

# healthjournal

The Priority Health magazine for healthy living

Fall 2017

**Fall in love  
with your  
Medicare  
plan!**

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# Reduce your risk of falling

While no one wants to take a fall, it can be particularly problematic as we get older. Each year, 2.8 million older people are treated in emergency departments for fall injuries, according to the Centers for Disease Control and Prevention (CDC). In fact, falls are a leading cause of injury and death from injury among older adults.<sup>1</sup>

The good news? Falls can be prevented, and by taking just a few simple steps, you can decrease your risk and maintain your independence.



## Practice strength and balance exercises

Muscle weaknesses or imbalances are some of the most common underlying causes of older-adult falls. Fortunately, there are plenty of ways you can begin to correct these issues through physical exercises that focus on improving strength, balance, coordination and flexibility.

If you're concerned about engaging in physical activity, be sure to speak to your doctor about your concerns. He or she might recommend a more specific monitored exercise program or refer you to a physical therapist.

If you're unsure of whether or not you're at risk for falling, you may want to ask your doctor or health care provider to evaluate your risk. Also, take advantage of our Medication Therapy Management program to see if any medications you're taking might make you dizzy or sleepy—which could contribute to your risk of experiencing a fall. **Remember: if you do experience a fall, always inform your doctor or health care provider. It could be a sign of a new medical problem or underlying issue that needs to be addressed.**



## Take safety precautions in your home

Falls can happen anywhere, including in your home. Luckily, you can make your home safer with just a few simple changes:

- ✓ Make sure that carpets and rugs are secured to the floor.
- ✓ Provide adequate lighting in every room and stairway.
- ✓ Use non-slip adhesive strips on stairs, and consider adding railings to both sides of your staircase.
- ✓ Place non-skid mats or appliqués in your bath and/or shower. You can also install railings or grab bars in these locations.

**Don't just assume falls are in your future. Take action to reduce your risk.**

# Prevention is the best medicine.

Priority Health Medicare Advantage members can take advantage of no-cost preventive services, designed to help you stay healthy. This includes all Medicare preventive health screenings, like wellness exams and Medicare-covered immunizations. Staying up to date on your health screenings is one simple way to protect your health. For more details, see your Evidence of Coverage. Use the checklist to the right to keep track of important screenings and know when to schedule them.

## Vaccinations

Do you get your flu shot each year? We recommend that everyone get one, and there's no cost to you!

Be sure to show your Priority Health membership card (not your Original Medicare card) when you get your flu vaccine this fall. It will be at no cost whether you get your flu vaccine at your doctor's office or a vaccine pharmacy that is in the Priority Health network.

## Medication review

Ever wonder if you're taking too many types of medicine, or how your medications might be interacting?

As a Priority Health member, you're eligible for a free medication review with one of our trained Medication Therapy Management (MTM) pharmacists. During your review, your pharmacist will provide:

- **A comprehensive medication review:** Looks at all your medications to identify duplications and conflicts and organize your medication schedule.
- **Doctor consult:** Works with your doctor(s) to resolve any problems found with your medication.
- **Non-prescription consult:** Helps you figure out which over-the-counter drugs to use to treat minor ailments easily and inexpensively.
- **Drug information:** Explains the purpose and correct use of new medications and follows up with you to make sure everything is right.

Visit [prioritymedicare.com](http://prioritymedicare.com) search **Medication Therapy Management** for a complete list of MTM pharmacies.

### Every year

- ☒ Diabetes screening (for members with certain risk factors)
- ☒ Mammogram (after age 40)

### Every 5 years

- ☒ Cholesterol test (for Cardiovascular Disease)

### Every 10 years

- ☒ Colonoscopy

### Consult your physician

- ☒ Osteoporosis
- ☒ Depression

## SILVER&FIT

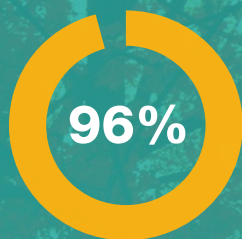
As a Priority Health Medicare Advantage member you have access to the Silver&Fit® Exercise and Healthy Aging Program. With Silver&Fit you'll receive a no cost gym membership at a local participating fitness center. And if you'd rather exercise at home, you can opt for up to two home fitness kits instead. Select a kit based on the type of exercise you're interested in, including walking, chair yoga, strength building and more.

