

Select Health Medicare Member Newsletter



WINTER / SPRING 2024

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Your annual wellness visit.

The annual wellness visit is a great way to set your health on the right path this year. It can shed light on any health topics you want to talk about, generate ideas for improving your health, and organize your plan for the upcoming year.



What should an annual wellness visit include?

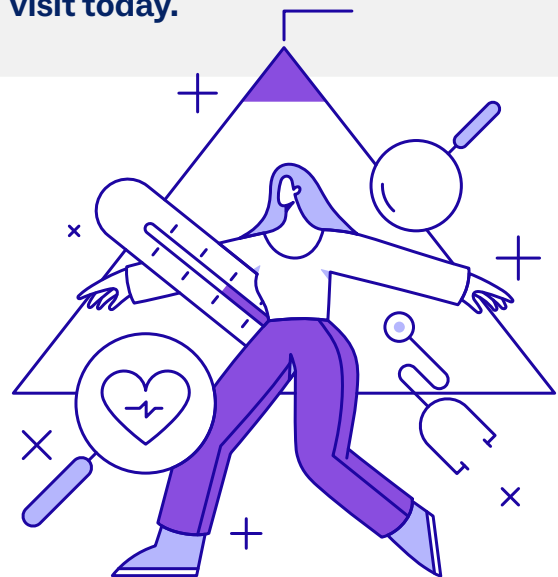
The annual wellness visit is a health and wellness evaluation with your Primary Care Provider (PCP), which is covered by Select Health at no cost to you. It focuses on what you need to do to stay healthy, and it includes:

- A general health and wellness assessment

- An updated medical history, to guide plans for your health
- Screening for depression
- Functional assessment – How well you can perform daily living activities?
- Physical assessment – Height, weight, and blood pressure
- A wellness plan developed by you and your provider for:
 - Appropriate health screening tests
 - Recommended interventions for any conditions
 - Health advice, including referrals for health education, if indicated

Your wellness plan will help you to prevent disease and improve your health.

Schedule your annual wellness visit today.



Our 2024 Star Ratings.

Thank you for helping us achieve a 5-star Rating for 2024.

Each year, CMS measures the quality and value of health plans. For 2024, our HMO plans received an overall Medicare Star Rating of five stars out of five.

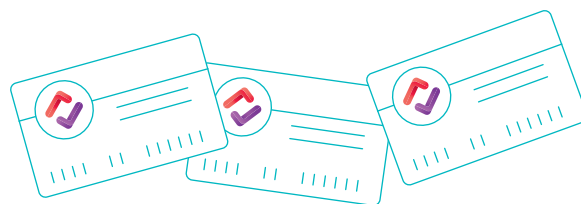
Our members are important to us. That's why we are always working on improving our Star Rating. Star Ratings are important because Medicare rewards plans that achieve four- and five-Star Rated plans with extra money that must be reinvested back into the health plan's programs and benefits. Only 6% of all Medicare Advantage plans across the nation achieved this score.

This means, the better we do to serve you, the better our benefits for you can be in the future. The good news is that you can help us perform better, too. Here are a few things that can benefit your health and help our Star Rating:

- See your Primary Care Provider (PCP) at least once every year for an annual wellness visit and routine physical.
- Complete any recommended preventive health screenings.
- Give us feedback on surveys, if you are chosen.
- Use your Select Health Medicare Flexible Benefits card.



Using Your Select Health Medicare Flexible Benefits Card



We want to make using your wellness benefits as easy as possible. That's why Select Health Medicare members receive all of their wellness benefits in one easy-to-use Select Health Medicare Flexible Benefits MasterCard.

You can use this card to pay for eligible items and services. Plus, we will add funds to your card when you complete certain Healthy Living activities. Your card will have different wallets for different benefits, including:



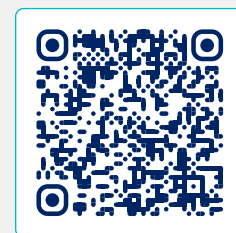
- Over-the-counter (OTC) allowance to spend on approved over-the-counter items.
- Wellness Your Way benefit to spend on a wide range of wellness activities like gym memberships, health education classes, golf green fees, national parks passes, and ski lift passes.
- Healthy Living Rewards for keeping up with wellness activities like annual routine physicals and flu shots.
- Grocery Benefit allowance to spend on healthy groceries. Note: This benefit is only available for members with a confirmed qualifying chronic condition on Select Health Medicare + Kroger (HMO) and Select Health Medicare Dual (HMO-DSNP) plans.
- Flex Your Way allowance to use on services like dental, routine hearing exams, hearing aids, vision services & hardware, and personal emergency response systems. Note: This benefit is only available on Select Health Medicare Flex (HMO) plans.

