



Broker Bulletin

April | 2021

Medicare Guidebooks

[Health First Health Plans Broker Portal](#)

[AdventHealth Advantage Plans Broker Portal](#)

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The 2021 Medicare Advantage Member Guidebooks were recently released. Every Health First Health Plans and AdventHealth Advantage Plans Medicare Advantage member was mailed a new guidebook the first week of April. We want to make it easy for our members to access quality care that fits their unique needs. The 2021 Medicare Advantage Member Guidebook highlights a variety of services to help with some of those needs including:

- Wellness incentive programs
- More than a hundred prescription drugs at \$0 and discounts at preferred pharmacies
- Gym membership that includes in-home programs
- Worldwide coverage for emergency and urgent care visits
- Extensive network of more than 4,000 providers
- Supplemental Benefits allowances



Connect with your Medicare members and ask them to stay on top of their health and wellness. Encourage them to follow these important steps:

Step 1: Access the secure member portal to see plan benefit details, locate participating physicians and more.

- Health First Health Plans Member Portal:
<https://hf.healthtrioconnect.com/app/index.page>
- AdventHealth Advantage Plans Member Portal:
<https://ahap.healthtrioconnect.com/app/index.page>

Step 2: Establish a Primary Care Provider (PCP) and schedule an annual wellness visit. This allows members to create a plan with their doctor to maintain and improve their overall health by reviewing medical history, medications and other recommended screenings.

Step 3: Schedule their Comprehensive Health Assessment (CHA). The CHA is an in-home health assessment by a nurse practitioner that lasts about an hour, with time to discuss health concerns, medications and recent treatments. Results of the visit are shared with their provider to ensure care and resources are in place. Members can schedule a CHA appointment today by calling 321.434.6712.

For a full copy of the Medicare Advantage Member Guidebooks, follow the links below:

- [Health First Health Plans Medicare Advantage Member Guidebook](#)
- [AdventHealth Advantage Plans Medicare Member Guidebook](#)

For all our members, including Medicare, Commercial Group and Individual members, guidebooks may be accessed from their member portal.

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at HFBroker@HF.org.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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