



IN THIS ISSUE:

- ▶ Population Health Management (PHM) Programs and Special Need Plans (SNP)
- ▶ Special Needs Plans (SNP)
- ▶ Transitions of Care
- ▶ Depression Screening in Older Adults
- ▶ Complex Case Management Program
- ▶ Health Risk Assessment
- ▶ Wellness Incentive Program – Earn \$10!
- ▶ Did you know?
- ▶ Coverage Decisions, Appeals, and Complaints

DEPRESSION SCREENING IN OLDER ADULTS

The Centers for Disease Control and Prevention have found that 4% of older adults aged 70 and over have depression.

[Read more on page 9.](#)



GLP-1 PRIOR AUTHORIZATION REQUIREMENT UPDATE!

Beginning January 1, access to covered GLP-1 medications will require your doctor to submit medical records to confirm the diagnosis of type 2 diabetes.

[Read more on page 23.](#)



Mission Statement

Ultimate Health Plans' mission is to provide all members with the highest quality healthcare with access to highly qualified physicians. We hold ourselves accountable for treating our members with dignity and respect, providing world-class customer service, and recognizing our commitment to the community as a local corporation.



www.facebook.com/UltHP



MANAGE YOUR HEALTH CARE ANYWHERE, ANYTIME, WITH THE **ULTIMATE MEMBER PORTAL**

Log in to your secure member account to easily view your health plan details, find helpful resources, and get the support you need anytime.



Exciting New Features!

Now you can:

- **Manage Your Communication Preferences** - Go paperless and access your letters right from the Member Portal
- **View Your Prior Authorizations** - Check the status of your authorizations and download copies of your approval letters
- **Chat Live with Member Services** - Get the help you need from our live customer service representatives

Register Today to Gain Access to:

Your Member Record

- Request a New Member ID Card
- Print a Temporary Member ID Card
- Change Your Primary Care Physician
- Change Your Communication Preferences & Go Paperless
- Update Your Address & Phone Number
- Complete Your Health Risk Assessment
- View Your Prior Authorizations
- View Your Claims

Exclusive Resources

- Self-Management Health Tools
- Health Education Resources
- Personal Health Tracker Tool
- Find Doctors, Hospitals, & Facilities Near You
- Live Member Services Chat Support

Benefit Details

- Pharmacy & Prescription Mail Order Benefits
- Benefit Cost by Plan
- View, Print, & Order Plan Documents



 Personal Health Tracker	 Primary Care Provider	 Self-Management Tools	 Health Assessment
--	---	--	--

REGISTER YOUR ACCOUNT TODAY!

Follow the steps below to access your account:



Scan the QR code with your mobile device

OR

Visit <https://portal.myultimatehp.com>

Log in using your credentials

OR

Register using the “Sign Up” button and enter the following information:

- Member ID
- Last 4 Digits of Your Medicare Number
- Last Name
- Date of Birth



Questions?

Contact Ultimate’s Member Services by calling 888-657-4170 (TTY 711) OR using the “Contact Us” section within the Member Portal.

Your online benefit information is safeguarded with advanced encryption technology, ensuring complete privacy and security.

