

HEALTH MATTERS

The Memorial Hermann Advantage Member Newsletter

PROTECT YOURSELF FROM MEDICARE SCAMS

Tips to avoid fraudulent
Medicare situations

05 BE PREPARED FOR SPRING
ALLERGIES

06 HOW TO MANAGE YOUR
HIGH CHOLESTEROL

10 IMPORTANCE OF AN
ANNUAL WELLNESS VISIT

| **SPRING 2023**

Memorial Hermann Health Plan:

Website
healthplan.memorialhermann.org

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



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

ANNOUNCEMENTS

Join the Member Advisory Committee

Help us make your plan better! We want your thoughts, opinions, and feedback! The Memorial Hermann Medicare Member Advisory Committee are 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. We are also currently seeking members enrolled in our **Dual Advantage (DSNP)** plan.

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.) If you would like to participate, please call our Customer Service team at 855-645-8448.

Customer Service Excellence : A Commitment To Member Satisfaction

At Memorial Hermann Health Plan we are not only committed to providing the highest quality healthcare to our members, but also the highest level of customer service. Our commitment to service excellence is strongly embedded in our company values, and we strive to foster a relationship of trust, consistency and transparency.

Our customer service team is readily available to help our members navigate through the toughest of medicare questions and situations, while providing a seamless customer service experience.

Call our Customer Service team today at (855)-645-8448 if you have any questions, concerns or if you want to learn more about your plan benefits, available resources and other member plan services.



Change In Mailing Address

Please be advised that Memorial Hermann Health Plan has a new mailing address. Please send all correspondence and/or documents to the address below:



Memorial Hermann Health Plan
P.O. Box 19909
Houston, TX 77224

TAKE ACTION

It's Time For Your Annual Wellness Visit

A new year brings the opportunity to maintain or improve your overall health. If you haven't by now, it's important to schedule your Annual Wellness Visit with your primary care physician. 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. The Annual Wellness Visit provides the perfect forum for you to ask your doctor questions you 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 up to \$50. For more detailed information on our rewards program, please refer to the Healthy Advantage Wellness Program. For detailed information on our rewards program, please visit: healthplan.memorialhermann.org/medicare-advantage/healthy-advantage-wellness-program or call Customer Service at 855.645.8448.



Typical topics of discussion at an Annual Wellness Visit:

- A review of your medical and family history
- A review of your current medications
- Height, weight, body mass index (BMI), blood pressure, Hemoglobin A1c for diabetes etc.
- 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

Have You Completed Your Health Risk Assessment (HRA)?

Our main priority is to help our members stay as healthy as possible. A health risk assessment (HRA) is conducted each year in order to evaluate your current health and lifestyle. An HRA helps your care team gauge where you are in your wellness journey and what you may possibly need to improve your health.



Your responses are private and are only shared with your internal care team. The information you provide will be used to create a personalized care plan that can then be shared with your Primary Care Provider (PCP) and other health care providers.

If you did not receive your HRA in the mail or have any questions about completing the form, please contact Customer Service at 855.645.8448.

Medication Therapy Management (MTM): A Complimentary Service

We provide this complimentary service to help make sure your medications are working for you, help you find more affordable options and to answer any medication related questions or concerns you may have. This is done to ensure you are receiving the highest quality of care and avoiding potential risks or side effects from medications.

How do I qualify?

1. Have a documented illness from at least three of the following chronic diseases:
 - Chronic Heart Failure (CHF)
 - Diabetes
 - High Cholesterol
 - End-Stage Renal Disease (ESRD)
 - High Blood Pressure
2. Take eight or more Part D medications
3. Have had an accumulated drug cost of at least \$1,234 in the previous three months (\$4,935 per year)



Comprehensive Care

A healthcare professional will overlook your medication list and ensure you are receiving the best treatment plan tailored to you.

Fast & Easy

You will be receiving a call from our team to go over your medications over the phone while you're in the comfort of your own home. The call is relatively short lasting up to 30 minutes.

Create a Road Map

We will help formulate a To-Do list specific to you which will help identify how you can get the most of your treatment.

