assistance finding an in-network provider please call Customer Service at 855.645.8448.

# Getting the Most From Your 2023 Benefits Cont.



## Over-the-Counter (OTC) Benefit

For 2023, your plan provides \$75 per quarter (every 3 months starting January 1) for you to order OTC medicines and health and wellness supplies such as ibuprofen, toothpaste, compression garments, mobility aids and incontinence products. Our vendor is called Medline, and you will find their catalog in this welcome kit. You can also find it online on our Memorial Hermann Health Plan website: [healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/over-the-counter-products](https://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/over-the-counter-products)

Your quarterly dollars do not roll-over, so it's important that you take some time each quarter to determine your OTC needs and place your order. We encourage you to try and make a single order each quarter, so you know you've used every dollar available (this also saves on shipping costs, which we appreciate). If you go over your amount, you can use a credit card to cover the rest.

You can order online or via phone; have your Member ID handy. To order by phone, call **833.511.9844** (TTY: 711). To order online, visit: [www.athome.medline.com/MHHP](http://www.athome.medline.com/MHHP).



## Vision and Hearing

All 2023 plans have up to \$200 for eyewear (glasses or contacts) per year, and \$400 for hearing aids per year. You will need to complete a reimbursement form and submit with the itemized statement of charges and proof of payment. Always be sure to include date of service, description of service/ procedure code, diagnosis code, and a legible receipt.

Visit: [healthplan.memorialhermann.org/-/media/memorialhermann/healthplan/files/medicare/2023/34\\_member-reimbursement-medical-claim-form.ashx?la=en](https://healthplan.memorialhermann.org/-/media/memorialhermann/healthplan/files/medicare/2023/34_member-reimbursement-medical-claim-form.ashx?la=en) for the form.



## Case Management – Your Personal Healthcare Professional When You Need it the Most

A Case Manager is a licensed healthcare professional that provides one-on-one care tailored to the needs of the member, with the focus on helping maintain wellness and independence.

You might be introduced to a Case Manager because of a recent diagnosis or change in your health. A Case Manager may be needed for a single day or several months depending on the situation. Examples include:

- Helping to understand a new or existing diagnosis and how to manage it
- Finding a new in-network provider
- Helping a member find community resources if they're struggling to pay bills or having trouble moving safely around their home

If you would like to request assistance directly, please call **713.579.7909** and leave a detailed message; or, call Customer Service at **855.645.8448** (TTY: 711).

You can also send an email to: [MHHPCaseManagement@apex4health.org](mailto:MHHPCaseManagement@apex4health.org).

# Frequently Asked Questions



## Customer Service is Here To Help.

We are proud to have a local, Houston-based Customer Service team always available to help address any concerns or issues you may have. For any questions or information, please call us at **855.645.8448**.

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

**A:** 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.

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

**A:** Costco (Retail), CVS, Walmart, HEB, and Memorial Hermann Pharmacies are some of the pharmacies in the network. Costco Mail Order pharmacy is our home delivery pharmacy offering the best prices with convenience. You may also fill your specialty pharmacy prescriptions at Memorial Hermann Specialty Pharmacy or at Lumicera Health Services. If you have any questions about any other pharmacy, please contact Customer Service at 855.645.8448.

### Q: What is the Donut Hole?

**A:** Also known as the Coverage Gap, this is a temporary limit on what most Medicare drug plans will cover. The Coverage Gap Stage does not apply to Dual Advantage (D-SNP) members.

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

**A:** 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.

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

**A:** This shot (Shingrix 50mcg/0.5mg injection) is covered under a member’s Part D benefit. This injection must be provided at the pharmacy or by your healthcare provider.

# Primary Care Physician (PCP) Requirement



For the 2022 plan year, all Memorial Hermann *Advantage* members are required to select a Primary Care Physician (PCP) upon enrollment. The better your PCP knows you, the more they can help you be successful; healthcare is different for everyone. Here are some reasons why your relationship with your assigned PCP is important and how to navigate this requirement:

**Your Primary Care Physician (PCP) is the captain of your healthcare team.**

This provider is your first point of contact and most likely will be the first to see signs of things like depression, chronic disease or other health concerns. Their job is to make sure you get the right care in a way that fits your needs and values. This could include managing those symptoms or referring you to a specialist when necessary.

