

Member Resource Guide

Not Just Caring for You, Caring *About* You

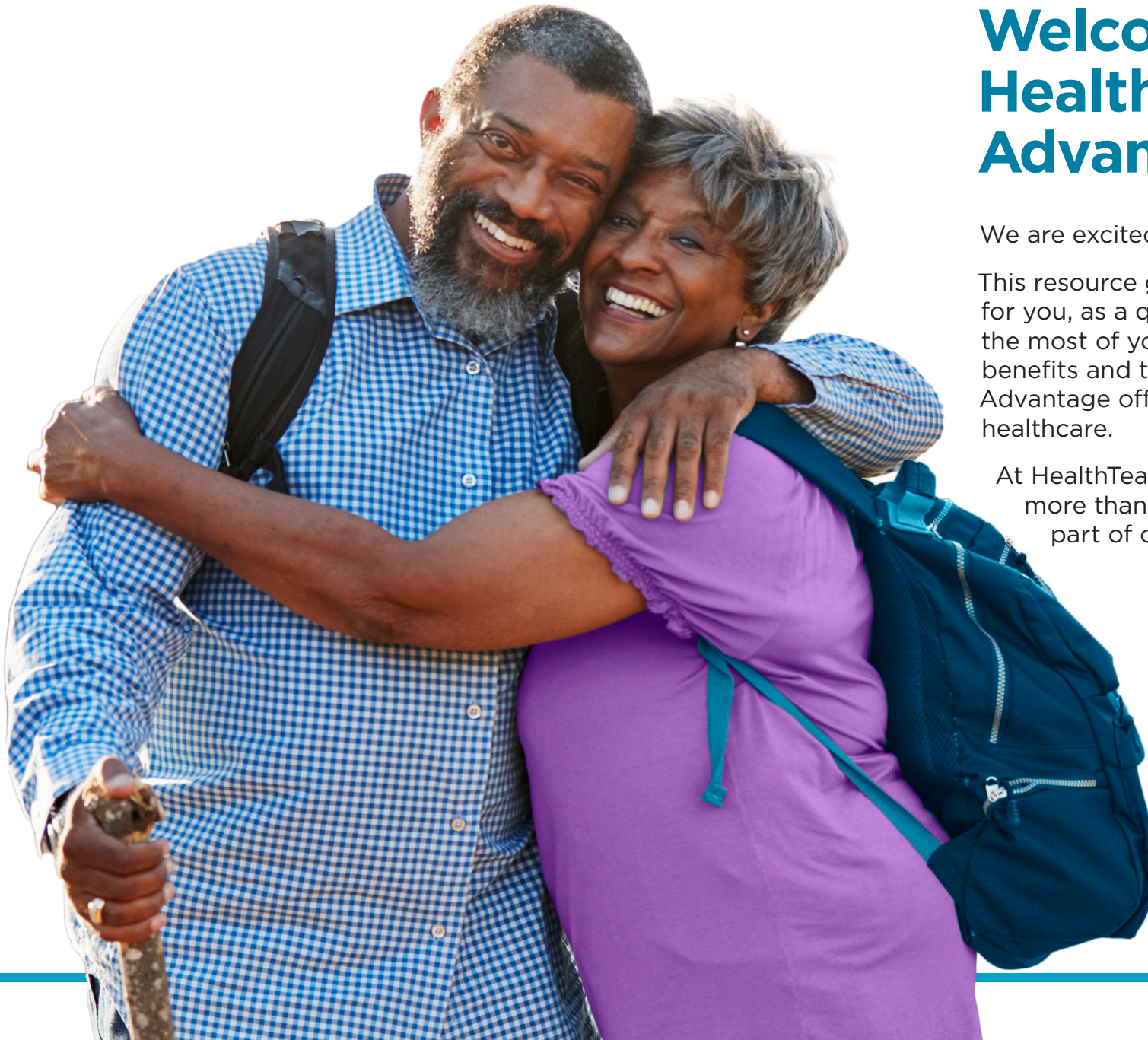


Welcome to HealthTeam Advantage

We are excited to have you as a member!

This resource guide was created especially for you, as a quick reference, to make the most of your HealthTeam Advantage benefits and the resources HealthTeam Advantage offers to manage your healthcare.

At HealthTeam Advantage, you are more than just a member — you are part of our family!



