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ULTIMATE LIVING

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

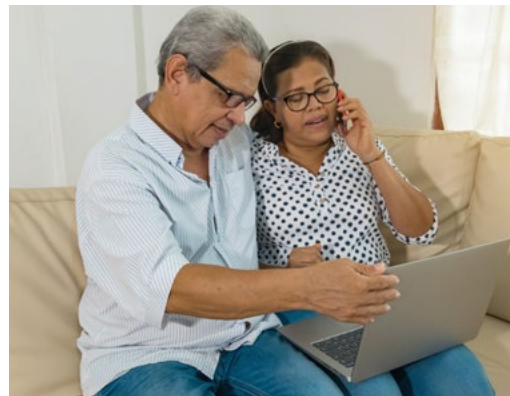
Summer 2021

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.



COVID 19 Fraudulent Activities



COVID 19 fraudulent activities are rapidly evolving now that vaccines are being distributed. Ultimate Health Plans want you to be aware of these scams.

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 4.

A Message from our Medical Director

Dear Members,

We hope this year has treated you well thus far. Since our last newsletter, one more vaccine has been added to the emergency use authorization list. Once again, we will briefly mention these vaccines. Vaccine benefits, common side-effects, etc., were discussed in the previous newsletter. Please note that we derive our information from National Agencies such as FDA and CDC. Members may refer to these agencies for additional reference:

- Vaccines that have been granted UA (Emergency Use Authorization) by FDA as of May 2021 for prevention of COVID-19:

- | | | |
|------------------------------------|------------------------------|------------------------------|
| ▶ Pfizer-BioNTech COVID-19 vaccine | ▶ Moderna's COVID-19 vaccine | ▶ Janssen's COVID-19 vaccine |
| ▪ 2 shots, 21 days apart | ▪ 2 shots, 28 days apart | ▪ Single shot |

Let's now discuss another condition that has become increasingly more prevalent with COVID-19. Many patients affected with COVID-19 have also developed pneumonia. Here is a brief synopsis of pneumonia:

- Causes: Pneumonia (infection of the lungs) can be caused by bacteria, viruses, and fungi. Pneumonia due to fungi typically occurs in patients who are immunocompromised. Immunocompetent patients are more likely to suffer from bacterial or viral pneumonia. Certain people are more likely to get pneumonia, for example, adults over 65 years, children younger than 5 years, cigarette smokers, those with ongoing medical conditions (e.g., heart conditions, emphysema), etc.

Bacterial Pneumonia

- One of the most common causes of bacterial pneumonia is *Streptococcus pneumoniae* (pneumococcus). Two vaccines are available for the prevention of pneumococcal pneumonia. Both are safe and effective; however, they cannot be given at the same time.
- Vaccines: Following are the vaccines against pneumococcal pneumonia:
 - ▶ Pneumococcal polysaccharide vaccine (PPSV23) – per CDC, all adults over 65 should receive a shot of PPSV23.
 - ▶ Pneumococcal conjugate vaccine (PCV13) – per CDC, all adults over 65 should receive a shot of PCV13 if they have never received one and have one of these conditions:
 - Immunocompromised condition
 - CSF (cerebrospinal fluid) leak
 - Cochlear implant

Viral Pneumonia

- In adults 65 years and older, Influenza (flu) virus is a leading cause of viral pneumonia. One of the best ways to decrease the chances of getting the flu is by getting a yearly flu vaccine. In the United States, flu season is from October – May, with the peak around February.
- Vaccines: Flu vaccines can be inactivated influenza vaccine (IIV), live attenuated influenza vaccine (LAIV), or recombinant influenza vaccine (RIV). There is no preference for one vaccine over the other. In our next newsletter, we will update CDC recommendations for the 2021-2022 flu season.

As always, we are here to answer any questions or ease any concerns you may have. Please remember to use safe practices to reduce the chances of contracting COVID-19 or any other illness. Handwashing is one of the best ways to reduce the chances of contracting many of these illnesses. Please continue to follow up with your provider routinely and do not hesitate to seek emergency medical care if needed.

Yours in good health,
 -Dr. Pragnesh Shah, MD, MBA, CPE



Dr. Pragnesh Shah

COVID 19 Fraudulent Activities

Scammers are using the distribution of the COVID-19 vaccine to obtain your personally identifiable information (PII) and money. Your personal information can be used to fraudulently bill federal healthcare programs and commit medical identity theft.

