healthteam advantage℠

2027

Member Resource Guide

Not Just Caring for You, Caring *About* You



2027 Member Resource Guide





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 we offer to manage your healthcare.

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



Help When You Need It



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**
- **Questions about claims or bills**

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 Card

Use your member ID card when visiting your doctor, pharmacy, or hospital — instead of your Medicare red, white, and blue card.

Please contact your Healthcare Concierge if you didn't receive your member ID card.





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

- **Visit a provider (including dental, vision, and hearing)**
- **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**

Benefits for Your Benefit

We want you to stay healthy and active, so we offer supplemental benefits that can help you do just that.

For example, we hope you'll use your plan benefits to:

- Visit your dentist regularly
- Have your hearing checked
- Get an eye exam and corrective lenses, if needed
- Stay active with your fitness benefits

We also offer benefits to support you when you need it, of course. Be sure to review the available benefits for your plan using the directions on the right.

Need More Info?

Your **Evidence of Coverage** gives you 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!

Each of our Medicare Advantage plans has its own package of benefits, so it's important to get familiar with what your plan offers. For your convenience, a section of our website is dedicated to explaining plan benefits. Here's how to find the information specific to your plan:

1. Visit **htanc.com/members/select-your-plan** or scan this QR code and click on the name of your plan (If you're not sure, check your member ID card.)

2. On the plan page, use the links to view each benefit.



Your Prescriptions

You may need medicine for a very short time to treat something like an infection. Or you may need to take medicine for a long time to treat a condition such as diabetes. Either way, our prescription (Part D) benefit helps you save time and money.

Preferred Pharmacies

Preferred Pharmacy locations offer a lower copay for drugs on Tiers 1, 2, 3, and 4. Locations include chains such as Walgreens and Walmart in addition to many local, independent pharmacies.

Cone Health Community Pharmacies

One of our Preferred Pharmacies, now with 8 locations in various counties, offers members:

- **Prescription medications**
- **Over-the-counter medications**
- **Vaccinations**
- **Some locations have drive-through or curbside delivery**

Scan the QR code to find the nearest Cone Health Community Pharmacy.



Using a Cone Health Community Pharmacy also can be helpful if you see a Cone Health provider because your prescriptions can be seamlessly integrated into your medical records.

Home Delivery

We'll bring your medications to you! Members throughout North Carolina can have prescription medications delivered free through Cone Health Community Pharmacy at Wesley Long. It's safe, fast, and easy to sign up.

Those who take medications for chronic conditions can order a 100-day supply, saving both time and money.

Scan QR Code to Learn More



Find a Pharmacy Near You

Of course, Preferred and Mail Order Pharmacies are just part of our large, nationwide network. Whether you are looking for the closest pharmacy or one that's open 24 hours, it's easy to search our network with the Pharmacy Locator Tool.

Learn More

Scan the QR code to search our large pharmacy network.

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 our online provider directory at www.htanc.com/find-a-provider-2027, scan the QR code with your smart phone, or call your Healthcare Concierge for assistance.

Reminder

Be sure to let us know the name of your PCP so we can add that information to your records. **If you do not choose a PCP when joining a HealthTeam Advantage plan, we will automatically assign one to you.** You can change this auto-assigned doctor at any time by calling your Healthcare Concierge.

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

Use the list on the right to 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!

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 you prepare mentally and physically — especially if there are special instructions, such as fasting before a 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 detect illnesses and diseases in their earlier stages when they're easier to treat. They 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 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, diptheria, and pertussis)
- COVID-19

Your provider will ALWAYS want to know if you:

