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 2021. If you have any questions or need assistance, please contact Customer Service.

**By phone**
Contact Customer Service 1.855.722.4185
(TDD/TTY: 1.800.955.8771)
**Hours:** Monday through Friday from 8 a.m. to 6 p.m.

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

**Online**
Visit our website at: myHFHP.org

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

Thank you for choosing Health First Health Plans as your 2021 wellness partner. In this book, you will learn about:

- **Plan Information**: How to request an ID card, pay your premiums, check claim statuses and more
- **Wellness**: Mental health benefits, Nurse Advice Line
- **Your Network**: A map of hospital locations, as well as our urgent care and emergency facilities
- **Access to Care**: Information about virtual clinic and urgent care centers
- **Pharmacy Benefits**: A list of affordable and effective medications

Customer Service Representatives are available if you have any questions or need any additional support toll-free at 1.855.722.4185 (TTY/TDD: 1.800.955.8771) Monday through Friday from 8 a.m. to 6 p.m.

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 myHFHP.org/welcome 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 provider (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 myHFHP.org/screenings.

If you have any questions, call Customer Service toll-free at 1.855.722.4185 (TTY/TDD: 1.800.955.8771) Monday through Friday from 8 a.m. to 6 p.m.

Health First Commercial Plans, Inc. is doing business under the name of Health First Health Plans. Health First Health 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 Portal

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

The online portal provides easy access to your plan information, Visit [myHFHP.org/welcome](http://myHFHP.org/welcome) to log in. 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 our approach for improving the quality of our health plan
- View your Member Rights and Responsibilities, Limitations, Exclusions and Notice of Privacy Practices*
- New Technology
- Information about your Appeal Rights

*Members can request a mailed copy by calling Customer Service toll-free at 1.855.722.4185 (TTY/TDD: 1.800.955.8771).

CaféWell®

Here’s how to navigate through CaféWell®

1. Once you are signed in to your portal, click on “Wellness” and choose “CaféWell®” from the dropdown
2. You will see your CaféWell® plan with customized health programs
3. To start a program, click “join now”
4. Each program will contain a handful of actions to complete
   **Look for the green rewards sash to identify a program that earns points**
5. Use your Rewards Dashboard to:
   - View your balance of points
   - Determine which rewardable programs are available
   - See your earning progress throughout the year
6. Redeem points in the CaféWell® marketplace for gift cards to your favorite retailers such as Amazon, Publix or Walmart
Understanding Your Livongo Benefits

**Livongo**

At Health First Health Plans, we’re always looking for ways to ensure you have access to the resources and care you need. Our plan program called Livongo was designed with you in mind to make living with high blood pressure and diabetes easier and more manageable.

**Managing Diabetes:**

For eligible members, Livongo will help you manage diabetes from the safety of your own home with user-friendly tools and personal support whenever you need it. You’ll be supplied with an easy-to-use blood glucose meter and supplies delivered straight to your door. All at no charge!

**Managing Hypertension:**

For eligible members, Livongo will provide personal support when you need it in addition to an advanced blood pressure monitor and cuff that will send your readings directly to the Livongo mobile app for easy tracking.

In addition to these programs, you may also qualify to get an easy-to-use smart scale that lets you track your weight with the connected Livongo app. Just take your scale out of the box, add the provided batteries, and start using it when you’re ready.

After a member enrolls in one of these programs, Livongo will ensure that you continue to receive the tools and support you need to be successful. In addition to one-on-one support, you will receive help with ideas for planning meals, how to use your meter, exercise tips and addressing any additional questions you may have.

To get registered, you can call the Livongo Member Support Team at 1.800.945.4355 (TTY: 711) anytime day or night. Use registration code: HF-CM
Network Map

Health First Health Plans gives you access to more than 4,000 providers and 21 hospitals in nine counties across Central Florida. A list of providers, their locations and contact information can be found in your provider directory at myHFHP.org. Click on “Provider Directory” and select “Individual & Family Plans”.

