

# A Simple Guide to Accessing Your 2023 Benefits



Elderplan Flex (HMO)

2023

 elderplan|homefirst.  
a member of MJHS Health System





Making sure you receive the care you need is important to us. Making it easy for you to get that care is important too.

Elderplan cares deeply about our members. As part of our commitment, each year we work hard to provide the best benefits possible. But simply offering great benefits isn't enough. We also want to let you know just how easy they are to access.



# Your Benefits at a Glance



**Premium: \$0 monthly premium**

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**Primary Care Visits (PCP): \$0 copay for each visit**

- Your PCP will oversee your care, identify health conditions before they become serious problems, and can also recommend specialists when needed.
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**Specialist Visits: \$35 for each visit**

- Specialists can help your PCP treat or manage your chronic conditions or life changing diagnosis. There are no referrals needed to see these doctors.
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**24/7 Virtual Doctor's Care: \$0 copay**

- Teladoc's doctors can diagnose, treat and prescribe medication for non-emergency conditions.
  - Simply call our Virtual Health partner, **Teladoc**, for assistance from Board certified doctors and behavioral health professionals 24/7 at **1-800-TELADOC (835-2362)** or visit **www.Teladoc.com** anytime. Mobile app also available.
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If you don't have a PCP or need help finding a specialist or podiatrist, Member Services is here to help. Simply call 1-800-353-3765 (TTY 711) from 8 a.m. – 8 p.m., 7 days a week. You can also check our live Provider Directory at [elderplan.org](http://elderplan.org).



### **Inpatient Hospital:**

- Days 1 – 5: \$390 copay each day.
  - Day 6 and beyond: \$0 copay each day.
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### **Outpatient Services:** 20% coinsurance

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### **Routine Podiatry:** \$35 copay for each visit

- You may receive up to 12 visits per year.
  - You can find a Podiatrist by calling Member Services at **1-800-353-3765** from 8 a.m. – 8 p.m., 7 days a week or by visiting our Provider Directory online at **elderplan.org**.
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### **Preventive and Comprehensive Dental:** Keep your mouth healthy with a \$0 copay!

- There is no charge for cleanings, exams, x-rays and fillings.
  - Comprehensive coverage:
    - Includes root canals, crowns and extractions.
    - \$100 deductible, \$0 copay after deductible is met.
    - Elderplan pays up to \$1,500 for comprehensive dental services.
  - Simply call our Dental partner, **Healthplex**, for coverage information at **1-866-795-6493** from 8 a.m. 6 p.m., Monday – Friday or visit **elderplan.org/find-a-dentist** to find a dentist near you.
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### **Acupuncture:** \$0 copay

- Members are eligible for 20 visits annually for non-traditional, holistic care for chronic pain, allergies, osteoarthritis and more.
- For assistance finding a provider, call Member Services at **1-800-353-3765**, 8 a.m. – 8 p.m., 7 days a week.



### **Routine Hearing:** \$0 cost to you for a routine hearing exam, plus hearing aid fitting & evaluation every year.

- Hearing aids are covered up to \$1,000 annually for both ears combined (\$500 per ear.)<sup>3</sup>
- Simply call our Hearing partner, **HearUSA**, for more information at **1-800-442-8231** from 8 a.m. – 6 p.m., Monday – Friday or visit them online at [www.hearusa.com](http://www.hearusa.com).



### **Routine Vision:** \$0 copay for one routine eye exam every year.

- Regular eye exams can help identify the need for vision correction and detect eye diseases
- We also cover routine eyewear up to \$200 annually
- Simply call our Vision partner, **Superior Vision**, for more information at **1-844-353-2902** from 8 a.m. – 9 p.m., Monday – Friday and from 11 a.m. – 4:30 p.m., on Saturday, or visit them online at [www.superiorvision.com](http://www.superiorvision.com).



### **Memory Fitness Program: \$0 copay to participate**

- BrainHQ®– a memory fitness program to improve brain function through games, puzzles and other fun exercises.
- Simply sign up by calling our partner, **BrainHQ®**, from 10 a.m. – 7 p.m. at 1-888-496-1675 (TTY 711), or visit them online at [elderplan.brainhq.com](http://elderplan.brainhq.com).



### **Healthy Exercise Program: \$0 for in-person visits or virtual classes<sup>4</sup>**

- Elderplan offers no-cost gym memberships at participating fitness centers, a home fitness kit, including an option for a wearable fitness tracker and access to digital fitness activities including coaching!
- Simply call our Fitness partner, **Silver&Fit®**, to learn more at **1-877-427-4788** from 9 a.m. – 5 p.m., Monday – Friday and/or enroll into the Home Fitness program at [www.silverandfit.com](http://www.silverandfit.com) anytime.



### **Prescription Drugs: We understand how important it is to have access to the medications your provider prescribes. Simply visit our website to:**

- Find a drug at [elderplan.org/prescription](http://elderplan.org/prescription)
- Find a pharmacy at [elderplan.org/find-a-pharmacy](http://elderplan.org/find-a-pharmacy)
- Enroll in Mail-Order at [elderplan.org/find-a-form](http://elderplan.org/find-a-form) by filling out the Prescription Drug Mail Order Form. You can also call **1-866-490-2102** 24 hours, 7 days a week.



