Helpful contact information and online resources
This guidebook contains valuable information about your health plan, and we hope you will use it as a resource through 2020. If you have any questions or need assistance, please contact Customer Service.

By phone
Contact Customer Service 1-855-722-4186
(TDD/TTY relay: 1-800-955-8771)
Hours: Monday through Friday from 8 am to 6 pm.

Online
Visit our website at: myAHplan.com

In person
Walk-in service hours are Monday through Friday from 8 am to 5 pm, with no appointment needed.
6450 U.S. Highway 1
Rockledge, FL 32955

Please see instructions inside on how to access our secure online member portal.
At a Glance

Thank you for choosing AdventHealth Advantage Plans as your 2020 wellness partner. In this packet, you will learn about:

- **Plan Information**: How to request an ID card, pay your premiums, check claim statuses and more
- **Your Network**: A map of hospital locations
- **Pharmacy Benefits**: A list of affordable and effective medications
- **Access to Care**: Information about virtual clinic and urgent care centers
- **Wellness**: Mental health benefits, Nurse24℠ and lifestyle coaching

You will receive information about additional services throughout the year, which will be color coded to match the categories above. Please keep this booklet, add new pieces to it as you go and contact Customer Service if you need any support. **All contact information is listed on the front of this guidebook.**

Quick Tips Guide

**How to Begin Enjoying Your Health Benefits**

Please follow these four easy steps to get the most out of your new benefits.

**Step 1:** Register at [myAHplan.com/myportal](http://myAHplan.com/myportal) then you will be able to print your ID card, see plan benefit details and more.

**Step 2:** View the Provider Directory to select a primary care physician (PCP) and schedule an annual wellness visit.

**Step 3:** Review the Drug List (Formulary) to be sure your current medications are covered.

**Step 4:** Schedule your annual physical exam with your PCP. To view a list of additional covered preventive screenings, visit [myAHplan.com/Screenings](http://myAHplan.com/Screenings).

If you have any questions, call Customer Service toll-free at **1-855-722-4186** (TTY/TDD relay 1-800-955-8771) Monday through Friday from 8 am to 6 pm.

Health First Commercial Plans, Inc. is doing business under the name of AdventHealth Advantage Plans. AdventHealth Advantage Plans does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.
Online Member Self-Service Portal

Follow the instructions below to log in to our secure online member portal.

The online portal provides easy access to your plan information, go to myAHplan.com, select “Log In” near the top of the page, then click “Member.” Once you are logged in, click the tabs across the top of the screen to navigate through the various options:

- Find a participating doctor or facility
- Check your plan benefits: copayments, coinsurance, deductibles and out-of-pocket maximum
- Find your drug costs
- Request an ID card
- Print a temporary ID card
- Pay your premium
- Check the status of a medical or pharmacy claim
- Request reimbursement
- Access Healthy Living resources and learn more about our approach for improving the quality of our health plan
- View your Member Rights and Responsibilities, Limitations, Exclusions and Notice of Privacy Practices*

*Members can request a mailed copy by calling Customer Service toll-free at 1-855-722-4186 (TTY/TDD relay 1-800-955-8771)

Coming Soon

AdventHealth Advantage Plans is launching CaféWell®, a personalized health and wellness program that rewards you for completing healthy actions. Enjoy free, unlimited access to CaféWell® starting in 2020.

How will CaféWell® work?

- Log in to the AdventHealth Advantage Plans secure member portal.
- Complete healthy programs to earn points.
- Redeem points for gift cards in the Marketplace.

*CaféWell® information coming soon!
How to Read and Understand Your Personalized Health Report

Your Personalized Health Report will be delivered to you twice annually. By keeping track of your unique health information, including a list of your needed healthcare screenings, you’ll be better prepared to discuss your current health status with your provider. Together, you will be able to develop the best healthcare plan possible.

Talk to your primary care provider (PCP) to see if you are up to date on all your preventive services.

Use this section to keep track of completed services and/or upcoming appointments.

