

 Priority Health™

health journal

SPRING 2024





At Priority Health, your health is our top priority.

Whether it's giving you access to the care you need with a Priority Health Medicare Advantage Plan — plans that are among the highest rated in the state and in the nation¹ — or ensuring your questions are answered with respect and dignity by our award-winning customer service² team, we're honored to be your partner as you navigate your physical and mental health.

Because after all, the most important part of your health plan is you.



96% of our Medicare members stay with us, compared to the national average of 80%.³

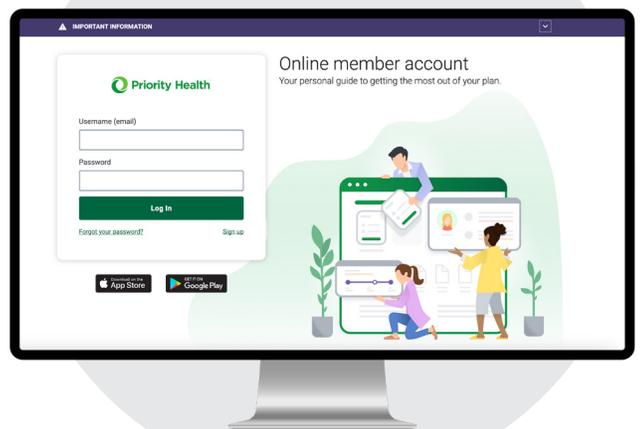
Managing your plan is easier than ever

Your Priority Health member account gives you instant access to all your important plan information, tools and services.

In your account you can:

- ✓ See what's covered by your plan.
- ✓ Find or change your primary care physician.
- ✓ Replace a lost ID card.
- ✓ Schedule virtual care appointments.
- ✓ Pay your bill.

All you need to set up your account is your member ID. Click [here](#) to set up your account today.



¹Priority Health Medicare Advantage HMO-POS plans are one of the highest-rated HMO-POS plans in Michigan, and some of the highest-rated Medicare insurance plans in the nation, with a rating of 4.5 out of 5 in the NCQA Medicare Health Insurance Plan Ratings 2023. ²Priority Health has been named to Newsweek's America's Best Customer Service 2024 list. Based on an independent survey of U.S. customers who have either made purchases, used services, or gathered information about products or services in the past three years. ³According to the 2022 Medicare Advantage Health and Drug plan Disenrollment Reasons Survey results issued by the Centers for Medicare and Medicaid Services (CMS), September 2023. Results for HMO-POS plans.

What's *new* from Priority Health in 2024

We've made some exciting changes to our coverage.



Save on health and wellness products.

- **All** Priority Health Medicare Advantage plans now come with an over-the-counter (OTC) allowance to use toward thousands of OTC health and wellness products including aspirin, cold medicines, compression socks, bandages and more.
- **Priority** Medicare Key, Thrive, ONE and Vital members with certain chronic conditions may also use the allowance toward health food and produce.* To find out if you're eligible to use your allowance on healthy food and produce, [fill out this brief survey](#).



Preventive care is now easier to schedule.

You no longer need to wait a full 12 months in between Annual Wellness Visits; you can schedule your visit anytime in 2024.



Save even more money on prescriptions.

All tier 1 (preferred generic) medications continue to be available for \$0 when you fill a 90-day prescription at a [preferred pharmacy](#)** or by mail-order with Express Scripts. Just ask your doctor for a new, 90-day prescription and have it filled at a preferred pharmacy or sign up for Express Scripts home delivery:

- In your member account.
- At [express-scripts.com/register](https://www.express-scripts.com/register).
- By calling **888.378.2589**.



*Members who qualify for Special Supplemental Benefits for the Chronically Ill (SSBCI). **Priority Health's pharmacy network includes limited lower-cost, preferred pharmacies in Michigan. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call 888.389.6648, TTY users call 711, or consult the online pharmacy directory at [prioritymedicare.com](https://www.prioritymedicare.com).

Three ways to support your mental health

Supporting your mental health as you age can be as easy as 1, 2, 3.

1

Exercise your body

Regular exercise, such as walking water aerobics or stretching can improve the amount and quality of your sleep which, in turn, can help you control stress and anxiety. Exercise also stimulates the production of brain chemicals that ward off depression and anxiety. You can keep moving with **SilverSneakers**, a free and convenient fitness program that gives you access to virtual exercise classes, home fitness kits and thousands of participating fitness centers nationwide.



2

Exercise your brain

Mental exercise is a term for anything that engages your brain such as puzzles, crafts, music, etc. When done on a regular basis, these activities help people think faster, focus better and remember more, and lead to a release of the brain chemicals that ward off depression and anxiety. Online mental exercises, such as those offered by **Brain HQ**, can be a convenient and fun way to get those same cognitive and mental health benefits. You also have free access to **Teladoc Health Mental Health**, a digital tool that encourages and tracks positive mental health habits and exercises.



