

SPRING 2023

Benefits Bulletin

from Senior Care Plus

Senior Care
Plus 

Member Meeting Recap

See what you might have missed at the recent member meetings

HEALTHY REWARDS CARD

Get Rewarded for Taking Care of your Health

Use Your OTC Benefit Every Quarter!

TELE-TOWN HALL IN MARCH

Answer the Phone and Hear the Latest Updates from Senior Care Plus!

Senior Care Plus
LOVES Pickleball



Healthy Rewards Card

Take Care of Your Health and Earn REWARDS!

For 2023, Senior Care Plus launched a new Healthy Rewards Card program to reward members who complete certain health-related activities. The program is a great way to pay yourself back for taking care of yourself.

HERE'S HOW IT WORKS.

When you complete your first activity, your Healthy Rewards card is mailed to you with the incentive amount earned pre-loaded. When it arrives, you will see that the card is a pre-paid MasterCard® and can be used wherever MasterCard is accepted.* Subsequent reward earnings are loaded onto your card after each qualifying health activity has been completed.

Health-related activities may include, but are not limited to:

HEALTH ACTIVITY AND INCENTIVE AMOUNTS

- **Comprehensive Health Assessment** \$50 minimum
- **Colonoscopy** – \$50
- **Mammogram** – \$25
- **FIT Test or Cologuard Test** – \$10
- **Medication Adherence** (select Medications) \$10 per quarter

For complete list of all health activities eligible for a Healthy Rewards incentive, visit SeniorCarePlus.com/Rewards.

NOTE: Annual Wellness Visit IS NOT incentivized for 2023.

Complete your Comprehensive Health Assessment to earn a reward.

SCHEDULE AND COMPLETE YOUR Comprehensive Health Assessment to earn a reward! CALL 775-982-2605 TO SCHEDULE YOURS TODAY!

IMPORTANT: It can take 4-6 weeks to receive your Healthy Rewards Card or for your incentive amount to be uploaded, so PLEASE BE PATIENT.

You can check your rewards balance on SeniorCarePlus.NationsBenefits.com.



nations benefits

Stay Healthy with Your Over-the-Counter Benefit!

ALL SENIOR CARE PLUS MEMBERS HAVE A QUARTERLY OTC BENEFIT THAT IS ADMINISTERED BY NationsOTC®.



nations OTC

Below is the quarterly OTC benefit for the Senior Care Plus benefit plans:

PLAN NAME AND COVERAGE AMOUNT

- **Extensive Duals Plan** – \$190 per quarter
- **Select Plan** – \$160 per quarter
- **Renown Preferred Plan** – \$50 per quarter
- **Patriot Plan** – \$25 per quarter
- **Essential Plan** – \$25 per quarter

The above benefit amounts are yours to use each quarter. If you earn Rewards dollars through the Healthy Rewards Program – you can spend those dollars at the NationsOTC store – but you do not have to!

Don't let this benefit go unused.

VIEW THE CATALOG

You can view the OTC catalog by visiting SeniorCarePlus.com/OTC.

WEB ORDERS

Ordering your quarterly supply online is easy! Visit SeniorCarePlus.NationsBenefits.com to set up your account by registering on the NationsBenefits MyBenefits portal. Once you are set up, you can view all products and place online orders.

PHONE ORDER

To place an order by phone, please call **877-200-4189** (TTY: 711). **Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.**

NOTE: Your Over-the-Counter (OTC) benefit should not be confused with the Healthy Rewards Card program. See opposite page to better understand the Healthy Rewards program.

*This card may not be used to buy alcohol, tobacco, or other restricted items.



The Senior Care Plus Quality Team has been busy. They held seven in-person member meetings so far in 2023 and met with more than 300 Senior Care Plus members. If you did not attend a member meeting here's a recap of what was discussed:

FOUR BIG BENEFIT CHANGES IN 2023

Senior Care Plus had four big changes to the 2023 benefit plans, they are:

1. New Over-the-Counter (OTC) Benefit Provider – NationsOTC®
2. New Healthy Reward Card Program – NationsBenefits®
3. New Dental Provider – LIBERTY DENTAL
4. New Hearing Provider – NationsHearing®



For more information about your OTC Benefit and the Healthy Rewards Card program – see the previous pages in this newsletter.



