

# Health Partners Medicare Living Well



Special Issue

## Your Money-Saving Benefits

See page 4.

## We're In Your Community

Learn more on page 5.

Health Partners   
Medicare

The plan you need. The care you deserve.

Proudly Owned by Jefferson Health

## Our Commitment to You

At Health Partners Medicare, we strongly believe in our mission: to build healthier lives and stronger communities.

That's why Health Partners Medicare offers more benefits than Original Medicare, such as vision, dental and hearing coverage, prescription drug benefits, and fitness center memberships. Plus, we have many programs and community events designed to help you get and stay healthy.

This special issue of *Living Well* highlights some of the many great benefits offered by Health Partners Medicare. Keep reading to learn more about our strong provider network, our community events and how your benefits can help you save money.



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## Member Resources

**Member Relations:** 1-866-901-8000 (TTY 1-877-454-8477).

October 1 – March 31: 8 a.m. – 8 p.m., 7 days a week.

April 1 – September 30: 8 a.m. – 8 p.m., Monday – Friday

**Website:** [HPPMedicare.com](https://www.HPPMedicare.com)

**Social Media:**  Health Partners Plans   @hpplans

**Member Portal:** [HPPMedicare.com/portal](https://www.HPPMedicare.com/portal)

**Newsletters:** [HPPMedicare.com/newsletters](https://www.HPPMedicare.com/newsletters)



## We're Rated 5 Stars by Our Members!

Health Partners Medicare has exciting news to share – our members rate us 5 stars for satisfaction of the health plan!

Only 12% of plans nationwide received a rating this high by their members. That means Health Partners Medicare is doing incredibly well in making sure members like you are satisfied with our health plan.

Every year, Medicare evaluates plans based on a 5-star rating system. Health Partners Medicare is rated 4 out of 5 stars for 2023.



## Find Doctors and Hospitals Near You

When you need care, you have more choices thanks to our large provider network. Health Partners Medicare is always working to add new doctors and hospitals to the provider network.

With thousands of doctors, hundreds of clinics and facilities and more than 75 hospitals in our network, you have more choice when it comes to getting the care you need. To find a doctor or hospital near you, visit [HPPMedicare.com/directory](https://www.HPPMedicare.com/directory). You may also call Member Relations for help finding a doctor or hospital near you.



# Swipe with Confidence: Using Your OTC Card

**More benefits. More extras. Offering you convenience, choice and value through your OTC card.**

As a Health Partners Medicare member, you can buy eligible over-the-counter (OTC) medicines and health related items with your benefits. With the Health Partners Medicare OTC card, you can shop for OTC items at many participating retail locations, including several independent pharmacies, and for home delivery.

Have you used your OTC card this year? Do you know how to get the most value out of your benefit? Let's learn more about this great extra benefit for all Health Partners Medicare members.



If you are a **Special** plan member, you can buy healthy foods and produce with your OTC benefit!

## Easy Ways to Shop Using Your OTC Card

**In Person:** You can use your OTC card at many of the stores you already shop in! Your OTC card can be used at these retailers:



**Online:** If you want to shop online, you can do that too! To shop online, go to [www.conveybenefits.com](http://www.conveybenefits.com). The first time you access the Convey website, you will need to create a username and password.

**By Phone:** You can shop by phone, too! You can order OTC items over the phone by calling Convey at **1-855-858-5937** (TTY 711). Orders can be placed Monday through Friday, 8 a.m. - 11 p.m.

## How the OTC Benefit Works

At the beginning of every calendar quarter, your OTC card is loaded with the quarterly OTC amount, according to your plan. We'll reload your OTC card on January 1, April 1, July 1 and October 1.

**Your balance does not carry over.** This benefit is a use-it or lose-it benefit. Try to spend the full amount before the end of each quarter.

**Don't throw out your card.** Please keep your card. Your OTC card will remain in use as long as you are a Health Partners Medicare member. You do not need to request a new one unless it is misplaced or lost.

## We Are Here to Help You!

If you have any questions, please call Member Relations at **1-866-901-8000** (TTY 1-877-454-8477).

