

August | 2024



GlobalHealth
MEDICARE ADVANTAGE PLANS

GlobalHealth **Beat**

A Newsletter for GlobalHealth Medicare Advantage members



Your Opinion Counts!

Each year CMS (Medicare) randomly surveys select members about the care they receive! If you are chosen to receive a survey, you will be asked your opinion about various topics, including access to care, care coordination, customer service, and your overall rating of your health plan. You may also be asked other health questions, such as any limitations on activities of daily living, falls, depression, chronic conditions, urinary concerns, pain, and quality of sleep. These are topics that are addressed with your provider during your annual wellness visit.

If you are randomly selected, you will receive the survey by e-mail, postal mail, or a telephone call from an independent company that completes surveys for CMS and GlobalHealth.

The survey won't take long to complete! Your responses will be compiled with other data for the CMS Star Ratings. CMS has rated GlobalHealth a 4.5 out of 5 Stars for the 2024 Star Ratings in Oklahoma!* Your responses will also help us understand what is important to you and gain insight into the quality of care you want from GlobalHealth to best meet your healthcare needs.



*Every year, Medicare evaluates plans based on a 5-star rating system.



WHO DO YOU CALL?

When you need help, who do you call? **Check the back of your GlobalHealth insurance card** to quickly find important phone numbers to contact about your benefits and services.* Calling these numbers directly avoids delays and helps you get the information you need when you need it.

*Phone numbers vary by individual plan benefits.

			
<Plan Name>		RXBIN: 004336	
Member ID: <XXXXXXXXXX>		RXPCN: MEDDADV	
<First Name> <MI> <Last Name>		RXGRP: HMOMAPD	
PCP Name: <PCP Name>		H3706-<PBP #>	
PCP Phone: <XXX-XX-XXXX>		Effective: [cvg_eff_dt]	
Copayments			
PCP	SPEC	ER	
<XX>	<XX>	<XX>	

<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> BARCODE HERE </div>	
Customer Care: 1-844-280-5555 (TTY: 711) www.GlobalHealth.com	
24/7 Nurse Line: 1-800-554-9371 (TTY: 711) Behavioral Health: 1-888-434-9202 (TTY: 711) In-Home Support Services: 1-855-485-9692 (TTY: 711) Transportation: 1-877-565-1612 (TTY: 711) Dental: 1-833-955-3423 (TTY: 1-800-466-7566) Vision: 1-800-884-6321 (TTY: 711) Hearing: 1-877-241-4736 (TTY: 711) Smart Wallet: 1-877-241-4736 (TTY: 711) Pharmacy Member Services: 1-866-494-3927 (TTY: 711) Pharmacy Technical Support: 1-866-693-4620	Submit Medical Claims to: GlobalHealth Claims Department P.O. Box 2718 Oklahoma City, OK 73101 EDI Payor ID: GHOKC0001
Pharmacy Claims: CVS Caremark, P.O. Box 52066, Phoenix, AZ 85072-2066	

Physical Activity for Healthy Aging

Physical activity is one of the most important things you can do for your health, as it can prevent or delay many health problems that come with age! Before beginning any new exercise routine, talk with your primary care provider to understand how your health status could affect your ability to do regular physical activity safely and to determine how often you should exercise per week.

There are many benefits of exercising!

- Improves strength to help you stay independent
- Improves balance to help prevent falls
- Improves your mood and fights depression
- Gives you more energy
- Prevents or delays diseases, such as heart disease, diabetes, or osteoporosis

Silver&Fit®

Through our **\$0** fitness program you can access a large, nationwide gym network!* Don't feel like going to a gym? Don't worry, you can still use your fitness benefits! Choose from thousands of free online videos or classes. Register at www.silverandfit.com!

Remember, you also get a free at-home fitness kit! Visit www.silverandfit.com to choose between swim, yoga, strength, Pilates, and walking/trekking kits or a fitness tracker. You get one kit or fitness tracker at no cost each year! Call Silver&Fit at 877-427-4788 (TTY 711) for more information.