To learn more about LIBERTY DENTAL, visit client.libertydentalplan.com/scp or call them directly at **888-442-3193**.

NationsHearing can be reached at **877-200-4189** (TTY: 711) or visit SeniorCarePlus.NationsBenefits.com.



Survey Season is Coming Up!

Did you know your opinion counts for 46% of Senior Care Plus' STAR rating? Senior Care Plus is a 4 STAR plan. A 4 STAR rating allows us to keep copays low and offer supplemental benefits like Vision, Dental, Transportation and more. Your feedback on the annual Medicare survey helps us build benefit plans that work for you. If you receive a survey, please make sure you fill it out. Let us know what you love about Senior Care Plus and what we can improve upon.



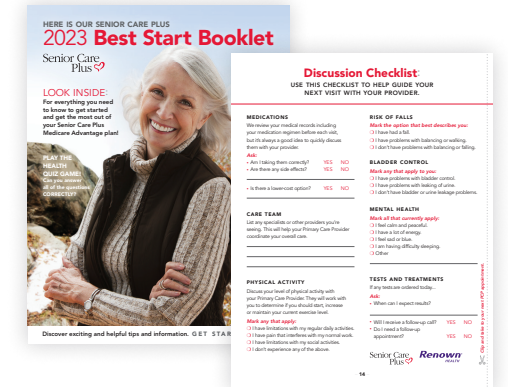
Specialist Wait Times

We know most members expect to wait 15-30 days to see a specialist when they are referred to one by their Primary Care Provider (PCP). Wait times to see a specialist are determined by a number of factors, including the acuity of your condition. Renown Health's Specialty Team works hard to make sure you are scheduled in a time frame that keeps you safe and healthy. To ensure you get the earliest appointment possible,

they will alert you through **MyChart** if an earlier appointment with a Renown specialist becomes available due to a cancellation.

Partner with Your Primary Care Provider (PCP)

The secret to great care is great communication. Use the discussion checklist found on **page 14 of the 2023 Best Start Booklet** which was recently mailed to you. It can help you make sure you cover the important topics when you meet with your PCP. Did not receive a Best Start Booklet? Call Customer Service at **775-982-3112** and we will send one out to you right away.



Understanding Drug Coverage and Pricing

MedImpact is the Pharmacy Benefit manager for Senior Care Plus members with prescription drug coverage. They work year round to make sure the prescription drug formulary contains high-quality drugs at negotiated low prices. If you have any questions about how to save money on your prescriptions, ask your PCP or call MedImpact at **800-788-2949**.

Member Meeting Frequently Asked Questions

Below are three of the most frequently asked questions (and answers) that we received at the recent Member Meetings:

Q: Why did Senior Care Plus switch to LIBERTY DENTAL?

A: Over the past five years with Delta Dental, we have been made aware of service issues that affected Senior Care Plus Members. We worked diligently with Delta to resolve the issues, but ultimately, Delta was unable to resolve them. For 2023, Senior Care Plus contracted with LIBERTY DENTAL to provide dental benefits for our members. This change will require a different dental network and will affect some of our member's ability to see their current dentist. To help offset any disruption, Senior Care Plus has increased the dental benefit to first dollar coverage – meaning there is no out of pocket costs for members on the comprehensive dental plans until the maximum benefit is reached. What does this mean?

- 1. Senior Care Plus members will no longer have to pay a \$100 deductible when they have comprehensive dental work done. Nor will members have to pay a 50% co-insurance for major work or a 30% co-insurance for minor work when comprehensive dental work is done.**
- 2. Plans that include comprehensive dental will have between \$1,250 and \$2,000 worth of comprehensive dental coverage at no cost to them.**
- 3. Preventive dental procedures (cleanings, exams and bitewing x-rays) do not count toward the comprehensive dental limit like they did in the past with Delta Dental.**

We understand that finding a new dental provider may be frustrating for our members, but we hope that the large increase in benefits will help offset any frustrations. If you need help finding a participating dentist or want to nominate a dentist to join the liberty dental network, please visit the LIBERTY DENTAL webpage at client.libertydentalplan.com/scp.