As a Medicare Beneficiary be aware of the following fraudulent activities:

- You are asked to pay out of pocket to get the vaccine. Centers for Medicare and Medicaid Services (CMS) will cover the full cost of the vaccine for Medicare beneficiaries, including those in a Medicare Advantage Plan.
- You are asked to pay to put your name on a vaccine waiting list or get early access.
- You are asked to undergo additional medical testing or procedures when obtaining a vaccine.
- Marketers offering to sell or ship doses of the vaccine for payment.
- Advertisements for vaccines through social media platforms, email, telephone calls, online, or from unsolicited/unknown sources
- You are contacted in person, by phone, or by email to tell you the government or government officials require you to receive a COVID-19 vaccine.
- Scammers pretending to be COVID-19 tracers. Legitimate contact tracers will never ask for your Medicare number, financial information or

attempt to set up a COVID-19 test for you and collect payment information for the test.

Tips to avoid COVID-19 vaccine-related fraud:

- Please contact your state's health department website for up-to-date information about official vaccine distribution channels and only obtaining a vaccine through such channels.
- Check the FDA's website (fda.gov) for current information about vaccine emergency use authorizations.
- Consult your primary care physician before undergoing any vaccination.
- Please contact our Customer Service Department for a listing of testing and vaccine sites by calling **1-888-657-4170 (TTY 711)**, open Monday through Friday, 8 am – 8 pm.

If you believe you have been the victim of a COVID-19 fraud, immediately report it to our toll-free Compliance Hotline at 1-855-730-7925 (TTY 711) (24/7/365). You can also email us at compliancehotline@ulthp.com or Investigatefwa@ulthp.com

Your report is confidential. Ultimate Health Plans prohibits retaliation against anyone for reporting in good faith a possible violation of the Code, law, rule, or regulation. Our Compliance Department investigates reports and works with other departments in the company to ensure that all appropriate steps are taken to stop fraud, waste, and abuse.



Guard Your COVID-19 Vaccination Card

An important message from the Centers for Medicare & Medicaid Services (CMS):

After you get your COVID-19 vaccine, keep your vaccination card safe — scammers are using the COVID-19 pandemic to try to steal your personal information.

Don't share a photo of your COVID-19 vaccination card online or on social media. Scammers can use the content you post, like your date of birth, health care details, or other personal information, to steal your identity.

You should get a COVID-19 vaccination card at your first vaccine appointment. If you didn't, contact the provider site where you got vaccinated or your state health department to find out how to get a card. If someone contacts you to buy or sell a vaccination card, it's a scam.



If you suspect COVID-19 health care fraud, please report it immediately to our toll-free Compliance Hotline at **1-855-730-7925 (TTY 711)**, available 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.

"Hello there. My name is Jill C., and I have been with Ultimate Health Plans since 2013. Since day one, Ultimate Health Plans has always been here for me. No matter the question, I always receive an answer when I call. And Ultimate's Providers are close to me, which is an added benefit since I do not like to drive far. Thank you, Ultimate Health Plans, for taking such great care of me."

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

Or by Email to: MemberAdvocate@ulthp.com



Prescription Home Delivery Set-up and Benefits

Although the world is opening back up, remember that prescription home delivery will continue to be available to you.

Home delivery, also known as mail order, is available for long term maintenance drugs on the following formulary Tiers:

- 1 – Preferred generics
- 2 – Preferred brands
- 3 – Non-preferred drugs
- 5 – Select care drugs (if applicable, please refer to your Formulary)

There are several benefits to using this service, including:

- 90-day supplies of medications to help increase adherence
- Pay for two months of copays and get three months (90 days) of medication
- Access to a pharmacist for any questions or concerns 24 hours a day, 7 days a week
- Medications are delivered right to your home with free standard shipping
- You have the option to get refill reminders by email, phone, or text

Here's How to Get Started:

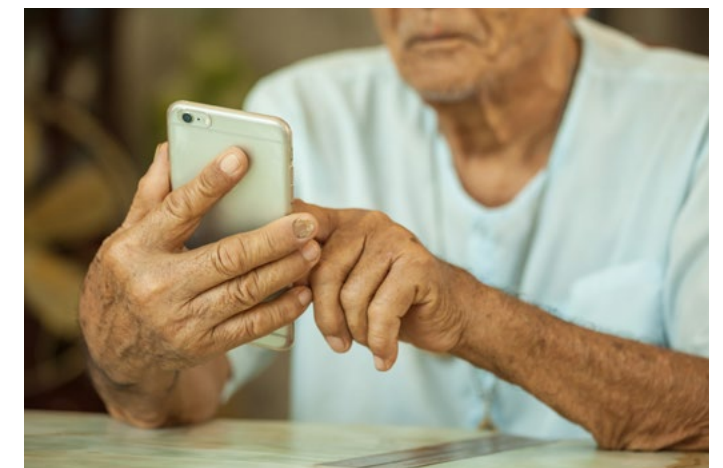
- ePrescribe: Ask your doctor to send an electronic prescription to OptumRx
- Website: optumrx.com or OptumRx app – Set up home delivery and order refills
- Phone: Call 800-311-7517 (TTY 711), 24 hours a day, 7 days a week

Communication Preferences:

If you're expecting an order and miss a call from a new phone number, it may be OptumRx attempting to reach out to you with additional details about your order. If you have not specified your preference, OptumRx will call you. A representative will try to contact you twice within three business days from when a delay occurs.