H2962_MEMPRTLFLY_CY25R012825_C

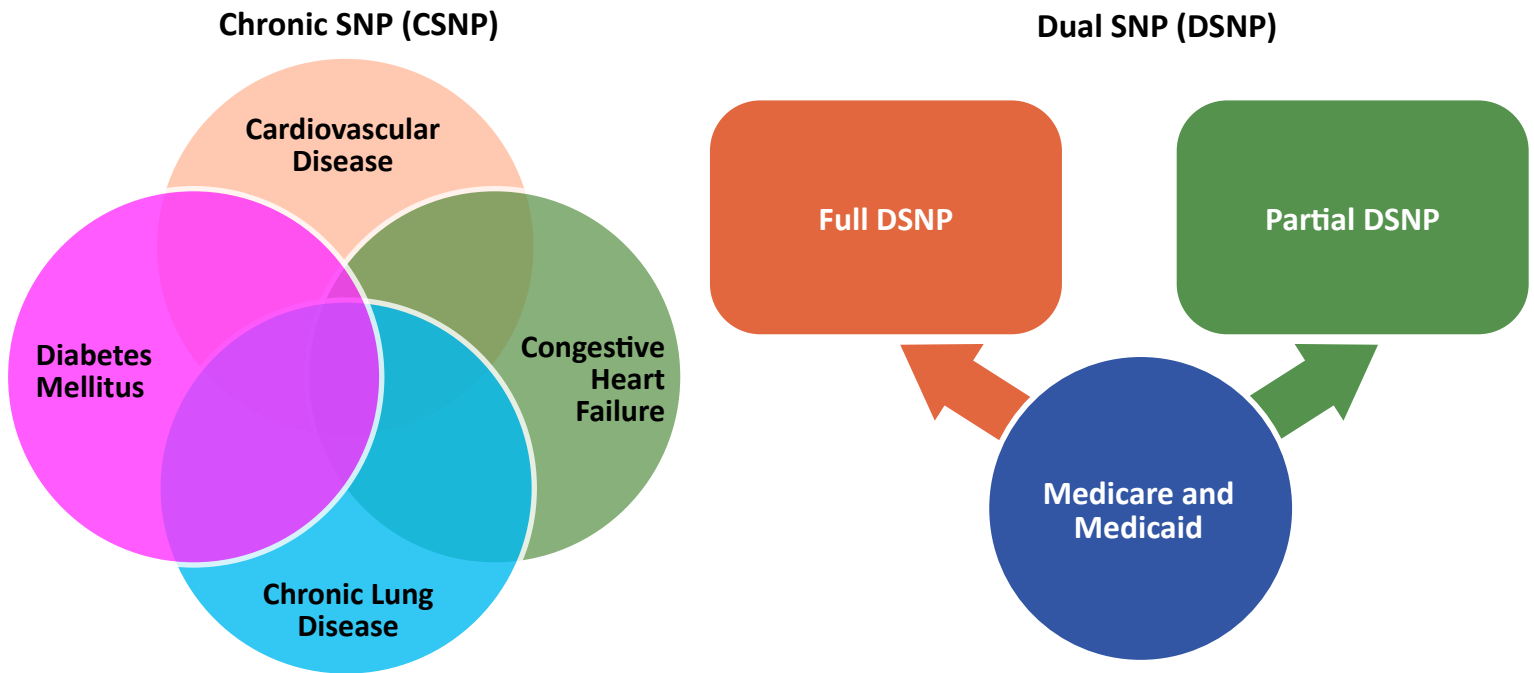
Population Health Management (PHM) Programs and Special Need Plans (SNP)

Ultimate Health Plans provide specially designed programs to meet the health care needs of our members. These programs are tailored to help you manage specific conditions such as diabetes, heart disease, and lung disease. Additionally, we offer programs to support you after a recent hospital stay. Enrollment in these programs may occur based on medical events, referrals from your doctor or an Ultimate case manager, or upon your request. Each program has specific requirements that must be met for automatic enrollment, which can be disease-specific or based on dual eligibility (Medicare/Medicaid beneficiaries). You have the option to opt-out at any time by contacting member services at 1-888-657-4170 (TTY 711).



Special Needs Plans (SNP)

Special needs plans are a type of Medicare Advantage Plan that provides coordinated care to members with chronic conditions or those with both Medicaid and Medicare. Ultimate Health Plans offers six SNP's:



SNP Plans are available in the following counties:

- | | | | |
|----------------|-----------|------------|-------------|
| ✓ Citrus | ✓ Lake | ✓ Osceola | ✓ Sarasota |
| ✓ Hernando | ✓ Manatee | ✓ Pasco | ✓ Seminole |
| ✓ Hillsborough | ✓ Marion | ✓ Pinellas | ✓ St. Lucie |
| ✓ Indian River | ✓ Orange | ✓ Polk | ✓ Sumter |

SNP Plans are available in the following counties:

- Telemedicine services
- Transportation services
- Dental, vision, and hearing benefits
- SilverSneakers Program (gym membership)
- Meal Benefit

If you'd like to enroll or opt out of a program, please call 1-888-657-4170 (TTY 711). For more information or to request a printed copy of these programs, please visit our website at www.ChooseUltimate.com.

Transitions of Care

Transitions of Care and reducing any readmissions for Ultimate Health Plans Members
Being admitted to the hospital can be a scary time for not only the patient but for the patient's loved ones. We have some suggestions for you to help navigate during this time of uncertainty:

Upon admission to the hospital, as a member (patient):

- You have the right to ask questions and ensure you understand your plan of care when you are in the hospital.
- At any time during your hospital stay, if you don't understand what the plan of care is, or have any questions related to your health, please ask the charge nurse, the hospitalist, or call your Primary Care Physician.
- You have the right to assign a person or Health Care Surrogate to advocate for your needs while in the hospital.

Make sure you or your next of kin, make the hospital aware of who your Primary Care Physician is and/or specialists are, that care for you outside of the hospital.

Make sure you or your next of kin contact your Primary Care Physician to make them aware of your admission.

These suggestions can help your primary care physician with your continuity of care!

It can be a scary change being discharged from the hospital, especially if you are newly diagnosed with a medical condition, medications have changed, etc.

Upon discharge from the hospital, it is very IMPORTANT that you understand your discharge instructions when being discharged from the hospital:

- When the nurse brings you the discharge instructions, ask about your after-care instructions
 - o If you can, write down additional comments to remember key things. If you can't write them down, ask if you can use your phone to take notes, or ask a loved one or next of kin, to help take notes.
- Ask about medications, so to avoid taking duplicate medications
 - o Make sure you understand the new medications and ask if you are to discontinue any of your home medications.
- If home health or DME is being ordered, ask if any authorizations have been completed for these services, and who the home health/DME companies are that will be delivering those services to you.



