



ULTIMATE HEALTH PLANS

Good health is where you live.



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ULTIMATE LIVING

Health and Wellness News for Members of Ultimate Health Plans (UHP)

Spring 2021

Mission Statement

Ultimate Health Plans' mission is to provide all members with the highest quality healthcare with access to highly qualified physicians. We hold ourselves accountable for treating our members with dignity and respect, providing legendary customer service, and recognizing our commitment to the community as a local corporation.



Caring Through COVID



At Ultimate Health Plans, we value your health and well-being and want to take this opportunity to share with you some ways we are helping you through the COVID pandemic.

[Read more on page 3.](#)

Member Spotlight



We welcome feedback from our members. See what your neighbors are saying about their experience as a member of Ultimate Health Plans.

[Read more on page 6.](#)

A Message from our Medical Director

Dear Members,

I hope the New Year is treating you well thus far. In this article, I want to address some of the important topics related to your health. We closed last year satisfactorily for some of the screening measures we are tracking; however, there was room left for improvement. This year, we want to start early with those same screening test reminders by emphasizing their importance. Please note that these screening tests are essential for the early diagnosis of the disease or staying informed on the status of a disease. Below you will find the referenced screening tests:



Dr. Pragnesh Shah

▶ **Diabetes (DM):** There are three screening measures for DM:

- Hemoglobin A1c (HbA1c) – This is a simple blood test. This measure tells your average blood sugar for the previous three months. The lower the number, the better it is. Your doctor may adjust your diabetic medication(s) based on this number.
- Diabetic Eye Exam – This test looks for retinal damage associated with DM. Yearly evaluation is recommended to improve early detection chances and reduce the chances of complications related to diabetic retinopathy, including permanent blindness.
- Nephropathy – This is a urine test that looks for damage to your kidneys due to DM. If left undiagnosed, complications can include kidney failure and the need for dialysis treatment.

▶ **Cancer:** We are tracking the following two cancer screening measures:

- Breast Cancer – Yearly screening mammogram is recommended for women between the ages of 40 and 74.
- Colorectal Screening – March is Colorectal Cancer Awareness Month. Below are several methods available for colon cancer screening:
 - Fecal Occult Blood Test (FOBT) – Once every 12 months for members 50 years or older.
 - DNA Lab Test – For ages 50 – 85 without any alarming cancer symptoms.
 - Screening Colonoscopy – Medicare covers screening colonoscopy once every 24 months (2 years) if you're at high risk for colorectal cancer. If you aren't at high risk for colorectal cancer, Medicare covers the test once every 120 months (6 years), or once every 48 months (4 years) after a previous flexible sigmoidoscopy. There's no minimum age requirement.

Please note that the measures mentioned above are associated with member incentives. Completion of any of the above measures may earn you incentive rewards.

As COVID-19 vaccines become available, we urge you to be vigilant against fraud schemes. Please remember the following tips:

- ▶ Since Medicare covers the COVID-19 vaccine, there will be NO COST TO YOU.
- ▶ You cannot pay to put your name on a list to get the vaccine.
- ▶ You cannot pay to get early access to the vaccine.
- ▶ Ignore any calls, texts, or emails promising access to the vaccine for a fee.

Refer to our recent mailing for the COVID-19 vaccination roll-out plan and when you can expect to get a vaccine. Once we have more updates, we will communicate them to you.

Yours in good health,

-Dr. Pragnesh Shah, MD, MBA, CPE

Ultimate Health Plans Wellness Incentive Program

Earn rewards* for taking care of your health.

Eligible members of Ultimate Health Plans may earn up to \$200 in gift cards just for completing important health care activities as listed below.