*You may pay a fee for optional services, including access to premium facilities or personal training sessions.

HUSK Marketplace (formerly GlobalFit)

Visit <http://marketplace.huskwellness.com/> to purchase home exercise equipment and wearable technology at discounts.**

**Discount program only. GlobalHealth does not pay for or administer this program. All transactions take place between the member and HUSK Marketplace. These discounts are not a part of your plan's benefits.

There are four types of exercises you can include in your exercise routine!

- **Endurance Training** - builds energy and improves the health of your heart and lungs by increasing your breathing and heart rate
- **Strength Training** - makes your muscles stronger
- **Balance Training** - helps prevent falls
- **Flexibility Training** - stretches muscles to keep you limber and help you move easily



Reduce the Risk of Falls

Don't let the fear of falling keep you from being active! Here are a few tips to help you avoid falls and broken bones:

- **Stay physically active.** Regular exercise improves muscles, makes you stronger, and keeps you flexible. Try to get at least 150 minutes of physical activity per week.
- **Get enough calcium and vitamin D to keep your bones strong.** Ask your physician for the best dosage.
- Have your **vision and hearing tested.**
- **Learn about the side effects** of your medications to know if a medication causes dizziness or makes you sleepy.
- **Get enough sleep.** If you are sleepy, you are more likely to fall.
- **Limit the amount of alcohol you drink.** Even a small amount of alcohol can affect your balance and reflexes.
- **Stand up slowly.** Getting up too quickly can cause your blood pressure to drop and make you feel unsteady.
- **Use an assistive device,** such as a cane or walker, if you need help feeling steady when you walk.
- **Be careful when walking** on wet or icy surfaces.
- **Wear non-skid, rubber-soled, low-heeled shoes or lace-up shoes with non-skid soles** that support your feet.
- **Fall-proof your home** to ensure safety by installing proper lighting, using handrails or grab bars, securing flooring, and keeping walkways tidy.

Tell your primary care physician if you have fallen since your last visit, even if you weren't hurt from your fall. This can alert your physician to new medical problems that can affect your balance or problems with your medications.

Medications Linked to Falls

Falls are a concern for older adults, and certain medications increase the risk of falling. Work with your primary care physician and pharmacist to identify medications that can increase your risk of falls. Examples include:

- Psychotropic medications like anti-depressants or anti-anxiety drugs can affect balance
- Antipsychotic medications used for behavioral issues, can increase the risk of dizziness and confusion increase the risk of falls
- Opioid prescriptions can increase the risk of side effects such as sedation, confusion, and loss of balance



The Centers for Disease Control and Prevention (CDC) recommends informing your care providers of all prescription drugs, over-the-counter medications, and herbal supplements. Partner to develop a plan that works best for you and what to look for potential side effects to manage conditions, address barriers in care, and reduce fall risk.

[Medications Linked to Falls | CDC](#)

[Medications Increase Fall Risk Among Older Adults | NCOA](#)

Have you seen your PCP this year?

Our top priority is your optimal health!

We believe that preventive treatment is just as important as treating chronic conditions that are already present and may change over time. Visits with your GlobalHealth Primary Care Physician (PCP) allow us to better understand your healthcare needs so we can offer programs and benefits that are valuable to you and your health.

If you typically see Veterans Affairs (VA) or Indian Health Service (IHS) healthcare providers that are not in the GlobalHealth Network, please consider scheduling an Annual Wellness Visit with your GlobalHealth PCP. GlobalHealth offers a **\$0 copay** to members who use their assigned in-network PCP with no limit on how many times the member visits their PCP. At GlobalHealth, you can visit your PCP for your annual wellness visit **AND** your physical exam. Here is the difference.