**Working with a PCP can help you better manage your future healthcare costs.**

Maintaining a relationship with your PCP provides more opportunity to track incremental changes in your health and to create a plan of action, before it becomes a greater issue with potential financial and health implications.

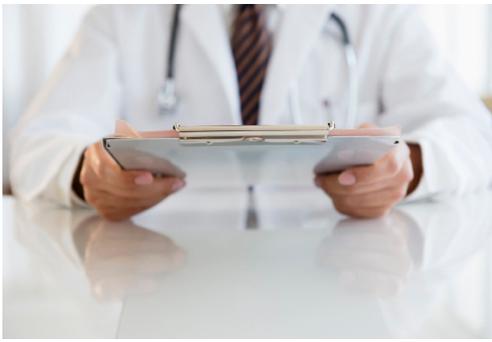
**Your PCP can work together with your specialist.** You do not need a referral from your PCP to make an appointment with a specialist. However, it is strongly recommended that you work with your PCP or discuss your plans to see a specialist ahead of time. This way they can help best coordinate your care and share any necessary details with the specialist.

A PCP can also assist with finding in-network specialists for you to receive the highest quality, most affordable care.

**Your PCP is selected by you.** If you did not select a PCP at time of enrollment, one was selected for you and assigned based on time and distance requirements. You may change your assigned PCP at any time by calling our Customer Service team at **855.645.8448** for help. PCP changes made after the 1st of the month will be effective on the 1st of the following month.

Please visit [healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq](http://healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq) for related PCP FAQ or call us at **855.645.8448** with questions.

<small>MEDICARE ADVANTAGE PLANS</small>	
<b>Member</b>	<b>Medical Plan</b>
<b>Member:</b> Test Member13 <b>Member ID:</b> MH110000013 <b>Health Plan (80840)</b> <b>Group #:</b> H7115 <b>H7115-003</b> <b>MHPLN</b> <b>PCP:</b> Williams3, Joe	<b>Memorial Hermann Advantage Plus HMO</b> <b>Deductible:</b> \$0 <b>OOP:</b> \$3,400 <b>PCP:</b> \$0 <b>ER:</b> \$125 <b>Urgent Care:</b> \$25 <b>Specialist:</b> \$20 No referral required
	<b>Pharmacy Plan</b>
	<b>Rx Bin:</b> 610602     Prescription Drug Coverage <b>Rx PCN:</b> NVTD <b>Rx Group:</b> PARTD



## 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 (PCP). 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.

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. In addition, by completing your Annual Wellness Visit, you are eligible for a gift card worth \$50. For more detailed information on our rewards program, please see page 8 or visit [healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](http://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program).

The beginning of the year is an excellent time to set goals and accomplishments for the months to come. Don't overlook how important it is to take care of your health and wellness. Make plans to schedule an in-person or virtual visit via phone or online today.



To search for a provider, visit [healthplan.memorialhermann.org/find-a-doctor](http://healthplan.memorialhermann.org/find-a-doctor).

Also, 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 them.

### Complete Your HRA Today

All Memorial Hermann Medicare *Advantage* members will need to contact our Customer Service team to complete the **Health Risk Assessment (HRA)** questionnaire.

The HRA is used to review your current health conditions to provide you with appropriate care. Completing this questionnaire also activates your Healthy *Advantage* Wellness Program. Upon completion of this call, you will receive your first \$25 gift card in the mail.

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

Call Customer Service today:  
**855.645.8448**

### What's an Annual Wellness Visit?

- A review of your medical and family history
- A review of your current medications
- Height, weight, body mass index (BMI) and blood pressure stats
- 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 Memorial Hermann Healthy *Advantage* Wellness Program is designed specifically for our Medicare *Advantage* members who want to make the most of their plan benefits, while taking steps toward improving their overall health and well-being.

The Healthy *Advantage* Wellness Program has set rewards for certain health-related activities. Each reward will vary based on the type of service completed during the plan year.