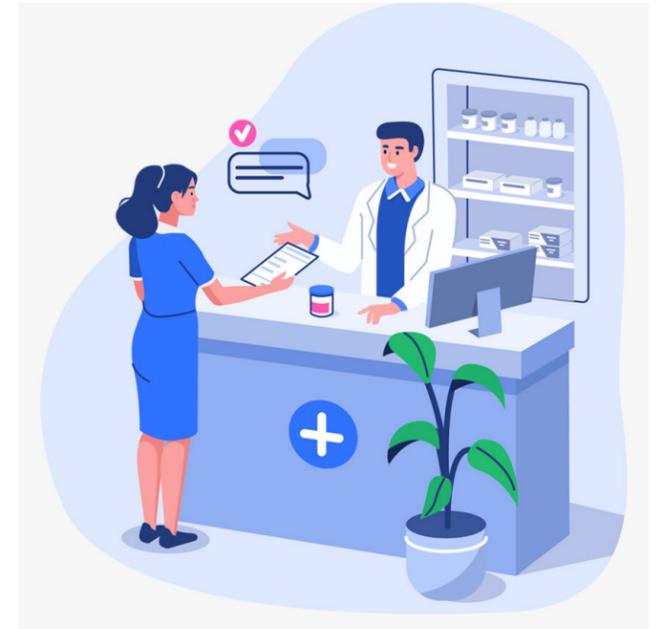
For more information, call MTM services at (888) 913-7885 Monday - Thursday, 8 a.m. to 7 p.m. CST; Friday 8 a.m. to 5 p.m. CST.

Maximizing Medication Benefits

Memorial Hermann Medicare Advantage HMO plans may include prescription drug coverage (Part D). We understand prescriptions can be expensive, and we want to help you maximize their drug benefits. Here are answers to some commonly asked questions about Part D coverage.

Why should I have my pharmacy fill my prescription using my Medicare Part D benefit?

When possible, have the pharmacy fill your prescription using your Memorial Hermann Advantage benefit. Processing through Memorial Hermann Advantage allows your drug to be evaluated for drug interactions and other safety checks by comparing it against the other drugs you have filled in the past. We utilize prescription drug claim history to help determine adherence. If you fill a medication that Medicare monitors for adherence, you may receive a phone call from us if you miss a refill. If you pay cash or use a discount card outside of Memorial Hermann Advantage, we will not see that prescription refill in our system and may contact you to discuss your adherence and any challenges you might face in filling your prescriptions. If you use a discount card or a drug coupon from a manufacturer or third-party company, like GoodRx®, you will not be able to combine that with your Memorial Hermann Advantage plan. The total cost of the medication or your out-of-pocket costs would not be added to your Part D drug totals.



How can I reduce my Medicare prescription drug costs?

Drugs can be expensive and using generic alternatives is a great way to reduce your costs. Talk to your doctor about whether a generic alternative is available and appropriate if you're currently taking a brand-name medication. Additionally, you can get the lowest copayments or coinsurance when filling medications at a preferred network pharmacy, which includes Costco, 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 mail order benefit. Furthermore, if you're taking a chronic medication long term, you may save on copays by filling 90-day supply instead of 30-day supply. A new prescription with an updated day-supply may be required from your doctor.

Are there programs to help pay for medications while enrolled in Medicare?

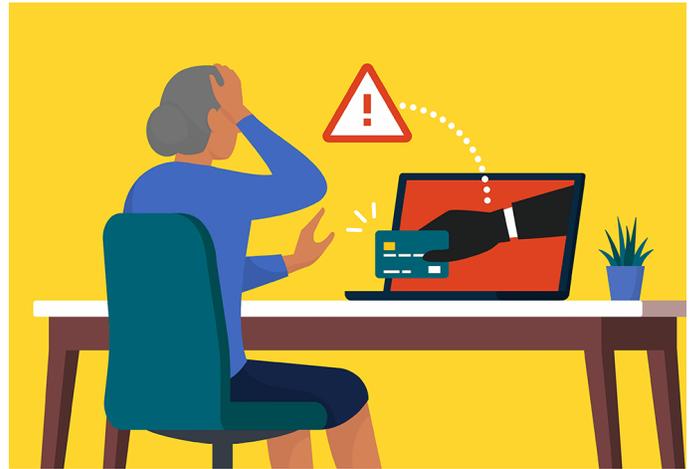
If paying for your drugs becomes an issue, you may qualify for low income subsidy (LIS) or there may be lower tier drug alternative available. Call the Member Services team at (855) 645-8448 to discuss your options.

AWARENESS

Fraud, Waste & Abuse Tips

How Every Citizen Can Help Combat 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
- Report suspected fraud and abuse as soon as possible



How to Report Fraud Waste and Abuse:

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



What are Medicare scams?

A Medicare scam 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.