- Ask the hospital case manager if they can order your post discharge meals from the health plan.
 - o If they are unable to, YOU can contact Ultimate Health Plans Member Services at 888-657-4170 to order your post discharge meals.
 - o Post discharge meals: 14 meals provided/ 2 per day
 - o Meal choice options: diabetic friendly, general wellness, kosher, low sodium, pureed, and vegetarian
 - o No limit per year
 - o Members eligible for the post discharge meal are any member who has been discharged from an inpatient hospital stay within the last 30 days.
 - o Meals can be shipped to another location other than the home address.
- Ask the hospital case manager if they made a hospital follow-up appointment with your Primary Care Physician.
 - o If they haven't, please reach out to your PCP within 24-48 hours post discharge, letting them know you have been discharged home and need a follow-up appointment.
 - o This can be an opportunity for you:
 - To discuss concerns with new medications and old medications
 - To discuss what you should be doing as a patient to help improve your health and continue healing.
 - To discuss any after-care that was ordered that may have not arrived for you since your discharge from the hospital.

Ultimate Health Plans and Your Discharge

- Since we know it can be a difficult time for you, upon discharge, we have Transitions of Care nurses to help ask and answer questions and try to bridge any gaps that may occur upon discharge from a hospital.
- The Transitions of Care nurses will attempt to outreach you and ask questions about your hospital stay and what your discharge orders and medications are.

Our goal, in collaboration with your Primary Care Physician and the recommendations above, is to avoid a readmission for you, by giving you the tools and confidence to take control of your health care. Our goal is to avoid readmissions when possible as they can lead to a multitude of issues for you, as a patient. A readmission can be avoided at times and is an important topic here at Ultimate Health Plans.

Ways we can help partner with you and your PCP are:

- We can provide transportation to your doctors' appointments.
- We can provide educational tools to help manage your chronic conditions and develop goals with you to work towards. Like the old saying says: "Rome wasn't built in a day!"
- We can work with you on reducing readmissions, by you as a member, engaging with our staff and discussing what barriers you may be experiencing.
- By you being proactive in your care during your hospital stay and asking questions, that will also give you the knowledge for yourself and for your loved ones.
- Like the adage says, "If you don't use it, you lose it." Silver Sneakers has some great tools for Ultimate members, for any ability to keep our brains and bodies moving. You can access their website <http://www.silversneakers.com/> or call Silver Sneakers 888-423-4632 .



Depression Screening in Older Adults



Here at Ultimate Health Plans, it is important that you receive the care you need.

The United States Preventive Services Task Force (USPSTF) is an independent, volunteer panel made up of national experts in disease prevention and evidence-based medicine. The Task Force works to improve the health of people nationwide by making evidence-based recommendations about clinical preventive services.¹

- For example, the age range recommendation for Colorectal Cancer Screenings and Mammograms comes from the USPSTF.

The USPSTF recommends screening for depression in the general adult population.²

The Centers for Disease Control and Prevention have found that 4% of older adults aged 70 and over have depression. Although depression is not a normal part of aging, older adults often experience challenges related to health or changes in life circumstances. This may put them at increased risk for depression.³

Symptoms of depression can include:

- Feeling sad, hopeless
- Not wanting to do anything that you might have enjoyed in the past
- Trouble sleeping
- Lack or change of appetite, weight gain or loss
- Irritability, frustration
- Lack of motivation or energy
- Feeling worthless
- Difficulty concentrating or making decisions, or remembering things
- Thoughts of self-harm or suicide

¹ <https://www.uspreventiveservicestaskforce.org/uspstf/>

² <https://www.aafp.org/pubs/afp/issues/2016/0815/od1.html>

³ <https://www.cdc.gov/healthy-aging/about/depression-aging.html>



Older adults tend to be at risk due to:

- Medical condition
- Decreased independence, difficulty with daily tasks that came more easily when younger
- Sleep issues

Often, as an older adult, you may not get the care that you need for better mental health.

Barriers can include:

- Thinking your symptoms are a normal part of aging
- A perceived stigma related to admitting your symptoms
- Problems with transportation to a mental health professional
- Lack of mental health professionals in your area

This leads to the importance of allowing your provider to ask you questions and properly screen for any signs of depression.

The good news is that a depression screening will allow your provider to identify where they can help and get you the tools necessary to help treat any depressive symptoms.

Ultimate Health Plans partners with Carelon to meet your behavioral health needs, analyze the data for any barriers that may be occurring, and brainstorm interventions to remove those barriers.

