



# GlobalHealthBeat

A Newsletter for Medicare Advantage Members

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# Your Opinion Counts!

Each year CMS (Medicare) randomly surveys select members about the care they received. If you are chosen to receive a survey, it doesn't take long to share your opinion on topics such as access to care, care coordination, customer service, and rating of your health plan.

If you are randomly selected to do a survey, **you will receive the survey in postal mail or a telephone call** from an independent company that completes surveys for CMS and GlobalHealth. Your survey responses are compiled with other data for the CMS Star Ratings and **helps us to understand what's important to you** by sharing insight into the quality of care you want from GlobalHealth for your healthcare needs.

**Thanks to your feedback, CMS has rated GlobalHealth a 4.5 out of 5 Stars<sup>1</sup> for the 2023 Star Ratings!**

## Member Incentive Program

*Preventive treatment is just as important as treatment of chronic conditions that are already present and may change over time. GlobalHealth wants to help you on your wellness journey.*

**As a benefit in 2023, you will be rewarded** simply for making your health a priority when you **complete service(s) before December 31, 2023.**

- **Annual Wellness Visit (AWV)** for a **\$25** Prepaid Mastercard®
- **Mammogram** for a **\$10** Prepaid Mastercard®

**Be on the lookout in the mail for more information** on this exciting benefit. If you need help scheduling an Annual Wellness Visit, a mammogram and/or other preventive care testing or have questions, please **contact our Clinical Quality team** toll-free at 1-844-280-5538.

<sup>1</sup>Every year, Medicare evaluates plans based a 5-star rating system.





# What is an AWWV?

The **Annual Wellness Visit (AWV)** is a yearly preventive visit that promotes good health through disease prevention and detection making sure you get the medical care that you need. The visit gives you the opportunity to partner with your primary care provider about your health status and goals to maximize your well-being.

**Make sure to schedule the appointment as an Annual Wellness Visit** to ensure a \$0 copay. Please keep in mind that if your provider orders testing outside of preventive screenings, you may be charged a copay for the recommended service(s).

If you need help scheduling an Annual Wellness Visit and/or other preventive care testing, please **contact our Clinical Quality team** toll-free at 1-844-280-5538.

*If you have questions about your benefits, please call GlobalHealth at 1-844-280-5555 (TTY: 711).*

## During your Annual Wellness Visit, you can:

- ✓ Review a completed health risk assessment that includes your demographic information, your medical and social histories such as past medical and surgical history, and your family history.
- ✓ Review all allergies, prescriptions, history of alcohol, tobacco, and illegal drug use, and potential substance use disorders.
- ✓ Review potential depression and cognitive risk factors, physical activity/functional ability, and safety levels such as ability to perform activities of daily living, including fall risk, hearing/vision impairment, and home safety.
- ✓ Review/share end-of-life planning information to prepare an advance directive in case of an injury/illness that prevents you from making health care decisions.
- ✓ Create a list of your current health care providers and medical suppliers.
- ✓ Complete a limited exam\*, measuring height, weight, body mass index and blood pressure and other factors deemed appropriate based on your medical and social history and current clinical standards.
- ✓ Receive education, counseling, and needed referrals based on items above and/or for other preventive services including a written screening schedule for the next 5-10 years.

*\*An Annual Wellness Visit does not include a head-to-toe routine physical exam performed in relationship to treatment or diagnosis for a specific illness, symptom, complaint, or injury.*





## Do you have a **PCP?**

**Your relationship with your primary care provider (PCP) is very important in managing your health.**

Your PCP knows your health history, knows what medications you're taking, and has a more complete picture of your overall health. They are your **partner in health**, assisting you in navigating the healthcare system.

To ensure you get the most out of your benefit plan, **review your member ID** card to learn which PCP you selected. Seeing a different PCP from whom is listed on your member ID card can result in being responsible for charges for the unassigned PCP. If a PCP change is needed, the change will become effective the **1st day of the following month** after a change is made. Retroactive effective dates are not permitted.

**If you need assistance in selecting or changing your in-network PCP**, please contact GlobalHealth at 1-844-280-5555 (TTY: 711) or visit our website at [www.globalhealth.com](http://www.globalhealth.com) and navigate to the GlobalHealth Member Portal.