The following services are eligible for a reward:

	Service	Reward Amount
	<b>Annual Health Risk Assessment</b> (Required to activate program)	<b>\$25</b>
	<b>Annual Wellness/ Comprehensive Visit</b>	<b>\$50</b>
	<b>Breast Cancer Screening</b>	<b>\$25</b>
	<b>Colon Cancer Screening</b>	<b>\$50</b>
	<b>Retinal Eye Exam for Diabetics*</b> (excluding Glaucoma screening)	<b>\$30</b>



\*Subject to Vision Care benefit coverage as outlined in the Evidence of Coverage. Limited to one gift card per year.

## How to Activate Your Wellness Program:

To activate your Healthy *Advantage* Wellness Program benefits you must complete and return the annual Health Risk Assessment (HRA). Upon completion, your rewards program will be activated, and you will receive your first \$25 gift card. 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 from the date the claim was received for processing and mailing of your gift card.

For more detailed information on our rewards program, please visit [healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](http://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program) or call Customer Service at 855.645.8448.

# Silver&Fit® Program

As a Memorial Hermann *Advantage* member, you also have full access to the Silver&Fit® Healthy Aging and Exercise Program, as well as all the benefits and rewards that come along with it – at no cost to you!

## No-cost fitness center memberships

Enjoy access to one of 15,000+ participating fitness centers.

## Home Fitness Kits

Pick up to 2 kits per benefit year from 34 unique options, including Tai Chi, Chair-Based Exercise, and more.\*

## Fitness Tracking

Track and view your activity levels through your wearable fitness devices or the Silver&Fit Connected!™ mobile app.\*\*



## Stay Fit Kits

Choose one of three kit options each benefit year to keep you active in the comfort and safety of your own home.

## Digital Workout Videos

Go to [SilverandFit.com](http://SilverandFit.com) to view yoga, strength, and many other workout videos.

## Online Workout Videos

Join daily workout classes. To learn more visit:  
[facebook.com/SilverandFit](https://facebook.com/SilverandFit)  
[youtube.com/SilverandFit](https://youtube.com/SilverandFit)

Please remember to consult your physician before you participate in a fitness program or make changes in your activity levels.

## How To Get Started:

- 1 Go to [SilverandFit.com](http://SilverandFit.com) to find a participating fitness center near you.
- 2 Choose a participating no-cost fitness center online or with a Silver&Fit representative over the phone at **877.427.4788**.
- 3 Take your Silver&Fit fitness card directly to your participating fitness center and get started. If you prefer to workout at home, you can enroll in the Home Fitness Program.



For questions about the Silver&Fit program, call toll-free at **877.427.4788** (TTY 711), Monday through Friday, 5 a.m. to 6 p.m. PT. \*Members cannot select the same Home Fitness Kit twice in the same benefit year. Once selected, kits cannot be exchanged. \*\*Purchase of a wearable fitness tracker or app may be required to use the Connected! tool and is not reimbursable by the Silver&Fit program.

# EVERYDAYWELL

Stay connected to your health information with Everyday Well. An online account or patient portal that gives you access to the care and services you need to stay healthy. Access anytime, anywhere to manage your health, schedule appointments and more.

## Everyday Well lets you:



Find affiliated physicians and locations



Schedule appointments or check in online



Virtually connect with a healthcare provider



See a summary of your medical record



View your lab and imaging results



Send and receive secure messages with your healthcare team

## How can I join Everyday Well?

It's so easy to get started. All you have to do is provide your email address at the time of your visit. After your discharge from the hospital or after your office visit, a secure email invitation will be sent to your email address. Click on "Accept Invitation" in the email and follow the steps to create your Everyday Well account.

You can also call **713.222.CARE (2273)** to request an email invitation and then follow the same steps to create your Everyday Well account.

## Who do I call for help with Everyday Well?

Call patient support at **713.222.CARE (2273)**. To learn more and get answers to Frequently Asked Questions, you can also visit **EverydayWell.com**.

Visit [EverydayWell.com](http://EverydayWell.com) or download the app to log in or create an account today.





# So many reasons to use Teladoc

Teladoc® gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. As a Medicare *Advantage* member, this telehealth service is available to you - at no additional cost!

Teladoc doctors can diagnose and treat many non-emergency medical conditions such as cold & flu symptoms, allergies, sinus problems, respiratory infections and more.



Receive quality care anytime, anywhere you happen to be.



