



Health Plans

Healthy Together

WELCOME TO HEALTH FIRST HEALTH PLANS 2022



We're so glad you're here

Welcome to your 2022 Medicare Advantage Plan. Health First Health Plans has worked hard to bring you an even better healthcare experience this year. We know there's no "one-size-fits-all" plan, which is why this year's was designed with your needs in mind.

Here you'll find everything you need to understand and maximize your plan benefits—so keep this booklet around. If questions come up, call us at **800-716-7737 (TTY/TDD 800-955-8771)** Monday through Friday 8 a.m.-8 p.m. Saturday 8 a.m.-noon ET. From October 1 to March 3, we offer extended hours from 8 a.m.-8 p.m., seven days a week.



WHAT'S INSIDE

2 Getting started

4 A closer look at your benefits

8 Activate your over-the-counter allowance

9 Earn extra rewards

10 Choose the right place for care



OR

Health Plans

John Jacob
Jiingleheilmerschmidt-Smith
Health First Classic Plan (HMO-POS)

Your plan information

Member ID OSC12345678-01
Coverage start date 01/01/2022

Mental health

Call Optum at 000-000-0000 (TTY: 711)

Customer service

www.placeholderinsuranceURL.com
Or call us at 000-000-0000 (TTY: 711)



Getting started

Health First Health Plans has partnered with Oscar this year to make your access to healthcare easier and more convenient

Now you have a dedicated Care Team that gets to know you personally. They can help you set up your account online or in the app, find a provider, estimate prescription costs, and more. Follow the steps below to get the most out of your plan.



Create your new online account

Visit myHFHP.org/login and follow the instructions to set up your account. Then, you can easily print an ID card, see plan details, and connect with your Care Team.



Tell us about yourself

Take about 15 minutes to fill out your Health Risk Assessment in your account or with your Care Team over the phone. This helps us personalize your experience and suggest helpful health information.



Submit a HIPAA authorization

With the new Health First Health Plans' member account, we will need you to submit another HIPAA form. Log in to your account to authorize access to your healthcare information for a partner, close friend, or caregiver. Or fill out the HIPAA authorization form included in this kit and return it in the envelope provided.



Download our new app

Health First Health Plans has a great new app for you. Search for Oscar Health in the App Store or Google Play to download it and get started.



Get your questions answered

If you have questions, call your Care Team at **800-716-7737** or send us a secure message through the app.



Meet your Care Team

As a Health First Health Plans member, you will experience a different kind of customer service. You will have a Care Team that will get to know you and your history.

They can:

- ✓ Answer plan, billing, and claims questions
- ✓ Make appointments
- ✓ Book your rides to appointments
- ✓ Help you prepare for an upcoming procedure
- ✓ Find in-network providers and pharmacies
- ✓ And more!

Call **800-716-7737** or send us a secure message in the app.



Let's take a closer look at your benefits

Your plan includes benefits to support your wellness and health. The following information will help you get the most from your plan.



All Tier 1 prescription drugs for \$0

This year we're working with CVS Caremark to provide you affordable Rx benefits. Our Tier 1 drug list includes more than 150 preferred generic drugs. They all cost \$0. Log in to your account to do a quick search to see what your drugs may cost.

Choose an in-network pharmacy and save more money

Review the directory to find an in-network pharmacy at myHFHP.org. You also have access to our Medicare Preferred Pharmacy Network where you can fill prescriptions at an even lower cost. Some preferred pharmacies include:

- ✓ Health First Family Pharmacy
- ✓ CVS
- ✓ Publix
- ✓ Walmart
- ✓ Target

Two more ways to save on your prescriptions

- 1 Get them delivered directly to your home at no extra cost.** Call your Care Team at **800-716-7737** to sign up for mail-order prescription delivery. It's easy and convenient.
- 2 Request a 90-day prescription fill.** Depending on your plan and prescription drug, you could save money by ordering a 90-day supply. To make the switch, talk to your provider or give your Care Team a call.

Buying over the counter? Take a look at page 8 to see how to save on eligible items.