Q: What happened to Dispatch Health?

A: Unfortunately, Dispatch Health has decided to leave the Northern Nevada service area. We know many members loved this service, and we are looking for a similar service that we can add to our network in the future.

Q: Do I have to buy OTC products with my earned rewards from the new Healthy Rewards Card program?

A: No, but you can. When you earn rewards for completing an eligible health-related activity, the dollar value will be loaded onto a pre-paid Mastercard®. When you earn your first reward, the card is mailed to you. Each reward thereafter is loaded back on to the original card you received – so don't discard it.

You can use your earned rewards anywhere that accepts Mastercard – but certain items like alcohol and tobacco are ineligible for purchase. That's why some people choose to spend their rewards on OTC products through NationsOTC. They use their rewards to "buy up" and supplement their existing OTC benefit with their reward earnings.

Senior Care Plus Pickleball

SENIOR CARE PLUS IS PLEASED TO ANNOUNCE WE ARE NOW A PROUD SPONSOR OF JAM ON IT PICKLEBALL, open to the community seven days a week at the Reno Sparks Convention Center. We're excited to help promote this fun activity to our members, employees and the public.

Senior Care Plus wanted to get involved in promoting pickleball because of its wonderful health benefits – particularly for seniors. It's a low-impact game that helps get the heart rate up, improves hand-eye coordination, and increases mobility. In addition to the obvious physical benefits, pickleball is a great social activity. Getting out of the house and playing a fun, easy-to-learn game with others is a great way to make new friends while improving your physical and mental health!



Meet Ralph Barbato –
A Reno resident and
Senior Care Plus member
who loves pickleball!

RALPH BARBATO, A SENIOR CARE PLUS MEMBER FROM RENO, IS A HUGE FAN OF PICKLEBALL AND ALL IT HAS TO OFFER. ***"Pickleball has made such a positive impact on my life. I love the physical and mental health benefits along with the social aspect – it's a great way to meet new people and I'm excited to have it in our community," SAID RALPH.***

JAM ON IT PICKLEBALL at the Reno Sparks Convention Center makes it easy for newcomers to get involved in the game. They have beginner courts and even beginner lessons. By taking a lesson, you will be taught all the basics and fundamentals of how to play. And if you don't have your own pickleball and paddle, the facility has some available for you to borrow until you purchase your own.

Once you feel ready to play a game with others, JAM ON IT PICKLEBALL will help you get started. The pickleball courts at the convention center are open to the community **Monday through Friday from 8:30 a.m. to 8:30 p.m. and Saturday through Sunday from 8:30 a.m. to 4:30 p.m.** For information on entry fees, lessons and directions, visit rsssportsplex.com/pickleball.

Senior Care Plus

A Medicare Advantage Plan from Hometown Health.

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TELE-TOWN HALL

Thursday, March 16 at 4 p.m.

Senior Care Plus is planning a telephonic town hall for members on **March 16 at 4 p.m.** From your telephone, you can listen to updates from Senior Care Plus.

We will call the telephone number we have on file for you at **4 p.m. on Thursday, March 16.** You need only answer your phone and stay on the line on to participate.

Attend a **Monthly Member Meeting**



Senior Care Plus holds a monthly member meeting the **THIRD WEDNESDAY OF EVERY MONTH** from 1 – 2 p.m. at the **Hometown Health building in south Reno – 10315 Professional Cir., Reno, NV 89521.** The meeting is designed to help you get the most out of your plan, improve your healthcare experience, and answer any questions you may have. Walk-ins are welcome but you are encouraged to RSVP at **SeniorCarePlus.com**. Just click on the **RSVP FOR MEMBER MEETINGS** button on the homepage.

Wednesday, March 15

Wednesday, April 19

Wednesday, May 17

Wednesday, June 21

Please Arrive by 12:45 p.m.