Carelon, our behavioral health vendor, is a valuable resource for all things behavioral health. They can assist you with finding counselors or therapists in your area. Please call 1-800-627-1259 for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST.

Complex Case Management Program

Ultimate Health Plans values your health and wellbeing. We understand that managing illness and chronic conditions can be overwhelming at times. We also understand that having chronic illnesses can be challenging.

With this in mind, we want you to know that we have compassionate, experienced nurses that care and are trained to understand your unique needs.

In our Case Management Program, you can have access to a nurse that will listen to your concerns and evaluate your conditions. Together, you can learn more about your conditions and personalized ways to maintain your health at home.



Our goal is to provide you with the knowledge and tools to live well.

UHP members can also be enrolled in the Case Management program through referrals by members of their Interdisciplinary Care Team including the members' doctors, nurses, or other care givers. When members are discharged from the hospital or emergency setting, case managers may also refer members to the program when indicated. Members may opt-out of this program at anytime by calling Member Services at 1-888-657-4170 (TTY 711).

Members enrolled in Case Management can speak with their nurse over the phone on a regular basis. These phone calls will allow you to discuss your health status, medications, doctor's orders, and personalized goals. There are many benefits to enrolling in this program and it is a free service for all members who qualify.



Case Management can provide you with:

- Disease specific education
- Medication review and education
- Development of goals important to you
- Access to a qualified nurse to support you while navigating your health needs
- Action plans developed together with your nurse to support healthy living
- Important referrals to support your disease management goals

If you would like to participate in this Complex Case Management program, call the Care Management team for more information at 1-866-967-3430 to enroll.

We look forward to helping you meet your individual health care goals

Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)

Here at Ultimate Health Plans, it is important that you receive the care you need, and that includes anyone with a mental illness.

Schizophrenia is a mental disorder with symptoms including delusions, hallucinations, disorganized speech and behaviors. There are 3.7 million individuals with schizophrenia spectrum disorders living in the United States, 2.4 million of whom had active symptoms in the past year. Patients with active symptoms require urgent medical attention. Antipsychotic medication is the first line of treatment along with counseling and social support.^{4,5}

The best way to improve outcomes and reduce active symptoms is through medication adherence and treatment plan adherence.

Patient tips for successful outcomes^{6,7} :

- Build a trusting relationship with your provider.
- Inform PCP of your thoughts, feelings, and symptoms consistently.
- Inform your provider of any barriers such as financial concerns, transportation, picking up refills, lack of support, etc....
- Keep all scheduled appointments on a calendar.
- Know your warnings signs and triggers.
- Do not stop any medications without instruction from your provider and take them as instructed.
- Establish a support system and inform them of your treatment plan.
- Consider attending a support group.
- Maintain and prioritize self-care.
- Set alarms for medications and consider using a pill box.
- Maintain a regular sleep pattern
- Keep a journal of feelings, thoughts, symptoms.

Ultimate Health Plans partners with Carelon to meet your behavioral health needs, analyze the data for any barriers that may be occurring, and brainstorm interventions to remove those barriers.

⁴ <https://www.ncqa.org/hedis/measures/>

⁵ <https://www.tac.org/research-weekly-more-people-with-schizophrenia-in-the-u-s-than-previously-reported/>

⁶ <https://psychcentral.com/schizophrenia/coping-with-schizophrenia>

⁷ <https://www.mind-diagnostics.org/blog/schizophrenia/supporting-someone-with-schizophrenia-dos-and-donts>

Carelon, our behavioral health vendor, is a valuable resource for all things behavioral health. They can assist you with finding counselors or therapists in your area. Please call 1-800-627-1259 for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST.



Antidepressant Medication Management (AMM)

Here at Ultimate Health Plans, it is important that you receive the care you need.

Antidepressants are a key component of treating depression, a mood disorder with a persistent feeling of sadness and loss of interest. These medications help to relieve symptoms of depression and prevent the symptoms from returning.

Antidepressants help reduce anxiety, restlessness, and suicidal thoughts. Major depressive disorder is very common, with 3 million U.S. cases per year. If left untreated, the condition could be dangerous or life threatening.

Patient tips for successful outcomes:

- Build a trusting relationship with your provider.
- Inform PCP of your thoughts, feelings, and symptoms consistently.
- Inform your provider of any barriers such as financial concerns, transportation, picking up refills, lack of support, etc....
- Keep all scheduled appointments on a calendar.
- Do not stop any medications without instruction from your provider and take them as instructed. (Know that antidepressants can take weeks to reach full effect and quitting can be dangerous.)
- Educate yourself on your disorder.
- Establish a support system and inform them of your treatment plan.
- Consider attending a support group.
- Ask your physician for a referral to a therapist.
- Maintain and prioritize self-care.
- Set alarms for medications and consider using a pill box.
- Maintain a regular sleep pattern.
- Keep a journal of feelings, thoughts, symptoms.
- National Suicide Prevention Lifeline 1-800-273-TALK

Ultimate Health Plans partners with Carelon to meet your behavioral health needs, analyze the data for any barriers that may be occurring, and brainstorm interventions to remove those barriers.

