POWERING
Better Health

2026 Member Guide



Prominence
Medicare Advantage

ProminenceMedicare.com

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Prominence
Medicare Advantage

Great coverage, from people who care.

ProminenceMedicare.com

Welcome New Members!

WE ARE HAPPY YOU'VE CHOSEN TO JOIN THE PROMINENCE FAMILY.

You may have received an enrollment book that included a page for important phone numbers. Feel free to use that full-size sheet to keep track of contact information you might need. We have also included a smaller version of that document in this booklet as well.

As a new member, we want to make sure we have the most updated information about the care you are currently receiving and anything you may need to complete or transition as you start your Prominence Medicare Advantage coverage.

IN THIS GUIDE YOU WILL FIND:

- How to Use Our Network – What Kind of Care is Right for You
- Prominence Health Care Management Team
- Important 2026 Pharmacy Information
- Prominence Perks Program – Rewarding You for Keeping Healthy
- Prominence Health Assessment
- Exclusive Benefits Just for Prominence Members
- Member Portal – Taking Ownership of Your Health at Your Fingertips
- Prominence is Here to Help

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Welcome to Prominence Medicare Advantage – 2026

THANK YOU FOR BEING A MEMBER

Dear Member,

Thank you for choosing Prominence Medicare Advantage for the 2026 plan year. We are honored to walk alongside you in your healthcare journey. With so many choices available, your trust means everything to us.

If you are joining us for the first time, welcome to the Prominence family! We are excited to help you get started and to show you how our benefits and programs can make a difference in your health and well-being. If you are returning, welcome back—we are grateful for your continued confidence and look forward to serving you again this year.

At Prominence, we believe that health care is personal. Your needs, goals, and story are unique—and so is the support we provide. Our mission is simple: to deliver compassionate, affordable, high-quality care while helping you live your healthiest life possible.

This Member Guide is designed to be your roadmap. Inside, you'll find helpful information about your plan benefits, wellness resources, and the many programs available to support your health. Whether it's preventive care, prescription coverage, fitness and wellness options, or managing chronic conditions, we're here to help you every step of the way.

Most importantly, know that you're not on this journey alone. Our dedicated Member Services team is here to answer your questions, connect you with resources, and make sure you feel confident navigating your benefits. Please call us anytime at 1-855-969-5882 (TTY: 711).

We are thrilled to serve you in 2026. Thank you for allowing us to be your partner in health.

With gratitude and excitement,



Kamal Jemmoua
CEO, Prominence Health

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I Have My Member Guide What Should I Expect Next?

WELCOME AND WELCOME BACK CALL

To kick-off 2026 with a great start, we want to walk you through the highlights of our new benefits with our 2026 Welcome or Welcome Back Call. During the call, a member of our outreach team will:

- Confirm your contact information, communication preferences and Primary Care Provider (PCP)
- Give an overview of your plan, additional services and benefits
- Schedule your annual Prominence Health Assessment
- Give you options to complete your Health Risk Assessment Tool

To complete your 2026 Welcome Call, please call us promptly upon the receipt of this Member Guide at 877-397-7320 (TTY: 711).

YOUR MEMBER ID CARD

You will receive your Prominence ID card separately in the mail. Your membership ID card includes important information, such as:

- Pharmacy information
- Your Prominence Health identification number
- Your plan number
- Member Services toll-free number
- Dental Network

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Important Information

Thank you for enrolling in Prominence Health Plan. Keep this document for important phone numbers and other information.

Proposed Effective Date: _____

We will send your enrollment application in for Medicare to approve. Once they have approved your enrollment, you will get a confirmation letter by mail.

My Agent:

Name: _____ Phone: _____

My Plan Name: _____

My Primary Care Provider (PCP):

Name: _____ Phone: _____

Urgent Care Near Me:

Name: _____ Phone: _____

Name: _____ Phone: _____

IMPORTANT PHONE NUMBERS:

Member Services (Care Advocate Team)
Feel free to call this number with any questions you might have.
If you have a specific question, we have other resources below.

855-969-5882
(TTY: 711)

Telemedicine – 24/7 phone or video – Teladoc	Teladoc.com	800-TELADOC (835-2362)
Prescription Drug Questions	Prominencemedicare.com/RX	833-775-MEDS (6337)
Dental Benefits	Prominencemedicare.com/dental	855-969-5882
Vision Benefits	Prominencemedicare.com/vision	888-429-4550
Transportation		855-969-5882
Find A Doctor	Prominencemedicare.com/get-care/find-a-doctor/	855-969-5882
The following benefits may not be available on all plans.		
Hearing Benefit	truhearing.com	866-344-7756
Extra Benefits/OTC	andmorehealth.com	855-969-5882

Where To Get Care?

