



Quick Reference

Plan Information

Health First Health Plans Customer Service

Call **1.800.716.7737** or **321.408.5289** (TDD/TTY relay: 1.800.955.8771) from April 1 to September 30; we're available weekdays, 8 a.m. to 8 p.m., and Saturdays from 8 a.m. to noon. From October 1 to March 31, we're available seven days a week from 8 a.m. to 8 p.m.

Walk-in service hours are weekdays from 8 a.m. to 5 p.m., with no appointment needed. Our address is 6450 U.S. Highway 1, Rockledge, Florida 32955.

Online Member Self-Service Portal

To access your plan information online, go to myHFHP.org/welcome.

Your Network

Provider Directory

To search for a network pharmacy, primary care physician (PCP), specialist or other participating doctors or facilities within our network, visit myHFHP.org/directory.

Access to Care

Nurse Advice Line

Call the Nurse Advice Line to speak with a registered nurse about ailments, conditions, treatment options and prescription drugs. Call anytime, 24 hours a day. **1.800.308.5848**

Health First AdventHealth Centra Care Virtual Clinic

Receive treatment over the phone or through video conferencing. Virtual clinic provides help for clinical problems. Call **321.725.4505** or visit HFnow.org to schedule an appointment

Health First AdventHealth Centra Care Urgent Care Appointments

Visit HFnow.org to make an appointment and get same-day care at a walk-in clinic near you.

Pharmacy Benefits

Free Mail-Order Delivery

To save time, choose 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 **605.978.3900** or visit medvantxrx.com.

Medication Therapy Management Program

Call **321.434.4396** to speak to a pharmacist and learn how to save money on prescriptions.

Wellness

Fitness Benefit

To find a fitness center or YMCA near you or to enroll in the Home Fitness program, call Silver and Fit® toll-free **1.888.797.7806** (TTY/TDD 711) 8 a.m. to 9 p.m. Eastern, Monday through Friday.

Mental Health Benefits

Visit MagellanAssist.com to find mental health providers, resources and general education. Click "Register or Enter as a Guest," enter 800.424.4347 and follow the instructions. Or call Magellan at **1.800.424.4347** (TDD/TTY: 1.800.424.1694) 24 hours a day, seven days a week.

Comprehensive Health Assessment (CHA)

Complete a CHA in 2021 and earn a \$50 gift card. Call **833.447.7485** to schedule your appointment, weekdays, 8 a.m. to 6 p.m.

Identity Theft Protection

To enroll, call toll-free **1.877.676.0379**. Verify your eligibility with this proof of coverage code: HFIR1

Financial Assistance

My Advocate helps our Medicare members determine if they are eligible for various types of assistance and complete the proper applications. Call **1.866.743.5282** (TTY: 1.855.368.9643) Monday through Friday from 9 a.m. to 6 p.m. or visit MyAdvocateHelps.com.

Medical Nutrition Therapy (MNT)

This service helps you choose the right foods to eat for a specific health condition. Prior authorization is required. Your physician will manage that process. For a list of primary care providers in your network, visit myHFHP.org/directory.