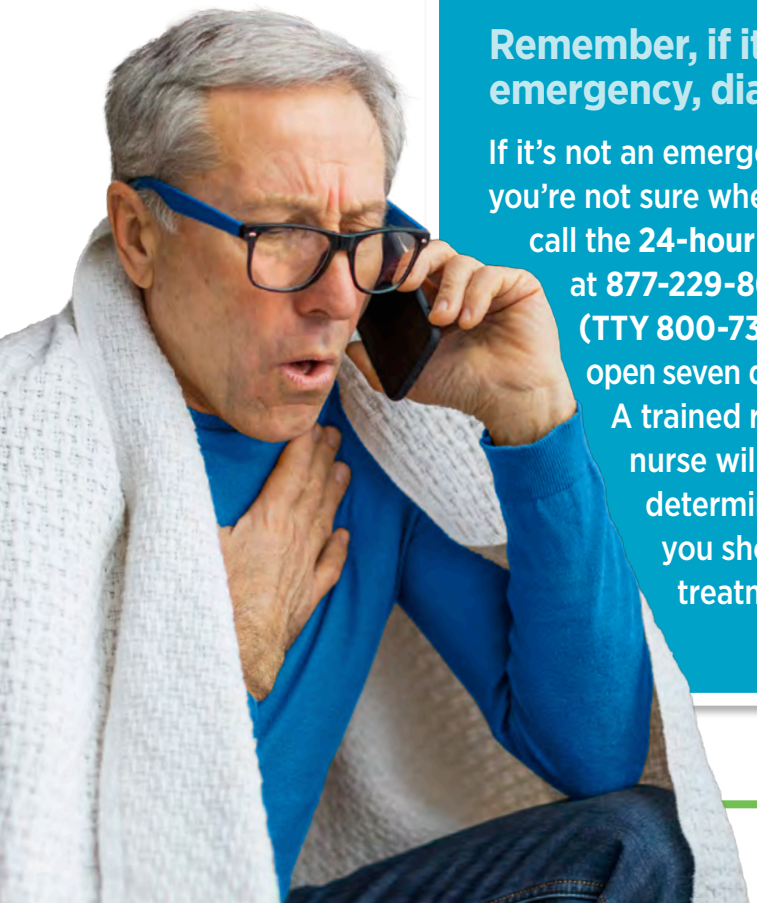
- are struggling with depression or feeling suicidal
- have fallen or need help with fall prevention
- have any concerns about bladder control
- are starting a new exercise plan
- are having side effects to current medications
- are taking any new medications or supplements

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

Emergency Room 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)**, open seven days a week. A trained registered nurse will help determine where you should seek treatment.

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

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

These symptoms require an ER visit:



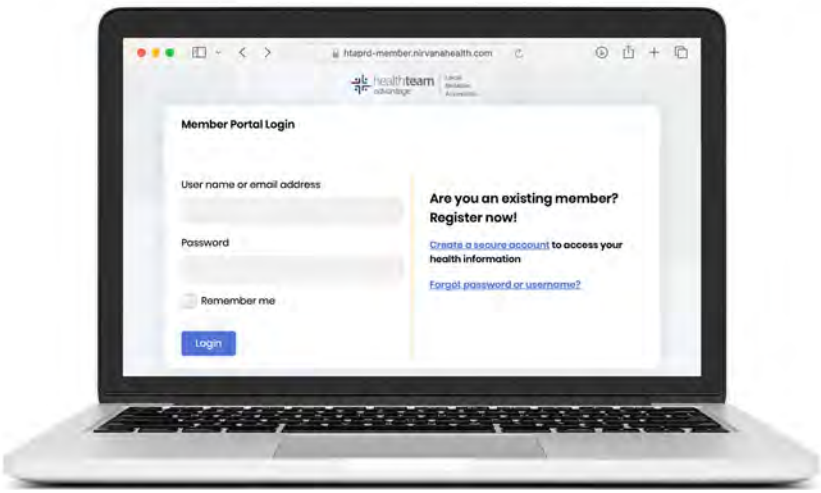
- Significant difficulty breathing
- Stroke symptoms
- Broken bones
- Severe pain, especially in the chest or stomach
- Severe burns
- Uncontrolled bleeding
- Possible drug overdose or poisoning
- Thoughts of suicide or self-harm

Member Portal

Although your Healthcare Concierge is always happy to answer questions, you can log in to your Member Portal anytime to:

- Download and print your member ID card
- Access your claims and payment information
- View past Explanation of Benefits (EOB) statements
- See how much you've paid toward your Maximum Out-of-Pocket (MOOP)
- Get access to your pharmacy benefits and prescription information
- Use virtual assistance to get a quick answer to a question

With your Member Portal, you have plan information at your fingertips, 24 hours a day!