An unchecked box indicates you are due to complete the “Health Action.” Contact your PCP to coordinate.

You will see a checked box, which shows that your “Health Action” has been completed.

If you see “N/A” on your health report, this “Health Action” may not apply to you. Contact your PCP with any questions.

This section is removable. You can bring this card with you to your office visits to keep your information current.

Use this section to keep track of completed services and or upcoming appointments.

An unchecked box indicates you are due to complete the “Health Action.” Contact your PCP to coordinate.

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If you see “N/A” on your health report, this “Health Action” may not apply to you. Contact your PCP with any questions.

This section is removable. You can bring this card with you to your office visits to keep your medication list current.

Use this section to keep track of completed services and/or upcoming appointments.

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AdventHealth Advantage Plans gives you access to more than 4,000 providers and 23 hospitals in nine counties across Central Florida. A list of providers, their locations and contact information can be found in your provider directory at myAHplan.com. Click on “Provider Directory” and select “Individual & Family Plans” or “Group Plans.”

AdventHealth Hospitals
Volusia and Flagler
1 AdventHealth Daytona Beach
2 AdventHealth DeLand
3 AdventHealth Fish Memorial
4 AdventHealth New Smyrna Beach
5 AdventHealth Palm Coast

Orange, Osceola and Seminole
6 AdventHealth Altamonte Springs
7 AdventHealth Apopka
8 AdventHealth Celebration
9 AdventHealth East Orlando
10 AdventHealth for Children
11 AdventHealth for Women
12 AdventHealth Kissimmee
13 AdventHealth Orlando
14 AdventHealth Winter Park

Hardee and Highland
15 AdventHealth Lake Placid
16 AdventHealth Sebring
17 AdventHealth Wauchula

Health First Hospitals
18 Cape Canaveral Hospital
19 Holmes Regional Medical Center
20 Palm Bay Hospital
21 Viera Hospital

Other Network Hospitals
22 Cleveland Clinic Indian River Hospital
23 Sebastian River Medical Center
AdventHealth Advantage Plans customers have access to services in:

9 Counties Across Central Florida

- 1,157 Primary Care Physicians
- 2,750 Specialists
- 725 Outpatient Mental Health Providers
- 23 Hospitals
- 42 Skilled Nursing Facilities
- 51 Urgent Care Centers
- 268 Pharmacies

**Guidelines to know:**

- For non-emergencies, seek care at the most convenient urgent care facility, and confirm with the facility that they will bill as an urgent care.
- In an emergency or when an urgent care facility is not available, seek care at the closest emergency medical facility available.
- Your normal urgent care or emergency room copay applies.
- If admitted during the visit, the emergency copay will be waived.
- When traveling abroad, customers must request reimbursement for covered out-of-pocket medical expenses (up to the allowed amount, minus your cost share).

To verify benefits, and to confirm if your plan has out-of-network benefits, please visit us at myAHplan.com or contact Customer Service at 1-855-722-4186.
# When You Need Care, We Have Options

