

November 2023 – Medicare Enrollee Edition **NEWS AND NOTES**



A Periodic Publication from the East End Health Plan

Contact Us: Office Telephone 631-687-3140 Mr. Frank Perry 631-472-3969 Email fperry@eehp.org

MEDICARE MEMBER WEBINAR— NOVEMBER 30, 2023

As a reminder the EEHP will be holding a Webinar on November 30, 2023 @ 1 pm (EST) regarding the Medicare Advantage Plan. If you haven't registered already, please visit the EEHP website (www.eehp.org) or www.empireblue.com/EEHP and register today.

EMPIRE IS BECOMING ANTHEM



On January 1, 2024, Empire BlueCross/BlueShield will officially become **Anthem Blue Cross and Blue Shield**. This transition represents a continuation of our journey to bring together everything Anthem has to offer and continues to enhance the best-in-class healthcare experience our partners, customers and members receive today. The provider network and the benefits provided through the EEHP will remain the same.

East End Health Plan members will receive a new ID card with the Anthem branding in early December.

Your member ID number, as well as the other information on the front of your card will remain the same; it will not change.

Once received members should discard their old Empire MediBlue Freedom (PPO) ID card. However, if you present the old card to a provider or pharmacy after January 1, 2024, it will still work.

PERSONAL HOME HELPER BENEFIT

Beginning January 1, 2024 the EEHP MAP will include a Personal Home Helper benefit. This benefit provides retirees with a personal care attendant to help with home-based chores. This benefit is available with a prior authorization and if a member needs help with at least two daily living activities as determined and recommended by their care provider. The benefit covers up to 124 hours of care in a calendar year, up to four (4) hours per day, for a maximum of 31 days in the calendar year.

A personal home helper can assist with:

- Bathing or showering, and dressing
- Light housekeeping (cleaning, laundry, dishes)
- Meal preparation
- Medication reminders

For further information contact Anthem BlueCross/BlueShield Member services at 1-833-848-8730.

HEARING AID BENEFIT

The benefit provides \$1,500 per ear for hearing aides every four (4) years. To receive the maximum benefit your audiologist should obtain your hearing aides through **Hearing Care Solutions**.

With more than 35 years of combined experience in hearing healthcare and with more than 4,500 locations nationwide, **Hearing Care Solutions** (HCS) can help deliver the care you need to hear and live better. For additional information, please contact **Hearing Care Solutions** at 1-855-312-2545. If you have any questions regarding this benefit please contact Mr. Frank Perry at 631-687-3140 or via email at fperry@eehp.org.

VISIT THE EAST END HEALTH PLAN WEBSITE AT www.eehp.org



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FORMULARY DRUG UPDATE

Effective January 1, 2024, the formulary upon which the prescription drug tiers is based will be changing. What this means is that the tier designation of some medications will change, i.e., a Preferred Brand Name Drug (Tier 2) may change to a Generic Brand Name Drug (Tier 1) or a Preferred Brand Name Drug (Tier 2) will change to a Non-Preferred Brand Name Drug (Tier 3), which may effect the member's copay. If a medication you are taking has been impacted, Anthem will send you a personalized letter along with a list of alternative drugs, if applicable. Retirees are eligible for a one-time (30-day supply) transition fill during the first 90 days to allow time to discuss any alternative drug with the prescribing doctor. All Part D eligible non-formulary medications are eligible for an exception request from the physician. For pharmacy-related questions or to enroll in the money saving home delivery option, call Anthem Pharmacy Member Services 1-833-360-3662 (TTY 711), 24 hours a day, 7 days a week.

POST HOSPITAL STAY—HEALTHY MEALS BENEFIT

Healthy Meals is a no cost benefit to eligible members who have been discharged from the hospital, Skilled Nursing Facility, or have a qualified chronic condition. You can contact Anthem BlueCross/BlueShield Customer Care at 1-833-848-8730 to request frozen nutritious dinners (or shakes) delivered to your home through GA Foods. This benefit includes 2 meals a day for up to 14 days, 4 times a year (total of 56 meals).

This program is not mandatory, and you can contact Anthem BlueCross/BlueShield Customer Care at 1-833-848-8730 to discontinue participation at any time.

2024 Health and Wellness Updates

Anthem is a health care delivery system offering a multitude of health and wellness initiatives personalized for each member. A few are listed below:

Health Risk Assessment - a brief annual (and confidential) telephonic survey to assist Anthem in meeting East End Health Plan retiree's health care needs.

SilverSneakers - no cost access to thousands of contracted gyms located nationwide. SilverSneakers also provides digital resources through SilverSneakers LIVE™ virtual classes, SilverSneakers On-Demand™ videos available 24/7 and a mobile app, SilverSneakers GO™

House Calls - a licensed House Call clinician comes to your home, at no additional cost, to discuss your health needs and answer your questions. You can receive a \$50 gift card for completing a home visit!

Home Lab Kits - if you are overdue for any preventive screenings, Quest Diagnostics will mail at-home test kits at no additional cost. You can complete the test in the privacy of your home, return the test with the prepaid shipping label, and receive the results within a week.

LiveHealth Online - gives you 24/7 access to board-certified medical physicians through two-way live video by visiting livehealthonline.com from anywhere, using your smartphone, tablet, or computer with a camera at \$0. The wait time is less than 10-minutes to help with common illnesses, such as colds, allergies, or flu and prescriptions can be sent to your local pharmacy. You also have access to licensed therapists, Psychologists, and Psychiatrists at livehealthonline.com

24/7 Nurseline - allows 24/7 access to registered nurses for a variety of questions, including how to choose the right level of care. Choosing the most appropriate treatment option for each unique situation can mean cost savings for you.