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 **1.855.722.4185**
(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 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.
- **Wellness**: Mental health benefits, Nurse24SM and lifestyle coaching.
- **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.

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 inside front pocket 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 myHFHP.org/login 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 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.
**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 myHFHP.org, 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 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).

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**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 in order to finish each program
   - **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
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.

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.

Visit your member portal to see what preventive screenings you can get reimbursed for. If you have any questions, call Customer Service at 1.855.722.4185*.

*Available weekdays from 8 a.m. to 6 p.m. TTY/TDD relay 1.800.955.8771.

This section is removable. You can bring this card with you to your office visits to keep your medication list current.
Health First Health 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 myHFHP.org. Click on “Provider Directory” and select “Individual & Family Plans” or “Group Plans.”

**Health First Hospitals**
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

**Hardee and Highland**
19. AdventHealth Lake Placid
20. AdventHealth Sebring
21. AdventHealth Wauchula

**Other Network Hospitals**
22. Cleveland Clinic Indian River Hospital
23. Sebastian River Medical Center
As of January 2020, Health First Health Plans members 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

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

**Guidelines to know:**
- For non-emergencies, seek care through our Virtual Clinic at myHFHP.org/virtualclinic 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.
- 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 myHFHP.org or contact Customer Service at 1.855.722.4185.
When You Need Care, We Have Options

<table>
<thead>
<tr>
<th>Nurse Advice Line</th>
<th>Primary Care Physician (PCP)</th>
<th>Walk-in Clinic</th>
<th>Virtual Clinic</th>
<th>Urgent Care*</th>
<th>Emergency Room</th>
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<td><strong>No cost to you</strong></td>
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<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>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>
</tr>
</tbody>
</table>

- Ailments and conditions
- Treatment options
- Prescription drugs

The Nurse Advice Line will not prescribe treatment or medications.

- Annual wellness visit
- Persistent symptoms
- Chronic conditions
- Medication management
- Allergies
- Mild cold
- Ear pain
- Insect bites or rashes
- Immunizations

- Cold and flu symptoms
- Rashes
- Allergies
- Upper respiratory infections
- Urinary tract infections
- Ear pain
- Vomiting or diarrhea

- Allergies
- Cold and flu
- Ear infection
- Insect bites
- Rashes

- Sprains and strains
- Severe sunburn
- Flu and cold symptoms
- Allergy and sinus infections
- Lacerations
- Severe vomiting or diarrhea
- Urinary tract infection (UTI)
- Minor cuts, abscesses and wound care

- Chest pains, heart attack
- Difficulty breathing
- Broken bones
- Heavy bleeding
- Severe cuts or burns
- Stroke
- Confusion, fainting or blacking out
- Severe abdominal pain
- Coughing or vomiting blood
- Changes in vision, difficulty speaking
- Complications related to pregnancy

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<tr>
<td><strong>No Appointment Needed</strong></td>
<td>Call 1.800.308.5848 24 hours a day, seven days a week. Visit myHFHP.org, click on Provider Directory and select Individual &amp; Family 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 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>
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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 HFnow.org.
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 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. For questions, call our 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 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:

**Blood Pressure Control and Kidney Protection**

- Benazepril
- Candesartan
- Enalapril
- Irbesartan
- Lisinopril
- Losartan
- Olmesartan
- Quinapril
- Ramipril
- Telmisartan
- Valsartan

**Cholesterol Control and Heart Health**

- Atorvastatin
- Ezetimibe
- Fluvastatin
- Lovastatin
- Pravastatin
- Rosuvastatin
- Simvastatin
- Vytorin

**Diabetes and Blood Sugar Control**

- Glimepiride
- Glipizide
- Glyburide
- Metformin

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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.

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<th>Generics and brands have the same...</th>
<th>But may be different in...</th>
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<tr>
<td>Active Ingredient</td>
<td>Safety</td>
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Call our licensed pharmacists at **321.434.4396** to learn about the generic versions of your current medications.
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

Why wait and worry?
The Nurse Advice Line is a toll-free call away

Nurse Advice Line
1.800.308.5848

Wellness Coaching

What can a Wellness Coach do for me?
The Wellness 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 Wellness Coach can guide you to:
- Improve your diet
- Feel and look better
- Manage stress
- Gain confidence
- Reach a healthy weight
- Have more energy and focus
- Improve your fitness level
- Trouble sleeping
- Difficulty balancing life

Who are the Wellness Coaches?
Our coaches go through extensive training to know exactly what works when making behavior changes. They have a variety of clinical backgrounds and all coaches are certified through the National Board for Health and Wellness Coaching.

Will Wellness 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 myHFHP.org/login. Select CaféWell on your home page. Under “Add Programs” locate the card that says “My Personal Wellness Coach”—Join Now! Or, call toll-free, 1.800.308.5848 Monday through Thursday 9 a.m. to 7 p.m. and Friday through Saturday 9 a.m. to 6 p.m.
Wellness

Provided by Health First Health Plans and Magellan Healthcare Services

Health First Health 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.

**Call 1.800.424.4347**
(TDD/TTY: 1.800.424.1694)
at any time, day or night

Visit MagellanAssist.com

Health First is contracted with Magellan to provide behavioral health management services to our members.
Nondiscrimination Notice

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

Health First Health 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
- 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 Health First Health 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 U.S. 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, 800-537-7697 (TDD).

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

English: If you, or someone you're helping, has questions about Health First Health Plans, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-443-4735.

Spanish: En caso que usted, o alguien a quien usted ayude, tenga cualquier duda o pregunta acerca de Health First Health Plans, usted tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-443-4735.

Haitian Creole: Si ouvou mwen se pa se sou moun mwen ko gen konsènan Health First Health Plans, se dwa w pou resèvwa asistans ak enfomyas nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 855-443-4735.

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Health First Health Plans thì quý vị có quyền được trợ giúp và được biết thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một người đọc dịch viên, vui lòng gọi số 855-443-4735.

Portuguese: Você ou alguém que você estiver ajudando tem o direito de tirar dúvidas e obter informações sobre os Health First Health Plans no seu idioma e sem custos. Para falar com um tradutor, ligue para 855-443-4735.

Chinese: 如果您，或是您正在協助的對象，有與 Health First Health Plans相關的問題，您有權以您的母語免費取得幫助和資訊。請致電 855-443-4735 與翻譯員洽談。

French: Si vous, ou quelqu’un que vous êtes en train d’aider, a des questions à propos de Health First Health Plans, vous avez le droit d’obtenir de l’aide et l’information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-443-4735.

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Health First Health Plans, may karapatan ka na humingi ng tulong at impormasyon sa iyong wika nang libre. Upang makaasap ang isang tagasaliran, tumawag sa 855-443-4735.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Health First Health Plans, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 855-443-4735.