<table>
<thead>
<tr>
<th>Nurse 24™</th>
<th>Primary Care Physician (PCP)</th>
<th>Walk-in Clinic</th>
<th>Urgent Care*</th>
<th>Emergency Room</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No cost to you</strong></td>
<td>$</td>
<td>$</td>
<td>$$</td>
<td>$$$</td>
</tr>
<tr>
<td>Speak with a registered nurse for care advice and questions about medications and non-emergency symptoms</td>
<td>Prevent illnesses, determine the likely source of a problem and coordinate care with specialists</td>
<td>Same-day care with a Primary Care Physician</td>
<td>Same-day care for conditions that are not life-threatening, but require prompt treatment</td>
<td>Same-day care for serious or life-threatening illnesses and injuries</td>
</tr>
<tr>
<td>‣ Ailments and conditions</td>
<td>‣ Annual wellness visit</td>
<td>‣ Cold and flu symptoms</td>
<td>‣ Sprains and strains</td>
<td>‣ Chest pains, heart attack</td>
</tr>
<tr>
<td>‣ Treatment options</td>
<td>‣ Persistent symptoms</td>
<td>‣ Rashes</td>
<td>‣ Severe sunburn</td>
<td>‣ Difficulty breathing</td>
</tr>
<tr>
<td>‣ Prescription drugs</td>
<td>‣ Chronic conditions</td>
<td>‣ Allergies</td>
<td>‣ Flu and cold symptoms</td>
<td>‣ Broken bones</td>
</tr>
<tr>
<td></td>
<td>‣ Medication management</td>
<td>‣ Upper respiratory infections</td>
<td>‣ Allergy and sinus infections</td>
<td>‣ Heavy bleeding</td>
</tr>
<tr>
<td></td>
<td>‣ Allergies</td>
<td>‣ Urinary tract infections</td>
<td>‣ Lacerations</td>
<td>‣ Severe cuts or burns</td>
</tr>
<tr>
<td></td>
<td>‣ Mild cold</td>
<td>‣ Ear pain</td>
<td>‣ Severe vomiting or diarrhea</td>
<td>‣ Stroke</td>
</tr>
<tr>
<td></td>
<td>‣ Ear pain</td>
<td>‣ Vomiting or diarrhea</td>
<td>‣ Urinary tract infection (UTI)</td>
<td>‣ Confusion, fainting or blacking out</td>
</tr>
<tr>
<td></td>
<td>‣ Insect bites or rashes</td>
<td></td>
<td>‣ Minor cuts, abscesses and wound care</td>
<td>‣ Severe abdominal pain</td>
</tr>
<tr>
<td></td>
<td>‣ Immunizations</td>
<td></td>
<td></td>
<td>‣ Coughing or vomiting blood</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>‣ Changes in vision, difficulty speaking</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>‣ Complications related to pregnancy</td>
</tr>
</tbody>
</table>

**Nurse24™** will not prescribe treatment or medications.

Cost share applies

<table>
<thead>
<tr>
<th>No Appointment Needed</th>
<th>Appointment Needed</th>
<th>No Appointment Needed</th>
<th>No Appointment Needed</th>
<th>No Appointment Needed</th>
</tr>
</thead>
</table>

Review your schedule of benefits for cost share

*To avoid coverage challenges, please ensure the facility bills the insurance company as an Urgent Care location.*
Urgent Care Locations

Flagler County
Palm Coast
AdventHealth Centra Care
1270 Palm Coast Parkway N.W. 386-225-4631
Palm Harbor Family Practice
9 Pine Cone Drive, Suite 102A 386-445-6191

Orange County
Orlando
AdventHealth Centra Care
250 N. Alafaya Trail, Suite 135 407-381-4810
12500 S. Apopka-Vineland Road 407-934-2273
8014 Conroy-Windermere Road, Suite 104 407-291-8975
9637 Lake Nona Village Place 407-723-1365
2609 S. Orange Ave 407-203-0656
2301 Sand Lake Road 407-851-6478
509 S. Semoran Blvd 407-277-0550
5810 S. Semoran Blvd 407-207-6061
11550 University Blvd 407-384-0080

Windermere
Jewett Convenient Care Center
5151 Winter Garden Vineland Road, Suite 206 407-629-2444

Winter Garden
AdventHealth Centra Care
3005 Daniels Road 407-654-8186

Winter Park
AdventHealth Centra Care
3099 Aloma Ave 407-951-6302
2540 Lee Road 407-629-9281
Jewett Convenient Care Center
1285 Orange Ave 407-599-3710

Kids Urgent Care
2325 W. Fairbanks Ave 407-539-0311

Osceola County
Kissimmee
AdventHealth Centra Care
3293 Greenwald Way N 407-847-2796
8201 W. Irlo Bronson Memorial Highway 407-465-0846
3759 Pleasant Hill Road 863-419-2723
4320 W. Vine St 407-390-1888