Learn more about how you can be Silver, Fit and Fabulous®:

Visit [prioritymedicare.com](http://prioritymedicare.com) and search **Silver&Fit**.

Call Silver&Fit at 888.894.0525 (TTY 711), Monday through Friday, 8 a.m. – 9 p.m.





96% of our Medicare members stayed with us, compared to the national average of 88%<sup>3</sup>

More individuals choose Priority Health Medicare Advantage plans over any other plan in Michigan<sup>4</sup>

# Fall in love with your Medicare plan

This year we are renewing our commitment to keep quality health care accessible and affordable for our members. Review your Annual Notice of Changes and Evidence of Coverage document you received for more details on how we are continuing to help you be your healthiest, and below are just a few highlights you can look forward to in 2018.

**If you're happy with your current plan, you don't have to do anything.** Your plan will automatically renew on January 1.

## 2018 Plan highlights



### Premiums

You'll be happy to note that we did not increase any premiums for 2018.



### Providers

We have a robust network of 98% of the providers in the Lower Peninsula, which includes all major hospitals.



### Preferred pharmacy

All six of our plans now offer preferred pharmacy pricing, meaning you could save money on your prescriptions when you fill your prescriptions at a preferred pharmacy. Our preferred pharmacy network includes Meijer, Walgreens, Costco, Kroger and many more across Michigan.<sup>2</sup>







## **Not just a health plan. A health partner.**

We believe in going the extra mile for our members which is why we offer services to you that help you be your healthiest, so you can spend more time doing what you love. It's all part of our commitment to be a partner in your health. Just a few of these added services include:

### **Virtual care (remote access technologies)**

Virtual care is a great option for the times when you need care but can't get to your doctor. Virtual care gives you 24/7 access to a health care provider via phone or video chat for non-emergency issues. Some instances when virtual care might be a good option include fevers, cold and flu, mild sprains, sinus infections and sore throats. Contact your doctor's office to see if they offer virtual care. Priority Health members also have access to virtual care through MedNow. MedNow offers video visits and eVisits with Michigan-based, board-

certified providers. To schedule a MedNow visit, call 844.322.7374 (TTY users should call 711) or log in to your MyHealth account.

### **In-home health assessment**

Take advantage of a bonus checkup in the comfort of your own home every year through our in-home health assessment program with CenseoHealth. A licensed health care provider will come to you and review your medical history, talk about your medications and discuss any questions and health concerns you have. The findings from this visit are shared with your Primary Care Provider to help you get the best overall care. Call CenseoHealth toll-free at 855.746.8710 (TTY users call 711), Monday – Friday from 8 a.m. – 7 p.m. with any questions or to schedule your in-home assessment.

### **Post-discharge in-home medication reconciliation**

Available immediately following your discharge from a hospital or Skilled

Nursing Facility inpatient stay, you and a health care provider will review your complete medication regimen that was in place prior to admission and compare with the regimen prescribed for you at discharge to identify, reconcile and eliminate possible medication side effects and interactions. This information will also be shared with your primary care physician.

### **Nutrition education**

At Priority Health we know that one of the foundations of health is proper nutrition. As a Medicare member you have a nutrition education benefit which allows you 6 half-hour classes or counseling sessions in-home or in an outpatient setting with a registered dietitian, when recommended by a physician. Whether you are looking to lose weight, change your diet to help manage a health condition or just avoid unhealthy foods, you can work with a dietitian to design a plan that's just right for you. Call your physician to get a recommendation to a dietitian.



# UNDERSTANDING YOUR BENEFITS

We provide important information to help you understand how your health plan works. Knowing how your health plan works will help you get the most out of your Priority Health membership. You can visit [priorityhealth.com](http://priorityhealth.com), check your Evidence of Coverage document, or contact Customer Service at 888.389.6648, 7 days a week, 8 a.m. – 8 p.m. (TTY users call 711), if you have any questions.

