

Memorial Hermann Medicare *Advantage* First Glance

HMO PLANS for 2025 AEP

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HERMANN
Health Plan
Medicare Advantage Plans

WELCOME

We're Glad You're Part of Our Team!



Your Medicare. Made Personal.

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HERMANN**
Health Plan
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Memorial Hermann Health Plan: Our Mission

Our mission is to advance health by providing high-quality, patient-centered care in an environment of world-class expertise and leading-edge innovation.



Our WHY



A known, respected, LOCAL brand. We are a local plan, serviced locally, to better serve our members and our communities. Memorial Hermann has been helping fellow Texans in the Houston area for over 100 years.

Access to Top-Notch Care with No Referrals. The Memorial Hermann Health System includes over 17 hospitals, 70 clinics, and over 6,700 physicians. And, while we encourage and facilitate establishing a relationship with your PCP to coordinate care, when you're in our network there are no referrals needed to see a specialist.

Care Coordination: Member – Physician – Pharmacy. We use proprietary technology that efficiently shares valuable information and identifies opportunities for value-based care improvement.

Growth Trajectory. We are investing in our products and our broker partners to significantly drive expansion and growth.

Apex Partnership. Memorial Hermann has partnered with a tech-enabled company dedicated to developing value-based care solutions that address the needs of the member, the hospital, *and* our approach to sales and retention.

A Concierge Approach to Serving Our Partners. We work directly with our partners to quickly respond to market and customer needs.

Ease of Doing Business



- Technology improvements
 - Additional online enrollment resource (Sunfire)
 - Broker Manager for better service and administration
 - Local Broker support/service
- Improved Broker Communication
 - Quarterly Newsletter via email and text
 - Broker email blast
 - Monthly text communications
- Monthly trainings
 - Product, portal, network, enrollment
- Broker microsite

<https://healthplan.memorialhermann.org/for-brokers/2023-ma-plans>

HRA'S



- A critical element in developing care plans for our members
- Agent bonus for completion TBD
- HRA Member Completion
 - \$25 Healthy Rewards Gift card
 - Members can complete HRA in Member Portal
 - [HealthTrio connect - connect Login](#)

2025 – Changes



- Sunfire added to enrollment platform
- Certification began July 15th
- ID cards/enrollment info to be in customers hands sooner
- New RFI process
- Portals for Customers, Providers and Brokers for better service
- Updated Broker micro-site to obtain info quickly and easily

2025 Benefit Highlights



- Simplified Product Portfolio
 - Removal of Golden Triangle Plan
 - 6 County service area (HMO and MA Only)
 - 5 County service area (DSNP)
- Flex Card
 - Vision & Hearing
 - OTC
 - Grocery
- OTC Benefit
 - Still available via catalog or at brick & mortar locations
- Specialist Copay
- Dental Benefit
- Transportation
- Max OOP
- New PBM – Capital RX
 - Enhanced technology capabilities
 - Competitive drug formulary
 - Additional support tools

Value-added Benefits



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Flexible Spending Card



- Vision/Hearing Combined Amount
- OTC – Quarterly via catalog (Medline) or physical locations
- Automatic Grocery Benefit
 - Included in all plans
- Flex card includes web site address for member portal:
 - [Login - Apex Health Solutions Business Party \(mhhp-flex.org\)](http://mhhp-flex.org)
 - Check balances
 - Review purchases/locations
 - Request reimbursement if card wasn't available
 - App also available

OTC



- Quarterly OTC allowance for all plans
 - Utilize Medline catalogue or flex card at physical locations
 - Over 600 locations including Wal-Mart, Walgreens, Kroger, CVS, and Safeway

Helpful Member Information:

- Members will receive a Medline catalog in December that will provide a detailed list of products along with ordering instructions.
- Members can also visit <https://athome.medline.com/MHHP> to review the catalog and order; or, call 833.511.9844 (TTY: 711), Monday – Friday, 7am – 6pm Central time
- Note: OTC dollars do not “roll over” to the next quarter if they are not used.