HEALTH CARE ACTIVITIES	GIFT CARD PER ACTIVITY
Breast Cancer Screening	\$25.00
Colorectal Cancer Screening	\$50.00
Diabetic Care - Blood Sugar Controlled HbA1c Test	\$50.00
Diabetic Care - Diabetic Eye Exam	\$50.00
Diabetic Care - Kidney Disease Monitoring Nephropathy	\$25.00
Total Gift Card Rewards*	\$200.00

*Reward eligibility requirements and limitations:

- ▶ Rewards are limited to 1 gift card per activity.
- ▶ Health care activities must be completed between January 1 and December 31, 2021.
- ▶ Breast Cancer Screening – Limited to women 50-74 years of age.
- ▶ Colorectal Cancer Screening – Limited to members 50-75 years of age.
- ▶ Diabetic Care – Diabetic Eye Exam, Blood Sugar Controlled HbA1c, and Kidney Disease Monitoring Nephropathy – Limited to members 18-75 years of age who have been diagnosed with diabetes by a healthcare professional.
- ▶ Additional requirements and limitations may apply. Please call the plan for details.

Caring Through COVID

At Ultimate Health Plans, we value your health and well-being and want to take this opportunity to share with you some ways we are helping you through the COVID pandemic.

As part of your Over-the-Counter (OTC) benefit, you have access to:

- ▶ The Ultimate Smartphone, available to help access Telehealth Services and stay in touch with your providers and caregivers. It comes with ready-to-use health-related applications such as Pharmacy Management, SilverSneakers Gym, the Ultimate Health Plans Member Portal, and the NationsHearing Digital Experience to help you access your benefits comfortably from your home.
- ▶ Sanitization products such as hand sanitizer, Lysol Disinfecting Wipes, and alcohol wipes to help keep you safe.

In addition, the following benefit flexibilities are currently in place:

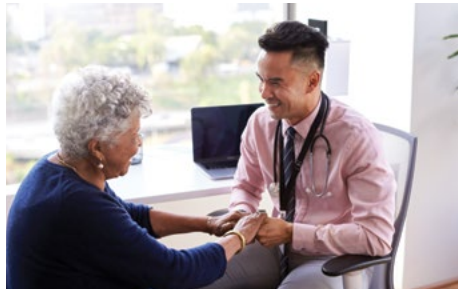
- ▶ Your cost-sharing and prior authorization requirements for COVID-related testing and treatment are waived.
- ▶ You have access to Medicare Part B services via telehealth in any place.



Annual Health Assessment Questionnaire

Your Annual Health Assessment is a questionnaire that helps your doctor understand your health status and identify any health risks you may have.

TYPES OF QUESTIONS



- General information, such as your age, height, weight, education level, income range, and marital status
- Questions on personal health history, including chronic illness and current treatment
- Questions about how you perceive your health status
- Questions about what is the **best way** to help you enhance and maintain your health
- Questions about any special needs you may have in the areas of hearing impairment, vision impairment, and language preference.

Why do we ask you to answer these questions?

Answering these questions can help you and your doctor develop a personalized prevention plan. Following your plan can help you stay healthy and get the most out of each doctor visit. It also helps us connect you to your plan's benefits and services. The questions will get you thinking about how to enhance and maintain your health, as well. More knowledge about your health puts you in control.

HOW WE USE INFORMATION



How do we use the information you give us?

We share this information with your doctor. Although he or she may already have some of this information throughout your medical record, having all the answers in one place is more helpful and efficient. We also use your answers to help find ways to keep you healthy that will work for you.

We may call you to discuss all the ways that your doctor and Ultimate Health Plans can work together to help. We also check your answers to see if you may qualify for one of our Case or Disease Management programs, which are staffed by nurses dedicated to answering your questions and partnering with you to maintain your health. Some of the services provided through our programs include:

- Regularly scheduled telephone calls from your case manager
- Health education materials
- Tips on understanding and following your doctors' instructions
- Information on community and national resources that may benefit you

HAVE QUESTIONS?



Your answers will not change your benefits in any way. We hope you will fill out your questionnaire when the time comes and take advantage of the opportunity to find out what areas of your health you need to focus on to become a healthier you!

If you have any questions, please call Case Management at (855) 337-6868 (TTY: 711) Monday through Friday from 8 a.m.-5 p.m..

You may also fill out your questionnaire online at our Member Portal.

Please visit: portal.myultimatehp.com
Registration is required for first-time users.