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## Select Extras – choose one of the following supplemental benefits that best meets your needs.



**OTC** – \$120 every quarter toward purchase of OTC health-related items, groceries and meals<sup>1 2</sup>

- Members who choose OTC as their supplemental benefit will receive \$120 every quarter to purchase health-related items.
  - Eligible members may also use this benefit toward:
    - Purchase of groceries at participating retailers, including [walmart.com](https://www.walmart.com) and [farmboxrx.com/elderplan](https://www.farmboxrx.com/elderplan).
    - Home-delivered meals are available at [www.momsmeals.com/landing/elderplan](https://www.momsmeals.com/landing/elderplan).
- Simply call Member Services to see if you qualify.
- You can also visit [MyBenefitsCenter.com](https://www.MyBenefitsCenter.com) to view your OTC transaction history and card balance.
- To learn more about your benefit or to activate your OTC card online, visit [elderplan.org/for-members/otc-benefits](https://www.elderplan.org/for-members/otc-benefits).

**OR**



**Transportation** – 48 medically necessary, one-way trips every year

- Simply call our Transportation partner, **ModivCare**, to schedule a ride at **1-877-714-6885** from 8 a.m. – 5 p.m., Monday – Friday.



**Dedicated Care Management Team:** One of the biggest perks of being enrolled in this plan is that you will have a dedicated Care Management team.

- Your Care Management team is committed to helping you stay healthy. The team will include a group of caring clinical professionals who will be responsible for coordinating your care, helping you stay in touch with your doctors and arranging for the services you need to keep you safe. They will be your biggest health advocate.
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## And there's more...Elderplan is pleased to offer:



### Exams, evaluations, screenings, and services in the comfort and safety of your home

As an Elderplan member, you can receive dental, hearing and vision exams, doctor and therapist visits, annual wellness visits, colorectal cancer screening, retinal eye exams, live and pre-recorded exercise videos, as well as the new memory fitness program at home.



### A Wellness Incentive Program

We value your health and wellness. That's why we are proud to offer our well-respected Wellness Incentive program. It rewards you with a \$25 gift card for every eligible preventive screening and immunization you complete, including the flu shot and Covid-19 vaccine. Please call the Wellness Team at **718-759-4413** from 9 a.m. to 5 p.m., Monday through Friday, to learn more.



### Member-to-Member® Program

Connect with each other through our exclusive and award-winning Member-to-Member program. And there's no cost to you! Whether it's a friendly chat, wellness and relaxation activities, virtual concerts, cooking demos, exercise classes, assistance with grocery shopping or a walk in the park Member-to-Member gives you options for staying connected and engaged. To join, simply call the Member-to-Member program at **347-254-7700 (TTY 711)**, 9 a.m. to 5 p.m., Monday through Friday, or visit us at [www.elderplan.org/m2m](http://www.elderplan.org/m2m).



## Another Advantage of Being an Elderplan Member

Elderplan/HomeFirst is part of MJHS, a not-for-profit health system founded in 1907, that includes: MJHS Home Care, MJHS Hospice and Palliative Care, as well as Isabella and Menorah Centers for Centers for Rehabilitation and Nursing Care. So, should you require access to additional support over time, and choose to receive services from MJHS, the Elderplan team can work together with their colleagues from across the system to better coordinate your care and make it easier for you.

Improving your ability to easily access care is important to us. So, if you have questions about any of these plan benefits, or how to use them, we are here for you. Simply call Elderplan at **1-800-353-3675** (or **TTY: 711** for the hearing impaired), between 8 a.m. – 8 p.m., 7 days a week. Visit [www.elderplan.org](http://www.elderplan.org)



Elderplan is an HMO plan with Medicare and Medicaid contracts. Enrollment in Elderplan depends on contract renewal.

Elderplan/HomeFirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a non-English language or require assistance in ASL, language assistance services, free of charge, are available to you. Call 1-800-353-3765 (TTY: 711).

Elderplan/HomeFirst cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-353-3765 (TTY: 711).

Elderplan/HomeFirst 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-353-3765 (TTY: 711)。



- <sup>1</sup> For eligible members (with certain chronic conditions), the Special Supplemental Benefits for the Chronically Ill (grocery and meals benefit) combines with the OTC benefit to cover certain grocery and meal items as a part of the quarterly OTC allowance.
- <sup>2</sup> Members in this plan receive a quarterly maximum amount (\$120 every quarter) to purchase eligible over-the-counter (OTC) items at authorized retail stores. The OTC card balance cannot be carried over to the next quarter. The OTC card is not a debit or credit card and cannot be converted to cash.
- <sup>3</sup> Prior Authorization is needed for hearing aids.
- <sup>4</sup> No-cost gym membership is available at all fitness centers and in the Silver&Fit<sup>®</sup> network.



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**1-877-891-6447**  
**[TTY: 711]**

8 a.m. – 8 p.m., 7 days a week

Visit [www.elderplan.org](http://www.elderplan.org)  
for more information.