The Personal Touch



We are committed to providing you with the best member experience. That means you'll have a dedicated Healthcare Concierge to call when you need help (instead of being transferred from person to person). Our Healthcare Concierges are local experts who are knowledgeable about Medicare. They understand how our Medicare Advantage plans work and are devoted to answering all your questions.

Simply call or email your Healthcare Concierge for:

- ◆ Assistance finding a provider and scheduling appointments
- ◆ Answers to plan and benefit questions
- ◆ Help with special healthcare needs
- ◆ Prescription assistance



Email:
conciergeHTA@htanc.com



Call:
888-965-1965 (TTY 711)

8 a.m.–8 p.m.

Oct. 1–March 31, 7 Days a Week
April 1–Sept. 30, Monday–Friday

Member ID Cards

HealthTeam Advantage provides each member with two ID cards when they first enroll. One to keep with you at all times and one to keep in a safe place.

Did you receive your member ID cards? If not, please contact your Healthcare Concierge.

Your ID card looks like this:



Always keep your ID card with you. Be sure to show it each time you get healthcare services. You will need it when you:

- ◆ Visit a provider
- ◆ Go to an urgent care center
- ◆ Go to an emergency room (ER)
- ◆ Go to the hospital for any reason
- ◆ Get medical supplies
- ◆ Get a prescription filled (MAPD Plans Only)
- ◆ Receive medical tests and screenings

Lost your ID card?

Call your Healthcare Concierge to order a replacement, which will be mailed within 15 days.



Choose a Primary Care Provider



Selecting a primary care provider (PCP) is an important first step toward improving your health. Your PCP will attend to most of your medical needs, including wellness visits and routine screenings, non-emergency illnesses, and questions and concerns about your health.



When you select a HealthTeam Advantage in-network PCP, you'll have a dedicated doctor who will focus on your individual healthcare needs and coordinate your care with other in-network providers, if needed. This allows you to keep your out-of-pocket costs lower and more predictable.

To find a list of “in-network” doctors and hospitals, search the online provider directory on the HealthTeam Advantage website at www.htanc.com/find-a-provider, or call your Healthcare Concierge for assistance.



Reminder Out-of-Network/non-contracted providers are under no obligation to treat HealthTeam Advantage members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call your Healthcare Concierge or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Schedule Your Annual Wellness Visit



Visiting your primary care provider for your annual wellness visit is an important part of your health routine. Regular exams can help identify risk factors and problems before they become serious.

If diseases are caught early, treatments are usually much more effective.

Prepare for your visit

Organize your thoughts and questions so your doctor can make better use of time, and you will be more satisfied with the visit.



Your health deserves your full attention—at least once a year!

Call your Healthcare Concierge today to assist you in scheduling your annual wellness visit.



Here's how to make the most of your appointment:

Make a list of medications

Take a list of all prescriptions, over-the-counter medicines, vitamins, and supplements with you and make note of any allergies or side effects you have had from medications.

Ask about screenings & vaccinations

Find out if it's time for any shots or screenings. You may be due for a flu shot, pap test, mammogram, prostate cancer screening, colon cancer screening, or other screenings. Knowing in advance helps so that you're mentally and physically prepared — especially if there are any special instructions to follow, such as fasting before a cholesterol test.

Note any changes to your health

Have you noticed any body changes, including lumps, skin changes, dizziness, pain, or other problems? Are you experiencing depression, anxiety, or sleeping problems? If possible, write down when you first noticed the change.

Write down a list of questions

Take this list with you, and bring a pen to jot down notes as your provider answers them. When you're in the office, it can be hard to remember everything.

Preventive Screening Guidelines

Preventive screenings not only detect illnesses and diseases in their earlier stages when they're easier to treat, they can also help you and your healthcare provider learn more about your well-being and identify lifestyle changes that can help you be healthier and happier. Take an active role in your health and partner with your personal doctor to create a preventive care schedule.

HealthTeam Advantage may contact you to make sure that you are up to date on your preventive screening.



Ask your provider if it's time for any of these preventive services!