How to use your card.

To use your Flexible Benefits card at an approved retail location, simply swipe it when paying for approved items or wellness services. Select “credit” when prompted. If you select “debit”, the transaction will be declined. Your card will use the funds from the appropriate wallet to pay for the items or services.

To order OTC items online, visit **selecthealth.nationsbenefits.com** or use the Benefits Pro app.

Scan the QR code or visit **selecthealth.org/medicare/wellness/flexible-benefits-card** to learn more.



Earn Your Healthy Living Rewards.

Living a healthy lifestyle is not only good for your health, but it can also be rewarding. With the Healthy Rewards program, you can earn rewards for making healthy choices and taking care of yourself.

Participating in the program is easy. All you need to do is complete wellness activities like getting your flu shot or scheduling your annual physical. The best part is that you'll automatically earn reward dollars for every activity you complete. These reward dollars will be added to your Healthy Rewards wallet, which is part of your Select Health Medicare Flexible Benefits card. The amount of rewards you earn will depend on the activity you complete.



You can use your Healthy Rewards funds for a variety of wellness-related items and experiences using your Select Health Medicare Flexible Benefits card.

You can choose from fitness equipment, wellness services, home essentials, wearable technology, dining out, and more. Just remember to use your rewards before December 31, 2024, as they cannot be carried over to the next year.

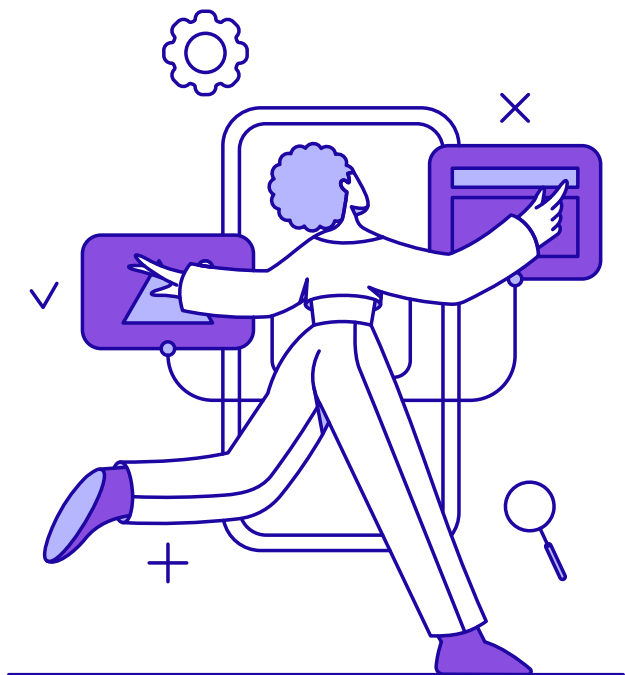
It's important to note that there are some exclusions when redeeming your rewards. You cannot use your reward dollars to purchase alcohol, ammunition, firearms, gift cards, prescriptions, or tobacco products. However, there are still plenty of great options to choose from that will help you on your health journey.

Scan the QR code or visit selecthealth.org/medicare/wellness/healthy-living to learn more.