Important Numbers

Member Services
1-888-657-4170 (TTY 711)

Case Management
1-855-337-6868 (TTY 711)
portal.myultimatehp.com

Safer Use of Opioid Pain Medication



Prescription opioid pain medications—like oxycodone (OxyContin®), hydrocodone (Vicodin®), morphine, and tramadol—can help treat pain after surgery or an injury, but they carry serious risks, like addiction, overdose, and death. These risks increase the higher the dose you take or, the longer you use these pain medications, even if you take them as prescribed.

Your risks also increase if you take certain other medications, like benzodiazepines (commonly used for anxiety and sleep), or get opioids from multiple doctors and pharmacies.

Medicare and Ultimate Health Plans are dedicated to helping you use prescription opioid pain medications more safely. Optum Rx is the drug plan administrator for Ultimate Health Plans. When you fill a prescription at the pharmacy,

Optum Rx and your pharmacists routinely check to make sure the prescription is correct, that there are no interactions, and that the medication is appropriate for you. They also conduct safety reviews to monitor the safe use of opioids and other frequently abused medications. These reviews are especially important if you have more than one doctor who prescribes these drugs. In some cases, Optum Rx or your pharmacist may need to first talk to your doctor before the prescription can be filled. They will also do a safety review when you fill a prescription if you:

- Take potentially unsafe high dosage amounts of opioids as determined by the drug plan or pharmacist. Prior authorization may be required.

- Take opioids with benzodiazepines like Xanax®, Valium®, and Klonopin®.
- Are newly using opioids—you may be limited to an initial 7-day supply or less to decrease the likelihood of addiction or long-term use. If you recently joined Ultimate Health Plans, we may not know your current prescription information. Your pharmacy may need to notify OptumRx of your history.

If you have a question about opioid coverage, please reach out to OptumRx at 800-311-7517 (TTY 711) for assistance. Open 24 hours a day, 7 days a week.

Member Spotlight

Ultimate Health Plans loves to hear your feedback. Here is a special note we received from one of our members.

“My name is Shirleymae G., and I have been with Ultimate Health Plans since 2014. Over the years, Ultimate Health Plans has added benefits that have been so helpful. I live in an area with no public transportation and am legally blind, so the Transportation Benefit has been a blessing. The drivers from Wheelchair Transport Service, Inc (WTS) always make sure I get to my appointments and back home safely. Also, Ultimate Health Plans has great customer service. I have never had a problem since becoming a member.”



We'd love to hear from you! Submit to us in writing at:

Ultimate Health Plans
ATTN: Testimonials
1244 Mariner Blvd
Spring Hill, FL 34609



Special Needs Plans (SNP)

Special Needs Plans is a type of Medicare Advantage Plan that provides coordinated care to members with specific illnesses or chronic conditions. Ultimate Health Plans offers four SNPs:

Cardiovascular Disorder • Chronic Heart Failure • Chronic Lung Disorder • Diabetes Mellitus

SNP Benefits include:

- ▶ Benefits for over-the-counter products
- ▶ Telemedicine services
- ▶ Transportation services
- ▶ Routine dental, vision, and hearing benefits
- ▶ SilverSneakers Program (Gym membership)
- ▶ Meal Benefit

How Do I Enroll in a SNP?

In order to join a Special Needs Plan, a member must enroll and have a qualifying chronic condition. Your doctor will also have to complete a chronic condition verification form.

Refer to our SNP Offerings by County below to find a SNP in your area that specializes in the condition that you have.

Citrus County

- 021 Advantage Care by Ultimate (HMO C-SNP)
Cardiovascular Disorder, Diabetes Mellitus
- 022 Advantage Care CHF by Ultimate
Chronic Heart Failure
- 023 Advantage Care COPD by Ultimate (HMO C-SNP)
Chronic Lung Disorder

Hernando County

- 019-1 Advantage Care by Ultimate (HMO C-SNP)
Cardiovascular Disorder, Diabetes Mellitus

Hernando/Pasco County

- 024 Advantage Care CHF by Ultimate (HMO C-SNP)
Chronic Heart Failure
- 025 Advantage Care COPD by Ultimate (HMO C-SNP)
Chronic Lung Disorder