*Your quarterly OTC allowance can be used to purchase Medicare-approved OTC items from the catalog. OTC items may only be purchased for the enrollee, not family members or friends. Some OTC items may be covered through your Medicare Part B medical or Part D prescription drug coverage.*



# Your Money-Saving Benefits with Health Partners Medicare

Your benefits with Health Partners Medicare can help you save money. Your benefits include:

## Primary Care Doctor Visits

You have a \$0 copay for office and telehealth visits with your primary care doctor.

## Prescription Drugs

### Special plan members

You pay a \$0 copay for all prescription drugs.

### Prime, Complete, Silver and Platinum plan members

You pay a \$0 copay for preferred generic drugs. You may pay a copay on other prescription drugs, depending on the brand and class of drug.

## New for 2023!

If you are a member of the Prime, Complete, Silver or Platinum plan, your copay for all covered insulin drugs is capped at \$35 for a 30-day supply. You may pay just \$10 for a 30-day supply of Select Insulins, depending on your income.

## Vision Coverage and Eyewear

All members have a benefit allowance for glasses or contact lenses.

### Pennsylvania plans

- Special: \$500
- Prime: \$300
- Complete: \$250

### New Jersey plans

- Silver: \$200
- Platinum: \$200

## Dental Care

All members pay \$0 copay for 2 exams and cleanings, plus X-rays (limits apply) each year. Plus, all plans offer an allowance toward other dental services.

### Pennsylvania plans

- Special: \$3,500
- Prime: \$2,000
- Complete: \$1,200

### New Jersey plans

- Silver: \$1,000
- Platinum: \$1,000

## Hearing Aids

All members have a hearing aid benefit.

### Pennsylvania plans

- Special: \$1,500 each year
- Prime: \$1,500 every two years
- Complete: \$1,000 every two years

### New Jersey plans

- Silver: \$1,000 every two years
- Platinum: \$1,500 every two years

## Transportation

*(Pennsylvania plans only)*

Members can use the transportation benefit for routine trips to doctor's appointments within our service area, as well as trips to in-network pharmacies.

- Special: Unlimited one-way rides
- Prime: 50 one-way rides
- Complete: 22 one-way rides

You can review all your benefits online by visiting [HPPMedicare.com/details](https://www.hppmedicare.com/details). Our Member Relations team is also available to help you learn about your benefits; just call **1-866-901-8000** (TTY 1-877-454-8477).

# We're In Your Community

Health Partners Medicare is pleased to have the opportunity to connect with our members in the communities where they live, work and play. Be on the lookout for more fun events hosted by Health Partners Medicare later this year! Best of all, events are free and fun for all ages, so bring your family and friends!



Zoo Events

en tu comunidad 在您的社区中  
**In Your Community**  
В вашем сообществе Trong cộng đồng của bạn

Health Partners ●●●  
**Medicare**



Benefit Fairs



Together Again at the CWC  
(grand reopening celebration)



Homerun to a  
Healthy Weight



Community Baby Shower



## Even More No-Cost Benefits and Programs



### Wellness Partners

Wellness Partners offers everyone a happier approach to a healthy lifestyle. Our Wellness Partners team hosts cooking demonstrations, fitness classes, life skills classes and more. Wellness Partners events are free and are open to the public. Bring a friend – there’s enough wellness to go around! Visit [HPPMedicare.com/WellnessPartners](https://www.hppmedicare.com/WellnessPartners) to learn more.



### SilverSneakers® Fitness Membership

As a member, you have access to SilverSneakers. With over 16,000 fitness centers and gyms nationwide, plus in-person and online classes, or an at-home fitness kit, you’re sure to find the right fitness program for you. Members in the Philadelphia region can also opt for membership in the state-of-the-art Salvation Army Kroc Center in place of SilverSneakers. Contact Member Relations at **1-866-901-8000** (TTY 1-877-454-8477) to choose the Kroc Center as your fitness center.



### Teladoc®

Teladoc is a phone and video service that connects you with board-certified doctors who can help you with many non-emergency medical conditions. Teladoc is provided at no cost to you and is available to all members. Teladoc should be used when your doctor is not available. Teladoc is not for emergencies and will not replace your doctor.

You can review all your benefits online at [HPPMedicare.com/details](https://www.hppmedicare.com/details).

## Tell a Friend about HPM!

Health Partners Medicare has affordable and cost-saving Medicare Advantage plans and we want everyone to know about them!

