

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 Dual Eligible Special Needs Plan (D-SNP) — a plan that's received 4 out of 5 stars from the Centers for Medicare and Medicaid for 2024¹ — 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.

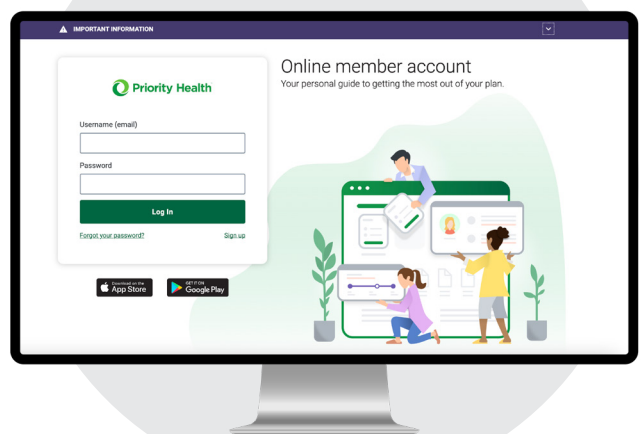
Managing your plan is easier than ever

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.

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



¹Based on 2024 CMS star ratings results for HMO-POS and PPO plans. Every year Medicare evaluates plans based on a 5-star rating system.

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.

What's *new* from Priority Health in 2024

We've made some exciting changes to our coverage.



New ways we're helping you save.

All Priority Health D-SNPs now come with a PriorityFlex allowance to use on:

- Thousands of over-the-counter (OTC) items.
- Healthy food and produce.
- Pest control services and select utilities including gas, water, electric and internet.³

You can shop for OTC items and healthy food and produce in-store, online (OTC items only), by phone, through the OTC-Anywhere app or by mail-order. Pest control services and utilities can be paid the same way as you would with any other VISA card.

Be sure to use your allowance. It does not roll over.

To learn more, call the Priority Health OTC Service Center at 800.688.1838 (TTY 711) or go to priorityhealth.com/OTC.



\$0 prescription drugs

All Part D prescription drugs are now \$0 for Priority Health D-SNP members. You can buy prescriptions at retail pharmacies or through mail order for \$0.³

To learn more, click [here](#).



Preventive care is now easier to schedule.

You no longer need to wait a full 12 months between physicals or Annual Wellness Visits. You can schedule those visits anytime in 2024. Remember, your plan covers one physical and one Annual Wellness Visit per year.



³Members must receive Extra Help (Low Income Subsidy) to use this benefit.

Three ways to support your mental health

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

1

Exercise your body

Regular exercise, such as walking, water aerobics or stretching, can help you sleep better. Getting better sleep can help you control stress and anxiety. Exercise also helps your brain make the chemicals that ward off depression and anxiety. Keep moving with [SilverSneakers](#), a free fitness program that gives you access to virtual exercise classes, home fitness kits and thousands of participating fitness centers.



2

Exercise your brain

Mental exercise is a term for anything that makes your brain work hard, such as puzzles, crafts or music. It can help people think faster, focus better and remember more. It can also lead to the release of the brain chemicals that ward off depression and anxiety. Online mental exercises, such as those offered by [Brain HQ](#), can be an easy and fun way to get those same mental health benefits. With your Priority Health D-SNP, you also have free access to [Teladoc Health Mental Health](#), a digital tool that supports positive mental health habits and exercises.



3

Stay connected

Research shows that loneliness can lead to feelings of depression. Regularly talking to family, friends, neighbors or even a [PriorityCare Papa Pal](#) can provide a sense of belonging and purpose, increasing both happiness and longevity.



The ABCs of heart health

Knowing what to do to keep your heart healthy 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, think of how much time you'd lose if a minor health problem became a serious medical issue.

Preventive care helps 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 big role in your quality of life. It can also be a safety risk. Loss of hearing has been shown to increase risk of dementia, feelings of social isolation and depression and risk of falling.

Your Priority Health D-SNP includes an annual routine hearing exam and two advanced hearing aids for \$0. Take advantage of this preventive care to help prevent hearing loss.

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.

Don't let time run out: medicaid redetermination is going on now

Medicaid redetermination is going on now. If you haven't already done so, you need to re-enroll in Medicaid so that you don't lose access to your Priority Health D-SNP benefits.

If you have already re-enrolled, you don't need to do a thing to keep your Priority Health D-SNP coverage.

If you have questions about enrollment or eligibility, contact your care manager.

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.

