

BROKER NEWSLETTER

APRIL 2024

MEMORIAL
HERMANN[®]
Health Plan



KEY CONTACTS

Memorial Hermann Health Plan:

Website

mhhp.org/ma

Customer Service

855.645.8448

Broker Support Team

Elodia Gallo - Broker Manager
Elodia.gallo@apex4health.com
713.392.2112

Pete Dutka - AVP of Sales
pete.dutka@apex4health.com
(281) 770-7591

Donna Alexander - Account Executive
donna.alexander2@apex4health.com
(713)-379-4558 EXT. 1

Medicare Sales:

MASales@apex4health.com

OEP UPDATE

Memorial Hermann Health Plan would like to thank everyone for all of their hard work that resulted in our most successful Open Enrollment Period to date!











We look forward to continuing the momentum throughout the rest of the year.

Broker Portal

mhhp.org/broker-portal

FLEX CARD TAKEAWAYS

1. Flex Card accepted locations:

 IN-NETWORK	 OUT-OF-NETWORK
     	 

2. OTC Benefit (Medline):

- Members can only purchase qualified OTC products - not all brands are covered by the OTC benefit. [CLICK HERE](#) to view the Medline catalog or to find more information on the OTC benefit.
- If members are having issues using the Medline website, they need to contact Medline at 833.511.9844.

3. Card Usage:

- All purchases should be run as CREDIT not FSA/HSA.
- Members do not need to set up a PIN as they use the card as CREDIT not DEBIT.
- If they are purchasing glasses at Walmart, members must run the purchase through the vision center and not like a normal store purchase or it will reject.

4. Reimbursement:

- If members have eligible out-of-pocket expenses for reimbursement they must submit a Reimbursement form ([found here](#)) and follow the step by step instructions on the request form before submission. Reimbursements can also be submitted through the Flex Card app on your mobile device. Paper reimbursement forms should be mailed to Memorial Hermann Health Plan, P.O. Box 2623, Fargo, ND 58108-2623.

4. Mobile App:

- Members can download the WEX Flex card app to check thier balances, submit reimbursements and scan items to see if they are covered prior to checking out.



HAPPENINGS

Inaugural Broker Award luncheon

The Memorial Hermann Health Plan is delighted to award the top performers for 2024 AEP! Congratulations to everyone and thank you all for a job well done!



**Are you interested in
hosting a Medicare sales
seminar?**

Ask us about the opportunity to
host a Medicare educational
seminar! If interested please
reach out to Elodia Gallo:

Elodia.gallo@apex4health.com



**Remember to check out
our broker microsite for
all sales materials and
benefit information!**

Broker microsite:
mhhp.org/ma-brokers

FLEX GROCERY BENEFIT

Case Management is for our chronically ill patients with major medical or behavioral health conditions. Those that need guidance navigating and managing their condition will be assigned to work with a case manager.

The grocery benefit is an automatic benefit in the DSNP plan. For all other plans it requires the member to actively engage with their Case Manager, successfully meet all their goals AND have a significant/chronic health issue such as cancer, COPD, heart failure, or other conditions listed in our materials. The goal of the grocery benefit is to engage our highest risk members to improve their health.

Completion of the Health Risk Assessment (HRA) screening is one of the most critical pieces. The HRA, along with other clinical information, will help our Case Management team outreach to those that qualify and want a case manager.

Completing the case management program can be challenging but can truly improve your client's ability to manage their chronic condition. The process averages 60-90 days for program completion.

To get started, complete the HRA with your client if you have not done so already. Every HRA will be reviewed and one of our case managers will contact your client provided that they qualify.