## Plan basics

Review your Evidence of Coverage for information about benefits, procedures and much more. You'll find information about how to make the most of your plan using in-network doctors. You can learn about getting primary care and specialty care, like behavioral health and hospital services. There's information about getting care after normal offices hours, receiving emergency care and what to do when you're out of our service area.

You'll also find the benefits and services included and excluded from coverage, copayments and other charges, restrictions on services outside the network, how to submit claims and how we evaluate new technology for inclusion as a covered benefit.

Search keywords: **coverage documents.**



## Prescription drug updates

We regularly review new drugs to help make sure you're receiving safe and effective care. If you take prescriptions, please review our Approved Drug List occasionally to note changes or updates. We also provide information about our prescription coverage and pharmacy management procedures.

Search keywords: **approved drugs**.

## Privacy statement

Priority Health protects the privacy, confidentiality and security of your information online. In general, this means:

Your personal information is safe. We will not sell or share your email address, phone number, or any other information about you without your permission.

Your health information is safe. If you are a member of one of our plans, we will not discuss your health with anyone online or over the phone unless you give us permission. (If we can figure out from circumstances that you don't object, we will share your health information with a family member.)

## Grievance (complaint) procedure

The Centers for Medicare and Medicaid Services (CMS) calls complaints about the service you get from Priority Health or from our doctors, hospitals, pharmacies, etc., "grievances." We will try to resolve any complaint that you might have over the phone. If you ask for a written answer to your phone complaint, we will answer you in writing. You can also send us your grievance in writing to:

Priority Health Medicare  
Member Resolution Coordinator  
1231 East Beltline NE, MS 1115  
Grand Rapids, MI 49525  
or fax at 616.942.0995.

Search keywords: **grievance process**.

## Quality performance

We want to make sure you receive safe and effective health care services. You can review summary information regarding our Quality Improvement Program performance and quality online.

Search keyword: **accreditation**.

## Care management programs

We have professional care managers available to help our members coordinate their care. This is available to members who are at risk for, or who have experienced, a significant health episode or who have one or more chronic conditions. Learn what programs are available to help you manage chronic illnesses, how to use the services and how to become eligible.

Search keyword: **disease management**.

## Rights and responsibilities

As a Priority Health member, you have certain rights and protections afforded to you. You also have responsibilities. It's important for you to understand these for your own protection and to make the most of your plan benefits. This is available in individual Medicare Advantage plans' Evidence of Coverage document in Chapter 8.

## Decision criteria

Our goal is to cover care that meets high medical standards and is also cost-effective. This is called utilization management. If you have questions regarding our process or decisions, contact Customer Service at 888.389.6648, 7 days a week, 8 a.m. – 8 p.m. (TTY users call 711), and they'll contact a health management staff member to help. Know that all utilization management decisions are based on appropriateness of care and service and that no financial incentives exist for issuing denials.

Search keywords: **utilization management**.

## Introducing a new way to get engaged with your health

Engage in your health with our new online, personalized tool where you can get information that *you* want. Take part in a walking challenge, find out how to improve your sleeping habits, learn ways to reduce your stress.

Find ways to make changes that will guide you toward a healthier you.

To learn more, visit [\*\*priorityhealth.com/wellbeing-hub\*\*](http://priorityhealth.com/wellbeing-hub).



## Have you moved?

Be sure to call Customer Service so we can update your mailing address.

# Help avoid fraud, waste and abuse

Our compliance program helps us detect and prevent fraud, waste and abuse.

### Here's how you can help:

- ✓ Check your medical bills and claim activity summaries to make sure you were only charged for services you received.
- ✓ Never give your Social Security number, Medicare or banking information to someone you don't know.
- ✓ Know that free services do not require you to give your Priority Health member ID or Medicare information to anyone.
- ✓ Tell us if you have questions or suspect fraud or abuse. You don't have to give your name, address or phone number. Contact us in the way that's most convenient:
  - Call Customer Service at 888.389.6648, 7 days a week, 8 a.m. – 8 p.m. (TTY users call: 711)
  - Call our Compliance Department at 800.942.0954, 8:30 a.m. – 5 p.m.
  - Call the Compliance Helpline at 800.560.7013. This third-party organization is open 24 hours a day, and they'll report your concern to us.
  - Use the Fraud, Waste and Abuse Report form on [\*\*priorityhealth.com\*\*](http://priorityhealth.com)
  - Send us a fax at 616.942.7916
  - Contact us by mail at  
Fraud and Abuse Program  
MS 3175, 1231 E. Beltline NE  
Grand Rapids, MI 49525



# Review your plan. Explore your benefits.



As a valued Priority Health Medicare member, it's important that you review your plan each year to make sure you're making the most of your benefits.