Annual Wellness Visits include:

- Develop a personalized prevention plan
- Check routine measurements
- Review functional ability and level of safety
- Learn about your medical and family history
- Make a list of current providers, DME suppliers, and medications
- Screen for cognitive impairment
- Screen for depression
- Provide health advice and referrals for health education and/or preventive counseling services (e.g., weight loss, physical activity, smoking cessation, fall prevention, nutrition, etc.)

Physical Exams include:

- Health history
- Vital signs
- General appearance
- Heart exam
- Lung exam
- Head and neck exam
- Abdominal exam
- Neurological exam
- Dermatological exam
- Extremities exam
- Male physical exam – Testicular, hernia, penis, and prostate exams
- Female physical exam – Breast and pelvic exams
- Counseling to include healthy behaviors and screening services



It's time for your flu shot!

It is very important for you to get your annual flu shot to protect yourself and your loved ones against the flu and its potentially serious complications. Remember that GlobalHealth covers the annual flu shot 100%, with a **\$0 copay**. **Contact your primary care physician to schedule your flu shot or visit an in-network pharmacy.**

Be sure to call an in-network pharmacy to confirm vaccine availability and when an immunization-certified pharmacist can give you the shot. Upon arriving to receive your flu shot, you will need to show your GlobalHealth insurance card and a valid ID.

[Key Facts About Seasonal Flu Vaccine | CDC](#)

[What are the benefits of flu vaccination? | CDC](#)

Bladder Health

GlobalHealth supports members taking control of their bladder health so they can do the things that bring them joy!

Bladder problems can affect your quality of life and contribute to other health issues. Your primary care provider may be able to help you treat bladder leakage, also known as urinary incontinence, by recommending lifestyle changes or adjusting your medications.

Tips to keep control of your bladder:

- Drink smaller amounts of fluids throughout the day. Talk to your doctor about any special diets.
- If you get up several times during the night, drink more of your fluids in the morning and afternoon rather than at night.
- Don't drink too little fluid—this can irritate your bladder and cause irritation and infections.
- Consider avoiding or limiting certain foods and beverages that can irritate your bladder, such as alcohol, caffeine, carbonated beverages, artificial sweeteners, spicy, acidic, or citrus foods, and chocolate.
- Maintain a healthy diet to minimize constipation. Straining during bowel movements can damage the pelvic floor.
- Shed extra pounds to keep the pressure off your bladder.
- Train your bladder and strengthen your pelvic floor—talk to your doctor or a physical therapist about various exercises and how to do them correctly.
- Stop smoking—smokers are more likely to have bladder control issues and more severe symptoms.



These methods can take time and practice to see results—keep at it! Schedule an appointment with your primary care provider to discuss any concerns you have for your bladder health.

Advance Care Planning



Have you completed your living will document yet? You can do this at no cost through GlobalHealth's partner, Vital Decisions.

It's easy:

- Log onto portal at <https://globalhealth.mylivingvoice.com>
- Complete a questionnaire. You can stop and save, then return later to finish.
- Create a state-specific advance directive document to share with whomever you wish.

You are not required to complete a living will; it is your choice. Your benefits are not affected in any way whether you complete one or not. Knowing what you want can help your care team and relieve your family of making difficult decisions.

Vision Benefits

All Medicare beneficiaries are entitled to some vision services.

Service	GlobalHealth Network Cost-share	GlobalHealth Prior Authorization Requirement
Yearly eye exam for diabetic retinopathy	No charge	No
Glaucoma screenings for those at high risk	No charge	No
Diagnosis and treatment for macular degeneration, dry eye syndrome, eye infections, etc. (office visit)	Medicare-covered visit copayment	No
Diagnosis and treatment for macular degeneration, dry eye syndrome, eye infections, etc. (other settings)	*Copayment based on setting	Yes
Cataract surgery, intraocular lenses, and related costs	*Outpatient surgery copayment	Yes
Artificial eyes in specific circumstances with a replacement once every 5 years	*Prosthetic devices coinsurance	Yes

*Not eligible for the Smart Wallet Benefit.