Screenings

- Breast Cancer
- Colorectal Cancer
- Prostate Cancer
- Skin Cancer
- Cervical Cancer

Tests

- Blood Glucose
- Blood Pressure
- Bone Density
- Cholesterol
- Routine Diabetes Testing (such as a Hemoglobin A1c blood test, Diabetic Eye Exam, Kidney Health Evaluation, Diabetic Foot Exam)

Vaccines

- Flu
- Pneumonia
- Shingles
- RSV
- TDAP (tetanus, diphtheria, and pertussis)
- COVID-19

Your provider will ALWAYS want to know if you:

- are struggling with depression or feeling suicidal
- have fallen or need help with fall prevention
- have any concerns about bladder control
- are starting a new exercise plan
- are having side effects to current medications
- are taking any new medications or supplements

Be sure to schedule your dental, vision, and hearing exams too!

Emergency or Urgent Care?

This guide can help if you're not sure what type of medical attention you need.

Always use your best judgment to determine if you require emergency care.

Remember, if it's an emergency, dial 911!

If it's not an emergency and you're not sure where to go, call the 24-hour Nurse Line at 877-229-8614 (TTY: 800-735-8262) 24 hours a day, seven days a week.

A trained, registered nurse will help determine where you should seek treatment.

These symptoms require an ER visit:



- Significant difficulty breathing
- Stroke symptoms
- Broken bones
- Severe pain, especially in the chest or stomach
- Severe burns
- Uncontrolled bleeding
- Possible drug overdose or poisoning
- Thoughts of suicide or self-harm

Visit an Urgent Care for these symptoms:



- Mild allergic reactions
- Mild to moderate asthma symptoms
- Sprains and strains
- Moderate pain or discomfort
- Mild burns
- Minor cuts or wounds requiring prompt attention
- Animal or insect bites

See your doctor for the following:



- Regular screenings and vaccines
- Cold and flu symptoms
- Mild fevers
- Mild to moderate pain
- Chronic conditions
- Check-ups and preventive care
- Medical, medication, and behavioral health questions

Plans Packed with Benefits

Here's a quick overview of what our plans have to offer. For benefits specific to your plan, just scan the QR code for your plan or refer to your Evidence of Coverage.



Dental



**Memory
Fitness**



Vision



**In-Home
Support**



Hearing



**Custodial
Care**



**Flexible
Wallet**



Transportation



**Over-the-
Counter**



**Meal
Delivery**



**Nurse Advice
Line**



**Care
Management**



Fitness



**Worldwide
Travel**



See Your Plan's Benefits

Remember, benefits vary by plan! Learn more about your plan's benefits by scanning the appropriate QR code below.



Plan I (PPO)



**Vitality Plan
(PPO)**



Plan II (PPO)



**Diabetes &
Heart Care
(HMO C-SNP)**



**Eagle Plan
(PPO MA-Only)**



**Cardinal Plan
(HMO)**

Need More Info?

Your **Evidence of Coverage** spells out all the plan details. Just scan this QR code to view it and other plan documents online. Of course, you can always call your Healthcare Concierge with questions!



Get the Most from Your Prescription Drug Benefit

As a HealthTeam Advantage member, you can take a few simple steps to save money each year.

Use a Preferred Pharmacy



Save money by using a Preferred Pharmacy, which offer lower copays for some drugs. Locations include national chains such as CVS, Harris Teeter, and Walmart, plus many local, independent pharmacies. Cone Health Community Pharmacy is another option, which allows prescriptions to be seamlessly integrated into member medical records.

Scan this QR Code to search for Preferred Pharmacy locations.

Use a Network Pharmacy



Is your pharmacy in the HealthTeam Advantage network? Save on out-of-pocket costs by choosing a Network Pharmacy.

Scan this QR Code to search for a Network Pharmacy near you.

Consider a Mail Order Pharmacy



You may be able to save time and money by using a Mail Order Pharmacy. You'll get a 90-day supply of medications delivered to your home.

Scan this QR Code to learn more about your mail order options.



Consider Generics



If you are taking a brand name medication, ask your provider if there is a generic that can be prescribed instead. If a generic is available, this can reduce your out-of-pocket costs.

Scan this QR Code to search for brand name and generic medications covered by HealthTeam Advantage.

Questions?

Call your Healthcare Concierge with any questions about your prescription coverage.

Wellness Resources

At HealthTeam Advantage, we want to make sure you have the tools you need to stay healthy. We offer these wellness resources at no cost to you, and we hope you'll take advantage of them!