Health First Hospitals
Brevard
1 Cape Canaveral Hospital
2 Holmes Regional Medical Center
3 Palm Bay Hospital
4 Viera Hospital

AdventHealth Hospitals
Volusia and Flagler
5 AdventHealth Daytona Beach
6 AdventHealth DeLand
7 AdventHealth Fish Memorial
8 AdventHealth New Smyrna Beach
9 AdventHealth Palm Coast

Orange, Osceola and Seminole
10 AdventHealth Altamonte Springs
11 AdventHealth Apopka
12 AdventHealth Celebration
13 AdventHealth East Orlando
14 AdventHealth for Children
15 AdventHealth for Women
16 AdventHealth Kissimmee
17 AdventHealth Orlando
18 AdventHealth Winter Park
19 AdventHealth Winter Garden

Other Network Hospitals
Indian River
20 Cleveland Clinic Indian River Hospital
21 Sebastian River Medical Center
Health First Health Plans members have access to more than 4,000 network providers.

Traveling Outside the Service Area

Health First Health Plans members have access to urgent care and emergency facilities when traveling outside of the Health First Health Plans Network Service Area:

**Urgent Care:**
- Your standard urgent care or emergency room copay.

**Emergency Room:**
- For non-emergencies, seek care through our Virtual Clinic at myHFHP.org/schedule or 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.
- If admitted during the visit, the emergency copay will be waived.

**Out of the United States:**
- When traveling abroad, members must request reimbursement for covered out-of-pocket medical expenses (up to the allowed amount, minus the standard cost share).

To verify benefits, and see if your plan has out-of-network benefits, please visit us at myHFHP.org/welcome or contact Customer Service at 1.855.443.4735 (TTY/TDD: 1.800.955.8771).
## When You Need Care, We Have Options

<table>
<thead>
<tr>
<th>Nurse Advice Line</th>
<th>Primary Care Provider (PCP)</th>
<th>Walk-in Clinic</th>
<th>Virtual Clinic</th>
<th>Urgent Care*</th>
<th>Emergency Room</th>
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</thead>
<tbody>
<tr>
<td>No cost to you</td>
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<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 Provider</td>
<td>Convenient care for urgent but simple medical issues for those out of the area or unable to visit an urgent care</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>
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<tr>
<td></td>
<td>- Ailments and conditions</td>
<td>- Annual wellness visit</td>
<td>- Cold and flu symptoms</td>
<td>- Allergies</td>
<td>- Chest pains, heart attack</td>
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<tr>
<td></td>
<td>- Treatment options</td>
<td>- Persistent symptoms</td>
<td>- Rash</td>
<td>- Cold and flu</td>
<td>- Difficulty breathing</td>
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<tr>
<td></td>
<td>- Prescription drugs</td>
<td>- Chronic conditions</td>
<td>- Allergies</td>
<td>- Ear infection</td>
<td>- Broken bones</td>
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<td></td>
<td></td>
<td>- Medication management</td>
<td>- Upper respiratory infections</td>
<td>- Insect bites</td>
<td>- Heavy bleeding</td>
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<td></td>
<td></td>
<td>- Allergies</td>
<td>- Urinary tract infections</td>
<td>- Rashes</td>
<td>- Severe cuts or burns</td>
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<td></td>
<td>The Nurse Advice Line will not prescribe treatment or medications.</td>
<td>- Mild cold</td>
<td>- Ear pain</td>
<td>- Vomiting or diarrhea</td>
<td>- Stroke</td>
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<tr>
<td></td>
<td></td>
<td>- Ear pain</td>
<td>- Insect bites or rashes</td>
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<td>- Confusion, fainting or blacking out</td>
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<td></td>
<td></td>
<td></td>
<td>- Immunizations</td>
<td>- Sprains and strains</td>
<td>- Severe sunburn</td>
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<td></td>
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<td>Cost share will vary by plan</td>
<td>Cost share will vary by plan</td>
<td>- Severe sunburn</td>
<td>- Flu and cold symptoms</td>
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<td></td>
<td>- Allergy and sinus infections</td>
<td>- Minor cuts, abscesses and wound care</td>
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<td>Cost share will vary by plan</td>
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<td>- Lacerations</td>
<td>- Complications related to pregnancy</td>
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<td>Cost share will vary by plan</td>
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<td>Cost share will vary by plan</td>
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<tr>
<td>No Appointment Needed</td>
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<td>No Appointment Needed</td>
<td>Appointment Needed</td>
<td>No Appointment Needed</td>
<td>No Appointment Needed</td>
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<tr>
<td>Call 1.800.308.5848 24 hours a day, seven days a week.</td>
<td>Visit myHFHP.org, click on Provider Directory and select “Individual &amp; Family Plans” or “Group Plans.” Or call Customer Service to find a PCP near you.</td>
<td>Visit myHFHP.org, click on Provider Directory and select “Individual &amp; Family Plans” or “Group Plans.” Or call Customer Service to find a walk-in clinic near you.</td>
<td>Visit myHFHP.org/virtualclinic or call 321.725.4505 to schedule an appointment.</td>
<td>To reduce your wait time, schedule an appointment at myHFHP.org/schedule or call Customer Service to find the nearest urgent care.</td>
<td>Go to the nearest emergency facility, regardless of network participation.</td>
</tr>
</tbody>
</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.
To reduce your wait time, schedule an appointment at myhfhp.org/schedule.