Need Healthcare in a Hurry? We've Got Options!

YOUR PRIMARY CARE PROVIDER

Your primary care provider (PCP) is your key health care partner, and may offer same or next day appointments.There are several options to get care quickly if your PCP is unavailable.

TELADOC

Provides access to 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 can treated are:

- Allergies
- Cold or flu
- Coughs
- Earaches
- Sore throat or cough
- Sinus infection
- Bronchitis
- Pink eye
- Non-severe allergic reactions

For treatment, call 1-800-TELADOC (835-2362).

Visit teladoc.com to establish your health history before you need care.

Cost: $0

URGENT CARE

Receive prompt in-person care for non-life threatening medical conditions, such as:

- Rashes
- Cuts
- Burns
- Sprains and strains
- Colds
- Most stomach pain
- Headaches
- Urinary tract infections
- Nausea, vomiting and diarrhea

For the closest urgent care location, visit ProminenceMedicare.com or call the Prominence Care Advocate team at:

1-855-969-5882 (TTY:711)

Cost varies by plan.

EMERGENCY CARE

Call 911 or go to the nearest emergency room for life-threatening illness and injuries, such as serious trauma, poisoning, serious breathing issues, severe bleeding, chest pain, sudden loss of body function or consciousness.

Cost varies by plan.

Not Sure What to Do? **We Can Help!**

Have problems getting an appointment with your PCP or specialist? Call Member Services at **855-969-5882** (TTY: 711) M-F, 8 a.m.-5 p.m.

What Your Health Plan Provides to You in Your Healthcare Journey

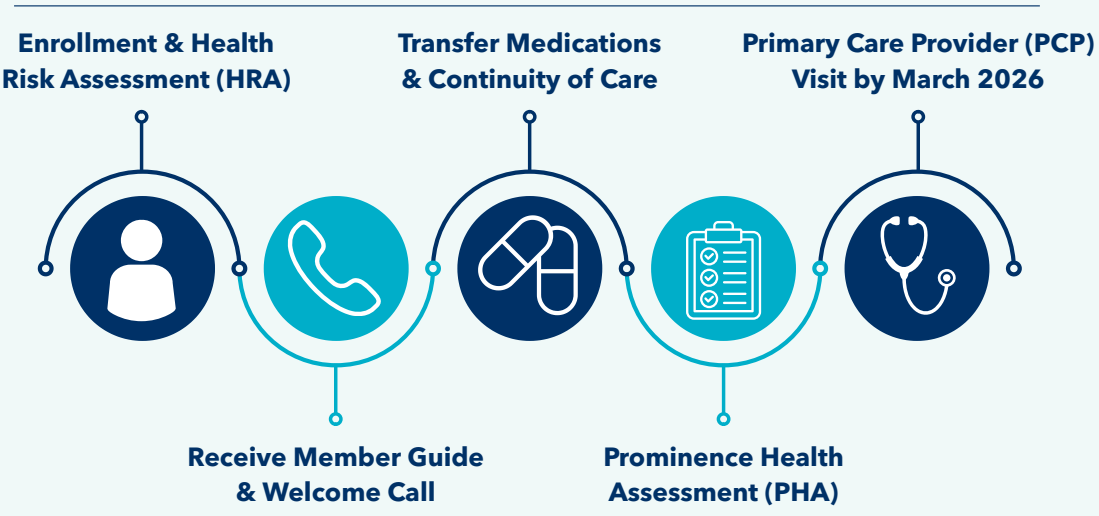
At Prominence, we're dedicated to helping you achieve and maintain optimal health. Our team of nurse care managers and care coordinators may reach out to support you in enhancing your care, improving outcomes, and making the most of your healthcare resources.

In Care Management, we focus on overseeing and coordinating your healthcare needs. We create personalized care plans to help you manage chronic conditions, prevent complications, and improve your overall health.

If you need to go to the hospital, our Care Transition Team is here to support you. We ensure continuity of care, minimize the risk of readmission, and assist you in making a smooth recovery.

To learn more about our care management program, please call our Member Services team at 1-855-969-5882 (TTY: 711).