St. Cloud
AdventHealth Centra Care
4660 13th St 321-805-4650

Seminole County
Altamonte Springs
AdventHealth Centra Care
440 W. State Road 436 407-788-2000

Lake Mary
AdventHealth Centra Care
2948 W. Lake Mary Blvd 407-732-7478
Jewett Convenient Care Center
701 Platinum Point 407-206-4500

Kids Urgent Care
105 S. Country Club Road 321-363-4927

Longwood
AdventHealth Centra Care

Oviedo
AdventHealth Centra Care
8010 Red Bug Lake Road 407-200-2512

Sanford
AdventHealth Centra Care
4451 W. 1st St 407-330-3412

Volusia County
DeLand
AdventHealth Centra Care
2293 S. Woodland Blvd 386-279-7010

Daytona Beach
AdventHealth Centra Care
1014 W. International Speedway Blvd 386-872-5044
Primecare at Twin Lakes
1890 LPGA Blvd., Suite 130 386-274-2212

Orange City
AdventHealth Centra Care
1360 Saxon Blvd 386-917-0074

Ormond Beach
AdventHealth Centra Care
1245 W. Granada Blvd 386-317-9055

Port Orange
AdventHealth Centra Care
1208 Dunlawton Ave 386-304-7320
Pharmacy Benefits

As a member of AdventHealth Advantage Plans, you have access to broad prescription drug coverage and specialty pharmacy benefits. Read about them here and let us help you make the most of your benefits. For more details about your prescription drug plan, including copayments, drug plan limitations and exceptions, visit myAHplan.com and select “Pharmacy.”

Pharmacy Network
Our network of 268 pharmacies spans nine counties in Central Florida. For the most current list of network pharmacies, please see our Provider Directory at myAHplan.com, click on “Provider Directory” and select “Individual & Family Plans” or “Group Plans.”

Free Mail-Order Delivery
To save you money and time, you can choose to have a 90-day supply of your medications delivered directly to your home. There are two options to fill your prescriptions through the mail:
1) Health First Family Pharmacy at 321-434-7355 and select option 1 or visit HF.org/familypharmacy, or
2) MedVantx at 866-744-0621 or visit medvantxrx.com.

Save Money with 90-Day Prescriptions
Depending on your plan and drug tier, you could save up to 33% of the cost when you fill a 90-day prescription. To take advantage of the savings, make sure to ask your doctor about updating your prescription, and choose auto-refill to eliminate your worries.

TIP: Before going to the pharmacy to have your prescription filled, discuss generics and more affordable alternatives to your current medications with your physician.
Pharmacist Recommendations

Medications to help maintain the health of your heart and kidneys, as well as those that control diabetes and blood sugar levels, are extremely important to your wellness today and in the future. If you are currently taking medications for one of those conditions, speak with your doctor or pharmacist to ensure you are on the most effective and affordable option for you. The list below displays many of the most affordable and effective options:

<table>
<thead>
<tr>
<th>Blood Pressure Control and Kidney Protection</th>
<th>Cholesterol Control and Heart Health</th>
<th>Diabetes and Blood Sugar Control</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drug Name</strong></td>
<td><strong>Drug Name</strong></td>
<td><strong>Drug Name</strong></td>
</tr>
<tr>
<td>Benazepril</td>
<td>Atorvastatin</td>
<td>Glimepiride</td>
</tr>
<tr>
<td>Candesartan</td>
<td>Ezetimibe</td>
<td>Glipizide</td>
</tr>
<tr>
<td>Enalapril</td>
<td>Fluvastatin</td>
<td>Glyburide</td>
</tr>
<tr>
<td>Irbesartan</td>
<td>Lovastatin</td>
<td>Metformin</td>
</tr>
<tr>
<td>Lisinopril</td>
<td>Pravastatin</td>
<td></td>
</tr>
<tr>
<td>Losartan</td>
<td>Rosuvastatin</td>
<td></td>
</tr>
<tr>
<td>Olmesartan</td>
<td>Simvastatin</td>
<td></td>
</tr>
<tr>
<td>Quinapril</td>
<td>Valsartan</td>
<td></td>
</tr>
<tr>
<td>Ramipril</td>
<td>Telmisartan</td>
<td></td>
</tr>
<tr>
<td>Telmisartan</td>
<td>Valsartan</td>
<td></td>
</tr>
<tr>
<td>Valsartan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Save Money — Use Generic**

