

# BROKER NEWSLETTER

AUGUST 2023

MEMORIAL  
HERMANN  
Health Plan



## KEY CONTACTS

### Memorial Hermann Health Plan:

#### Website

[healthplan.memorialhermann.org](http://healthplan.memorialhermann.org)

#### Customer Service

855.645.8448

### Internal Team

**Pete Dutka** - AVP of Sales  
[pete.dutka@memorialhermann.org](mailto:pete.dutka@memorialhermann.org)  
(281) 770-7591

**Donna Alexander** - Account Executive  
[donna.alexander2@memorialhermann.org](mailto:donna.alexander2@memorialhermann.org)  
(713)-379-4558 EXT. 1

#### Medicare Sales:

[MASales@memorialhermann.org](mailto:MASales@memorialhermann.org)

## Broker Certification is OPEN!

Broker certification training is now accessible through the broker portal in WiPro.

### Broker Portal Link:

[brokers.healthplan.memorialhermann.org](http://brokers.healthplan.memorialhermann.org)



# ANNOUNCEMENTS



## Will You Be Attending The 2024 Broker Kickoff?

Mark your calendars as Memorial Hermann goes for the gold this upcoming Annual Enrollment Period. Be sure to RSVP to save your spot!

**When:** August 10, 2023 | 9 am - 2 pm

**Where:** The Westin Memorial City - Wisteria Ballroom 3rd Floor  
945 Gessner Rd.  
Houston, TX 77024

### What to expect:

- Food and beverages
- Swag bags
- A chance to win some incredible prizes



## 2024 Benefit Sneak Peak

Ready to prepare for AEP 2024? You'll get a sneak peak into our new and improved plan benefits and programs for the new year.

## Broker Text Messaging

We've gone SMS! Stay on top of your game with our SMS Broker Tips. If you have not received the most recent text messages or would like to sign up for alerts, please email: [MASales@memorialhermann.org](mailto:MASales@memorialhermann.org)

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

**Broker microsite:** [mhhs.org/ma-brokers](https://mhhs.org/ma-brokers)

# WHY MH IS A GOOD FIT FOR YOUR CLIENT

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## **A Known, Respected, LOCAL Brand**

We are a local plan, serviced locally, to better serve our members and our communities. Memorial Hermann has been helping fellow Texans in the Houston area for over 100 years.

## **Access to Top-Notch Care with No Referrals**

The Memorial Hermann Health System includes over 17 hospitals, 70 clinics, and over 6,700 physicians. And, while we encourage and facilitate establishing a relationship with your PCP to coordinate care, when you're in our network there are no referrals needed to see a specialist.

## **Care Coordination: Member – Physician – Pharmacy**

We use proprietary technology that efficiently shares valuable information and identifies opportunities for value-based care improvement.

## **Growth Trajectory**

We are investing in our products and our broker partners to significantly drive expansion and growth.

## **Apex Partnership**

Memorial Hermann has partnered with a tech-enabled company dedicated to developing value-based care solutions that address the needs of the member, the hospital, and our approach to sales and retention.

## **A Concierge Approach to Serving Our Partners**

We work directly with our partners to quickly respond to market and customer needs.



# BENEFIT REMINDER

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## Supplemental Benefits

Do you know all of the supplemental benefits being offered this year? Each year Memorial Hermann Health Plan strives to provide medicare members the tools and resources they need in order to live a happy, healthy lifestyle.

### New for 2023! 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 (15 meals on the Plus HMO Premium Plan) from Mom's Meals.

- You also have up to 14 days after you have been discharged to order the meals yourself. 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.

### New for 2023! Over-the-Counter (OTC) Benefit on ALL PLANS

- Every three months you can purchase up to (\$40 on HMO and Golden Triangle, \$55 on Plus HMO, \$75 for DSNP, \$25 for MA-Only) of CMS-approved OTC products from a catalog.
- Visit **[athome.medline.com/MHHP](http://athome.medline.com/MHHP)** to review the catalog and order; or, call 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time.
- 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 ALL Plans: Transportation Benefit via Modivcare

All plans have this benefit: 58 1-way trips for DSNP, 15 1-way trips for Plus HMO, 10 1-way trips for HMO, Golden Triangle and MA-Only. To utilize this benefit, it is recommended that you schedule your trips 3 days in advance by either:

- Calling Modivcare at: 855.330.9138
- Or, visiting their website at **[mymodivcare.com](http://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.

If you have any questions on any of these benefits, please email us at [masales@memorialhermann.org](mailto:masales@memorialhermann.org).