2024 Healthy Living wellness activities.

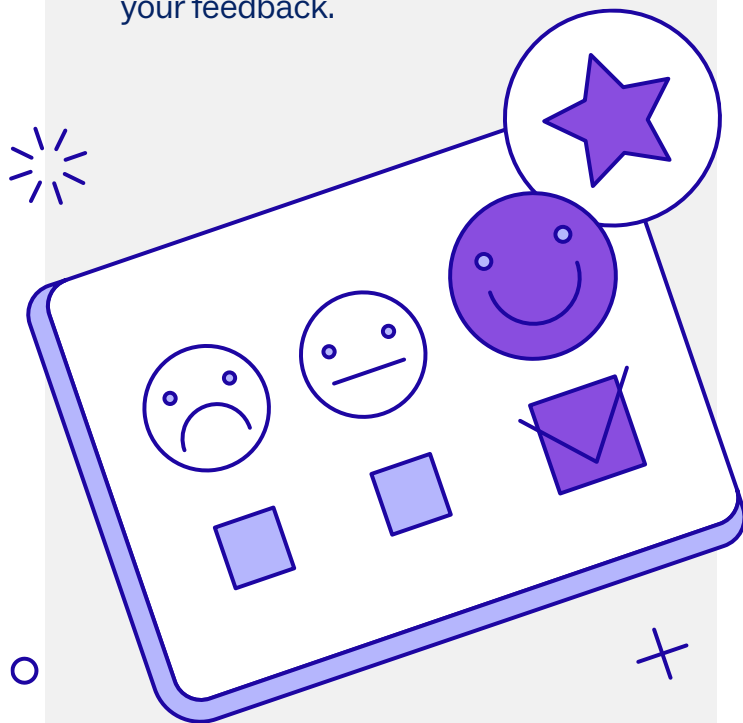
ANNUAL ACTIVITIES.		REWARD.
Annual routine physical.	The annual routine physical is a service designed to help you and your Primary Care Provider (PCP) maintain your health, identify care you may need, and manage any chronic conditions you may have.	\$40
Flu shot.	It's recommended that you receive a flu shot every year.	\$20
Health risk assessment.	Your answers will help us learn more about your overall well-being. Log in to your Select Health account or visit selecthealth.org/hra to get started.	\$20
RECOMMENDED SCREENINGS.		
Only members in the recommended age bracket can receive rewards for completing these screenings.		
Mammogram.	If you are a female between the ages of 52 and 74, it's recommended that you receive a mammogram every one to two years.	\$20
Osteoporosis screening.	If you are a female between the ages of 66 and 75, it's recommended you complete a bone measurement test to detect and prevent osteoporotic fractures.	\$20
RECOMMENDED COLORECTAL CANCER SCREENINGS.		
Only members in the recommended age bracket can receive rewards for completing these screenings.		
HIGH REWARD.		
These tests are more successful at detecting early signs of colorectal cancer.		
Colonoscopy.	If you are between the ages of 45 and 75, it's recommended you receive a colonoscopy at least once every 10 years (every 2 years for high-risk individuals). Colonoscopy screenings can identify and remove precancerous colon polyps.	\$100
LOW REWARD.		
These tests, while helpful, are not as effective as a colonoscopy in detecting early signs of colorectal cancer.		
Fecal Immunochemical Test (FIT).	If you have not received a colonoscopy, it's recommended you complete a FIT once a year. It tests for hidden blood in the stool, which can be an early sign of cancer.	\$20
CONDITION-SPECIFIC ACTIVITIES.		
Only eligible members with diabetes can receive rewards for completing these activities.		
Retinal eye exam.	Regular eye exams are an important screening for individuals diagnosed with diabetes.	\$20
Kidney function tests.	These tests help monitor how well your kidneys are functioning. If you have been diagnosed with diabetes, it's recommended to receive these tests every year. You must receive the blood and urine tests to be eligible for the reward.	\$20



We Want Your Feedback.

Each year, from March to June, Medicare sends out a survey to select beneficiaries called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey asks questions about your experience with our plan, such as how you like our customer service and how quickly you can schedule an appointment or receive care from a doctor.

If Medicare chooses you to participate, we encourage you to give feedback. Your participation will help Medicare evaluate how the overall Medicare Advantage program is doing and help us improve our plan. If you are chosen, you may be asked to complete a survey by email, mail, or phone. Your input is vital in helping us deliver the best care possible, so please take the opportunity to provide your feedback.



Complete a health risk assessment (HRA) and earn \$20.

Did you know that you can earn a \$20 healthy living reward and get help achieving your health goals by taking a quick and easy online health assessment? It only takes 15 minutes and can show you what you're doing well and where you might need help.

Here's how to get started:

1. Go to selecthealthmedicare.org and click on **"Member Login."**
2. Enter your username and password and click **"Sign In."**
3. Select the notification bell in the top right hand corner and click the **"Complete your Health Risk Assessment"** notification.
4. A pop-up screen will tell you; that you are leaving the site. Select **"Continue to Site"**.
5. After reading the introductory information, click on **"Next"** in the lower right corner to start your Health Survey.



If you haven't set up an online Select Health account yet, don't worry. You'll just need to register and confirm your information before taking the assessment.

If you prefer to take the assessment over the phone, you can call **855-801-0141** on weekdays from 8:00 a.m. to 5:00 p.m. Central Standard Time. TTY users can call **711**.

Benefit Reminder: Papa Pals.

Need an extra set of hands? Papa can help.

Papa Pals, are here to help with a variety of everyday tasks to make your life easier.

- Companionship, conversation, playing board games, or going for a walk.
- Transportation to and from doctor's visits, errands, grocery and medication pickup, or shopping.
- Home tasks including meal prep, light surface cleaning, laundry, gardening, or pet help.
- Tech help setting up a computer or social media to help connect with friends or family.