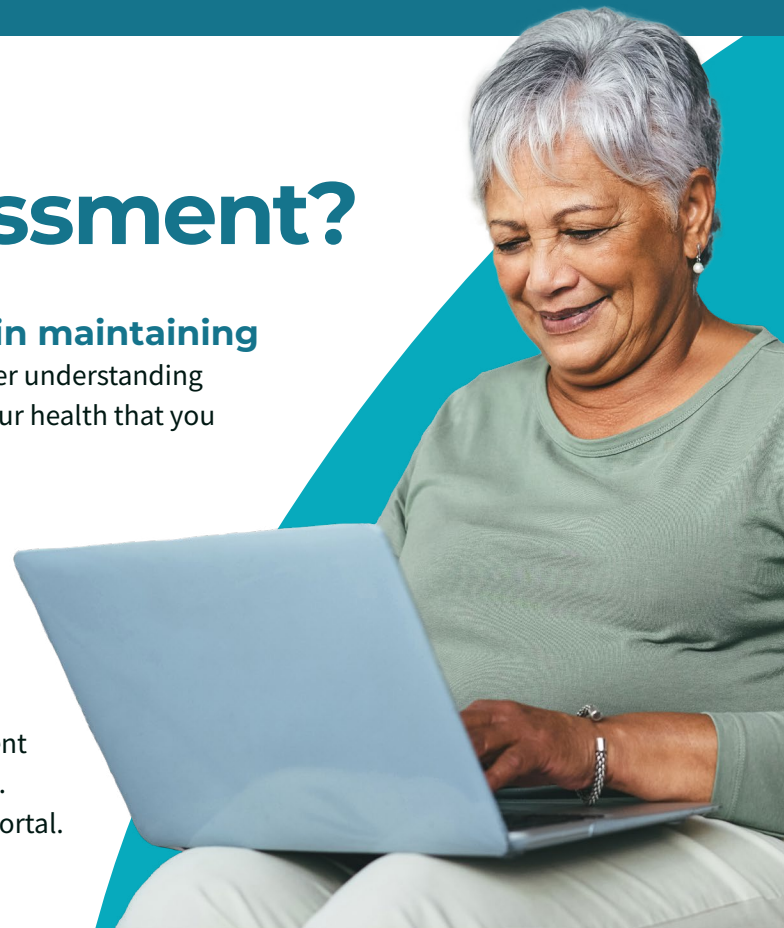
*Have you completed your*

## **Health Risk Assessment?**

**Completing an HRA is an important step in maintaining your health.** The assessment can help you obtain a better understanding of your overall health and wellness by highlighting areas of your health that you manage well and areas that require attention.

**Once your HRA is completed, GlobalHealth will partner with you and your primary care physician for your health care needs.**

If you have questions or need assistance in completing the health risk assessment, call our GlobalHealth Case Management Team at 1-844-280-5555 (TTY: 711) or visit our website at [www.globalhealth.com](http://www.globalhealth.com) and navigate to the GlobalHealth Member Portal.





# Race, Ethnicity & Language Collection and Use

CMS (Center for Medicare Services) asks that race, ethnicity, and language information be collected across healthcare settings, including insurance plans. This information helps us understand the unique health risks and needs of members and enhance programs and services to improve quality of care.

Studies have shown that our racial and ethnic backgrounds may place us at different risks for certain diseases. By sharing this information with us, you are helping GlobalHealth to:

- ✓ Detect and reduce disparities or barriers in accessing care
- ✓ Make sure every member receives appropriate benefits, services, and programs
- ✓ Provide more culturally responsive care management programs and services, where available
- ✓ Comply with legal and regulatory standards

Please know that your responses are private and are protected like all personal health information by law. Your responses will not impact your benefits in any way. They will not be used to make decisions about health care premiums, coverage for services, or how we pay claims. Providing the information is entirely voluntary and you do not have to answer the questions if you do not feel comfortable.

## How can you share this information with GlobalHealth?

- ✓ During phone calls our team members may ask for this information from members
- ✓ Complete your Health Risk Assessment on the GlobalHealth Member Portal

*For any questions, please call GlobalHealth at  
1-844-280-5555 (TTY: 711).*





## Early Detection: Colorectal Cancer

According to the Colorectal Cancer Alliance, colorectal cancer is the third most common cancer in the US, and the second leading cause of cancer death. It affects men and women of all racial and ethnic groups and is most often found in people 50 years or older. This disease takes the lives of more than 50,000 people every year. With early detection of the disease, it is estimated that well over half of the deaths that occur annually could be prevented. This is the reason it's so important that you speak with your primary care provider about colorectal cancer screening.

