

A newsletter for Medicare Advantage members / WINTER 2024

HERE'S TO HEALTH

FROM PROMINENCE HEALTH PLAN

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Heads Up for
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Prominence
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Important Facts About **GLAUCOMA**



When you make your New Year's health resolutions, don't forget about vision health. January is Glaucoma Awareness Month, and it's estimated that 3 million Americans have this eye disease. Here's some need-to-know information about this condition that can cause permanent blindness:

- Glaucoma is caused by damage to the optic nerve. This disrupts the connection between the eye and the brain, resulting in blindness.
- You could have glaucoma and not know it. It's common to experience no early warning signs, but your eye doctor can detect and treat it.
- Some people have a higher risk than others. People over age 60, African Americans over age 40, individuals with a family history and those who have diabetes could be more likely to develop glaucoma.
- There's no cure, but there is hope. When caught early by comprehensive dilated eye exam, the progression of the disease can be slowed or even stopped.

Protect Your Sight!

Prominence Medicare Advantage Plans offer various vision benefits. Add a comprehensive dilated eye exam to your resolution list and see it through!

SOURCES: Centers for Disease Control and Prevention (CDC); National Institutes of Health

Your 2024 Member Guide and Welcome Call

We sent your new Member Guide to help you kick off 2024 with Prominence. It contains information about benefits and additional services for the year. Don't miss the opportunity to read your guide and call us to complete your 2024 Welcome Call.









During the call, a member of the Prominence Care Advocate Team will confirm your contact information, communication preferences and primary care provider (PCP). They will highlight key programs and benefits from your Member Guide, review additional resources and help schedule your free Prominence Health Assessment.

Complete your call today at 877-397-7320 (TTY: 711), Monday through Friday, from 8 a.m. to 5 p.m. (PT).



2024 Prominence PERKS PROGRAM

Earn rewards while getting healthier.* From January 1 to December 31, 2024, you can earn gift cards for completing preventive screenings based on your current health status, age and past medical history, including:

Health Screening	Eligible Gift Card Amount	Description
 Prominence Health Assessment (PHA)	\$50	A 60 minute visit performed by an approved PHA provider in 2024
 Flu Shot	\$10	Annual flu shot, applicable starting in September 2024
 Breast Cancer Screening**	\$50	Mammography performed in 2024
 Colorectal Cancer Screening-Colonoscopy**	\$75	Colonoscopy performed in 2024
 Colorectal Cancer Screening – FIT/ FOBT/ Colonoscopy completed in 2023 or earlier**	\$20	Specific to FIT lab test/FOBT and/or previously performed service, such as an older colonoscopy
 Diabetic Exam Bundle**	\$30	Diabetic retinal eye exam service performed in 2023
 Annual Medication Review	\$50	Consultation with a Pharmacy Expert to go over all medications taken and complete key milestones for the year.
 Health Screening: Health Risk Assessment Tool (HRAT)***	\$10	Complete Health Risk Assessment Tool via mail or the online member portal.

If you have questions about the Prominence Perks program visit ProminenceMedicare.com/perks.

*Rewards are non-transferable and may be subject to applicable restrictions. Individual rewards based on current eligibility status. Prominence Health Plan may discontinue this program at any time.

**Consult with your doctor about the appropriateness of these services based on your risk factors and medical history.

***For Dual plan members only.



We Make Members Smile

A talk with her little grandson encouraged Prominence member Ina to use our dental benefit. Now, she can't stop smiling!

Remember, we offer dental benefits including our new premium dental plan with even more dental coverage.

Questions about your dental benefits? Just call 855-969-5882 (TTY: 711) to speak with a Care Advocate.



To see Ina's story, visit prominencemedicare.com/ina



Where to GET CARE?

Make the right choice when your primary care provider (PCP) is not available. You have access to quality and convenient healthcare.

TELADOC®

Access board-certified doctors, pediatricians and behavioral health specialists by phone or video, 24 hours a day, every day of the year. Some of the things that can be treated are:

- Allergies or non-severe allergic reactions
- Bronchitis
- Cold, flu or coughs
- Earaches
- Pink eye
- Sinus infection
- Sore throat

For treatment, call 1-800-TELADOC (835-2362). Visit teladoc.com to establish your health history before you need care.

Cost: \$0

URGENT CARE

Here, you can receive prompt, in-person care for non-life-threatening conditions, such as:

- Cold or flu
- Headaches
- Minor cuts and burns
- Minor sprains and strains
- Nausea, vomiting and diarrhea
- Rashes
- Urinary tract infections

Symptoms of possible heart attack and stroke require immediate care at an emergency room. Call 911 or get to your nearest ER.

For the closest urgent care location, visit prominencemedicare.com or call the Prominence Care Advocate team at 1-855-969-5882 (TTY: 711).

Prominence HEALTH ASSESSMENT

As a member, you're eligible for a free Prominence Health Assessment (PHA). It helps our skilled providers to develop a personalized preventive care plan to help ensure that you receive the health services you need and complete your screenings.

Your PHA includes:

- A current list of your providers and prescriptions
- Evaluation of your risk factors and treatment options
- Height, weight, blood pressure and other routine measurements
- Performing preventative care screenings
- Personalized health advice
- Review of your medical and family history

The PHA is so important that we'll award you a \$50 gift card just for completing it!