As a GlobalHealth member, you also receive additional vision benefits that Original Medicare doesn't cover. See any EyeMed provider to receive a routine eye exam or eyeglasses or contacts. **Optometrists are listed in the Provider Directory.** Visit www.GlobalHealth.com and go to "Find Care Provider" to see hospitals, providers, and pharmacies in the GlobalHealth network.

Eye Exam Benefits

- Yearly routine eye exam **not related to disease or injury** at **\$0 copay**.
 - To assess vision correction needed
 - Includes dilation as necessary
- Glaucoma and diabetic retinopathy screenings
 - \$0 copay through an in network GlobalHealth optometrist or ophthalmologist
 - \$39 fee if retinopathy scan is conducted by an **EyeMed** provider
- No referral or prior authorization is required

Eyewear Benefits

- Post-cataract eyewear is covered at **no cost** to the member.
 - Limited to basic frames and lenses.
- Members may choose other contacts or glasses – up to the same eyewear maximum benefit amount, combined
- Contacts are subject to the same rules and limitations as glasses.
- Contact fitting is covered.



100-Day Supply of Prescriptions

GlobalHealth's mission is to provide genuine care to help our members reach optimal health. As part of this effort, one of your benefits will help you save money, refill prescriptions less often, and have plenty of medication on hand.

You are eligible to receive extended supplies of select medications — up to 100 days** — for a **\$0 copay!** Even if the 30-day supply of an eligible drug has a copay, you will pay **NOTHING** when you utilize **100-day supplies** and fill your prescription at a **preferred network retail or mail order pharmacy***.

Simply have your doctor write your next prescription for a 100-day supply** of your **eligible** maintenance medication and send it to a preferred retail or mail order pharmacy. Your pharmacist will do the rest. To locate a preferred pharmacy, visit www.GlobalHealth.com to “Find Care Provider,” Hospitals and Pharmacies in the GlobalHealth network.

*Tier 1 and Tier 2 drugs only. See your Drug Formulary to see which drugs are covered.

**Generations State of Oklahoma Group Retirees is up to 90 days.

***Generations Valor does not include Part D coverage.

Remember to Take Your Medications

Taking your medications as prescribed is very important to your health. While you may not always feel the difference when taking your medications, they are working to keep you healthy. Talk with your primary care provider to understand what medication(s) you are taking, why it is important to take your medications as directed. If you are ever unable to fill a medication due to cost or pharmacy supply issues, contact your doctor immediately to discuss alternative options.

Statins are a lifelong commitment

Statins are drugs that can lower your cholesterol and lower your risk of heart disease and stroke. They work by blocking a substance needed to make cholesterol and help stabilize the plaques on blood vessel walls, which reduces the risk of certain blood clots.

Discuss with your doctor if you should be taking a statin medication. Your doctor will review your cholesterol levels and other long-term cardiovascular disease risk factors before prescribing a statin. As your cholesterol levels go down, you may think you don't need a statin anymore, but you need to stay on the statin to keep your cholesterol down!

Most people tolerate statins, but they can have side effects. Tell your doctor about any unusual symptoms after starting a statin. Your doctor may want to adjust your dosage or try a different statin. Don't stop taking a statin without talking with your doctor first.

[Statins: Are these cholesterol-lowering drugs right for you? | Mayo Clinic](#)





Have You Hit the Donut Hole?

GlobalHealth offers members Gap Coverage to help pay for medications through the donut hole. Members pay the same amount as they do in the Initial Coverage Stage. This benefit is for all Tier 1 drugs and oral antidiabetics in Tier 3. Also, all formulary insulins included in the drug formulary have this additional coverage. For a complete explanation of Gap Coverage for your plan, please reference your Evidence of Coverage (EOC)*.

*Not applicable for D-SNP EOC as all formulary medications are \$0 for all phases. Not applicable to Generations Valor with no Part D coverage.

