

Member Connections

A Monthly Newsletter from HealthTeam Advantage

January 2024 Edition



Welcome to 2024 with HealthTeam Advantage!

Whether you're one of our new members or you've been with us since we first started offering Medicare Advantage plans in 2016, we are so grateful for the trust you put in us. Thank you for being a member! 😊 Here are just a few things we're excited about in 2024:

Enhanced benefits: We are always looking for new ways to serve you better! This year, we're offering new benefits such as Companionship Services, Memory Fitness, Preferred Pharmacies, an Over-the-Counter (OTC) Benefit, Transportation Services, and In-home Meal Delivery. Benefits vary by plan, so please refer to your [Evidence of Coverage](#) for details.

Help when you need it: Our Healthcare Concierge (HCC) team is trained to help you make the most of your plan. Your HCC will get to know you and your healthcare needs, so you'll have a dedicated person to call when you need help finding a provider, have questions about your coverage, or need assistance with a claim.

Strong community connections: Just last month, we opened our first Local Benefit Center in High Point, giving you a comfortable new space to meet with your HCC, take a class, and socialize with other members. We hope to see you at local events we sponsor throughout the year – including summer concerts, fall festivals, golf tournaments, our Living Plus education series, and much more!

We hope you're as excited as we are about 2024. If you have any questions, please call your HCC at 888-965-1965 (TTY 711). We look forward to hearing from you!

Important Reminders for 2024

Over-the-Counter (OTC) Benefit

Your HTA plan includes a benefit through NationsBenefits® that can be used to purchase a variety of OTC items, such as first aid and medical supplies, pain relievers, cold and flu medications, diabetes supplies, vitamins, dental care products, and more.

Please read our recent [Member Alert](#) for details on how to use this new benefit.

Silver Sneakers® Can Help with Your 2024 Goals

Keeping resolutions can be tough, but January is the perfect time to create healthy habits for the year. SilverSneakers can help you get the exercise, inspiration, and support you need to reach and stay at a healthy weight.

[How SilverSneakers Can Help](#)



Happy Thyroid Awareness Month!

Did you know that being over 60 increases your risk for hypothyroidism? January is Thyroid Awareness Month, so let's learn about the gland that regulates your metabolism.

[Get to Know Your Thyroid](#)



Know Your Benefits: Papa Pals

Have you heard about our new companionship and support services benefit? Through Papa, you have access to **Papa Pals, a network of friendly helpers available both in-person and by phone.** Papa Pals provide companionship, and they can **support you with everyday tasks** such as transportation to and from the doctor, running errands, folding laundry, grocery shopping, preparing dinner, assistance with technology, and more.

There is a \$0 copay for companionship services with a Papa Pal. Coverage limits apply, so see your plan's [Summary of Benefits](#) for details. Please note that you must use services administered by Papa for this benefit. Visit papa.com/members to learn more.

Cold Weather Safety Tips

We all know that we should bundle up when we're headed outside in winter. But did you know that it's just as important to make sure you're keeping warm when you're indoors? Get tips for staying warm inside (and learn the warning signs of hypothermia, a dangerously low body temperature) in this article from the National Institute on Aging.

[Stay Warm This Winter](#)

Having a tough time?

Please let your provider know about any trouble you're having with expenses, food, housing, or transportation!

When you go to the doctor's office, you may think you're just there for a physical checkup. Perhaps that's true for the most part, but if there are unfortunate circumstances occurring in your life at the time of the visit, this can have a major impact on your health. **Circumstances in our daily lives influence a very large part of our physical well-being.**

If you are experiencing unforeseen circumstances — such as making a choice between filling a prescription or buying food or paying a utility bill — please make your provider aware. **There are services available, so this is not a choice that needs to be made.** Medicine, housing, and other expenses, including caring for other family members (such as grandchildren), can fray household expenses.

Please don't be anxious about speaking about your unique situation because both HealthTeam Advantage and your provider want to avoid letting these unforeseen circumstances jeopardize your health!

HTA in the Community

Join the fun this January with HealthTeam Advantage!

Come be a part of our community events – they're not only enjoyable but also full of useful information. We're looking forward to having you there!



January Living Plus Events

15th Annual Martin Luther King, Jr. Day of Service

January 14 from 1-4 pm

Barber Park: Simkins Pavilion, 1500 Barber Park Dr., Greensboro

The Volunteer Center is hosting its 15th Annual Martin Luther King, Jr. Day of Service at Barber Park in Greensboro. Join us for service projects, a non-profit fair, a community art project, a food drive, and more! Learn more and register on their [website](#).

A Moment in Time Memory Café

January 16 at 1:30

Jamestown UMC Campus, 403 E. Main St., Jamestown (Park and enter at Fellowship Hall)

People with dementia and their caregivers are invited to play games, enjoy snacks, listen to music, and socialize in a relaxing environment. To register, call Laura Gullede at 336-906-0430.

Greensboro Elks Lodge Senior Breakfast

January 18 at 9 am

Greensboro Elks Lodge, 2201 W. Cornwallis Dr., Greensboro

Open to all. Enjoy some great food, fellowship, and fun!

Thrifty Thursday Senior Movie Series

February 1 at noon (movie starts at 1)

Sunset Theatre, 234 Sunset Ave., Asheboro

We're proud to sponsor this monthly event, which includes a movie, popcorn, a small soda, and a chance to win door prizes before the movie! Free to everyone over 50. The February movie is "Viva Las Vegas."

Free Boredom Busters Packets

Family caregivers, you can sign up to receive a monthly activity packet to share with your loved ones. Includes word puzzles, word searches, games, trivia, craft activities, recipes, and more. To receive our Boredom Busters packets, email your name and mailing address to Shelby.Kline.

Questions or Need Assistance?

Contact your Healthcare Concierge by phone or email.

Phone: 888-965-1965 (TTY 711)

Email: conciiergehta@htanc.com

October 1 – March 31, 8am to 8pm ET, seven days a week

April 1 – September 30, 8am to 8pm ET, Monday through Friday



Have a compliance concern or suspect fraud, waste, or abuse?
Contact the Compliance Helpline (anonymously, if you wish) at:
[1-855-741-4518](tel:1-855-741-4518) or www.hta.ethicspoint.com

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