You qualify for 30, 60, 90, or 120 hours of Papa services per year, depending on your plan. **Schedule your visit.**

Call Papa at **888-452-4553** (TTY: 711) or scan the QR code.

Weekdays 7:00 a.m. to 8:00 p.m.,
Saturday and Sunday 8:00 a.m. to 8:00 p.m. EST.



Have You Heard About My Advocate?

Select Health has collaborated with My Advocate[®], a service that can help you apply for Medicare Savings Programs. They help people save on their Part B Premiums and prescription drug costs.

They work with your state to find out if you qualify and help you enroll — at no cost to you. Plus, they may find helpful community resources that are nearby.

To learn more about how My Advocate can help you, call **844-794-2296 (TTY:711)**.

20-Minutes to Fresh Grilled Fish Tacos.



Keep up with #tacotuesday with this healthy version using fresh white fish.

Prep time: 20 minutes

Cooking time: NA

Serves: 4

Ingredients

- 3 tbsp. fresh lime juice
- ½ small red onion, finely chopped
- 1 jalapeno, thinly sliced
- ¼ small pineapple, cut into ¼" pieces
- 4 medium tomatillos, husks removed and halved
- 1¼ lb. skinless white fish fillets (like tilapia, cod, or halibut)

- ¾ cup fresh cilantro leaves
- 8 corn tortillas

Instructions

1. Combine lime juice, red onion, jalapeno, pineapple, and ¼ tsp. of salt and pepper in a bowl.
2. Heat grill to medium-high and grill tomatillos until charred and beginning to soften (2 to 3 minutes per side).
3. Season fish fillets with ¼ tsp. of salt and pepper and grill until lightly charred and opaque throughout (2 to 4 minutes per side depending on the fish).
4. Cut the tomatillos into 1/2-inch pieces and fold them into the pineapple mixture along with the cilantro.
5. Fill charred corn tortillas with the fish and top with salsa mixture.

Nutrition Facts (per Serving): Calories: 258 cal | Carbohydrates: 33g | Protein: 25g | Fat: 3g | Saturated Fat: 0.5g | Cholesterol: 54mg | Sodium: 204mg | Fiber: 3g

Reference: "Grilled Fish Tacos." Woman's Day, 4 August 2017, <https://www.womansday.com/food-recipes/food-drinks/recipes/a59766/grilled-fish-tacos-recipes/>

For more healthy recipes, visit [selecthealth.org](https://www.selecthealth.org) and read our blog.

National Coverage Determination Updates.

The Centers for Medicare & Medicaid Services (CMS) makes changes to the services that are covered by Medicare. These changes are updated via National Coverage Determinations (NCDs). The following NCDs have been finalized in the past 12 months.

Seat Elevation Equipment

Effective May 16, 2023: CMS issued a Benefit Category Determination and National Coverage Determination (NCD 280.16) for power seat elevation equipment on certain power wheelchairs.

Percutaneous Transluminal Angioplasty (PTA) of the Carotid Artery Concurrent with Stenting (CAS)

Effective March 11, 2013: Percutaneous Transluminal Angioplasty of the Carotid Artery Concurrent with Stenting.

For more information visit selecthealth.org/medicare/national-coverage-updates

Disclaimers.

Select Health is an HMO, PPO, SNP plan sponsor with a Medicare contract. Enrollment in Select Health Medicare depends on contract renewal.

Every year, Medicare evaluates plans based on a 5-Star Rating System. Select Health Medicare HMO plans received 5 out of 5 Stars for the contract year 2024. Visit [medicare.gov](https://www.medicare.gov) for more information.

Some benefits mentioned are part of a special supplemental program for the chronically ill. Not all members will qualify.

Select Health obeys federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.

This information is available for free in other languages and alternate formats by contacting Select Health Medicare: **855-442-9900 (TTY: 711)** / Select Health: **800-538-5038**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電

If you have a compliance concern, or suspect fraud, waste or abuse is occurring, contact Compliance at **800-442-4845 (TTY 711)**, available 24/7 or email ContactCompliance@imail.org. For anonymous reporting, please call **844-442-5844 (TTY 771)**, where a third-party vendor will collect and report your concern.

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**Select
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Questions? We are Here to Help!
Call the Select Health Member Services
team at **855-442-9900 (TTY: 711)**

- Weekdays 7:00 a.m. to 8:00 p.m.
- Saturday and Sunday 8:00 a.m. to 8:00 p.m.

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Discover how you can maximize your benefits and stay informed with important Select Health Medicare updates.