Over the Counter (OTC) Benefit

As a valued GlobalHealth member, you have access to a variety of brand-name and generic over-the-counter (OTC) health and wellness products such as allergy medicines, vitamins, bandages, and more with your monthly or quarterly* Smart Wallet Benefit, a Benefits Mastercard® Prepaid Benefits Card, through our partnership with NationsBenefits.

To help you save time and money, your OTC allowance can be used to purchase items through our online catalog or at certain Retail Stores**. Please remember that only Generations Classic Rewards members can roll over unused balances into future quarters of the same plan year. Other plans cannot roll over any unused balance into future months or quarters of the year.

Visit GlobalHealth.NationsBenefits.com to order through the MyBenefits portal or call NationsBenefits at 1-877-241-4736 or 711 (TTY, for the hearing impaired).

*The OTC benefits offered through the Smart Wallet Benefit are part of a special supplemental benefits program. Not all members will qualify for these benefits. Limitations and exclusions apply.



**If you have questions, need materials on a standing basis in alternate formats, or need oral interpretation services, you can call us at 1-844-280-5555 (toll-free) or 711 (TTY, for the hearing impaired).

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circle's design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access.

Do you have a new grandbaby?

Did you know that infants are at risk of serious complications from whooping cough? Grandparents and caregivers should be up to date on their whooping cough vaccinations to protect themselves and their grandbabies.

While there is no official season for most adult vaccines, **consult with your primary care provider to learn which vaccines are recommended for you** and when the best time is for you to be vaccinated.

Other **Adult Vaccines include:**

- Pneumonia*
- Shingrix (Shingles)
- Twinrix (Hepatitis A and B)
- Tdap - Tetanus and diphtheria and acellular pertussis (whooping cough)

Most recommended vaccines have a **\$0 copay** and are covered at 100% **at an in-network pharmacy****.

Be sure to call an in-network pharmacy to confirm vaccine availability and when an immunization-certified pharmacist can give you the shot. When arriving for your vaccine, you must show your GlobalHealth insurance card and a valid ID.

*\$0 copay for Flu and Pneumonia vaccines fall under Part B vs Part D Coverage.

**Applicable for GlobalHealth plans with Part D Coverage.

[Recommended Vaccines for Adults | CDC](#)



Digital Health Literacy Program

GlobalHealth is committed to improving members' access and understanding of electronic health information and patient resources through our **Digital Health Literacy Program**. The goal of the program is to increase telehealth visits, assist members to enroll in GlobalHealth's member portal, and offer Papa Pals technical support.

If you haven't already signed up for the member portal*, visit www.GlobalHealth.com under the Member Tools section. To register, you will need:

- Access to the internet and your email address
- Your name and date of birth
- Your GlobalHealth Member ID card
- The zip code associated with your Medicare Advantage enrollment
- Your Medicare Health Insurance card

Using **GlobalHealth's Medicare Advantage Member Portal** will allow you to be able to **review clinical guidelines** and:

- Update your permanent or mailing addresses
- View your referrals and authorizations
- View or change your Primary Care Physician
- View Smart Wallet Benefit** balance for dental, hearing, vision¹, Over the Counter (OTC) products, grocery, gasoline, and/or utility allowance(s)².
- View, order, or print member ID cards
- View the catalog and order Over the Counter (OTC) and grocery products
- View, order, or print materials of your current benefits and plan materials
- Learn the latest GlobalHealth news through Alerts
- Send messages to the GlobalHealth Customer Care Team
- Complete your Health Risk Assessment
- View your medical claims and Explanation of Benefits (EOB) from the last 365 days

To help protect you, GlobalHealth will send a verification code in an email or text message each time you log into the portal as a second step to confirm your identity.

For any questions about the member portal, please call GlobalHealth at 1-844-280-5555 (toll free) or 711 (TTY, for the hearing impaired).