We strongly encourage all Priority Health Medicare members to thoroughly review their Annual Notice of Changes so they can be aware of any changes to benefits or premiums for 2018. You can also see a summary of the changes for your plan at [priorityhealth.com/mapdchanges](http://priorityhealth.com/mapdchanges).

If you're happy with your current plan, you don't have to do anything. Your plan will automatically renew on January 1. If you decide that you'd like to switch to a different Priority Health plan, you will need to do so between October 15 and December 7, 2017.

## Questions? Contact us!

Get 24/7 access to your health plan documents, claim information and more. Register your online MyHealth account to get your health plan information whenever you want it.

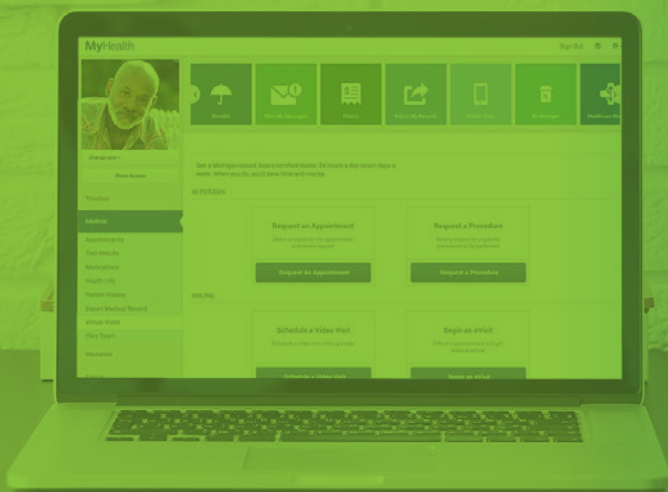
If you haven't registered your MyHealth account yet, visit [priorityhealth.com](http://priorityhealth.com), click on the Login button and follow the instructions. If you need help setting up or accessing your MyHealth account, call 877.308.5083 or email [myhealthsupport@spectrumhealth.org](mailto:myhealthsupport@spectrumhealth.org).



Send us a secure email anytime from your MyHealth account.



Call us at 888.389.6648, 7 days a week, 8 a.m. – 8 p.m. (TTY users call: 711), also listed on the back of your membership ID card.



## Updated member information online!

We've improved our member pages on our website so you can easily find what matters most to you.

For more information on your plan, including understanding your plan, getting care and knowing your costs, log into your MyHealth account at [priorityhealth.com](http://priorityhealth.com). Your MyHealth account is home to many of the important tools and resources you need to make the most of your plan.

## LEGAL NOTES

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

Priority Health:

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, audio, accessible electronic formats, other 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, contact Priority Health customer service by calling the number at the back of your membership ID card (TTY users call 711).

If you believe that Priority Health 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:

Priority Health Compliance Department

Attention: Civil Rights Coordinator

1231 East Beltline Ave NE

Grand Rapids, MI 49525-4501

Toll free: 866.807.1931 (TTY users call 711) Fax: 616.975.8850

*[PH-compliance@priorityhealth.com](mailto:PH-compliance@priorityhealth.com)*

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the Priority Health 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 [ocrportal.hhs.gov](https://ocrportal.hhs.gov) or by mail or phone at:

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)



ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia en su idioma. Consulte al número de Servicio al Cliente que está en la parte de atrás de su tarjeta de identificación de miembro. (TTY: 711).

ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. يرجى الاتصال برقم خدمة العملاء على الجانب الخلفي من بطاقة عضويتك الشخصية. (رقم هاتف الصم والبكم: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請撥打會員卡背面的客服電話 (TTY: 711)。

பெயர்: நீங்கள் பேசும் மொழியை உங்கள் மொழி (பெயர்) , உங்கள்  
பெயரை மொழிபெயர்த்து உங்கள் மொழியில் உங்கள் பெயரை மொழிபெயர்த்து உங்கள்  
மொழியை மொழிபெயர்த்து உங்கள் மொழியில் உங்கள் பெயரை மொழிபெயர்த்து உங்கள்  
(TTY: 711).