Living Plus Wellness Program

Designed just for HealthTeam Advantage members of all abilities, Living Plus promotes active living, healthy eating, and social connections. You can participate in a variety of programs through Living Plus based on your needs and interests:

Health Coaching: Our registered dietitian and health coach offers specialized, one-on-one coaching sessions over the phone. Available to members who are referred for medical nutrition therapy, stress management, and other chronic disease management support.

Diabetic Wellness Program: Designed to help members learn to better manage diabetes with personalized coaching, videos, and group meetings.


Nutrition and Cooking Demos: Learn how to prepare healthy, nutritious recipes by watching videos anytime on Facebook or YouTube. You can also explore a variety of health and wellness topics presented by our experts.

Ready to get started? Our Living Plus wellness program is ready when you are! Just scan the QR code to learn more.



SilverSneakers®




All HealthTeam Advantage members have access to SilverSneakers, a nationally recognized leader in fitness for mature adults, at no cost. That means you can take free fitness classes, in person or online, and visit participating fitness locations for free! Just  scan the QR code to activate your membership and find classes near you.

Always talk with your doctor before starting an exercise program.


Memory Fitness

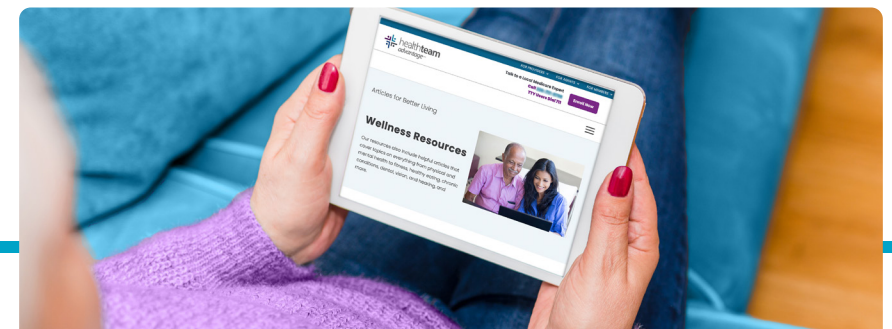


Just as exercise is important for physical health, brain training exercises can improve memory and cognitive performance. That's why we offer BrainHQ, a program of online exercises that work on attention, brain speed, memory, people skills, and navigation.

You can do these exercises at home on a computer or mobile device. There is no cost to you and no big time commitment — it  takes less than five minutes to complete each BrainHQ level. Just scan the QR code to get started.

Wellness Articles

Looking for more information about fitness and exercise, healthy living, or managing a chronic condition? Our blog is packed with  articles that can help you learn how to stay healthy. Just scan the QR code to visit our website.



Local Benefit Center

Sometimes you just want to sit down and talk in person. That's why we opened our Local Benefit Center in High Point. Feel free to stop by to say hello or schedule an appointment with a Healthcare Concierge using the QR code below.



What you can do at the Local Benefit Center:



Meet with a Healthcare Concierge



Pick up plan material



Attend educational classes



Gather with fellow members for social events

The Local Benefit Center is open Monday–Friday from 9 am to 4 pm at:

The Shoppes at Deep River
5815 Samet Dr.
Suite 107
High Point, NC 27265



Scan the QR code to schedule an appointment with a Healthcare Concierge.