*We encourage you to use Google Chrome, Microsoft Edge, or Mozilla Firefox.

****Smart Wallet Benefit varies by plan. ¹Amounts may vary by coverage.

If you have questions, need materials on a standing basis in alternative formats and/or languages, or need oral interpretation services, you can call us at 1-844-280-5555 (toll-free) or 711 (TTY, for the hearing impaired). ²The benefits mentioned are part of a special supplemental program for members with chronic diseases. Members must meet all the benefit's eligibility criteria.

Clinical Guidelines are recommendations on how to diagnosis and treat a medical condition. You can find the GlobalHealth approved clinical guidelines in the member portal and www.GlobalHealth.com.



Alzheimer's Disease

According to the Alzheimer's Association, 55 million people are living with Alzheimer's and other dementias worldwide. Alzheimer's disease is a degenerative brain disease and the most common form of dementia. Dementia is an overall term that describes a group of symptoms.

Alzheimer's is a brain disease that causes a slow decline in memory, thinking, and reasoning skills. Early signs and symptoms of Alzheimer's are:

- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Difficulty completing familiar tasks
- Confusion with time or place
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing
- Misplacing things and losing the ability to retrace steps
- Decreased or poor judgement
- Withdrawal from work or social activities
- Changes in mood and personality

If you notice any of the warning signs for yourself or a loved one, don't ignore them. Schedule an appointment with your primary care physician.

[Memory Loss & 10 Early Signs of Alzheimer's | alz.org](https://www.alz.org)



Did You Hear?



Being unable to hear sounds can make a difference in your risk for memory problems and dementia. The National Institute on Aging has shared that studies have found an association between hearing loss and the development of dementia in older adults and suggests that using hearing aids to treat hearing loss may help slow the development of cognitive problems by almost 50%.

Your GlobalHealth plan includes **one routine hearing exam each year at no cost!** You can go to any in network GlobalHealth hearing specialist for your routine hearing exam.

You receive a no-cost hearing aid evaluation and an annual hearing aid allowance*. You must go to a **NationsHearing audiologist for your hearing aid evaluation** and to get hearing aids if you need them. To schedule an appointment with a NationsHearing audiologist, call 1-877-241-4736 or 711 (TTY, for the hearing impaired) Monday – Friday, 8 am to 8 pm Central time

Your hearing aid benefit includes:

- Wide selection of hearing aids from all major manufacturers
- 60-day trial period from the date of fitting
- 60 batteries per year per aid
- 3-year manufacturer repair warranty

*See your Evidence of Coverage (EOC) for your hearing aid allowance amount.

[Hearing aids slow cognitive decline | NIH](#)