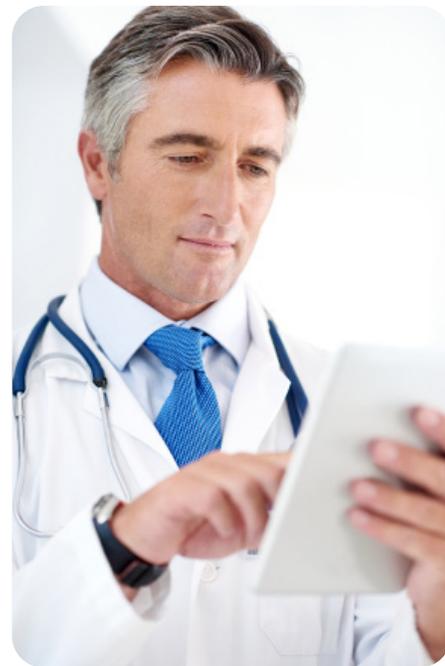
Prompt treatment. Talk to a doctor in minutes.



Prescriptions sent to pharmacy of choice if medically necessary.



Teladoc is less expensive than the ER or urgent care.



Teladoc® Telehealth Services

Easily set up your account in minutes.

You can download the Teladoc app or get started online at [Teladoc.com](https://www.teladoc.com).

You can also call 1-800-Teladoc (835-2362). Then just fill out a brief medical history like you would at a doctor's office to get started.

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician.

 [Teladoc.com](https://www.teladoc.com)

 [Teladoc.com/mobile](https://www.teladoc.com/mobile)

 1-800-TELADOC (835-2362)

# News from Your Health Plan Pharmacy Team



Memorial Hermann Health Plan is excited to continue partnering with [Navitus Health Solutions](#) as our pharmacy benefit manager for plan year 2023. All members should have received new ID cards by mail for the new 2023 Plan Year. Be sure to show this new ID card to your pharmacy on or after January 1, 2023.

Members can get the lowest copayments or coinsurance when filling medications at a network pharmacy location: Costco (Retail), CVS, Walmart, HEB, or Memorial Hermann Specialty Pharmacy.

Costco Mail Order Pharmacy remains our partner for mail order prescription benefits. You don't need to be a Costco member to take advantage of this benefit. To get started, register online at [costco.com/Pharmacy/home-delivery](https://www.costco.com/Pharmacy/home-delivery). You can also contact Costco Mail Order Pharmacy at 800.607.6861 for assistance with setting up your online account or mail order services. Please allow at least 14 calendar days from the day you submit your order to receive your medication(s). Any existing prescriptions at your current mail order pharmacy can be transferred to the new Costco Mail Order Pharmacy or you can have your doctor send new prescriptions directly to Costco Mail Order Pharmacy for home delivery.

Memorial Hermann Health Plan is proud to work with Navitus Clinical Engagement Center to provide Medication Therapy Management (MTM), a service designed to allow you to be in control of your healthcare needs and improve overall health at no cost to you. This valuable service is done in the comfort of your home in just one phone call. Navitus Clinical Engagement Center reviews your medicines and health conditions to better improve your health and answer all your questions regarding your medications, and any concerns you may have. To talk to a pharmacist about your medicines, or to opt out of this program, call Navitus Clinical Engagement Center toll free at 888.913.7885, Monday - Thursday, 8 a.m. - 7 p.m. CST, Friday 8 a.m. - 5 p.m. CST. (TTY/TDD users, please call 800.367.8939.) Take advantage of the helpful service today!

See below for comparable prices on a 30 day supply of generic medications (Tiers 1 and 2) and medications for diabetes, blood pressure, and cholesterol (Tier 6).

Tiers	Standard Retail Pharmacy (30 days)	Mail Order Pharmacy (30 days)
Tier 1: Preferred Generics	25%	25%
Tier 2: Generics	25%	25%
Tier 6: Select Care	25%	25%

We look forward to serving you on your journey to better health.



# Pharmacy Benefits FAQ



## Q: What is Navitus Health Solutions?

**A:** Navitus Health Solutions is a pharmacy benefit manager (PBM). A PBM primarily provides the pharmacy claims processing platform and supports administrative services for the pharmacy portion of health care benefits. Navitus will work with Memorial Hermann Health Plan and network pharmacies to provide cost-effective prescription drug benefits for Memorial Hermann Health Plan members and to improve member health and minimize their out-of-pocket costs.