GlobalHealth's Clinical Quality Team reaches out to members throughout the year who are due for a colorectal screening test. *We can assist with scheduling a colonoscopy, which is typically recommended to be completed every 5 – 10 years*, or mail you an annual fecal immunochemical test (FIT) kit which is completed every year. These preventative screenings are at no cost to the member.

If you need help scheduling a colorectal screening test and/or other preventive care testing, please *contact our Clinical Quality team* toll-free at 1-844-280-5538.

*Colorectal Cancer Alliance - National Health Council*

## Do you have the internet?

### Affordable Connectivity Program (ACP)

GlobalHealth would like to share information on the Affordable Connectivity Program (ACP). **The ACP is a U.S. government program** run by the Federal Communication Commission (FCC) program **to help ensure that households can afford the internet** and connective devices needed for healthcare and more. To learn if you are eligible for this program go to [www.affordableconnectivity.gov](https://www.affordableconnectivity.gov).

If your GlobalHealth plan benefit includes **Papa Pals**, they can provide technology assistance to get you set up to be able to register for our GlobalHealth Medicare Advantage Member Portal.

For any questions about your benefits or the member portal, please call GlobalHealth at 1-844-280-5555 (TTY: 711).





# Remember to Take Your Medication

Taking medication is important in following your care plan to stay healthy and symptom-free. Unfortunately, not taking medications correctly can cause emergency room visits due to flares in your health condition(s).

Talk with your primary care provider to understand what medication(s) you are taking, why it is important to take your medications as directed and to identify barriers as to why you are unable to take your medications.



## Tips for remembering to take your medications:

- ✓ **Create a routine** – Take medications with an activity you do at the same time every day.
- ✓ **Keep visible** – Leave medications in a safe place that is easy to see.
- ✓ **Set an alarm** – Setting an alarm on your clock, watch, or cell phone can be helpful.
- ✓ **Post a note** – Put a reminder note in a place that can be seen every day.
- ✓ **Use a pillbox** – A pillbox with compartments for each day and dosing time can be a visual reminder to take medications and help prevent double doses.
- ✓ **Flip Pill Bottle Over** – Each time you take your medications, flip the bottle over so you know you took it. Then at the end of the day, turn them right side up.
- ✓ **Carry extra doses** – Leave some extra doses in a container so you can take your medications if you're away from home.
- ✓ **Record each dose** – Use a calendar or medication journal to check off when you take each dose.
- ✓ **Use a free mobile medication reminder app** on your cell phone device.


# Common Eye Disorders & Disease

All GlobalHealth plans have a \$0 copay for routine eye exams, glaucoma screenings, and diabetic retinopathy screenings. Plans also offer supplemental eyewear allowances with max benefits through the EyeMed network.

Be sure to receive regular eye exams to preserve vision. **No referral or authorization is required!**

If you have any questions about your vision benefits, please contact GlobalHealth at 1-844-280-5555 (TTY: 711) or Eye Med at 1-800-844-6321.

<https://www.cdc.gov/visionhealth/basics/ced/index.html>



According to the CDC, the leading causes of blindness and low vision in the United States are primarily age-related eye diseases such as age-related macular degeneration, cataract, diabetic retinopathy, and glaucoma.





## *Heart Health:* **Learn Your Blood Pressure**

**Focusing on your heart health has never been more important.**

Many individuals are unaware that they are suffering from heart disease until they experience a cardiac event. According to the American Heart Association, nearly half of American adults have high blood pressure. A few signs of heart disease are fatigue, aches or pains, heart palpitations, shortness of breath and swollen feet.

Share a log of your blood pressure, weight, physical activity, and blood sugars if you have diabetes with your primary care provider as you partner together on your healthcare journey.



### **Here are some heart healthy lifestyle tips:**

- ♥ Eat a nutritious diet that's low in salt
- ♥ Be more physically active
- ♥ Maintain a healthy weight
- ♥ Quit smoking and limit alcohol
- ♥ Reduce stress
- ♥ Get 7-8 hours of quality sleep
- ♥ Take your medications as prescribed





## *New & Easier to Use!* **Member Portal**

**Have you signed up for the GlobalHealth Medicare Advantage Member Portal yet?**

GlobalHealth is happy to announce the release of our newest Member Portal for our Medicare Advantage member as we partner with you for your optimal health.