Your Dental Benefits

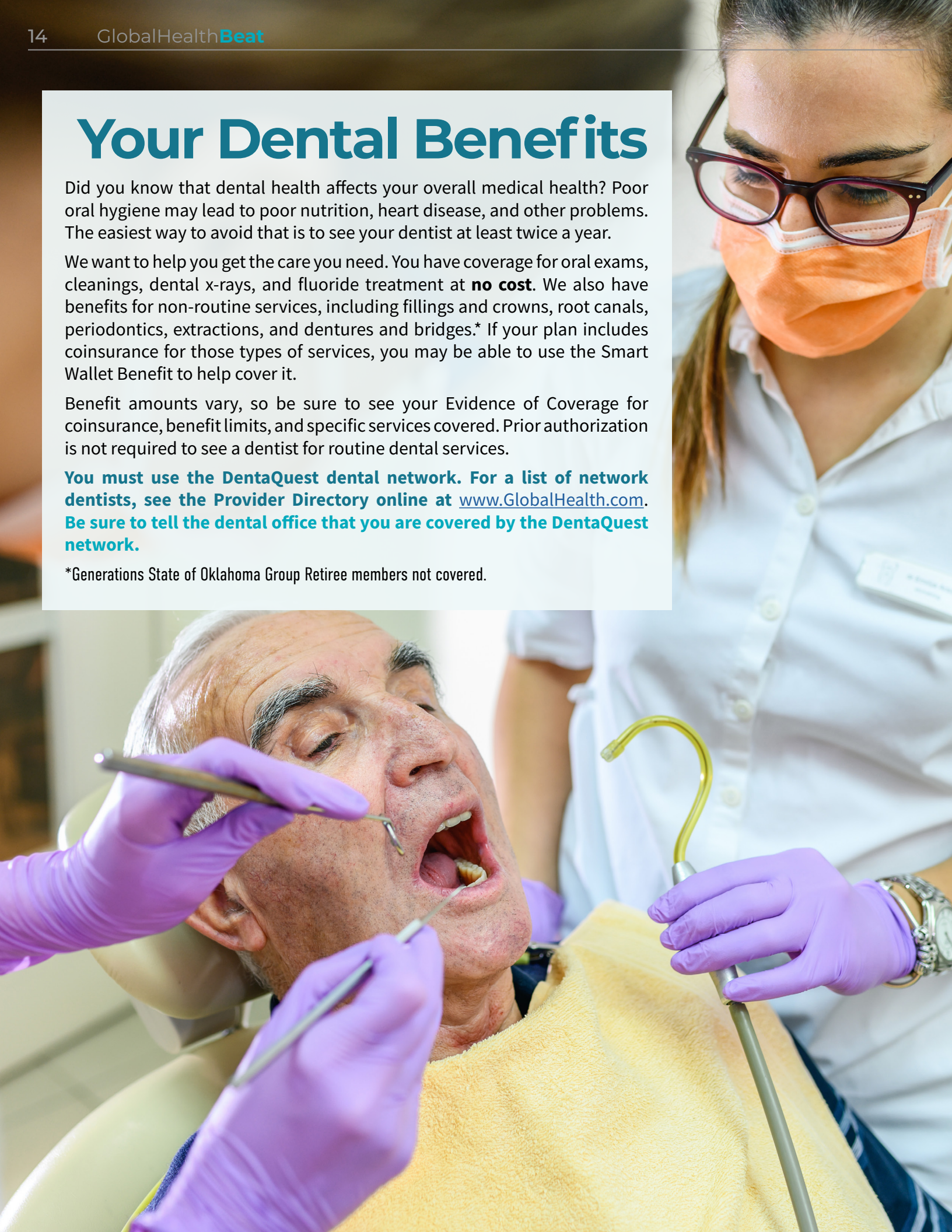
Did you know that dental health affects your overall medical health? Poor oral hygiene may lead to poor nutrition, heart disease, and other problems. The easiest way to avoid that is to see your dentist at least twice a year.

We want to help you get the care you need. You have coverage for oral exams, cleanings, dental x-rays, and fluoride treatment at **no cost**. We also have benefits for non-routine services, including fillings and crowns, root canals, periodontics, extractions, and dentures and bridges.* If your plan includes coinsurance for those types of services, you may be able to use the Smart Wallet Benefit to help cover it.

Benefit amounts vary, so be sure to see your Evidence of Coverage for coinsurance, benefit limits, and specific services covered. Prior authorization is not required to see a dentist for routine dental services.

You must use the DentaQuest dental network. For a list of network dentists, see the Provider Directory online at www.GlobalHealth.com. Be sure to tell the dental office that you are covered by the DentaQuest network.

*Generations State of Oklahoma Group Retiree members not covered.





GlobalHealth

MEDICARE ADVANTAGE PLANS

Customer Care

1-844-280-5555 (TTY: 711)

8:00 AM - 8:00 PM

Seven days a week (Oct 1 - Mar 31)

Monday through Friday (Apr 1 - Sept 30)



<Address 1>

<Address 2>

Health and wellness or
prevention information

**Information
to help you
achieve your
optimal health**

GlobalHealthBeat
A Newsletter for Medicare Advantage members