Carelon, our behavioral health vendor, is a valuable resource for all things behavioral health. They can assist you with finding counselors or therapists in your area. Please call 1-800-627-1259 for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST.

Sources:

Antidepressant Medication Management - NCQA

Major Depressive Disorder: Symptoms, Causes, and Treatment (verywellmind.com)

[FAQ - 988 Suicide & Crisis Lifeline \(988lifeline.org\)](https://www.988lifeline.org/)



Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

Here at Ultimate Health Plans, it is important that you receive the care you need, and that includes anyone with a mental illness.

Diabetes is among the top 10 leading causes of death in the United States. Because people with serious mental illness who use antipsychotics are at increased risk of developing diabetes, screening and monitoring of this condition is important. Lack of appropriate care for diabetes for people with schizophrenia or bipolar disorder who use antipsychotic medications can lead to worsening health and death. Addressing these physical health needs is an important way to improve health, quality of life and economic outcomes downstream.⁸ Type 2 diabetes mellitus is highly predictive of cardiovascular diseases and can have particularly harmful health impacts in people with severe mental illness (SMI), i.e. schizophrenia, bipolar disorder or major depressive disorder.⁹

Schizophrenia is a mental disorder with symptoms including delusions, hallucinations, disorganized speech and behaviors. There are 3.7 million individuals with schizophrenia spectrum disorders living in the United States, 2.4 million of whom had active symptoms in the past year. Patients with active symptoms require urgent medical attention. Antipsychotic medication is the first line of treatment along with counseling and social support.¹⁰

Patients with severe mental illness have an increased chance of developing diabetes, which is likely due to both hereditary and environmental causes. Not getting enough exercise, eating poorly, not getting proper medical care, and using antipsychotic drugs are also contributors. Initial studies suggest that schizophrenia may be a separate risk factor for developing diabetes. Furthermore, there is a 50% nonadherence rate among those with schizophrenia who are receiving treatment.¹¹

The best way to improve outcomes and reduce active symptoms is through medication adherence and treatment plan adherence.

Patient tips for successful outcomes¹² :

- Build a trusting relationship with your provider.

⁸ <https://www.ncqa.org/hedis/measures/>

⁹ Vancampfort, D., Correll, C. U., Galling, B., Probst, M., De Hert, M., Ward, P. B., Rosenbaum, S., Gaughran, F., Lally, J., & Stubbs, B. (2016). Diabetes mellitus in people with schizophrenia, bipolar disorder and major depressive disorder: a systematic review and large scale meta-analysis. *World psychiatry : official journal of the World Psychiatric Association (WPA)*, 15(2), 166–174. <https://doi.org/10.1002/wps.20309>

¹⁰ <https://www.tac.org/research-weekly-more-people-with-schizophrenia-in-the-u-s-than-previously-reported>

¹¹ Akhaury, K., & Chaware, S. (2022). Relation Between Diabetes and Psychiatric Disorders. *Cureus*, 14(10), e30733. <https://doi.org/10.7759/cureus.30733>

¹² Coping with Schizophrenia: Essential Tips and Strategies (psychcentral.com)
 Supporting Someone with Schizophrenia: Dos and Don'ts (mind-diagnostics.org)



Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) continued...

- Inform PCP of your thoughts, feelings, and symptoms consistently.
- Inform your provider of any barriers such as financial concerns, transportation, picking up refills, lack of support, etc....
- Keep all scheduled appointments on a calendar.
- Know your warnings signs and triggers.
- Do not stop any medications without instruction from your provider and take them as instructed.
- Establish a support system and inform them of your treatment plan.
- Consider attending a support group.
- Maintain and prioritize self-care.
- Set alarms for medications and consider using a pill box.
- Maintain a regular sleep pattern
- Keep a journal of feelings, thoughts, symptoms.

Ultimate Health Plans partners with Carelon to meet your behavioral health needs, analyze the data for any barriers that may be occurring, and brainstorm interventions to remove those barriers.

Carelon, our behavioral health vendor, is a valuable resource for all things behavioral health. They can assist you with finding counselors or therapists in your area. Please call **1-800-627-1259** for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST.





Follow-Up After Hospitalization for Mental Illness (FUH)

Here at Ultimate Health Plans, it is important that you receive the care you need. If you were recently in the hospital for a mental illness, it's important that you follow up with a mental health provider within 7 days.

According to NCQA in 2019, one in five adults in the U.S. had a mental health disorder diagnosis. This population is very vulnerable and requires follow-up. Frequently, these patients do not receive the appropriate follow-up care. Patient health outcomes improve with the right treatment plan and adherence to this plan.