## Q: Where can I see the latest pharmacy directory?

**A:** Members can call our Customer Service line to ask specific questions on pharmacies and prescriptions that they are taking. You can find more information on network pharmacies by visiting: [healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/pharmacy-directory](https://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/pharmacy-directory)

## Q: Does the formulary change?

**A:** Yes, the formulary may change each month. We encourage members to check the new formulary online here: [healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/formulary-information-drug-list](https://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/formulary-information-drug-list) for the latest information or call Customer Service at **855.645.8448** (TTY 711) for additional information.

## Q: Who provided the MTM services?

**A:** Navitus Clinical Engagement Center is working to provide Medication Therapy Management (MTM) services to our members. This service is absolutely FREE for our members and enables them to improve their health, optimize their medications, and address any concerns with a pharmacist. For more information, call 888.913.7885 TTY 711. We are available Monday-Thursday, 8am-7pm Central Time, and Friday, 8am-5pm CT.

## Q: How do I register for Costco Mail Order Pharmacy?

**A:** You can register via mail, phone or online. Below are the two methods to register for home delivery service with Costco Mail Order Pharmacy.

**Option 1:** You can register for Costco by mail or phone using the Traditional Mail Order Process. This process requires you to order all your prescriptions via mail or phone.

**Option 2:** Online Ordering service requires you to order all your new prescriptions online at [www.costco.com](https://www.costco.com). You should create an online account. Please remember that each individual receiving medications must have their own unique email address in order to create an online account. All communication between you and the pharmacy will be done via email.

For assistance with creation of the Costco account, please contact Costco Mail Order Pharmacy at **800.607.6861**.

**NOTE:** For more FAQ, please visit:

[healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits](https://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits)

# Insulin and Vaccine FAQ's



## INSULIN FAQ:

### Q: What will I pay for Insulin?

**A:** You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on. If you use Costco mail order you can receive a 90-day supply for \$70. You do not need to be a Costco member to use Costco mail order. You can contact Costco Mail Order Pharmacy at 800.607.6861 for assistance with setting up your online account or mail order services.

## VACCINE FAQ:

### Q: Should I get vaccinated against the flu virus too?

**A:** Yes. All of our members should get the flu vaccination, which is a covered benefit. Influenza (flu) is a potentially serious disease that can lead to hospitalization and sometimes even death. Every flu season is different, and flu can affect people differently. Talk to your local pharmacy or your provider about Fluzone High-Dose, Fluvad Quadrivalent, or another flu vaccine available. Members with egg allergies can use egg-free vaccines such as Flucelvax Quadrivalent. For more information, call our Customer Service Department.

### Q: What will I pay for Part D vaccines?

**A:** Our plan covers Part D vaccines at no cost to you, even if you haven't paid your deductible. Call Customer Service for more information

### Q: What other vaccines are covered on my prescription (Part D) benefit?

**A:** Memorial Hermann Health Plan is proud to offer a multitude of vaccines to help protect our member's health. We cover vaccines such as Shingrix injection for shingles, Meningococcal vaccine such as Menactra injection or Menveo injection, Varicella (Chickenpox) vaccine such as Varivax injection and more! Check the online formulary for a complete listing of all the vaccines we cover:  
[healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/formulary-information-drug-list](http://healthplan.memorialhermann.org/medicare-advantage/pharmacy-benefits/formulary-information-drug-list)

### Additional Member FAQs can be found on our website at:

[healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq](http://healthplan.memorialhermann.org/medicare-advantage/resource-center/member-faq)  
[healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program/healthy-advantage-faq](http://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program/healthy-advantage-faq)

# Star Rating

## Your Memorial Hermann Health Plan is a 4 Star plan for 2023!



### IMPORTANT INFORMATION:

#### 2023 Medicare Star Ratings



#### Memorial Hermann Health Plan - H7115

For 2023, Memorial Hermann Health Plan - H7115 received the following Star Ratings from Medicare:

**Overall Star Rating:** ★★★★★☆  
**Health Services Rating:** ★★★★★☆  
**Drug Services Rating:** ★★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

#### Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

- ★★★★★ EXCELLENT
- ★★★★☆ ABOVE AVERAGE
- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

#### Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

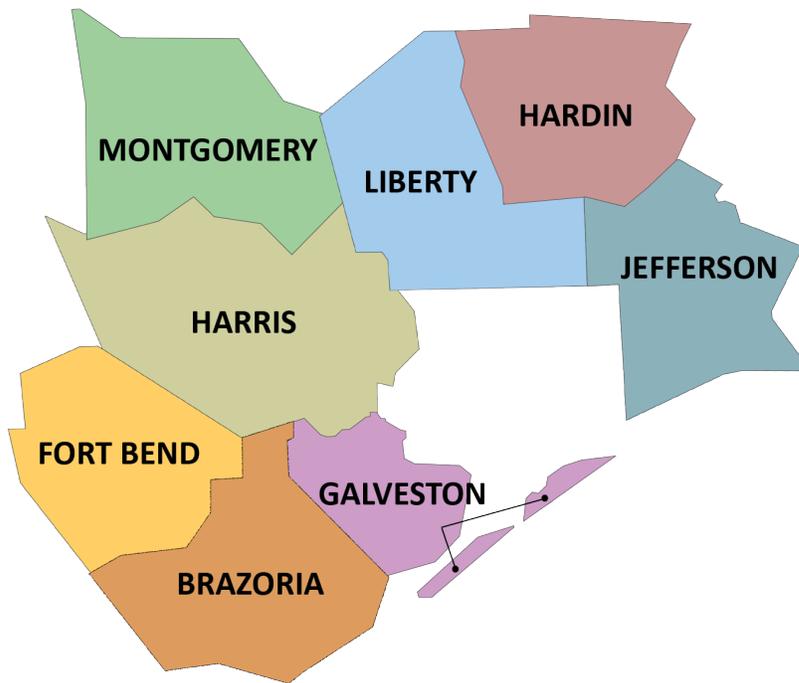
#### Questions about this plan?

Contact Memorial Hermann Health Plan 7 days a week from 8:00 a.m. to 8:00 p.m. Central time at 866-434-1282 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time. Current members please call 855-645-8448 (toll-free) or 711 (TTY).

CMS Star Rating

## County & Network Expansion

Memorial Hermann Health Plan has expanded into 2 **NEW** counties for 2023:



1. Brazoria County
2. Hardin County

Plan Expansion

### Network Growth for 2023:

- Village Medical Group
- UTMB
- Unity Physicians
- CenterWell
- ACE Physicians
- New Wave Physicians
- Northwest Internal Medicine





<sup>1</sup> You must continue to pay your Medicare Part B premium.

<sup>2</sup> With the Vision and Hearing benefits, receive a \$400 annual benefit toward the purchase of hearing aids and a \$200 annual benefit toward the purchase of eye-wear or contacts.

<sup>3</sup> For the Dental benefit, the DHMO (Dental Health Maintenance Organization) provides services from a specific group of dentists within a service area. An HMO Plan member must designate a dentist. To learn more about the dental benefits offered with your specific plan, visit Liberty Dental at [client.libertydentalplan.com/MemorialHermannMedicare](http://client.libertydentalplan.com/MemorialHermannMedicare) or call 866.674.0114.

The information contained within this booklet is not a complete description of benefits. For complete plan details, please reference your Evidence of Coverage (EOC) or call Customer Service at **855.645.8448** (TTY 711) more information.

This plan is a Dual Eligible Special Needs Plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and medical assistance from a state plan under Medicaid.

Memorial Hermann *Dual Advantage* is a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's 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.

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H7115\_MKGuideDSNP23\_C IA 11/18/2022

## Medicare with You in Mind.

### Activate Your 2023 Healthy Advantage Wellness Rewards Today!

Did you know you can earn up to \$180 in gift card rewards for completing certain health and wellness-related activities? To get started, you must complete your annual health questionnaire (HRA), which will earn you the first \$25 gift card. To learn more and get started, call our Customer Service team at **855.645.8448**. Or, go to:

**[healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program](https://healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program)**, where you can access the questionnaire, print and complete it, and mail back to us at:

**Memorial Hermann Advantage HRA – Case Mgmt  
PO Box 19909  
Houston, TX 77224**

Thank you for being a member of the Memorial Hermann Health Plan family –  
We look forward to serving you!