Pasco County

- 019-2 Advantage Care by Ultimate
Cardiovascular Disorder, Diabetes Mellitus

Hillsborough/Pinellas County

- 026 Advantage Care by Ultimate (HMO C-SNP)
Cardiovascular Disorder, Chronic Heart Failure,
Diabetes Mellitus
- 027 Advantage Care COPD by Ultimate (HMO C-SNP)
Chronic Lung Disorder

Indian River/St. Lucie County

- 033 Advantage Care by Ultimate (HMO C-SNP)
Cardiovascular Disorder, Chronic Heart Failure,
Diabetes Mellitus
- 034 Advantage Care COPD by Ultimate (HMO C-SNP)
Chronic Lung Disorder

Marion/Lake/Sumter County

- 029 Advantage Care by Ultimate (HMO C-SNP)
Cardiovascular Disorder, Chronic Heart Failure,
Diabetes Mellitus
- 030 Advantage Care COPD by Ultimate (HMO C-SNP)
Chronic Lung Disorder

If you'd like to enroll or have any questions, please call us at (855) 858-7526 (TTY: 711)
Monday - Sunday from 8 a.m. - 8 p.m. EST.

2021 Benefit Highlights

For questions or more detailed information, please contact Member Services at (888) 657-4170 (TTY: 711), Monday – Sunday, 8 a.m. – 8 p.m. EST, or access it online at www.ChooseUltimate.com

Acupuncture

- 6 visits every year with an in-network provider
- \$10 / \$20 copay depending on plan
- No auth required, however referral is required
- May not be combined with Chiropractic or Alternative Therapies Benefit
- Not included with all plans

Bathroom Safety Devices

- One-bathroom safety device to prevent falls
- Choose from a night light or a toilet bowl light
- \$0 Copay, one per member per year
- Request your Safety Device by calling Member Services

Meals

- \$0 copay
- Immediately following an inpatient hospital stay
- Meals offered for a one-week period, 2 meals per day for a total of 14 meals
- Request your meals by calling Member Services

Transportation

- Included with all plans, however, benefit varies by plan
- 8 one-way trips (4 round trips) to Primary Care Provider office, eye doctor, specialist or dialysis, AND 12 one-way trips (6 round trips) to physical therapy OR
- Unlimited to Primary Care Provider office, specialist, or dialysis & physical therapy
- No authorization requirement for rides to in-network providers/ \$0 Copay
- Schedule your ride by calling Member Services

Over-the-Counter (OTC)

- Medicare-eligible health-related items and medications for the beneficiary's personal use
- \$0 copay for covered OTC items up to the available benefit allowance each month
- The benefit does not roll-over from month to month
- Benefit allowance depends on plan enrollment

Telehealth Services

Mental Health

- By phone **(855) 849-3650** (available 24 hours a day, 7 days a week)
- Visit the MDLive website at www.MDLive.com/UltimateMedicare for more information

Primary Care Physician (PCP) or Specialist

- You have the option of receiving these services either through an in-person visit or via telehealth. If you choose to receive one of these services via telehealth, then you must use a network provider that currently offers the service via telehealth. For PCP and Specialist services, check with your individual provider about the availability of office visits via smartphone, a regular telephone, computer, or tablet. Usual PCP and Specialist copayments apply, depending on plan, unless the visit is COVID related

Therapeutic Massage

- Up to 4 sessions furnished by a state licensed massage therapist within our network
- \$10 / \$20 copay depending on plan
- Referral from Case/Disease Management or PCP required and be health related
- Not included with all plans

Important Contact Information at a Glance

	Dental	Argus Vision & Dental www.argusdental.com/find-a-provider	800-340-8869
	Vision	Argus Vision & Dental www.argusdental.com/find-a-provider	800-210-5511
	Behavioral Health	Beacon Health Options www.beaconhealthoptions.com	800-627-1259
	MDLive – Telemedicine	Beacon Health Options www.mdlive.com/ultimatemedicare	855-849-3650
	Laboratory Provider	LabCorp www.labcorp.com	800-845-6167
	Meal Services	Member Services	888-657-4170
	Hearing	Nations Benefits members.nationshearing.com/ultimate	800-313-2763
	Pharmacy Benefits	Help Desk www.optumrx.com/members	800-311-7517
	Prescription Mail Order	OptumRx Pharmacy Refills & Questions	877-889-6358
	Gym Benefit	SilverSneakers www.silversneakers.com	888-423-4632
	Over-the-Counter (OTC)	United MedCo otc.myultimatehp.com	855-422-0039
	Transportation	Member Services	888-657-4170

Reminders for the New Year:

OptumRx is Ultimate Health Plans' drug plan administrator or Pharmacy Benefit Manager (PBM) for 2021.