Dental



- PPO
- Liberty Dental (4th Year)
- Preventive/comprehensive included
- Co-pays for each service for member clarity – no coinsurance

Helpful Member Information:

- Liberty has an excellent network in the Houston area, and members can find a provider by calling Liberty at: 866.674.0114 (TTY: 877.855.8039).
- Or, the member can visit the Liberty website at:

<https://client.libertydentalplan.com/MemorialHermannMedicare/FindADentist>

Transportation



- Important benefit for the most at-risk members
- Increased need as Houston grows and as we increase our DSNP membership
- Unlimited trips for DSNP
- 20 Trips for HMO, MA-Only

Helpful Member Information:

- Members can call Modivcare directly to reserve a ride (recommend three days in advance when possible): 855.330.9138
- Or, visit their website at www.mymodivcare.com and click “Book a Ride.” Member will be instructed to set up a username and password, which can be used to quickly log-in and book future trips.

Fitness



- Continue with Silver & Fit for 2025 on all plans
- No cost to member
 - Network includes Planet Fitness, YMCA, 24-hr Fitness, LA Fitness and more
- Free Fit Bit and other health products available to members

Helpful Member Information:

- To enroll, members can visit <https://www.silverandfit.com> and register online or call Silver & Fit toll free at 877.427.4788 (TTY: 711) Monday – Friday, 7 am to 8 pm CT.
- To locate a participating fitness center online, go to <https://www.silverandfit.com/search>.
- Once enrolled, members can download the ASHConnect Mobile App to stream on-demand workouts, access healthy aging resources, or search for a participating fitness center.
- There is also a library of online educational classes and members can receive quarterly newsletters.

Meals



- 10 prepared meals delivered to member post in-patient hospitalization
- Available on all plans

Helpful Member Information:

- If the member is working with a Case Manager already, the Case Manager can order the meals after the member has been discharged.
- The Member also has up to 14 days post discharge to order the meals themselves by calling Memorial Hermann Customer Service at: 855.645.8448 (TTY: 711).
- Meals typically arrive in 2-3 days and can be refrigerated for up to two weeks.

Healthy Rewards Program



- Up to \$180 in gift cards for completing health-related activities/services
 - HRA (\$25)
 - Annual Wellness Visit (AWV) (\$50)
 - Colon Cancer Screening (\$50)
 - Retinal Eye Exam (\$30)
 - Breast Cancer Screening (\$25)

Note: The gift cards are mailed out after claims are processed, which can take up to 60 days after claim is received.

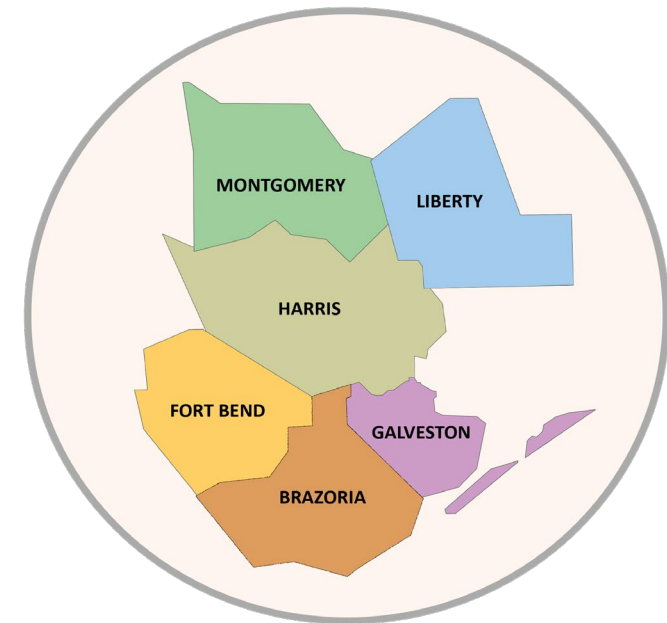
Expansion & Provider Growth

HMO & Prime Value (MA Only) available in all core counties

- ✓ Harris, Ft. Bend, Montgomery, Brazoria, Galveston, Liberty
- ✓ DSNP: Harris, Ft. Bend, Montgomery, Brazoria, Liberty