Don't forget to follow-up with your mental health provider within 7 days of discharge if you have been hospitalized for a mental illness.

Patient tips after hospitalization:

- Call your PCP anytime you go to the hospital ER or admitted.
- Attend all follow-up appointments.
- Keep your discharge summary and instructions, take with you to all follow-up appointments.
- Inform your provider of any barriers such as financial concerns, transportation, picking up refills, lack of support, etc....
- Ask your provider about any case management resources if needed.
- Keep all scheduled appointments on a calendar.
- Do not stop any medications without instruction from your provider and take them as instructed.
- Establish a support system and include them in your treatment plan.
- Consider attending a support group.
- Maintain and prioritize self-care.
- Set alarms for medications and consider using a pill box.
- Maintain a regular sleep pattern.
- Keep a journal of feelings, thoughts, symptoms.

Ultimate Health Plans partners with Carelon to meet your behavioral health needs, analyze the data for any barriers that may be occurring, and brainstorm interventions to remove those barriers.

Carelon, our behavioral health vendor, is a valuable resource for all things behavioral health. They can assist you with finding counselors or therapists in your area. Please call **1-800-627-1259** for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST.

Sources:

[Follow-Up After Hospitalization for Mental Illness - NCQA](#)

[FUH - Follow-Up After Hospitalization for Mental Illness | Johns Hopkins Medicine](#)

Health Risk Assessment

The **Centers for Medicare and Medicaid Services (CMS)** requires that all Medicare health plan members complete a **Health Risk Assessment (HRA)** each year.

Why is it so important?

Because your health and well-being are our top priority!

Your responses help us better understand your health needs and connect you to appropriate programs, services, and providers. They may also contribute to a personalized care plan – many of our members have experienced the advantages of participating in Care Management.

Who will see my answers?

Your answers are confidential and protected by state and federal law. They will **only** be shared with your Ultimate Health Plans care team and your doctors.



Wellness Incentive Program – Earn \$10!

Because your health is so important to us, you can earn a \$10 reward for completing the HRA each year. This reward is loaded onto your Ultimate Benefit Card. To be eligible, we must receive your completed HRA before your HRA due date, and you must also answer at least 80% of the questions. If you miss your due date, you're still eligible if you complete 2 HRAs between 1/1/2025 and 12/31/2025. If you're not sure what your due date is, please call Care Coordination at 877-547-1460 (TTY 711).

It's Quick and Easy!

It only takes a few minutes, and you can complete it using the method you're most comfortable with:

Online: <http://HRA.MyUltimateHP.com>

Over the Phone: 877-547-1460 (TTY 711)
Monday to Friday, 8:00 am to 5:00 pm

By Mail: Call 877-547-1460 (TTY 711) to request a hard-copy HRA and mail it back using the pre-paid envelope that will come with the assessment.

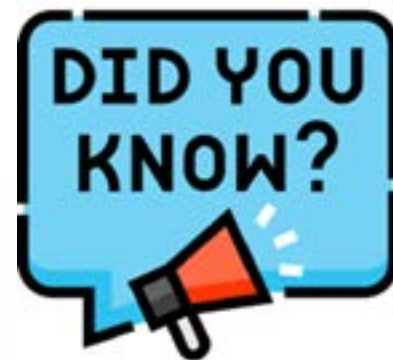


Scan this QR Code to quickly access the online HRA!

Thank you for partnering with us in making your health and well-being a priority.

Did You Know?

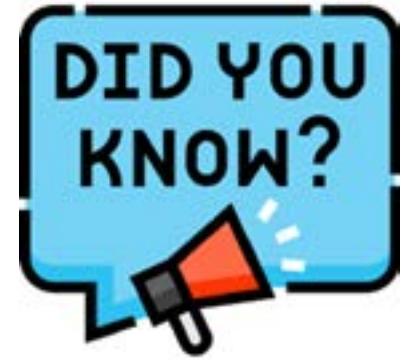
February is National Cancer Prevention Month!



- Nearly 2 million Americans were diagnosed with cancer (other than non-melanoma skin cancer) during 2023, and that more than 600,000 died from their disease.¹³
- More than 40% of these cases and nearly half of the deaths can be attributed to preventable causes, such as smoking, excess body weight, physical inactivity, exposure to the sun, to name a few.²
- Here at Ultimate Health Plans, we care about prevention and recommend talking with your physician to discuss what preventative measures you can implement to help reduce the risk of developing cancer.
- Do not forget to sign up for Silver Sneakers www.silversneakers.com or call 888-423-4632
- Tobacco Free Florida <https://tobaccofreeflorida.com/> has smoking cessation programs. Talk with your physician to see if these programs will work for you.
- Make sure you get the required screenings for early detection such as a mammogram, colorectal cancer, skin, and prostate screenings.