Urgent Care Locations

1. Health First | AdventHealth Centra Care – Cocoa Beach
   105 S. Banana River Blvd.
   Cocoa Beach, FL 32931
   321.985.0415

2. Health First | AdventHealth Centra Care – Malabar
   730 Malabar Road
   Malabar, FL 32950
   321.549.0696

3. Health First | AdventHealth Centra Care – Gateway
   1223 Gateway Drive
   Melbourne, FL 32901
   321.725.4505

4. Health First | AdventHealth Centra Care – Titusville
   603 N. Washington Ave., Suite 101
   Titusville, FL 32796
   321.593.0458

5. Atlantis Urgent Care Center
   2254 Highway A1A
   Indian Harbour Beach, FL 32937
   321.777.2273

6. Dairy Road Urgent Care
   2107 Dairy Road, Unit B
   Melbourne, FL 32901
   321.956.8224

7. Healthy Minors, LLC
   6525 3rd St., Suite 106
   Rockledge, FL 32955
   321.307.9400

8. Medfast Urgent Care – Cocoa Beach
   275 W. Cocoa Beach Causeway
   Cocoa Beach, FL 32931
   321.799.7777

9. Medfast Urgent Care – Downtown Melbourne
   206 E. New Haven Ave.
   Melbourne, FL 32901
   321.802.3311

10. Medfast Urgent Care – Melbourne (Sarno)
    2113 Sarno Road
    Melbourne, FL 32935
    321.676.0558

11. Medfast Urgent Care – Merritt Island
    390 N. Courtenay Parkway
    Merritt Island, FL 32953
    321.633.3162

12. Medfast Urgent Care – Palm Bay
    490 Centre Lake Drive, NE, Suite 200A
    Palm Bay, FL 32907
    321.821.4950

13. Medfast Urgent Care – Port St. John
    5005 Port St. John Parkway
    Port St. John, FL 32927
    321.633.8620

14. Medfast Urgent Care – Rockledge
    1400 U.S. Highway 1
    Rockledge, FL 32955
    321.735.8960

15. Medfast Urgent Care – Titusville
    3045 Columbia Blvd., Suite 108A
    Titusville, FL 32780
    321.268.6822

16. Medfast Urgent Care – Titusville
    1840 S. Washington Ave.
    Titusville, FL 32780
    321.360.5577

17. Medfast Urgent Care – Viera
    7925 N. Wickham Road, Suite A
    Melbourne, FL 32940
    321.751.7222

18. Medfast Urgent Care – Viera West
    5500 Stadium Parkway, Suite 101
    Viera, FL 32940
    321.306.5510

19. Palm Bay Urgent Care
    1155 Malabar Road, NE, Unit 10
    Palm Bay, FL 32907
    321.723.3627

20. Premier Urgent Care
    at Suntree/Viera
    6300 N. Wickham Road, Suite 109
    Melbourne, FL 32940
    321.253.2169

21. Surfside Urgent Care
    325 5th Ave., Suite 204
    Indialantic, FL 32903
    321.821.4889
Pharmacy Benefits

As a member of Health First Health 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 myHFHP.org 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 myHFHP.org, 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 medvantx.com.