Memorial Hermann's Network growth

- Village Medical Group
- UT Physicians
- UTMB
- Unity Physicians
- ACE Physicians
- New Wave Physicians
- Northwest Internal Medicine



Plan Benefit Highlights

Benefit	H7115-001	H7115-005	H7115-006
	HMO	DSNP	MA Only
Counties	Harris, Montgomery, Ft Bend, Brazoria, Liberty, Galveston	Harris, Montgomery, Ft Bend, Brazoria, Liberty	Harris, Montgomery, Ft Bend, Brazoria, Liberty, Galveston
Monthly Premium	\$0	\$23.80	\$0
<u>Part C</u>			
Maximum Out-of-pocket (MOOP) In Network	\$2,950	\$9,350	\$2,950
Deductible	\$0	Standard Medicare	\$0
Part B Buydown	\$0	\$0	\$125
Inpatient Hospital – Acute	\$350 / IP-Admit	Standard Medicare	\$500 / IP-Admit
Emergency Care / Post stabilization Care	\$140	Standard Medicare	\$140
Urgently Needed Care / Urgent Care Centers	\$20	Standard Medicare	\$25

Plan Benefit Highlights

Benefit	H7115-001	H7115-005	H7115-006
	HMO	DSNP	MA Only
Primary Care	\$0	Standard Medicare	\$0
Physician Specialist Services	\$15	Standard Medicare	\$30
Outpatient Diagnostic Procedures/Tests	\$25	Standard Medicare	\$25
Outpatient Diagnostic Lab Services	\$0	Standard Medicare	\$0
Outpatient Therapeutic Radiological Services	\$25	Standard Medicare	\$25
Outpatient X-Ray Services	\$0	Standard Medicare	\$0

Plan Benefit Highlights

Benefit	H7115-001	H7115-005	H7115-006
	HMO	DSNP	MA Only
Outpatient Blood Services	\$0	Standard Medicare	\$0
Transportation (Non-Medicare Covered)	Covered (20 trips)	Covered - Unlimited	Covered (20 trips)
Flex Card (Note: Quarterly allowances do not “roll over” and no case management required.)	<u>\$1540(total)</u> \$1000 for V & H \$60/qtr for Groceries OTC - \$75 per qtr	<u>\$2820(total)</u> \$1000 for V & H \$255/qtr for Groceries OTC - \$200 per qtr	<u>\$1500 (total)</u> \$1000 for V & H \$50/qtr for Groceries. OTC - \$75 per qtr
Meal Benefit (Non-Medicare Covered)	Covered 10 meals post discharge	Covered 10 meals post discharge	Covered 10 meals post discharge
Preventive/Comp Dental (Non-Medicare Covered)	Covered - \$3,000 Limit	Covered - \$4,000 Limit	Covered - \$2,000 Limit

RX Benefits

Benefit (30 Day Supply)	H7115-001	H7115-005	H7115-006
Retail Pharmacy Copay	HMO	DSNP*	MA Only
Tier 1 - Preferred Generic	\$0	25%	
Tier 2 - Generic	\$4	25%	
Tier 3 - Preferred Brand	25%	25%	
Tier 4 - Non-Preferred Drug	45%	25%	
Tier 5 – Specialty	33%	25%	

***DSNP: \$590 Part D Deductible.** If you do not receive "Extra Help" or if your drug is not covered by Texas Medicaid, you will pay **25%** of the total cost for covered Tier 1 – Tier 5 Part D drugs.

Exciting PBM Change for 2025



**CAPITAL RX IS BACKED BY MORE THAN 10 OF THE
NATION'S LEADING HEALTH SYSTEMS**

NOVANT
HEALTH

Ochsner
Health System

MEMORIAL
HERMANN

Inova

Nebraska
Medicine

Atlantic
Health System

Banner Health

HAWAII
PACIFIC
HEALTH

KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

Lehigh Valley
Health Network

WELLSPAN
HEALTH

Your Medicare. Made Personal.