Here are the communication options available to you:

- Phone by calling 800-311-7517 (TTY 711)
- Mail to your Shipping Address on file
- Text to your mobile phone
- Email notification





PHARMACY Benefit Corner

OptumRx Customer Service
800-311-7517 (TTY 711)

– Open 24 hours a day, 7 days a week.

Ultimate Health Plan Website
<https://chooseultimate.com/Guests/prescription-drugs.aspx>

Check your drug coverage and copays

Prior Authorization Timelines

We encourage you to speak with your prescriber regarding your medications. Per Medicare guidelines:

- 24 hours are allowed for urgent requests.
- 72 hours are allowed for standard/non-urgent requests.
- Up to 14 days may be allowed to make a decision.

Exception Requests - Requests can be initiated by calling 800-311-7517 (TTY 711) or by completing and mailing in the Coverage Determine Form available online at:
<https://cdn.chooseultimate.com/library/ModelCoverageDeterminationRequestForm.pdf>

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

| | |
|---|-----------------|
| 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.

Do more with our Member Portal

Personalized healthcare at your fingertips 24 hours a day, 7 days a week. Have you checked out our member portal? We are excited to provide you with innovative tools and resources to improve your experience and manage your healthcare!

Do more with our **Member Portal**:

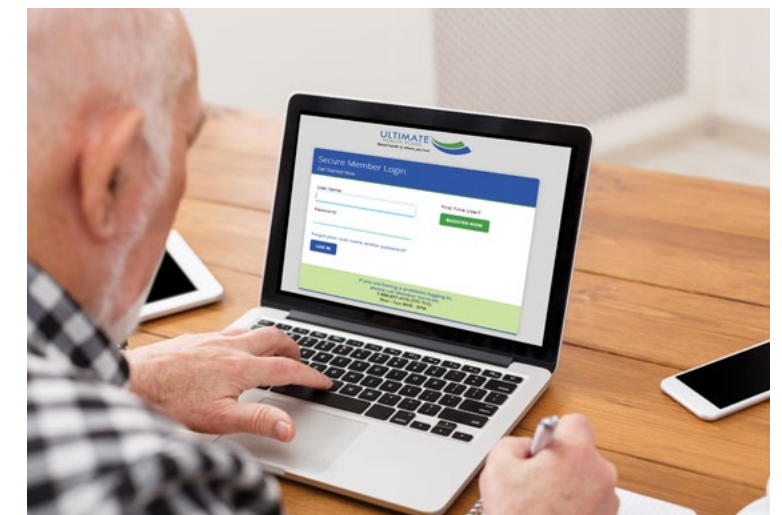
- Request a new ID Card
- Change your Primary Care Physician (PCP)
- View and print plan documents

Exclusive Resources:

- Self-Management Tools
- Health Education
- Personal health tracker

Your Benefits:

- Pharmacy benefits
- Claims details
- What is covered and what you pay



We are Here for You

Issues with an
Authorization?

Problems with
a Provider?

Difficulties
obtaining
Medications?

We want to hear from you!

Reach out to us with any questions or concerns by calling
Members Services at 1-888-657-4170 (TTY 711).

The Member Services phone number can also be found on the back of your Member ID Card.
We are available Monday through Friday, 8 am to 8 pm.

Benefit Spotlight

BENEFIT SPOTLIGHT: VISION AND DENTAL

All of our plans include vision and dental. Argus Dental and Vision administers this benefit. When scheduling an appointment with your dental or vision provider, be sure to let them know you have **ULTIMATE THROUGH ARGUS!**



Depending on your plan, you have either \$150 or \$200 towards your vision coverage every year. Eyewear benefit allows:

- ▶ Contact lenses **OR**
- ▶ One pair of standard Single Vision, Bifocal or Trifocal lenses **AND/OR** one eyeglass frame (\$150 or \$200 may be applied to lenses only, frame only, or to both)

Upgrades available:

- ▶ Progressive lenses for a \$50 copay
 - The upgrade to progressive lenses does not impact the per-year limit on eyewear.

Additional Prescription Sunglasses **OR** Photochromic Lenses benefit allows you the option to select Prescription Sunglasses with Polarized (Grey or Brown) Lenses **OR** Photochromic Lenses from a special frame selection*.

- ▶ Prescription sunglasses - \$40 copay **OR**
- ▶ Photochromic lenses - \$30 copay

*This benefit may be used once per year and does not impact the per-year limit.