Protect yourself from people who:

- ❌ Ask for your medicare number
- ❌ Ask for your bank information
- ❌ Ask for your social security number
- ❌ Pressure you with time limits
- ❌ Say they represent Medicare
- ❌ Make unsolicited visits or calls
- ❌ Show you materials that look like they're from official government sources

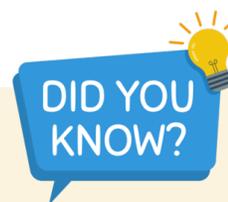
UPCOMING

Spring Is Here!..And So Are Allergies

Spring is the most common time of year when people experience seasonal allergies. Exposure to outdoor allergens can trigger your immune system to overreact, causing an allergic response. Most of these allergens are airborne such as pollen, cedar, mold, oak and other various types of trees and grasses. These allergens can sometimes cause relentless symptoms including itchy eyes, runny nose, sneezing, congestion, coughing, asthma attacks and hives. Here are some tips to prevent and mitigate these types of allergens:

- Keep oral antihistamines, nose sprays, nasal flusher and eye drops on hand
- Maintain your windows and doors closed
- Invest in an air purifier
- Check your local weather channel daily for updated pollen counts
- Stay indoors or limit your time outdoors during high counts of pollen
- Vacuum and dust frequently to minimize exposure while indoors

If your allergy symptoms are not responding to your prevention efforts or treatments, please contact your PCP to find a solution. Spring is in the air, and you should enjoy it. Don't let pesky allergens ruin your next outdoor event.



March Is Colorectal Cancer Awareness Month

Colorectal cancer is the 2nd leading cause of cancer death in males and the 3rd leading cause in females, of all cancer deaths in Texas. According to the Centers for Disease Control and Prevention, routine colorectal cancer screening is the most effective way to reduce the risk of colorectal cancer. Screenings can help prevent colorectal cancer by identifying and removing polyps before they turn into cancer. Screening can also find colorectal cancer early, when it is easier to treat.

How often should you get screened?

For people who have an average risk for colorectal cancer, regular screening is advised. Your risk for colorectal cancer gets higher as you get older. Experts recommend starting screening at age 45 for people who are at average risk. Talk with your doctor about your risk, when to start and stop screening and what screening option is best for you.

Screening Options:

Screening tests for colorectal cancer are stool tests that can be done at home or procedures that need to be done by a doctor in a medical clinic. Stool tests check your stool for signs of cancer. More popular screening options include a colonoscopy performed by your doctor, or a FIT test (fecal immunochemical test) that can be completed from the comfort of your home.



As part of our commitment to helping you live healthy, we cover colon cancer screenings at no cost to you, plus you can earn a \$50 Visa Gift Card! Talk to you doctor today about what colon cancer screening test is right for you. Call our Customer Service team at 855-645-8448 and schedule your colon cancer screening today!

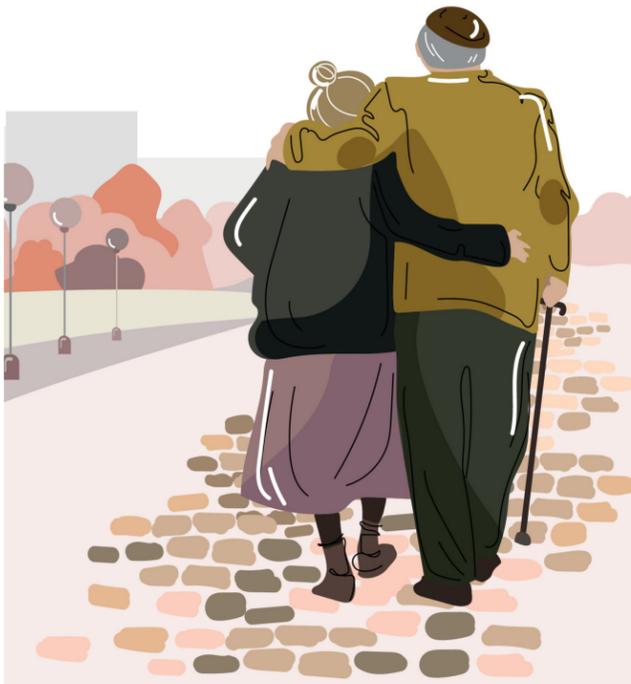
High Cholesterol: Using the Power of Small Changes

The good thing about high cholesterol is that there's a lot you can do about it. And doing those things will lower your risk of having a heart attack or stroke. Plus, they may help you feel better about yourself!

You probably already know how to lower your risk: Eat heart-healthy foods. Be more active. Get to a healthy weight. And don't smoke. But the fact is, changing habits isn't easy. And those changes can feel like big ones to tackle. But you can do it. The key is to start small.

Pick a habit you'd like to change. Choose one small step toward that goal that you feel pretty sure you can take. When you've succeeded with that step, add another small change.

By taking one small step after another, you can improve your habits and make a big difference in your risk. That's the power of small changes.