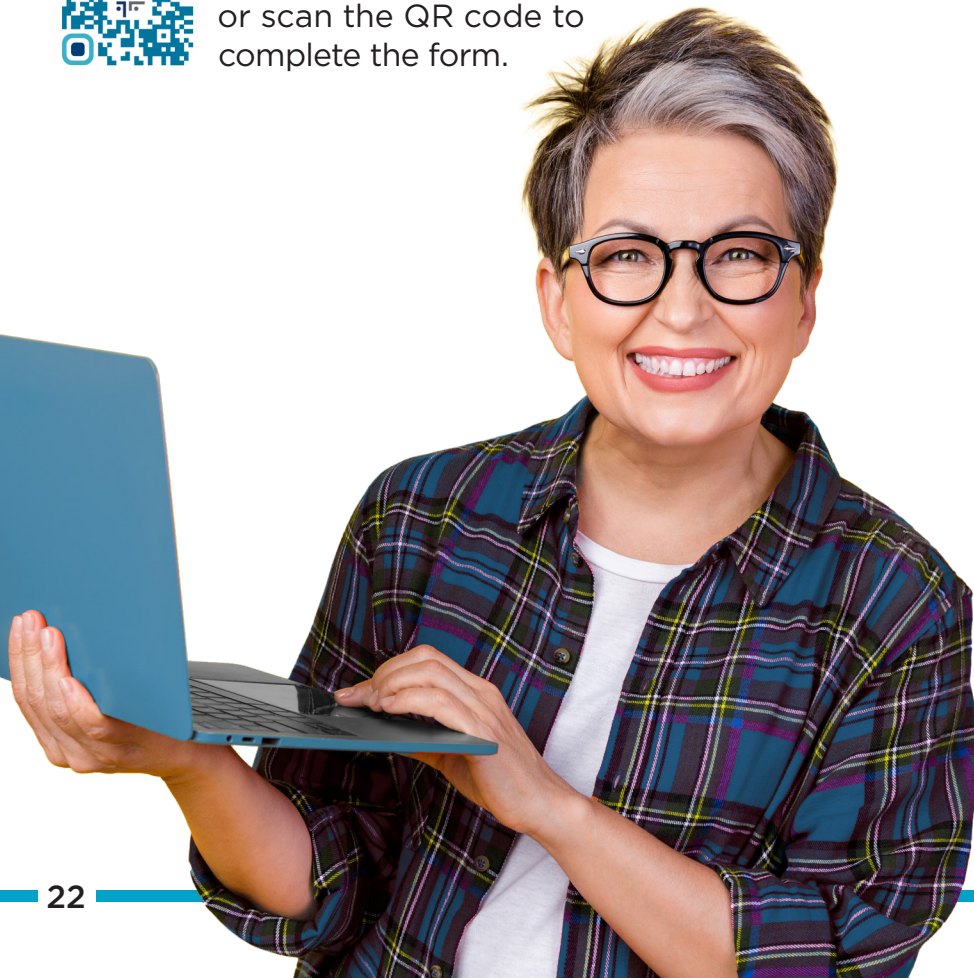
Communication Preference



It's your choice! How do you want to hear from us? Email, U.S. mail or some of each?



Simply go online to htanc.com/communication-preference or scan the QR code to complete the form.



Benefits of going paperless

- ◆ Reduced clutter. No more random piles of paper laying around.
- ◆ Increased speed. Email is faster than waiting for the mail.
- ◆ Saves time. No more searching through filing cabinets trying to remember which folder you filed it in, just pull it up on your computer.
- ◆ Increase print size. Just enlarge the print size on your computer for easier viewing.
- ◆ Easy to share. You can email a family member or caregiver the documents.
- ◆ Flexibility. Once you have a digital copy, you can decide if you want to print any of it.
- ◆ Go paperless! Enjoy the benefits.



Instead of paper documents, you will receive an email of the documents you choose to receive electronically. If an email is returned to us as undelivered, we will automatically mail you the paper document.

eNewsletter



We want to make it easy for our members to learn about ways to be happy and stay healthy. Member Connections is delivered via email and includes helpful health and wellness information, along with plan information and updates.

Subscribe to the eNewsletter by visiting htanc.com/newsletter, scanning the QR code, or



calling your Healthcare Concierge.



Your Rights

HealthTeam Advantage wants to provide you with thorough coverage and satisfactory service in all aspects of your medical and prescription drug coverage. Our policies and procedures located on our website outline your rights and various procedures to help you make different kinds of requests.

Scan the QR code to learn more about:



- Organization Determinations, Appeals & Grievances
- Disenrollments and Complaints
- Material in other formats

HealthTeam Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Accessibility

English:

ATTENTION: If you speak Spanish or Chinese, language assistance services, free of charge, are available to you. Call 1-336-717-0758 (TTY 711).

Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-336-717-0758 (TTY 711).

Chinese:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-336-717-0758 (TTY 711)。



We're Here for You!



Online

Visit HTANC.com/members



In Person

Local Benefit Center

5815 Samet Dr., Suite 107, High Point, NC 27265



By Email

conciergeHTA@htanc.com



By Phone

Call toll-free 888-965-1965 (TTY 711)

8 a.m.–8 p.m. | Oct. 1–March 31, 7 Days a Week
April 1–Sept. 30, Monday–Friday



Connect with us



HealthTeamAdvantageHTA



@healthteamadvantage

HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.

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