3

Stay connected

Research shows that loneliness in older people can lead to feelings of depression. Regular interaction with family, friends, neighbors or even a **PriorityCare Papa Pal*** can provide a sense of belonging and purpose, increasing both happiness and longevity.



*PriorityCare is only available to members with PriorityMedicare Edge, PriorityMedicare Ideal, PriorityMedicare Compass, PriorityMedicare ONE, PriorityMedicare D-SNP and PriorityMedicare D-SNP Advantage.

The ABCs of heart health

People age 65 and older are much more likely than younger people to develop heart problems. But knowing what to do to keep your heart healthy as you age is as easy as A, B, C.



Take **Aspirin** as directed by your health care provider.

Ask your health care provider if aspirin can reduce your risk of having a heart attack or stroke.



Control your **Blood pressure**.

Find out what your blood pressure numbers are. If you have high blood pressure, work with your health care provider to lower it.



Manage your **Cholesterol**.

Talk to your health care provider about your cholesterol numbers and how to lower your bad cholesterol if it's too high.



Don't **Smoke**.

It's never too late to quit. If you smoke, talk to your health care provider about ways to quit.



A RECIPE FOR HEART HEALTH

Greek Wrap

- 4 whole grain tortillas
- 1 cup baby spinach
- 1 cup sliced cucumber
- 1 cup quartered cherry tomatoes
- 1 cup canned chickpeas, no or low salt added
- ¼ cup crumbled feta cheese
- Lemon Dill Vinaigrette:
 - ¼ cup extra virgin olive oil
 - ¼ cup lemon juice
 - 1 teaspoon onion powder
 - 1 teaspoon garlic powder
 - 1 teaspoon dried dill
 - ⅛ teaspoon ground black pepper
 - ⅛ teaspoon kosher salt

1. In a small bowl whisk all vinaigrette ingredients together.
2. Place ¼ cup of spinach, cucumber, tomato and chickpeas on each tortilla. Add 1 tablespoon feta and vinaigrette to each tortilla.
3. Wrap burrito style and cut in half to serve.



Yield: 4 servings



\$0

**Preventive care
helps you
stay healthy**

It can be hard to find time to fit preventive care into your busy schedule but imagine how much time you'd lose if a minor health problem became a serious medical issue.

Preventive care includes services that help you avoid potential problems or find them early when they are most treatable — often before you feel sick or have symptoms. These services include:

- ✓ Annual physical exams.
- ✓ Annual Wellness Visits.
- ✓ Mammograms.
- ✓ Colonoscopies.
- ✓ Vaccines, and more.

Here's another time saving tip: ask your provider if you can schedule your annual physical exam and Annual Wellness Visit at the same time. That way you can discuss any concerns you have and won't be charged for an office visit, no matter what or how much is discussed.

Do you know the difference?

Your **annual physical exam** is where your doctor will check your vitals, including weight, heart rate and blood pressure, and will update any needed shots.

Your **Annual Wellness Visit** is where you and your doctor can make or update a personalized prevention plan based on your current health and risk factors. These are “free to talk” visits which means you won't be billed more to talk about any questions or concerns.

Say what? Hearing is an important part of your health.

Hearing loss can play a significant role in your quality of life and can contribute to safety risks. Loss of hearing has been shown to increase risk of dementia, feelings of social isolation and depression and risk of falling.

As part of your Priority Health Medicare Advantage plan, you have access to a \$0 routine hearing exam each year and hearing aid coverage. Take advantage of this preventive care to help prevent hearing loss issues.

Earn gift cards to popular retailers by staying up to date on your preventive care*. To learn more, click [here](#) or log into your member account then click on Wellbeing Hub.



*Program period runs from March through December each year. Rewards for services received in 2024 must be redeemed before 01/31/2025.



We're listening.

What would you like to see in the next Health Journal?
Take this [brief survey](#) to let us know.

Coming this October: 2024 Medicare Health Fair

2023's Medicare Health Fair was so successful that we're offering two in 2024 — one in West Michigan and one in Southeast Michigan. Keep an eye out for more information. You won't want to miss it.

In 2023, more than 45 Priority Health employees volunteered to host the first Medicare Health Fair. The in-person event featured games, food and factual information for both current and prospective members. An estimated 615 guests attended, interacting with 11 outside vendors and 7 Priority Health booths. With the help of Corewell Health West, the team completed 132 health screenings and created the ultimate atmosphere to learn about health and health benefits.



Get the latest news, tips and information. Like us on Facebook or follow @PriorityHealth on Twitter and Instagram.

If you need to update your address with us, please call the number on the back of your member ID card.