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin hãy gọi tới số điện thoại của bộ phận dịch vụ khách hàng có ở mặt sau thẻ ID thành viên của quý vị. (TTY: 711).

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Ju lutem kontaktoni qendrën e shërbimit për klient në pjesën e pasme të ID kartës tuaj të anëtaresimit (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 멤버쉽 ID카드의 뒷면에 있는 고객 서비스 번호로 전화해 주십시오. (TTY: 711)

লক্ষ্য করুন: আপনি বাংলায় কথা বলতে পারলে আপনার জন্য নিঃখরচায় ভাষা সহায়তা সেবা সুলভ রয়েছে। অনুগ্রহ করে আপনার সদস্যপদ আইডি কার্ডের পেছনে থাকা গ্রাহক সেবা নম্বরে কল করুন। (TTY: 711)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer telefonicznej obsługi klienta wskazany na odwrocie Twojej legitymacji członkowskiej (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienste zur Verfügung. Bitte rufen Sie die Kundendienstnummer auf der Rückseite Ihrer Mitgliedskarte an. (TTY: 711).

ATTENZIONE: se parla italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero sul retro della tessera identificativa di membro. (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。メンバーシップIDカードの裏面にあるお客様サービスセンターの番号までお電話にてご連絡ください。 (TTY: 711).

ВНИМАНИЕ! Если Вы говорите на русском языке, то Вам доступны услуги бесплатной языковой поддержки. Пожалуйста, позвоните в службу поддержки клиентов по номеру, указанному на обратной стороне Вашей идентификационной карточки участника (телетайп (TTY: 711)).

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Molimo nazovite broj službe za korisnike na pozadini vaše članske iskaznice (TTY: 711).

Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, ng libre, ay available para sa iyo. Pakitawan ang numero ng customer service sa likod ng iyong ID card ng pagiging miyembro. (TTY: 711).



1231 East Beltline Ave. NE  
Grand Rapids, MI 49525



Get the latest news, tips and information. “Like” us on Facebook or follow @PriorityHealth on Twitter, Instagram and Pinterest.

## Your voice matters.

That’s why we’ve created PriorityVoice, a member-only online community. It’s a great way to share your feedback so that we can serve you better. This community has already helped to simplify complicated insurance terms and influence advertising campaigns.

Here’s what you can expect as a member of PriorityVoice:

- Exclusive invitations to take brief surveys that help us improve our services
- An outlet to voice your member experience
- Be the first to find out about new services and ideas
- Feedback on how your opinions are shaping our future

Go to [priorityvoice.com/myvoice](http://priorityvoice.com/myvoice) to join.



<sup>1</sup>Centers for Disease Control and Prevention, National Center for Injury Prevention and Control. Web-based Injury Statistics Query and Reporting System (WISQARS) [online]. Accessed August 17, 2017.<sup>2</sup>Priority Health Medicare’s pharmacy network offers limited access to pharmacies with preferred cost sharing in Michigan. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including pharmacies with preferred cost sharing, please call Customer Service at 888.389.6648, TTY users call 711, or consult the online pharmacy directory at [prioritymedicare.com](http://prioritymedicare.com).<sup>3</sup>According to the 2015 Medicare Advantage Health and Drug Plan Disenrollment Reasons Survey Results issued by the Centers for Medicare and Medicaid Services (CMS), August 2016. Results for HMO-POS plans.<sup>4</sup>According to January 2012-July 2017 monthly enrollment reports from the Centers for Medicare and Medicaid Services. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits premiums and/or co-payments may change on January 1 of each year. You must continue to pay your Part B premium. Priority Health has HMO-POS and PPO plans with a Medicare contract. Enrollment in Priority Health Medicare depends on contract renewal. Y0056\_4000\_4009\_1703 CMS-accepted 09162017 ©2017 Priority Health 9292F 09/17