### **Using the portal will allow you to be able to:**

- ✓ Update your permanent or mailing addresses
- ✓ View or change your Primary Care Physician
- ✓ View, order, or print member ID cards
- ✓ View, order, or print materials of your current benefits and plan materials
- ✓ Send secure 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
- ✓ View your referrals and authorizations
- ✓ View Smart Wallet\* balance for dental, hearing, vision, Over the Counter (OTC) products, grocery and/or utility allowance(s)
- ✓ View catalog and order Over the Counter (OTC) products
- ✓ Learn the latest GlobalHealth news through Alerts

### **To register for the portal, you will need:**

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

**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 (TTY: 711).

**To register, go to:** [www.GlobalHealth.com](http://www.GlobalHealth.com) or [www.MemberPortal.GlobalHealthPortals.com](http://www.MemberPortal.GlobalHealthPortals.com)

*\*Smart Wallet benefits vary per plan.*

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



# Meet Papa Pals™

GlobalHealth is proud to partner with Papa Pals in 2023 to provide in-home support services.

If your plan includes this benefit, you can get up to 60 hours per year from a Pal to help with:

## Access partners, such as

- ✓ Healthcare providers
- ✓ Supplemental benefit vendors

## Transportation to and from

- ✓ Medical appointments and preventive screenings (separate from transportation benefit)
- ✓ Medication pick-up, grocery shopping, and other errands

## Light household chores

- ✓ Light cleaning, organizing, laundry, meal prep

## Technology assistance

- ✓ Teach new technologies
- ✓ Smart health devices
- ✓ Remote monitoring
- ✓ Home devices

## Socialization

- ✓ Conversations, board games, and reading
- ✓ Community and wellness programs
- ✓ Social events and sponsored group classes
- ✓ Walking and biking

**Call now to schedule an appointment!**

**1-855-485-9692  
(TTY: 711)**

Hours: Monday – Friday: 7 am – 10 pm,  
Saturday & Sunday: 7 am – 7 pm



papa

## Introducing the GlobalHealth Smart Wallet

All GlobalHealth Medicare Advantage members will receive a Mastercard Smart Wallet prepaid card to use for out-of-pocket expenses starting in January.

Amounts and benefits vary by plan, so be sure to read the letter when it arrives to find out what benefits you have, the amounts for those benefits, and how to activate your card.

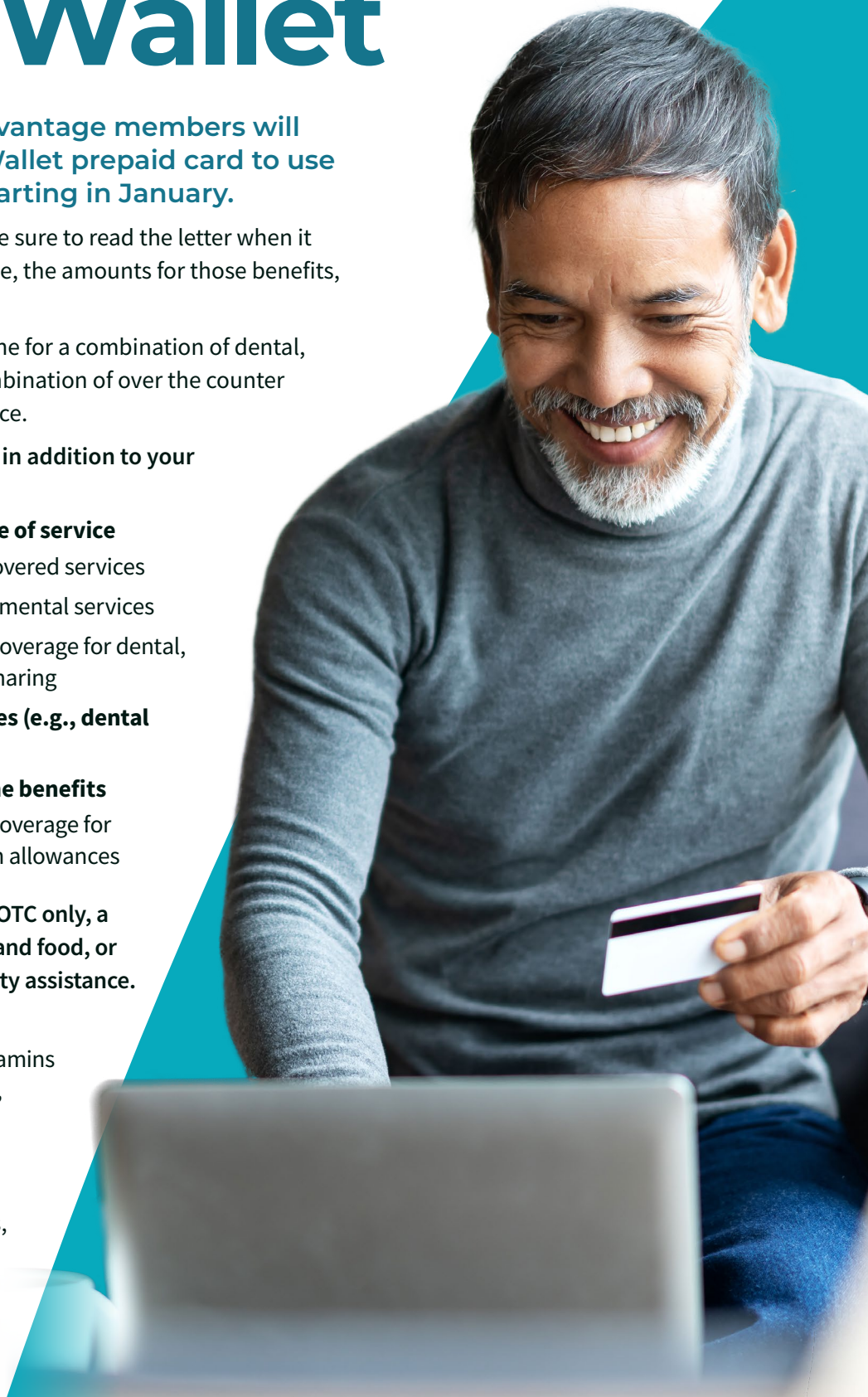
Most plans will have two allowances – one for a combination of dental, hearing, and/or vision and one for a combination of over the counter (OTC), groceries<sup>1</sup>, and/or utility<sup>2</sup> assistance.