Talk to a mental health provider

Whenever you need support for life's challenges, your network of mental health providers and facilities is here for you. Our partner Optum can help you find a provider near you or even schedule a virtual counseling visit right from your home.

Two ways to receive support

- 1 Talk to your primary care provider and share how you're feeling. They'll discuss your options, ask questions, and help you decide your next steps to get the care you need.
- 2 Find a mental health provider online at provider.liveandworkwell.com or call Optum at **877-890-6970**.



Call us when you need a ride

If you need a ride to your provider or pharmacy, your benefits include 20 one-way ground transportation trips or 10 round-trips, per year at no extra cost.

How to schedule a safe, private, same-day ride

- 1 Call your Care Team at **800-716-7737** at least two hours before you'll need a ride.
- 2 They'll book you a ride, give you the driver's name, make of the car, license plate number, and an estimated pickup time.
- 3 Keep an eye out as it gets close to your pickup time.
- 4 Once your driver arrives, you'll have five minutes to meet them at their car.



Take care of your eyes, ears, and smile

You asked, we listened. We teamed up with some great partners to provide you with enhanced vision, dental, and hearing benefits. Your Care Team can check if your current provider is in-network or help find one that is. To learn more about these benefits, visit your member account at myHFHP.org/login or give us a call.

Vision coverage with Davis Vision

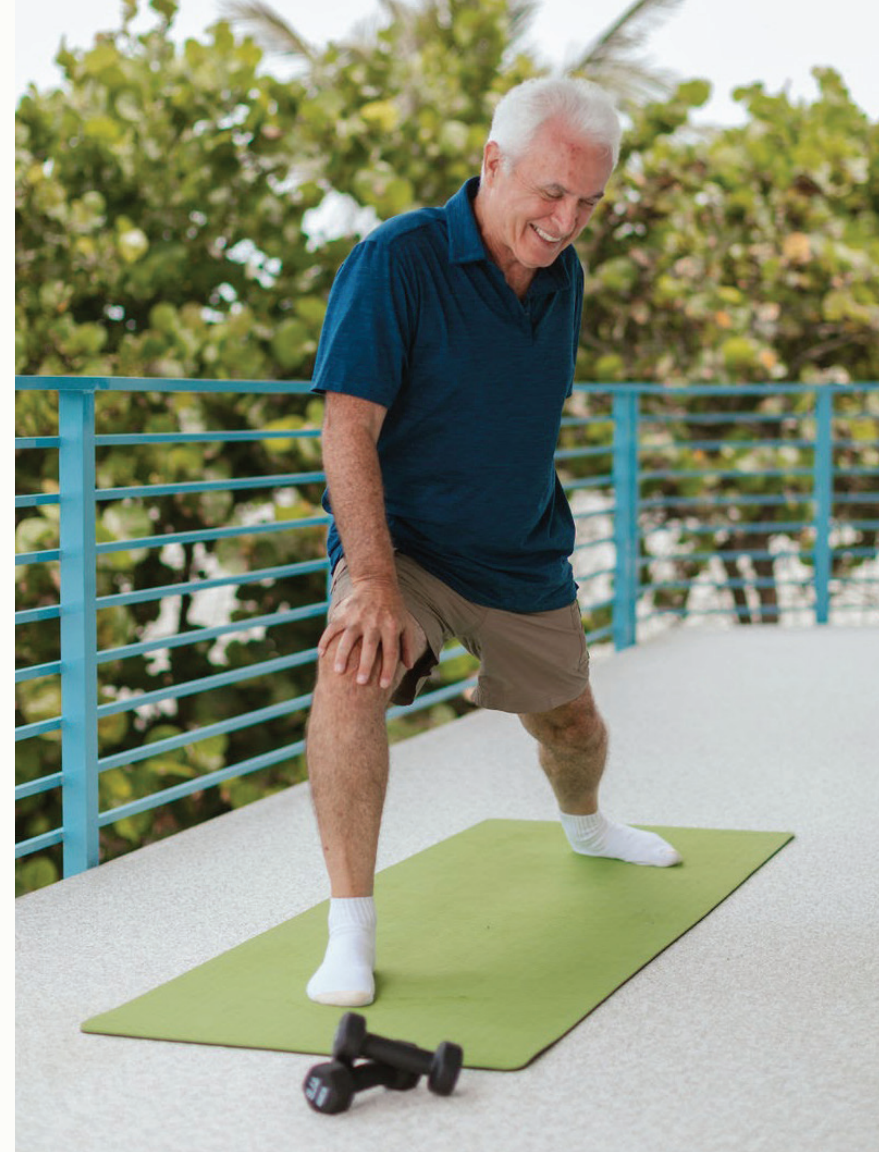
NEW! You have \$300 to use for glasses (lenses and frames) or contacts and \$0 copays for routine exams.