- For an up-to-date listing of dental and vision providers, please visit <https://argusdental.com/find-a-provider/>
- For questions or to speak with an Argus **Dental and Vision** Representative, please call (800) 340-8869 (TTY: 711)
- Argus representatives are available Monday through Friday, 8 am-8 pm EST.



Preventive dental coverage is provided on all Ultimate Health Plans benefit plans. There is a \$0 copayment for the following preventative dental services during your benefit year:

\$0 copay for the following:

- ▶ 1 oral evaluation every 6 months
- ▶ 1 cleaning every 6 months
- ▶ 1 fluoride treatment every 6 months
- ▶ 1 dental x-ray per year

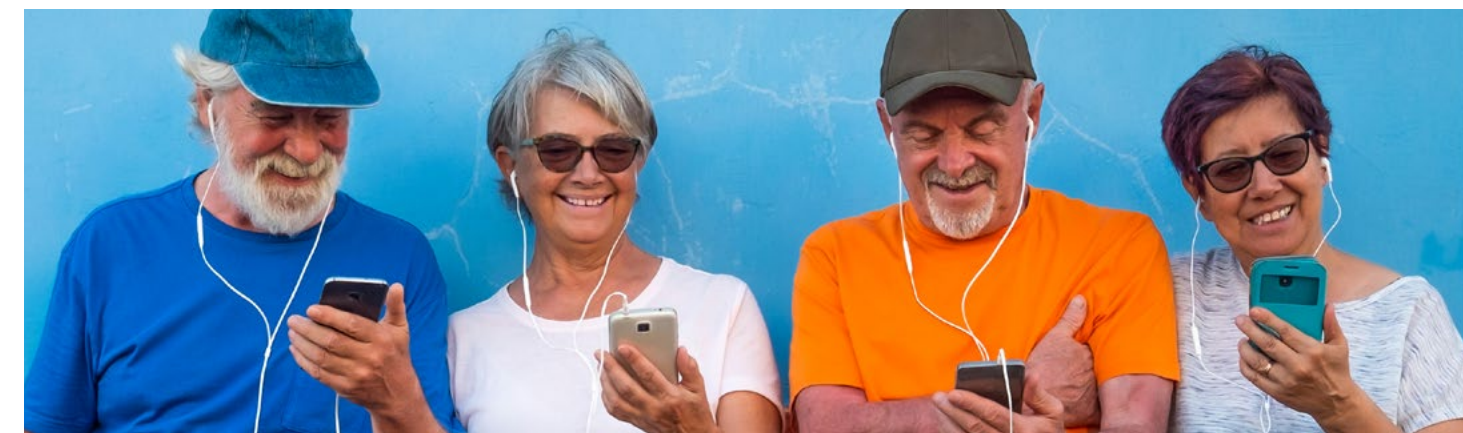
X-rays may include:

- ▶ Intraoral, complete series of radiographic images
- ▶ Intraoral, periapical radiographic image
- ▶ Bitewing, single radiographic image, or Bitewings, two, three, or four radiographic images
- ▶ Panoramic radiographic image
- ▶ Full mouth and panoramic images covered every 3 years

Comprehensive dental benefits are offered and vary by plan.

Important Contact Information at a Glance

| | | | |
|--|-------------------------|---|--|
| | Member Services | 1-888-657-4170 (TTY: 711) | www.ChooseUltimate.com |
| | 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 |



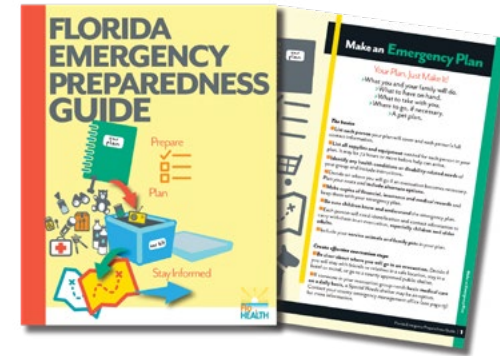


Word Scramble

- RMYPAPR AREC HACSYIPNI _____
- ISOVNI _____
- VEIG CKBA _____
- NALNUA LERLEMONTN IPOERD _____
- EEMBMR TLAPRO _____
- TENEIBF _____
- PYTMNOECA _____
- TRAP D _____
- NCTLEEIO IODPER _____
- ALNDET _____
- TLFACEPSII _____

WORD SCRAMBLE ANSWER KEY: 1.PRIMARY CARE PHYSICIAN 2.VISION 3.GIVE BACK 4.ANNUAL ENROLLMENT PERIOD 5.MEMBER PORTAL 6.BENEFIT 7.COPAYMENT 8.PART D 9.DENTAL 10.SPECIALIST

Florida Emergency Preparedness Guide



Are you prepared in an emergency?
Have a plan and be prepared!

To learn more visit <https://cdn.chooseultimate.com/library/familyprepareguide-eng.pdf>



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