If you know someone that would benefit from the coverage and benefits we offer, we encourage you to tell them about Health Partners Medicare! One of our plans may be perfect for their health care coverage.

To learn more about our plans, just call our friendly, licensed representatives at **1-833-477-4773** (TTY 1-877-454-8477). Thank you for helping spread the word about Health Partners Medicare!





## Join the Medicare Advisory Committee!

At Health Partners Medicare, we care deeply about helping our members. We also want to hear from our members because we know their opinions and experiences are very important. That's why we created the Medicare Advisory Committee—and we encourage you to join!

Our Medicare Advisory Committee is made up of members, community partners and employees. These meetings give our members an opportunity to tell us more about their needs and experiences with Health Partners Medicare. You can participate by phone or in person.

During these meetings, you'll be able to:

- Tell us more about your experience with Health Partners Medicare
- Share ideas about how we can provide the highest quality benefits and services
- Identify areas where we can improve

If you're interested in joining the Medicare Advisory Committee or just want to learn more, call Member Relations at **1-866-901-8000** (TTY 1-877-454-8477). We truly value your feedback and hope you'll join the committee!

## Register for HP Connect!

Did you know you can review your benefits and coverage details online? It's true! As a Health Partners Medicare member, you have access to HP Connect, our online member portal.

HP Connect provides convenient and secure access to your coverage and benefits information. You can review claims and authorization, find doctors and more through this secure online resource.

Visit [HPPMedicare.com/portal](https://HPPMedicare.com/portal) to learn more.



# Get and Stay Active with SilverSneakers



## Your fitness benefit from Health Partners Medicare

Because we care about your well-being, your benefits with Health Partners Medicare includes the SilverSneakers® fitness program. This fitness and lifestyle benefit gives you opportunities to stay active, make friends and connect with your community – all at no cost to you.

Exercise is a key part of maintaining a healthy lifestyle and can support a healthy immune system.<sup>1</sup> SilverSneakers offers a variety of options, from working out at a participating fitness location<sup>2</sup> to virtual classes you can do at home. Create an account at [SilverSneakers.com](https://www.silversneakers.com) to get your ID number, and make the most of SilverSneakers, including:

- Memberships to thousands of participating locations<sup>2</sup> nationwide means you can visit as many as you want, as often as you like. In addition to equipment, pools, and other amenities<sup>2</sup>, select locations offer group exercise classes designed for all abilities<sup>3</sup>.
- SilverSneakers LIVE™ gives you full-length, live classes and workshops on the SilverSneakers website via Zoom<sup>4</sup>. Classes and workshops are led by expert trainers, and no equipment is needed. Multiple activities are available per day, such as cardio dance and yoga classes, and “The Happiness Effect” and “Balance Builder” workshops.
- SilverSneakers On-Demand™ gives you access to 200+ online workout videos ranging from easy, low-impact exercises to high-energy cardio. In addition, get information on topics like nutrition, fitness challenges and more.

- The SilverSneakers GO™ mobile app gives you access to workout programs that can be tailored to your fitness level. You can modify exercises to different levels with just one click, schedule activities and get notifications to stay on track.
- Stay connected. Many SilverSneakers members who come for the fitness end up staying for the friendships. Visiting participating locations is a great way to socialize and make new friends!

Learn more and start using your SilverSneakers benefit today. Go to [SilverSneakers.com](https://www.silversneakers.com) to create your account, get your SilverSneakers ID number and use all the digital resources at your convenience. Find a participating location near you with the handy location finder.

### Always talk with your doctor before starting an exercise program.

1. <https://www.ncbi.nlm.nih.gov/pubmed/29713319h>
2. Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
4. Zoom is a third-party provider and is not owned or operated by Tivity Health or its affiliates. SilverSneakers members who access SilverSneakers Live classes are subject to Zoom’s terms and conditions. SilverSneakers member must have Internet service to access SilverSneakers Live classes. Internet service charges are responsibility of SilverSneakers member.

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## Health Partners Medicare

Member Relations: 1-866-901-8000 (TTY 1-877-454-8477)

[HPPMedicare.com](https://www.hppmedicare.com)



Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal.

Health Partners   
Medicare

The plan you need. The care you deserve.

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