¹³ <https://www.aacr.org/patients-caregivers/awareness-months/national-cancer-prevention-month/>

March is National Colorectal Cancer Awareness Month!



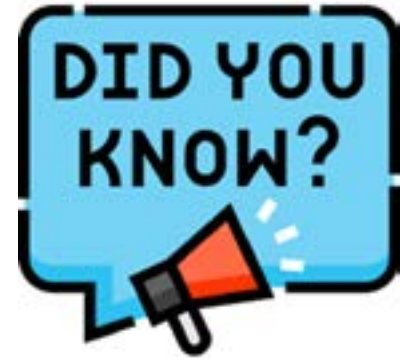
MARCH IS COLORECTAL CANCER AWARENESS MONTH

- Colorectal Cancer is the second deadliest cancer in the United States yet is one of the few cancers that is preventable due to screening opportunities.¹⁴
- 1 in 24 people will be diagnosed with colorectal cancer in their lifetime.³
- Colorectal cancer has greater than 90% survival rate with early detection and treatment, but disparities exist that can limit equitable screening and treatment for many, such as Black Americans, American Indians/Alaska Natives (AI/AN), and underserved Americans, who are disproportionately affected by the disease. The impact of these disparities is shown below¹⁵:
 - o Black Americans are 15% more likely to get colorectal cancer and 35% more likely to die from it.
 - o Hispanic Americans are screened at lower rates, with only slightly more than 50% of those eligible checked for colorectal cancer.
 - o The racial disparity in incidence for both sexes combined widened for AI/AN individuals from 21% to 41%
 - o Pervasive stigma, discomfort with screening methods, lack of institutional trustworthiness, and bias/racism in the healthcare system
 - o Patients with a lower economic status of any race are at substantially higher risk for undertreatment and treatment delay.
- Here at Ultimate Health Plans, we want to ensure all populations receive the care and screenings available to them. We encourage you to talk with your physician about Colorectal Cancer screening options available to you.

¹⁴ <https://colorectalcaner.org/get-involved/advocate/colorectal-cancer-awareness-month>

¹⁵ <https://colorectalcaner.org/basics/health-equity>

April is Alcohol Awareness Month



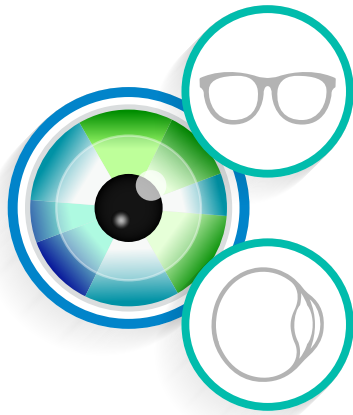
- April is Alcohol Awareness Month, an opportunity to update your knowledge about alcohol use disorder (AUD) and the adverse impact of alcohol misuse on health and society. Alcohol-related problems continue to take a heavy toll on individuals, families, and communities. Researchers estimate that each year there are more than 178,000 alcohol-related deaths, making alcohol a leading preventable cause of death in the United States. In addition, more than 200 disease and injury-related conditions are associated with alcohol misuse.¹⁶
- If you or someone you know is struggling with alcohol misuse or abuse, there are ways to help. Here are some steps you can take to ensure that alcohol doesn't become a problem for you or your loved ones:¹⁷
 - **Show compassion.** Share your concerns and support with loved ones. Have an honest, clear, and direct conversation about their habits and drinking patterns.
 - **Understand alcoholism.** Educate yourself about the impact of alcohol consumption and discuss with friends and family
 - **Limit alcohol consumption or try sobriety all together.** If you're considering changing your drinking habits, you'll need to decide whether to cut down or quit. It's a good idea to discuss different options with a healthcare professional, a friend, or someone else you trust. Stick to the recommended guidelines for alcohol.
 - **Stay occupied in a productive way.** Get active by exercising or find enjoyment by learning a new skill or hobby that doesn't involve alcohol.
 - **Minimize temptation.** Limit the amount of time spent at a bar or other venues that serve alcohol. Engage in social outings and events that do not encourage or center around alcohol.
 - **Seek additional support.** Connect with trained medical professionals for additional help, resources, formalized treatment options, and counseling.¹⁸
- **If you are concerned about yourself or a loved one, <https://alcohol.org/awareness-month/> has resources as does Carelon, our behavioral health vendor. They can assist you with finding counselors or therapists in your area. Please call 1-800-627-1259 for assistance. They are available to talk to you, Monday through Friday 8 a.m. to 8 p.m. EST**

¹⁶ <https://www.niaaa.nih.gov/news-events/announcement/april-alcohol-awareness-month>

¹⁷ <https://www.dhs.gov/employee-resources/news/2023/04/19/alcohol-awareness-month>