To qualify for the gift card, the assessment has to be completed by a Prominence PHA-trained professional. To schedule your assessment, call **877-397-7320** (TTY: 711). Our outreach team is available Monday through Friday, from 8 a.m. to 5 p.m. (PT).



Please Note! The PHA does not take the place of your annual physical exam with your primary care provider (PCP). The information from the visit will be shared with your PCP.

Refer a friend and receive a gift card!

At Prominence, taking care of our members is our number-one goal. So, if you are happy with us, we'd love for you to share those feelings! Help your friends and family discover our new plans and benefits, including exciting new dental options. We thrive on personal connections and genuine recommendations.

Introduce a Medicare-eligible friend or family member to Prominence Health Plan and receive a \$15 gift card.* Just a little something to say, "Thanks for sharing your satisfaction!"

Go to prominencemedicare.com/refer and complete the form **OR** The person you refer can call us directly at **877-733-8542 (TTY: 711)**. Remind them to give us your name and contact details, so we can send our thanks your way!

*No more than 4 cards per year, but you can refer as many people as you'd like.

**Please allow 6-8 weeks for processing and delivery. Gift cards are not redeemable for cash.

Prominence Health Plan may discontinue this program at any time

SURVEY SEASON COMING SOON

The Centers for Medicare and Medicaid Services (CMS) will be mailing two surveys in the coming months to a randomly selected number of our Medicare Advantage members. These surveys are called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Health Outcomes Survey (HOS) and ask members to rate the quality of care they receive.

The CAHPS survey focuses on your satisfaction with Prominence services and our network of doctors and specialists. The key areas include customer service, quality, access to care and satisfaction with your prescription drug plan.

The HOS survey is randomly sent to members each spring. It focuses on your physical and emotional health, and how health issues may impact your daily activities over time. Those same random members will be surveyed again in two years to report any health improvements.

Your Surveys Help Us Better Serve You

Your participation is very important, as it can help ensure you are getting the best care possible. Plus, when we receive high scores, we can offer plans with richer benefits, including increasing the value in our vision, dental, hearing, over-the-counter and other supplemental benefits.

Please take the time to complete the survey and send it back. Prominence Health Plan strives to offer the best quality of care.

If you receive a survey and your overall experience with us has been less than positive, we want to know about that too! **Please feel free to contact our Care Advocate team at 855-969-5882 (TTY: 711)** from 8 a.m. to 8 p.m., seven days a week from October 1 through March 31, and Monday through Friday from April 1 through September 30. Give us the opportunity to make it right. We always want the opportunity to improve the experience for all of our members.

Sharing your positive feedback about Prominence Health Plan with CMS will help us provide more value to our members and higher-quality care.



Join Us for 2024 Member Orientations

To really stay on top of your health in 2024, attend one of our member orientations. We will review the new plan options you will now enjoy as a Prominence Medicare Advantage member. Come on out to learn more and discover how to get the most out of your health plan. You'll also meet some fellow members!

To find details on a member orientation near you, call 855-969-5882 (TTY: 711), scan the QR code or visit prominencemedicare.com/events.





Benefits of **Alone Time**

Spending time in solitude doesn't mean being lonely. According to studies, taking time for yourself, by yourself, can be a method of self-care.

Making plans by yourself allows you to self-reflect, wind down, be creative and gain self-confidence. It's a great way to get to know yourself better, too.

Here are some ideas for when you decide to set aside some "me time":

- Visit that museum you always wanted to explore.
- Make a date with the sunrise or sunset and find a great view.
- Stop in for a meal at that new restaurant.
- Take time each day to journal.
- Try out meditation.
- Enjoy the outdoors with a solo walk in the park.
- Treat yourself to a manicure or pedicure.

Try out some of the activities above or put together your own list of things you'll enjoy alone. Things like exercise, meditation and mindfulness are all things you can do by yourself that can also boost your health and well-being. Be sure to talk with your doctor about any exercise program you'd like to try.

SOURCE: National Institutes of Health



Get Healthy in 2024

Prominence offers no-cost memberships at participating fitness centers through its Silver&Fit program. If you prefer to exercise at home, choose from one of the following home fitness kits each year.

- **Fitbit® Wearable Fitness Tracker Kit**
- **Garmin® Wearable Fitness Tracker Kit**
- **Pilates Kit**
- **Beginner Strength Kit**
- **Intermediate Strength Kit**
- **Advanced Strength Kit**
- **Beginner Swim Kit**
- **Advanced Swim Kit**
- **Beginner Yoga Kit**
- **Intermediate/Advanced Yoga Kit**

To get started, visit [Silver&Fit.com](https://www.silverandfit.com) or call 1-877-427-4788 (TTY: 711).





This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits and/or copayments/coinsurance may change January 1 of each year.

Prominence Health Plan is an HMO plan with a Medicare contract. Enrollment in Prominence Health Plan depends on contract renewal.

Prominence Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

SO, DID YOU NOTICE?

We had a bit of a makeover. We freshened up the logo and style for Prominence Health to better reflect our commitment to evolving our services to better serve your changing needs

If you have any questions or would like to learn more about the logo update, please don't hesitate to reach out to one of our Care Advocates at 855-969-5882 (TTY: 711).

We truly appreciate your trust in Prominence Health. Thank you for choosing us as your healthcare partner. We are here to support you in every step of your healthcare journey.