Member Timeline



Your 2026 Pharmacy Benefits

$0 PRESCRIPTION DRUGS

We know that paying for prescriptions can sometimes be a challenge and that is why we have made more prescription drugs available at a $0 copay. Medications in Tier 1 (Preferred Generic) and Tier 6 (Select Care Drugs) are a $0 copay for 2026.

PART D BENEFIT REDESIGN (INFLATION REDUCTION ACT)

To ensure our members have affordable access to prescriptions they need, we will be changing the structure of pharmacy benefits for 2026.

- A yearly cap ($2,100 in 2026) on out-of-pocket prescription drug costs in Medicare
- Elimination of the coverage gap (donut hole)

DON'T RUN OUT OF YOUR MEDICATIONS — TAKE ADVANTAGE OF OUR 100-DAY SUPPLY PROGRAM

We have created a convenient 100-day supply program where you can get ten (10) more days of your prescription drug supply for the same copayment as the usual 90-day supply. This applies to Tier 1, 2, 3, 4 and 6 drugs (excludes Tier 5). The copayment is the same whether you go to your local retail pharmacy or you choose mail order. Ask your provider about this option, so you can prevent lapses in refills and save time waiting to fill prescriptions monthly!

WHY GO TO THE PHARMACY IF YOU CAN GET YOUR PRESCRIPTIONS MAILED TO YOUR HOME?

Don't miss out on a convenient way to easily refill your prescription drugs. As a Prominence Medicare Advantage member, you may obtain a 100-day supply of ongoing medication(s) by mail. With mail order, you can save time by having prescriptions for maintenance medication(s) conveniently delivered right to your home.

Amazon Home Delivery will be able to deliver your prescriptions to your home within two days of requesting your prescription. **Amazon Home Delivery** will also have an optional automatic refill program that you are able to opt into through Pharmacy.Amazon.com or using the Amazon app.

amazon pharmacy

Three ways to get prescriptions by mail:

1 VISIT PHARMACY.AMAZON.COM OR USE THE AMAZON APP

Click on the Pharmacy tab at the top of your screen. Click the signup or signin button and follow the prompts to verify your identity and add your insurance card information.

2 CALL 855-969-5882 (TTY: 711)

Call a Prominence Care Advocate for assistance filling your Amazon prescription.

Automatic fills of new medications - Amazon does not fill new medications without first confirming with the member. Members have the option to set up automatic refills* for prescriptions.

You must mail your paper prescription and any payment with the form.

3 FROM YOUR PRESCRIBER

Ask your doctor to send your prescription to Amazon via fax: 512-884-5981.

*Refills on home delivery medications - we recommend you reach out at least one week in advance prior to needing a refill.



2026 Prominence Perks Program

Earn rewards* while getting healthier. We want you to be your healthiest this year. Part of that means completing certain screenings and managing your chronic conditions.

From January 1 to December 31, 2026, you can earn rewards for completing recommended preventive screenings based on your current health status, age and past medical history, including:

Health Screening	Eligible Rewards Amount	Description
Prominence Health Assessment (PHA)	**$50**	A 60 minute visit performed by an approved PHA provider in 2026
Breast Cancer Screening	**$70**	Mammography performed in 2026
Colorectal Cancer Screening – Colonoscopy	**$70**	Colonoscopy performed in 2026
Colorectal Cancer Screening – FIT/ FOBT/ Colonoscopy completed in 2025 or earlier	**$20**	Specific to FIT lab test/FOBT and/or previously performed service, such as an older colonoscopy
Diabetic Exam Bundle**	**$50**	Diabetic patients who complete all of the following in 2026: diabetic eye exam, A1C and kidney health evaluation
Comprehensive Primary Care Provider Visit (Jan 1 – Jun 30, 2026)	**$45**	PCP Visit to discuss health and wellness.
Comprehensive Primary Care Provider Visit (Jul 1 – Dec 31, 2026)	**$25**	PCP Visit to discuss health and wellness.
Health Screening: Health Risk Assessment Tool (HRAT)***	**$20**	Complete Health Risk Assessment Tool via mail or the online member portal.

For more information about the 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.

***Dual and Diabetes & Heart Plan (SNP) Members only.

Prominence Health Plan is an HMO Plan with a Medicare contract.

Enrollment in Prominence Health Plan depends on contract renewal.

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What is the Prominence Health Assessment (PHA)?

It is a no-cost health assessment that is part of your benefits as a Prominence member. It is an opportunity for our skilled providers to develop a personalized preventive care plan, ensure you get any needed care and complete your screenings.

