

2024 Memorial Hermann Benefits At-A-Glance



Comprehensive Dental Coverage on ALL Plans for 2024

\$3,000 on HMO, \$2,500 on Golden Triangle, \$4,000 on D-SNP and \$2,000 on MA-Only. Dental services are provided by Liberty Dental. Liberty has an excellent network in the Houston area, and you can find a provider at:

- <https://client.libertydentalplan.com/MemorialHermannMedicare/FindADentist>
- You can also call 866.674.0114 (TTY: 877.855.8039).

New for 2024! Flexible Spending Program - Flex Card

The Memorial Hermann *Advantage* Mastercard Flexible spending program (we like to call it the **Flex Card** for short).

What It Is

The Memorial Hermann *Advantage* Flex Card is a debit card that can be used like a credit card to purchase **Vision and Hearing** items (such as glasses and hearing aids) and **Over-the-Counter (OTC)** items. Also, in situations where a member is in our Dual Special Needs (D-SNP) plan or has successfully completed a Case Management program, an allowance is added for **Groceries**. \$240/quarter for DSNP, \$500/annually for other plans upon successful completion of a Case Management program

How It Works

After you enroll, you will receive your card in the mail ready to go – it will automatically begin working on your enrollment effective date. After that, simply use your Flex Card like a credit card at the time of purchase. If you exceed your allowance, you will need to cover the remaining amount with another form of payment. For example:

New for 2024! Over-the-Counter (OTC) Benefit loaded onto your Flex Card

- Every three months you can purchase up to (\$150 for HMO, \$40 for Golden Triangle, \$200 for DSNP, \$100 for MA-Only) of CMS-approved OTC products. You may make your first order in January 2024.
- You will receive a catalogue in December that will provide a detailed list of products along with ordering instructions.
- You can also visit <https://athome.medline.com/MHHP> to review the catalog and order; or, call Medline Customer Service at 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time.
- You can also use your OTC benefit at physical locations.
- Please note that OTC dollars do not “roll over” to the next quarter if they are not used, so order every three months to maximize your benefit!

New for 2024! Vision & Hearing Benefit loaded onto your Flex Card

Your vision and hearing allowance is already loaded onto the Flex card, (note: the dollar amount of your vision/hearing allowance is based on the plan you select) \$1,500 HMO, \$1,000 DSNP, \$900 Prime Value MA-Only, \$900 Golden Triangle. You can use these dollars in any combination you want when purchasing items such as glasses, contacts, and hearing aids. Simply present the card and dollars will be deducted accordingly.

Up to \$180 in Gift Cards with the Healthy Advantage Rewards Program

The member **MUST** complete the Health Risk Assessment (HRA) to activate this benefit (and they will receive a \$25 gift card for doing so). Then, members should book their Annual Wellness Visit (\$50). Additional gift cards are provided for Colon Cancer Screening (\$50); Retinal Eye Exam (\$30); and Breast Cancer Screening (\$25). The gift cards are mailed out after claims are processed, which can take up to 60 days after claim is received.

Transportation Benefit via Modivcare

HMO, Golden Triangle, and Prime Value MA-Only have 20 1-way trips, DSNP has unlimited trips. To utilize this benefit, it is recommended that you schedule your trips 3 days in advance by either:

- Calling Modivcare at: 855.330.9183
- Or, visiting their website at www.mymodivcare.com and clicking “Book a Ride.” You will be instructed to set up your username and password information, which can be used to quickly log-in and book future trips

Free Gym Membership via Silver & Fit

All plans include membership in the Silver & Fit Healthy Aging and Exercise Program. Members can participate in activities at a local participating fitness center, or they can choose a home fitness option. To enroll, go to <https://www.silverandfit.com> and register online or call Silver & Fit toll free at 877.427.4788 (TTY: 711) Monday – Friday, 7 am to 8 pm CT.

Once enrolled, members can download the **ASHConnect Mobile App** to stream on-demand workouts, access healthy aging resources, or search for a participating fitness center. To locate a participating fitness center online, go to <https://www.silverandfit.com/search>.

Healthy Aging content includes a personal health coach who can help achieve goals in fitness, nutrition, and stress during scheduled phone sessions. There is also a library of online educational classes and members can receive quarterly newsletters.

Continued for 2024! 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 already, they can order the meals after you have been discharged.
- 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 meals will arrive in 2-3 days, and can be refrigerated for up to two weeks.

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

A Case Manager is a registered nurse (RN) 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.

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@memorialhermann.org.

Virtual Health Options

With a Memorial Hermann Advantage plan, if your physician has a tele-health option, your co-pay is the same as an in-person visit (e.g., \$0 for PCP, etc.). The member can also use **Teladoc**, which has a \$0 copay. Visit <https://www.teladoc.com/> to get started!

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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