The dental/vision/hearing allowance is in addition to your regular plan allowances. Use it for:

- ✓ **Copays or coinsurance at the time of service**
  - Copays may be for Medicare-covered services
  - Coinsurance may be for supplemental services
  - See plan-specific Evidence of Coverage for dental, vision, and hearing plan cost-sharing
- ✓ **Expenses for non-covered services (e.g., dental implants or lens upgrades)**
- ✓ **Expenses above plan limits for the benefits**
  - See plan-specific Evidence of Coverage for dental, vision, and hearing plan allowances

The Smart Wallet allowance may be for OTC only, a combination of over-the-counter items and food, or for a combination of OTC, food, and utility assistance.

- ✓ **Use the Smart Wallet to buy:**
  - Over-the-counter items like vitamins and minerals, first aid supplies, pain relievers, and even blood pressure monitors
  - Healthy foods like meat, fruits and vegetables, dairy products, and bread
  - Utility assistance for services like electric, water, and/or natural gas





# You Are Never Alone.



**nations**  
benefits

You can feel a little bit safer with the new personal emergency response system you can get through GlobalHealth. With just a push of a button, you can have a live person to talk to when you have an emergency. They can contact first responders and also contact a family member or friend if you request.

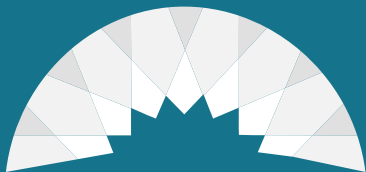
**You can call our partner, NationsBenefits, starting in January to choose your device and set up 24/7 monitoring service through ADT.**

Your NationsBenefits advisor will help you determine which model is right for you based on your lifestyle.

**Call Today!**

**1-877-241-4736 (TTY: 711)**

*Support Available 24 / 7*



**GlobalHealth**

MEDICARE ADVANTAGE PLANS

**Customer Care:**

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

8:00AM to 8:00PM,

Seven days a week (Oct 1 - Mar 31)

Monday through Friday (Apr 1 - Sept 30)

**[www.GlobalHealth.com](http://www.GlobalHealth.com)**

GlobalHealth is an HMO/SNP HMO with a Medicare contract and a state Medicaid contract for D-SNP. Enrollment in GlobalHealth depends on contract renewal. GlobalHealth has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) in 2023. This approval is based on a review of GlobalHealth's Model of Care. GlobalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GlobalHealth cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. GlobalHealth tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính. H3706\_Q1NEWSLETTER\_2023\_C