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or distribute.

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Exciting High-Level Changes for 2025

- Pharmacy Network remains easy & extensive
- Tech enabled Mobile App and Portal
 - View Prescription Copays
 - Accumulators and Claims History
- Formulary with simplified cost shares
- Max Out of Pocket Costs of \$2000
- Costco Mail Order will continue
- New for 2025 – Costco Specialty Pharmacy
- Memorial Hermann Pharmacies are expanding!



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Medicare Prescription Payment Plan (M3P)

- New Medicare payment plan program
 - Easy process for member to setup payment online
 - Monitor payment history and status
 - Estimate future payments
- Mobile App and Portal Supported
 - View out of pocket cost totals
 - Shows next payment amount
 - Manage opt in or opt out process
- Member Friendly
 - Can call at (888) 227-7940 for M3P Questions starting 10/01/2024

The image displays two views of the Medicare Prescription Payment Plan (M3P) interface. The top view is a desktop portal for David Jackson, showing his participation status as 'Participating' and payment setup as 'Not Setup'. It provides information about the next payment scheduled for May 1st, 2024, and a table of payment history. The bottom view is a mobile app interface showing the user is 'Enrolled' and displays the next payment amount of \$94.32 due on 02/09/25, along with a 'PAY NOW' button and a section for previous payments.

Desktop Portal:

Welcome, David Jackson [logout](#)

Medicare Prescription Payment Plan

Participation Status: **Participating**

Payment Setup: **Not Setup**

You are currently participating in the Medicare Prescription Payment Plan.

Your next payment is scheduled for Wednesday, May 1st 2024 (in 14 days)

The amount of your next payment is estimated to be \$50.82. Payments fluctuate up and down based on your out-of-pocket spending and the amount of time remaining in the year.

Your Payments

Billed	YTD Amount Billed	Out-of-Pocket	YTD Out-of-Pocket	Is Estimated?
	\$36.82	\$405.00	\$405.00	Actual
	\$76.10	\$24.58	\$429.58	Actual
	\$115.38	\$0.00	\$429.58	Actual
	\$166.20	\$143.19	\$572.77	Estimated
	\$234.92	\$143.19	\$715.96	Estimated

Opt-In to the Medicare Prescription Payment Plan

Once you have opted-in, you will be able to specify your billing and payment preferences.

OPT-IN

Mobile App:

Status: **Enrolled**

PAYMENTS

Next Payment:

amount: **\$94.32**

due date: 02/09/25

PAY NOW

Previous Payments:

\$94.32 01/09/25

Pharmacy Tools

The Member's responsibility may vary as it is subject to the Member's benefits and coverage at the time of service.

Estimated Amount You'll Pay:

1. WALMART PHARMACY 10-3520

Mail Order

\$192.94 >

Delivery to your door

2. DUANE READE #21350

\$12.87 >

0.06 miles | 383 W 31ST ST STE 10

3. CVS PHARMACY #10613

\$2.62 >

0.16 miles | 5 PENN PLZ

4. DUANE READE #14345

\$12.87 >

0.17 miles | 460 8TH AVE

5. DUANE READE #14155

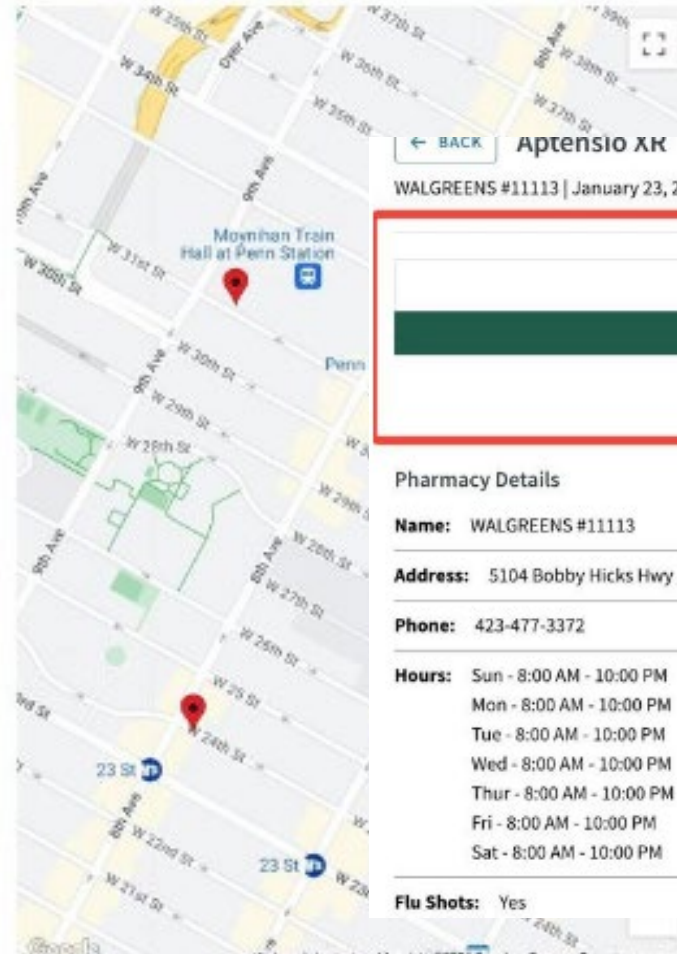
\$12.87 >

0.23 miles | 2 PENN PLZ

6. RITE AID PHARMACY 04195

\$12.87 >

0.33 miles | 282 8TH AVENUE



You Paid	Plan Paid
\$9.80	\$9.45

LOOKUP CURRENT PRICE

Pharmacy Details	Prescription Details
Name: WALGREENS #11113	Name: Aptensio XR
Address: 5104 Bobby Hicks Hwy , Gray, TN 376156217	Type: Brand
Phone: 423-477-3372	Quantity: 1.000
Hours: Sun - 8:00 AM - 10:00 PM Mon - 8:00 AM - 10:00 PM Tue - 8:00 AM - 10:00 PM Wed - 8:00 AM - 10:00 PM Thur - 8:00 AM - 10:00 PM Fri - 8:00 AM - 10:00 PM Sat - 8:00 AM - 10:00 PM	Days Supply: 28
Flu Shots: Yes	Dosage: 15MG
	Form: Capsule Extended Release 24 Hour

Memorial Hermann Medicare *Advantage* Vendor Contact Info

Dental: Liberty Dental - www.libertydentalplan.com / 866.674.0114 (TTY: 877.855.8039).

Silver & Fit: silverandfit.com / FitnessService@ashn.com / 877.427.4788 Monday – Friday, 7 am to 8 pm CT (TTY: 711).

Meals: Mom's Meals. Contact Memorial Hermann Customer Service to request meals post in-patient hospitalization at: 855.645.8448 (TTY: 711). Note: This is under the provider agreements. It isn't considered a vendor because they submit claims for payments.

Transportation: Modivcare / mymodivcare.com and click "Book a Ride" / 855.330.9138

Wellness Rewards: administered through Blackhawk Network

OTC: Medline catalog: <https://athome.medline.com/MHHP> to review products and order; or, call 833.511.9844 Monday – Friday, 7am – 6pm Central time (TTY: 711).

Flex Card: Website and app available / [Login - Apex Health Solutions Business Party \(mhhp-flex.org\)](http://Login - Apex Health Solutions Business Party (mhhp-flex.org))

Memorial Hermann Medicare *Advantage* Plan Information

Available at: healthplan.memorialhermann.org/for-brokers/2024-ma-plans or by contacting a member of our Sales Team.

Memorial Hermann Medicare *Advantage* Plan Contacts:

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