Every journey begins with one step. When you're ready to start, you can use this information to plan your route to a healthier life.

Making changes that work

These stories show how some other people took small steps that put them on the path to reduce their risks. Maybe they'll give you some ideas:

"I know my diet's not the best. When I met with a dietitian, I figured she'd criticize me. But she didn't. She just asked me if I could make some tweaks. Like, could I switch from cornflakes to a whole-wheat cereal? Then, could I add a sliced banana to my cereal? It just made the whole thing seem doable. She gave me some other ideas, too, and I'm all set to try another one." —Ronald

"I've tried to quit smoking lots of times. But now I'm serious about it because I do not want to have a heart attack. I'm using the patch and the medicine my doctor prescribed. But I still crave a smoke after meals. So as soon as I finish eating, I go for a brisk 10 minute walk. It's helping me break a bad habit and helping me build one that's good for my heart." —Mohan



An important part of successful change is having your own reasons. When you think about making a change in your habits, what's one reason that means a lot to you?

"I know I would feel better if I lost some weight, so I decided to try mindful eating. That means paying more attention when you eat. Instead of eating on the run, I make myself sit at the table. I look at my food and chew slowly. And no distractions. That took some effort—I'm so used to checking my phone constantly. After a week, I find I'm eating less because I notice when I'm getting full. I feel proud of myself and ready to take another step." —Teresa

Choosing your first small step

Now, if you'd like, think about what change you could make to move toward a lower risk of having a heart attack or stroke.

My thoughts about making a change:

What's an important healthy change I'd like to make?

What are some small steps that would help me reach that larger goal?

(Make these steps specific and within your reach—things you know you can do.)

Which step do I feel most confident that I can take?

Looking Ahead

Imagine it's a month from now and you've made the healthy change you chose. How will you feel about your success? You can reach your goal, one small step at a time.

Clean Eating - Tex Mex Style

Who said Tex-Mex can't be healthy? Satisfy your craving for Mexican food with this delicious and easy-to-assemble Mexican chicken casserole.

This hearty dish combines flavorful ingredients with the ease and comfort of a homemade casserole. Enjoy it with your family or save some for easy leftovers!

Mexican Chicken Casserole



Total Cook Time:
1 Hour 10 Minutes



Yields:
6 servings

Nutrition Facts:

Serving Size: 1/6 casserole | Calories: 399
Sugar: 9 g | FAT: 16 g | Saturated Fat: 6 g
Carbohydrates: 29 g | Fiber: 5 g | Protein: 35 g

Ingredients:

- (6) 6-inch soft corn tortillas, cut into wedges
 - (2) tablespoons avocado oil or organic canola oil
 - (1) sweet onion, diced
 - (2) tablespoons preferred taco seasoning
 - (2) cups finely chopped baby spinach
 - (1) cup frozen sweet corn kernels, thawed
 - (2) cups **cooked** shredded chicken
 - (1) 28-ounce can crushed tomatoes
 - (1) tablespoon cider vinegar
 - (1) teaspoon salt
 - (1) ½ cup shredded Monterey Jack cheese, 6 oz.
- Freshly chopped scallions and cilantro for garnish, (optional)

Source: healthyseasonalrecipes.com



Directions:

Step 1: Bake Tortillas

Preheat oven 350°F and coat a 9×13 inch baking dish with cooking spray. Set aside.

On 2 baking sheets, lay tortillas out in a single layer. Bake until they are just starting to harden and brown in spots, 12-16 minutes. Remove from the oven.

Step 2: Prepare Filling

In a large non-stick skillet over medium-high heat, warm oil. Add onion and cook, stirring often until softened and starting to brown, 6 to 10 minutes. Stir in the taco seasoning and cook until fragrant, 30 seconds to 1 minute. Stir in spinach, corn, and shredded chicken. Cook until heated through, 3 to 4 minutes.

Step 3: Assemble Casserole

Open can of tomatoes and stir in vinegar and salt. Spread ½ cup of the tomato mixture to the bottom of the baking dish. Layer a third of the tortillas over the sauce. Then, top with half of the chicken and corn mixture. Pour ¾ cup of the tomato mixture over the chicken and sprinkle with ½ cup cheese. Repeat until all ingredients are used.

Step 4: Bake and Serve

Cover dish with foil and bake until the casserole is heated through, steaming, and bubbly around the edges, 20 to 30 minutes. Remove foil and top with the remaining ½ cup cheese and bake until the cheese is melted and bubbling, 8 to 10 minutes.

P.O. Box 19909
Houston, TX 77224

Health and wellness or prevention information.



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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