90-Day Prescriptions
For ease and convenience you can order a 90 day supply for your medications. For more information talk to your prescribing provider or call customer service at 855.722.4185 (TTY/TDD relay: 1.800.955.8771).

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

### Blood Pressure Control and Kidney Protection

<table>
<thead>
<tr>
<th>Drug Name</th>
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<tbody>
<tr>
<td>Benazepril</td>
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<tr>
<td>Candesartan</td>
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<tr>
<td>Enalapril</td>
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<tr>
<td>Irbesartan</td>
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<tr>
<td>Lisinopril</td>
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<tr>
<td>Losartan</td>
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<tr>
<td>Olmesartan</td>
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<tr>
<td>Quinapril</td>
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<tr>
<td>Ramipril</td>
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<tr>
<td>Valsartan</td>
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</table>

### Cholesterol Control and Heart Health

<table>
<thead>
<tr>
<th>Drug Name</th>
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<tbody>
<tr>
<td>Atorvastatin</td>
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<tr>
<td>Captopril</td>
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<tr>
<td>Ezetimibe</td>
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<tr>
<td>Fluvastatin</td>
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<tr>
<td>Fosinopril</td>
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<tr>
<td>Lovastatin</td>
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<tr>
<td>Pravastatin</td>
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<tr>
<td>Rosuvastatin</td>
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<td>Simvastatin</td>
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### Diabetes and Blood Sugar Control

<table>
<thead>
<tr>
<th>Drug Name</th>
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<tbody>
<tr>
<td>Glimepiride</td>
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<tr>
<td>Glipizide</td>
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<tr>
<td>Metformin</td>
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<tr>
<td>Moexipri</td>
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<tr>
<td>Perindopril</td>
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<tr>
<td>Pioglitazone</td>
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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?
The Nurse Advice Line 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

Nurse Advice Line
1.800.308.5848

Identity Protection Services
As a fully insured member of Health First Health Plans, you have access to Experian IdentityWorks Identity Protection Services at no cost to you.

Experian IdentityWorks
Experian IdentityWorks offers more protection and the option to enroll at any time—also at no cost to you. Once you enroll in IdentityWorks, you will have access to:
- Experian credit report at signup*
- Credit monitoring for indicators of identity theft
- Internet surveillance
- Identity restoration
- Up to $1 million identity theft insurance**
- Lost wallet protection
- Child monitoring**
- Experian IdentityWorks ExtendCARE™

Enrollment is required.
1. Visit the Experian IdentityWorks website to enroll:
   experianidworks.com/RR1Bplus
2. Click “Get Started” and enter code: HFID
3. Complete the enrollment process.

How Experian Identity Restoration Works
If you become a victim of identity theft, a dedicated Identity Restoration Specialist from Experian will act as your guide and advocate from start to finish by initiating the dispute process, and help to ensure that your identity returns to its pre-identity theft state.***
If you have questions about protecting your identity or if you suspect that your identity has been stolen:
1. Call the Experian customer support team at 1.877.890.9332 (TTY/TDD: 711).
2. Provide engagement number DB14463.

*Members may also call for additional reports quarterly after enrolling.
** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.
*** You may be asked to provide a limited power of attorney to facilitate any identity restoration related work on your behalf.

Plan Information
Wellness
Provided by Health First Health Plans and Magellan Healthcare Services

Health First Health Plans uses a behavioral health benefit manager, Magellan Healthcare, 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.

Call 1.800.424.4347
(TDD/TTY: 711)
at any time, day or night

Visit MagellanAssist.com

Magellan
HEALTHCARE®
Health First is contracted with Magellan to provide behavioral health management services to our members.