Dental coverage by LIBERTY Dental

NEW! Your dental allowance has increased to \$1,000! Oral exams, cleanings, fluoride treatments, and x-rays will be covered up to your allowance.

Hearing assistance through TruHearing

To learn more and get started, call **833-731-4164**.



Join a local gym or exercise comfortably from home for \$0

You can join one of 14,000+ fitness centers or select YMCAs nationwide, and you can choose one home fitness kit each year. You don't have to pay extra with Silver&Fit® Exercise and Healthy Aging.

Take the first step

- 1 Register at SilverandFit.com. All you need is your member ID.
- 2 Select a fitness center or YMCA near you or a home fitness program.
- 3 Sign up for more no-cost programs and online classes, and access other tools to stay active.

Need help getting started? Call your Care Team at **800-716-7737**.



Activate your over-the-counter allowance

Check your mail for a debit card

Use it anytime you need to purchase eligible over-the-counter (OTC) items like cold and allergy medicine, vitamins, first aid essentials, and pain relievers. On the first day of every quarter—January, April, July, and October—you'll automatically receive your allowance dollars on your card.

Start using your benefit

- 1 **Activate your card.** Have your new member ID number handy and follow the instructions on the card.
- 2 **Get to know what's eligible.** Go to otcnetwork.com/member to see a full list of items.
- 3 **Visit a retail partner.** CVS, Walgreens, Walmart, or other retailers in the InComm network let you pay with your card for eligible items.

Your new card is a debit card. Your credit was not used to secure the card.



Earn rewards

You can earn gift cards ranging from \$10 to \$50 just by completing important health screenings and tests

For full list of wellness rewards, visit the Perks page in your online account or give us a call.

A easy way to earn a \$50 gift card is by completing your annual Comprehensive Health Assessment (CHA). We partner with your provider to offer you a physical exam by a doctor or nurse practitioner in office, or we can send someone right to your home.

It only takes about an hour and is provided at no cost to you. Plus, you can take advantage of that time to discuss health concerns, medications, and any recent treatments.

To schedule your appointment, reach out to your provider or give us a call at **321-434-6712**.

Choose the right place for care

Whenever you need care, we want you to explore what’s available and choose the best option. It can save you time and money.



Primary Care Provider (PCP)

\$0

Your PCP gets to know you and your health history best.

Go here for:

- ✓ Preventive care
- ✓ Annual wellness visits
- ✓ Flu shot and vaccines
- ✓ Other health concerns

Appointment needed. Call your Care Team to schedule a visit or find an in-network PCP.



Urgent Care

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Care for urgent, but not life-threatening issues.

Go here for:

- ✓ Cold and flu
- ✓ Rashes
- ✓ UTIs
- ✓ Allergies and sinus infections

No appointment needed. Search for an in-network urgent care near you in your account or by calling your Care Team.



Specialist Visit

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See a provider who specializes in a specific area.

Schedule a visit:

- ✓ For certain tests and screenings, like a mammogram or colonoscopy
- ✓ If recommended by your PCP

No referral required!

Appointment needed. Call your Care Team to schedule a visit or find an in-network specialist.



Emergency Room

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Same-day care for life-threatening concerns.

Go immediately for:

- ✓ Severe chest pain
- ✓ Difficulty breathing
- ✓ Broken bones
- ✓ Heavy bleeding
- ✓ Stroke
- ✓ Confusion, fainting, or blacking out
- ✓ Changes in vision

No appointment needed. Call 911 for emergencies.

NOTES

DISCLAIMERS

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