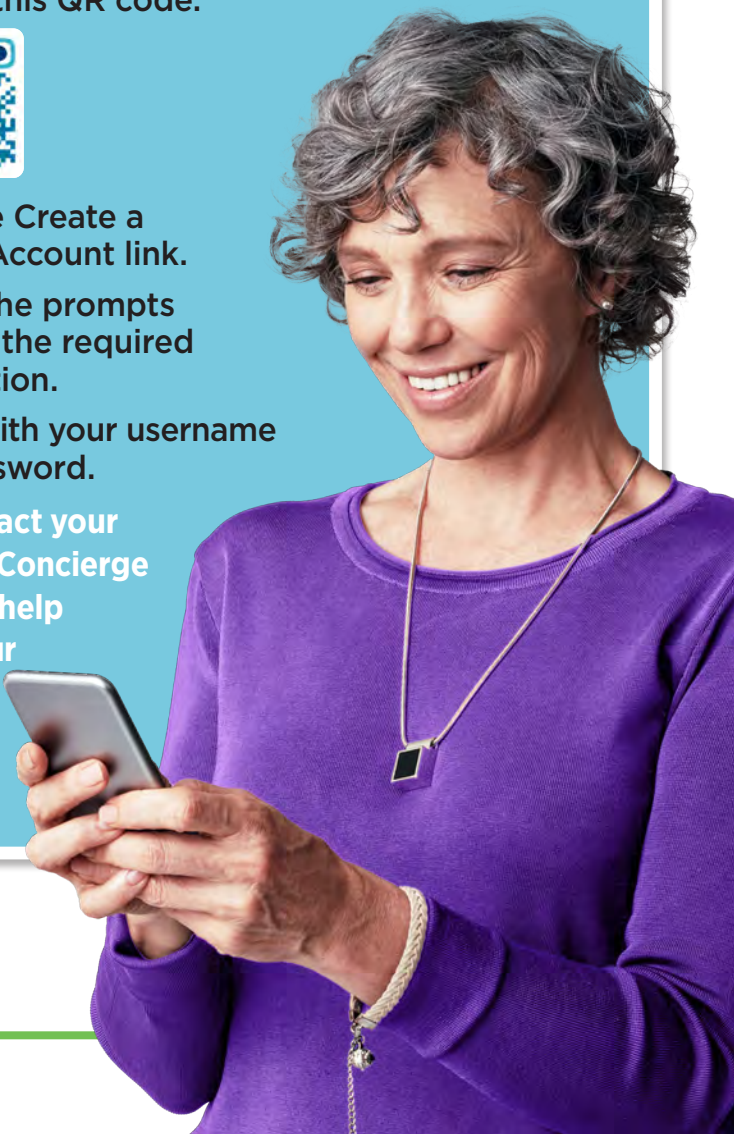
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How to Create Your Account

It's easy to get set up on the member portal:

- Visit https://htaprd-member.nirvanahealth.com or scan this QR code.
- Click the Create a Secure Account link.
- Follow the prompts to enter the required information.
- Log in with your username and password.

Please contact your Healthcare Concierge if you need help creating your account or logging in.



Community Events

At HealthTeam Advantage, we believe in making a difference, so we're very active in the communities we serve. Follow our social media accounts to see what's coming up and view photos from recent events.



Greater High Point Senior Games



Triad Honor Flight Veterans



Northwest Piedmont Purple Heart Foundation



Ms. Senior Alamance County Winners



Doxie Derby



Triad Honor Flight Raffle



Elder Abuse Awareness Day



Senior Games SilverArts

Member Connections

We want to make it easy for you 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 this eNewsletter by visiting htanc.com/newsletter, scanning the QR code, or calling your Healthcare Concierge.



Connect with us

HealthTeamAdvantageHTA

@healthteamadvantage

@healthteamadvantage

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 on the right.







What you can do at the Local Benefit Center:

- Pick up plan material
- Meet with a Healthcare Concierge

Visit us at the Local Benefit Center

Monday–Friday from 9 am to 4:30 pm at:

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

Scan the QR code to schedule an appointment with a 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, and 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.



Free services are available to you, such as language services, auxiliary aids, and accessible formats. Please scan the QR code to view our Notice of Availability or contact your Healthcare Concierge to learn more.

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We're here for you!

By Phone

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

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April 1-Sept. 30, Monday-Friday

By Email

Email conciergeHTA@htanc.com

Online

Visit **htanc.com**



Thank you for being a member!

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.

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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