Some facts about generic medications:
- They typically cost **80 to 85% less** than their brand-name equivalents.
- They always contain **the same active ingredient** and therapeutic effectiveness as their brand-name equivalents.
- The Food and Drug Administration (FDA) is responsible for ensuring each generic medication matches its brand-name equivalent.
- Approximately 50% of generic drugs are **made by the same company** that manufactures their brand-name equivalent.

<table>
<thead>
<tr>
<th>Generics and brands have the same...</th>
<th>But may be different in...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Ingredient</td>
<td>Safety</td>
</tr>
</tbody>
</table>

Call our licensed pharmacists at **321-434-4396** to learn about the generic versions of your current medications.
Why wait and worry?
Nurse24℠ is a toll-free call away.

Get the help you need and put your mind at ease, 24/7.
- Talk with specially trained, skilled nurses
- Get advice on health concerns, big or small
- Learn about home treatment of minor illness and injury
- Find out when to call a health professional

Lifestyle Coaching

What can a Lifestyle Coach do for me?
The Lifestyle Coach will help create wellness goals just for you. Together, you will develop a confidential plan to change unhealthy habits and adopt positive long-term lifestyle changes.

What kinds of things can a Lifestyle Coach help me with?
Our whole-person approach can reduce your risk of preventable diseases, such as heart disease and diabetes, and encourages overall healthy behaviors. The Lifestyle Coach can guide you to:
- Improve your diet
- Feel and look better
- Manage stress
- Gain confidence
- Reach a healthy weight
- Have more energy
- Improve your fitness level

Who are the Lifestyle Coaches?
Our coaches go through extensive training to know exactly what works when making behavior changes. They have a variety of clinical backgrounds, including registered dieticians, exercise physiologists, respiratory therapists and Master’s-level counselors and social workers.

Will Lifestyle Coaching cost me anything?
There is no additional charge to you for this valuable service. You do not need a doctor’s order or referral.

Log in to your member portal at myAHplan.com/myportal. Select Healthy Living, then Lifestyle Coaching—Enroll Now! Or, call 1-855-647-3795 toll-free, Monday through Thursday, 9 am to 7 pm, and Friday through Saturday, 9 am to 6 pm.
Mental and Recovery Services

Provided by AdventHealth Advantage Plans and Magellan Healthcare Services

AdventHealth Advantage Plans and Magellan Healthcare Services teamed together to provide member-focused behavioral health benefits that focus on early intervention and prevention services to positively impact overall well-being.

Our program offers:
- Outpatient solutions
- Welcome-home calls
- Online tools and resources
- Integrated medical and behavioral care
- Ongoing support as needed

Online tools and resources
Members are given unique access to a member website, where a variety of tools and resources are available to help and assist members based on their needs. With a number of different self-assessments, library articles, resource guides and other information, members can learn about different conditions and understand how to modify their daily living to best navigate their individual wellness and health needs.

Visit MagellanAssist.com
Nondiscrimination Notice

AdventHealth Advantage Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AdventHealth Advantage Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AdventHealth Advantage Plans:
- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please contact our Civil Rights Coordinator.

If you believe that AdventHealth Advantage Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, 6450 US Highway 1, Rockledge, FL 32955, 321-434-4521, 1-800-955-8771 (TTY), Fax: 321-434-4362, civilrightscoordinator@HF.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7997 (TDD).

Complaint forms are available at https://www.hhs.gov/civil-rights/filing-a-complaint/index.html.

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