

Member Connections

A Monthly Newsletter from HealthTeam Advantage

October 2023 Edition

New Plans New Benefits



New Plans, New Benefits in 2024!

It's almost that time again — the Medicare Annual Enrollment Period, or AEP, runs from **October 15 through December 7, 2023**. We're excited to introduce two new plans and some exciting new benefits for our members!

Introducing Eagle PPO and Cardinal HMO

In addition to our PPO I, PPO II, and HMO-CSNP plans, we will offer two new plans for 2024, the Eagle and the Cardinal:

- The [Eagle is a PPO plan](#) with a \$0 premium, \$0 medical deductible, and \$0 copay for in-network primary care providers. Please note that there is no Medicare Part D prescription drug coverage with this plan.
- The [Cardinal is an HMO plan](#) with \$0 premium, \$0 deductible for medical and prescriptions, and \$0 copay for in-network primary care providers and specialists. Since this is an HMO plan, you must use providers in our network.

New Benefits for PPO and CSNP Plans

We are excited to announce some updates coming to our current plans in 2024:

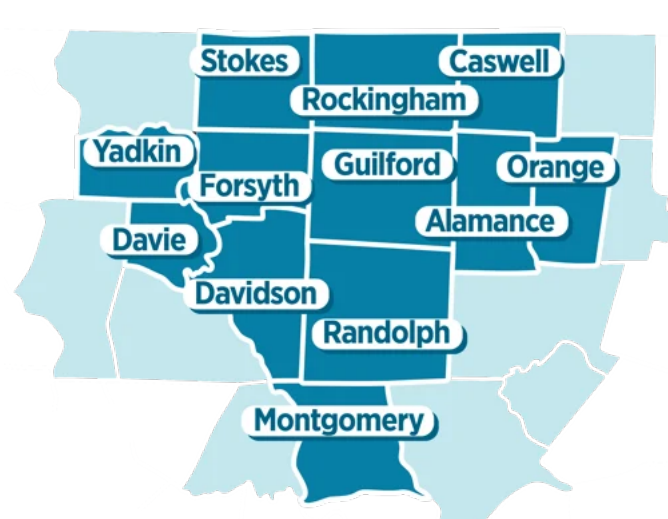
- Quarterly OTC allowance (*added to all plans*)
- Meal delivery after a qualifying procedure
- Companionship services benefit
- Memory fitness benefit
- Transportation benefit (*for CSNP and Eagle plans*)
- Reduced premium for PPO II plan to \$50

Please visit the link below for details on all 2024 plans and benefits. **If you want to stay on your current HTA plan, you don't need to do anything during AEP!** Thank you for being a member.

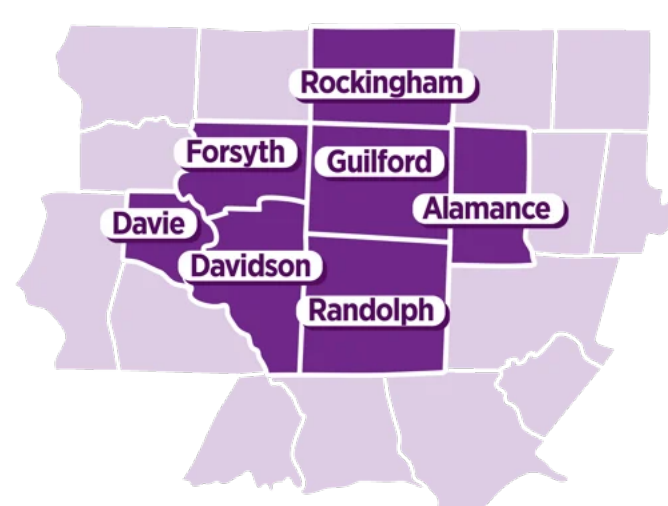
2024 Plans and Benefits

Expanding Our Coverage Area

We're making our plans available to more North Carolinians in 2024! Our coverage area for the **PPO I, PPO II, and Eagle plans** will include Orange County next year, in addition to the 11 counties we currently serve.



For our **Diabetes and Heart Care (HMO-CSNP)** and **Cardinal plans**, we're expanding our coverage area into Davidson, Davie, and Forsyth counties. This means these plans will be available in 7 North Carolina counties next year.



Know Your Benefits: Memory Fitness

Many members know about the SilverSneakers® fitness benefit available at no cost to you. (If you haven't been using this benefit, you can get started with [three easy steps](#).) Using the SilverSneakers benefit is a great way to improve or maintain your physical health by participating in classes or viewing online resources.

Next year, we're adding a new benefit to help exercise your brain! We call this our [Memory Fitness Benefit](#) from BrainHQ. It includes online exercises that work on memory, brain speed, attention, navigation, and people skills. As the new year begins, you can use BrainHQ to help improve or maintain your memory and brain health.

Memory Fitness will be available starting January 1 at no cost to members. Please give it a try and let us know what you think!

Important Reminders

October is **National Breast Cancer Awareness Month** — a great reminder to schedule your annual mammogram if you are due for one. There is no copay for in-network screening mammograms. The out-of-network copay is \$30 for PPO members.

A Gift for Your Family (and Your Health)

The holidays are fast approaching! Here's an idea — give your family the gift of "peace of mind" this holiday season. Schedule an annual wellness visit with your PCP. (Or get in touch with your provider if you had your annual wellness visit and were asked to follow up.)

No gift wrapping, no returns, and it's customized just for you!

Imagine the peace of mind your family will have that you have taken the initiative to take care of yourself so that you can enjoy the holidays with them. What could be better than your being present at the table with family?

Member Calendar Coming Soon

Thanks to everyone who submitted photos for our 2024 Member Calendar! (We will notify you by email if your photo was selected.) Please be on the lookout for your copy in November.

HTA in the Community

Come be a part of the excitement this October!

HealthTeam Advantage invites you to join us for a series of enjoyable and informative events in our community! We can't wait to see you there!



October Community Events

A Moment in Time Memory Café

October 17 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. This month's theme is the County Fair. To register, call Laura Gullede at 336-906-0430.

Caregiver Engagement Fair

October 20 from 9 am to 2 pm

Mt. Zion Baptist Church, 1301 Alamance Church Rd., Greensboro (East Campus, Sanctuary Entrance)

Meet local vendors and learn about community resources. Lunch and on-site respite care provided.

HTA Member Health Fair

November 2 from 10 am to 2 pm

Alamance County YMCA, 1346 S. Main St., Burlington

Learn how to better manage your health at our member health fair! Join us for free health screenings, diet and exercise tips, healthy snacks, and more. We hope to see you there!

How to View or Request Plan Documents

Visit HealthTeam Advantage online to view or download a printable copy of the following 2024 documents:

- Evidence of Coverage (EOC)
- Provider and Pharmacy Directory
- Comprehensive Formulary*

If you would like a printed copy of these materials or prefer to have them emailed to you, please email memberservices@htanc.com. Of course, you can always call your Healthcare Concierge at 1-888-965-1965 (TTY 711) to request materials or get answers to questions about your 2024 benefits.

***Please note: There is no Part D prescription coverage with the Eagle plan.**

Thanks for Being a Member!

We appreciate your patience as we continue to work with our claims processing vendor. We are making great progress, and you will notice a significant difference very soon.



Have a compliance concern or suspect fraud, waste, or abuse?
Contact the Compliance Helpline (anonymously, if you wish) at:

1-855-741-4518 or www.hta.ethicspoint.com



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