What happens during your PHA?

- We review your medical and family history
- We develop or update your list of providers and prescriptions
- We assess any changes in your ability to remember or process things, which may impact decision making
- We evaluate your risk factors and treatment options
- We perform preventive care screenings – making it easier for you to redeem your Prominence Perks Rewards
- We complete routine measures like height, weight and blood pressure
- We provide personalized health advice

Added bonus: The PHA is so important to us that we will give you rewards added to your &More Card just for completing it!

You can schedule your PHA at our new Prominence Wellness Centers.

- **Florida:** 1155 S Congress Avenue West Palm Beach, FL 33406
- **STX McAllen:** 1700 S. 10th St. Ste 120, McAllen, TX 78503
- **STX Laredo:** 9114 McPherson Rd. #2520 Laredo, TX 78045
- **NTX:** 6900 I-40 West, Ste 308 Amarillo TX 79106

Please note: Your Prominence Health Assessment does not replace your annual physical exam with your Primary Care Provider (PCP). We collaborate with your PCP to provide you the appropriate care and this assessment helps support your overall wellness. The information from the visit will be shared with your PCP.

Take advantage of your Welcome Call and schedule your PHA early in the year to start your personalized care plan right away.

You can also call our outreach team at 877-397-7320 (TTY: 711) to schedule your Prominence Health Assessment. Our outreach team is available Monday to Friday from 8:00 a.m. to 5:00 p.m. (PT).

Dental Benefits

Dental health is an important part of your overall health and at Prominence we understand that. All of our plans include preventive and comprehensive dental coverage.

INCLUDED DENTAL PLAN

This is our base dental plan and all Prominence Medicare Advantage members have access to dental coverage.

These plans include:

- ✓ **$0** Annual Deductible
- ✓ **$0** Copays on Cleaning, Exams or X-rays
- ✓ Comprehensive Dental Services covered
- ✓ Dual Plan members do not pay any copayments on dental in our Included dental plan.

*See **ProminenceMedicare.com/dental** for details on covered dental codes and costs for comprehensive dental services.

Preventive Dental Covers*:

- ✓ **Cleanings** – 1 every 6 months
- ✓ **Periodic Oral Evaluation** – 1 every 6 months
- ✓ **Routine X-rays** – 2 per year

Comprehensive Dental Covers Things Like:

- ✓ Fillings
- ✓ Bridges
- ✓ Dentures
- ✓ Periodontal Maintenance

For more information, including access to our in-network provider list, you can visit our website at ProminenceMedicare.com/dental.



Additional Extra Benefits

Vision Benefit

- Prominence Medicare Advantage Members must use the National Vision Administrators (NVA) network.
- You are entitled to one $0 copay routine eye exam each calendar year with an NVA in-network provider.
- Your vision benefit covers either eyeglasses or contact lenses. You will be responsible to pay any costs exceeding that amount.

To find an NVA in-network provider, please call **1-888-429-4550 (TTY:711)** or visit **prominencemedicare.com/vision**

Hearing Aid Coverage (not available on some plans)

Your plan covers a routine hearing exam and the hearing aid benefit is included with no additional monthly premium.

You must receive your hearing tests from a TruHearing network provider. You will receive:

- Comprehensive hearing exam at no charge
- Hearing aid evaluation at no charge
- Fixed, discounted pricing at multiple levels of technology
- A wide selection of fully digital hearing aids
- Access to an audiology physician and product specialists to respond to your questions or make recommendations

All hearing aids purchased through TruHearing include:

- Hearing aid fitting at no charge
- Three year manufacturer's warranty including loss, damage & repair
- 12 month interest-free financing available to qualified applicants.

To schedule an appointment or talk to a representative call **866-344-7756 (TTY:711)**.

Member out-of-pocket per hearing aid amount varies based on technology level selected.

Transportation Benefit

Prominence can provide transportation to health related locations. For members on the Dual plan there are additional trips to non-medical locations. To schedule transportation, please call Member Services at least 72 hours in advance.

Fitness and Gym Access

Prominence Medicare Advantage offers members access to a network of fitness centers and gyms across our service areas. Learn more at **ProminenceMedicare.com/fitness** or call Member Services. Your use of the Fitness Benefit serves as your consent for information to be shared with our fitness center/gym network partners and vendors. Participating facilities and fitness chains may vary by locations and are subject to change.