- ➔ Customer Service: 800-311-7517
Open 24 hours a day, 7 days a week.
- ➔ TTY: 711

Save time and money by having your prescriptions delivered to your door
Sign up with OptumRx Mail Order today!

- ➔ Phone: **877-889-6358**
TTY: **866-706-4757**
- ➔ Website:
www.optumrx.com/members

You should have received your 2021 Member ID card. Please present it at the pharmacy next time you receive a medication. If you have not received your Member ID card, please call Member Services at 888-657-4170 (TTY 711) to request one.

Healthy Recipe

Chicken and Asparagus Tossed with Whole-Grain Penne Pasta



Ingredients:

- 1 1/2 cups uncooked whole-grain penne pasta
- 1 cup asparagus, cut into 1-inch pieces
- 6 ounces boneless, skinless chicken breasts, cut into 1-inch cubes
- 2 cloves garlic, minced
- 1 can (14.5 ounces) diced tomatoes, no salt added, including juice
- 2 teaspoons dried basil or oregano
- 1 ounce soft goat cheese, crumbled (about 1 tablespoon)
- 1 tablespoon Parmesan cheese

1. Fill a large pot 3/4 full with water and bring to a boil. Add the pasta and cook until al dente (tender), 10 to 12 minutes, or according to the package directions. Drain the pasta thoroughly. Set aside.
2. In a pot fitted with a steamer basket, bring 1 inch of water to a boil. Add the asparagus. Cover and steam until tender-crisp, about 2 to 3 minutes.
3. Spray a large nonstick frying pan with cooking spray. Add the chicken and garlic and sauté over medium-high heat. Cook until the chicken is golden brown, about 5 to 7 minutes. Add the tomatoes, including their juice, basil or oregano and simmer 1 minute more.
4. In a large bowl, add the cooked pasta, steamed asparagus, chicken mixture and goat cheese. Toss gently to mix evenly.
5. To serve, divide the pasta mixture between 2 plates. Sprinkle each serving with 1/2 tablespoon Parmesan cheese. Serve immediately.

Good health is where you live.



Ultimate Living is made by Ultimate Health Plans. Ultimate Living is a resource to our members. The information in this newsletter should not be used as medical advice. It should also not be used as a form of diagnosis or treatment. The information featured in Ultimate Living comes from different sources. Some of them include consumer health publications, health and wellness experts, and medical professionals. If you have questions or concerns about this information relating to your own health, you can contact your personal doctor or health care provider.

Ultimate Health Plans is an HMO plan with a Medicare contract. Enrollment in Ultimate Health Plans depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system. Discrimination is against the law. Ultimate Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-657-4170 (TTY: 711). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou 1-888-657-4170 (TTY: 711).



1244 Mariner Boulevard
Spring Hill, Florida 34609

Health and Wellness or Prevention Information



GET IN TOUCH

Have a Question or
Need Help?
Contact Us:

BY PHONE:

Monday thru Sunday: 8 a.m. to 8 p.m.

1-888-657-4170

(TDD/TTY call 711)

IN PERSON:

ULTIMATE HEALTH PLANS OFFICES

Hernando Community Outreach Center

2713 Forest Rd.,
Spring Hill, FL 34606

Corporate Office

1244 Mariner Blvd.,
Spring Hill, FL 34609
Monday thru Friday
9 a.m. to 5 p.m.

BY MAIL:

Ultimate Health Plans, Inc.
1244 Mariner Blvd.,
Spring Hill, FL 34609

ONLINE:

You may find answers to many of
your questions online at

www.ChooseUltimate.com