Extra Benefits Debit Card

The Extra Benefit card is an easy way to access all of your plan benefits that help keep you healthy. Some plans include OTC drugs and supplies, healthy foods, and other useful benefits.



You can use this card to buy eligible OTC medications and supplies online by visiting athome.medline.com/prominence. Visit ProminenceMedicare.com/OTC or call 833-569-2328 for more information on how to place an order.

Examples of Eligible OTC Items

- Acid controllers
- Adult cough, cold & flu treatments
- Incontinence supplies
- Bandages (Band-Aids®)
- Pain relief
- First aid treatments
- Sleep aids & motion sickness
- Home safety supplies
- Vitamins, multi-vitamins & minerals

Examples of Non-Eligible Items

- Alternative medicines; botanicals, herbals, probiotics, and nutraceuticals
- Cosmetic products of any kind
- Diabetic test strips
- Grooming devices
- Hair color/hair products
- Teeth whitening products
- Toiletries of any kind

For more information on the types of items covered or to find a participating retailer, call our Care Advocate team at 855-969-5882 (TTY:711) or visit ProminenceMedicare.com/OTC.

Walgreens and other participating retailers. For a list of participating retailers go to andmorehealth.com.

Manage Your Health Online

SECURE MEDICARE MEMBER PORTAL

The Prominence Health Plan Medicare member portal is designed to help you easily manage your plan benefits and see your personal health information in a secure online setting.

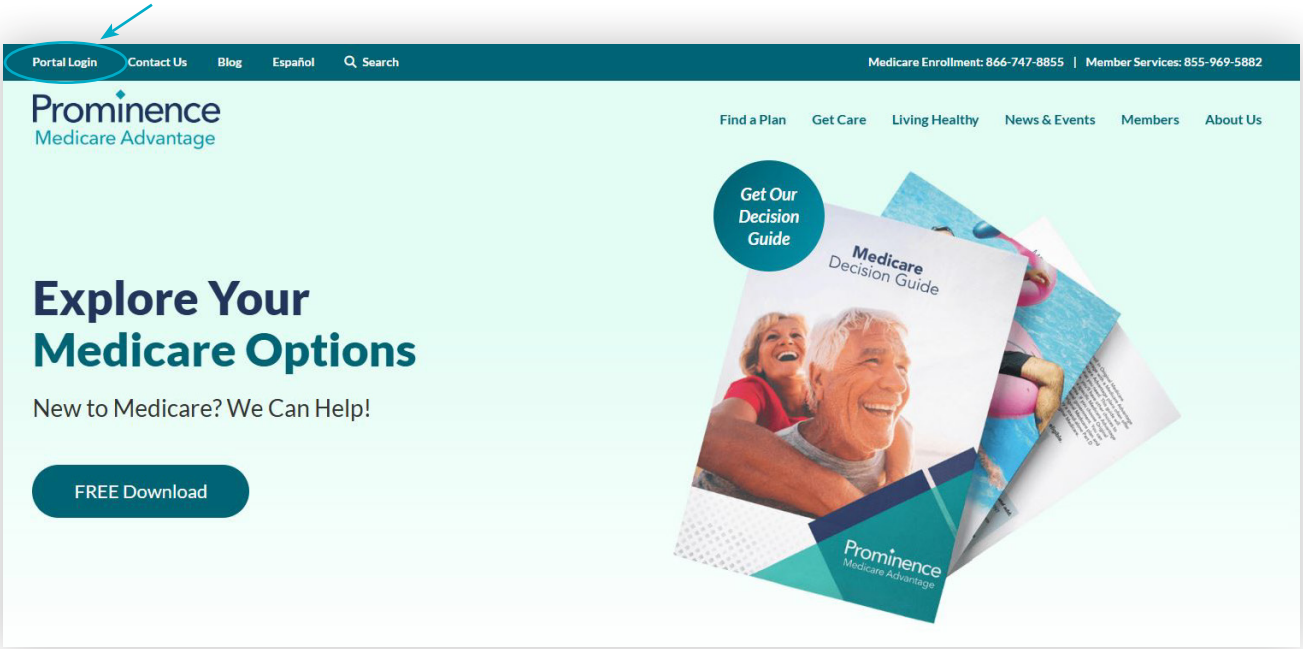
Registered users have access to:

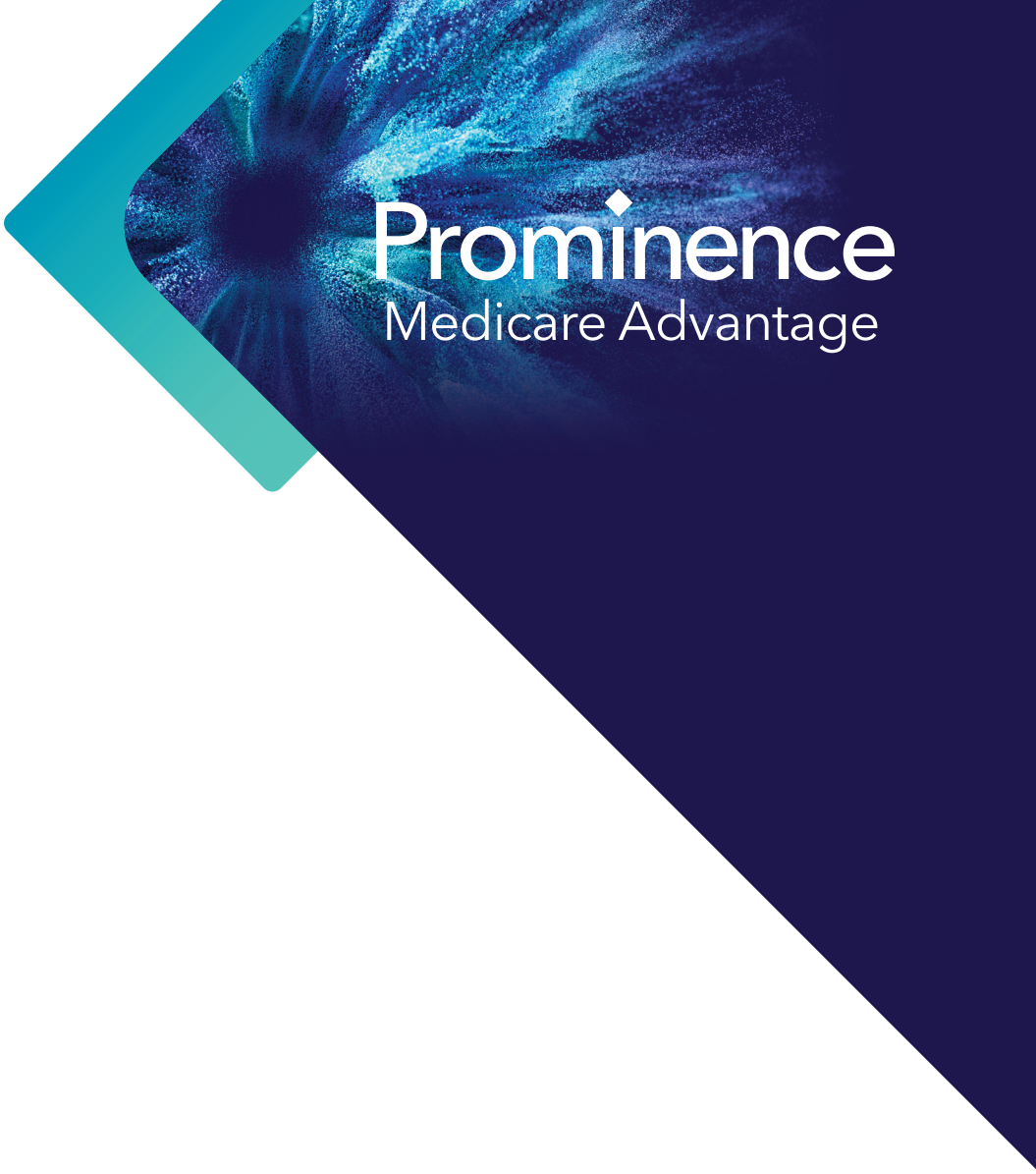
- Member documents
- Continuity of Care Form (New Members Only)
- Reorder or download member ID cards
- Recent claims information and history
- Out-of-pocket balances
- Prior authorization status
- Health Risk Assessment Tool

You can also change or update your Primary Care Provider (PCP) selection and connect to your Teladoc telemedicine benefit.

If you aren't already registered for our online portal, you can do so by going to ProminenceMedicare.com and clicking on the Portal Login button at the top of the page.

To create a new account, you will be asked for your first name, last name, date of birth, member ID number and to create a password. You will then be sent a confirmation code to finalize your account set-up.





Great coverage, from people who care.

ProminenceMedicare.com



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Contact Us

1-855-969-5882 (TTY: 711)

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

April 1 to September 30
Monday through Friday
8 a.m. – 8 p.m.

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