¹⁸ <https://alcohol.org/awareness-month/>

May is Healthy Vision Month



MAY IS
**Healthy
 Vision**
 MONTH



- Vision loss can have a major impact on every part of life. Having a visual impairment can create challenges in performing everyday tasks, and the stigma around losing vision can be isolating — causing feelings of fear, anxiety, or grief. But you're not alone. The United States is facing an epidemic of loneliness and isolation, with half of adults saying they feel lonely. That's why Healthy Vision Month 2024 is focused on helping people with a visual impairment know how to access vision rehabilitation services, mental health support, and social connection.¹⁹
- Ways to help your vision:
 - Eat eye-healthy foods
 - Get a routine dilated eye exam
 - Find an eye doctor you trust
 - Use your eye benefit with **Ultimate-Premier Eye Care 800-210-5511**
 - Increase your physical activity
 - Increasing physical activity can lower the risk of health conditions that can affect your vision. Don't forget to use your gym benefit with **Ultimate-Silver Sneakers 888-423-4632** <http://www.silversneakers.com/>
 - Wear Sunglasses to protect against UVA and UVB radiation
 - Manage long-term conditions such as diabetes and high blood pressure
 - Medication adherence
 - Proper diet/nutrition and exercise (**Silver Sneakers 888-423-4632** <http://www.silversneakers.com/>)
 - Routine check-ups with your primary care physician

Here at Ultimate Health Plans, we care about you and your health since good health is where you live!

¹ <https://www.dhs.gov/employee-resources/news/2023/04/19/alcohol-awareness-month>

¹ <https://alcohol.org/awareness-month/>

¹ <https://www.nei.nih.gov/learn-about-eye-health/outreach-resources/healthy-vision-resources/healthy-vision-month>

¹⁹ <https://www.nei.nih.gov/learn-about-eye-health/outreach-resources/healthy-vision-resources/healthy-vision-month>

- You should be checking for plan changes yearly? Reviewing your formulary is important because there could be changes in your medication coverage.
- Did you know you can find annual changes right on our website? The Annual Notice of Change (ANOC) details possible tier changes and cost shares for your prescription coverage.



<https://chooseultimate.com/Member/DocumentsandForms>

- You should make sure your communication methods are up to date to ensure you are receiving important information concerning your plan coverage. You can verify your communication methods online via the portal access.

<https://portal.myultimatehp.com/>



GLP-1 Prior Authorization Requirement Update!



Beginning January 1, access to covered GLP-1 medications will require your doctor to submit medical records to confirm the diagnosis of type 2 diabetes.

This means, starting on January 1, 2025, for a GLP-1 medication to be covered there must be history of approved diabetes therapy within the last 90 days. If not, a prior authorization must be approved for the GLP-1 medication.

How does it affect Me? If you are on or thinking about starting a GLP-1 medication like **Trulicity, Ozempic, or Victoza**, your provider's office is encouraged to complete a Prior authorization with Optum RX prior authorization team before filling the medication at the pharmacy to avoid any possible delay in care.

Prior authorizations can be completed Online via website Covermymeds <https://www.covermymeds.health/> or by calling Optum Rx at **800-311-7517**.

Pay Less with Home Delivery

You may pay less for your medication with a 3-month supply. You can use OptumRx as your home delivery mail-order service as a convenient way to save time and an outing to the pharmacy! With mail-order service the medication will arrive right to your front door - with no charge for standard shipping.



Home delivery mail-order- facts:

- Mail order is used for 90-days' supply of medication or up to a 100-day supply for Tier 1 and 2 medications.
- Your order will arrive within 14 days.
- Chronic long-term medication can be delivered through home delivery.
* *Opioid medication is not available through home delivery.*
- Auto refill service automatically reorders prescription medications before they run out!
- Pay by check, over the phone or mail, ACH or credit/debit card.
- If your order is delayed, call Optum as soon as possible so they can arrange an alternative local pick-up.
- Refrigerated medications get shipped in 60+ hours of cold storage at safe temperatures.

Home delivery mail-order- benefits:

- **Savings:** You may pay less for your medication with a 3-month supply.
- **Convenience:** Medications are delivered to your home – with free standard shipping.
- **24/7 pharmacist support:** Speak to a pharmacist any time, from the privacy of your own home.
- Use the drug pricing tool for cost saving opportunities and personalized medicine options.
- Set up text and/or email reminders for medication refills and when to take your medication and order confirmations.

Home delivery mail-order- getting started:

- Ask your doctor to send an electronic prescription to OptumRx.
- Visit optumrx.com or use the OptumRx app.
- Call the toll-free number 1-800-311-7517 on your member ID card.

Coverage Decisions, Appeals, and Complaints



You can learn about the processes for Coverage Decisions, Appeals, and Complaints by reading the following sections of your Evidence of Coverage (EOC) or by reaching out to us. A copy of your Evidence of Coverage is available online at www.ChooseUltimate.com/Member/DocumentsandForms or you can call 1-888-657-4170 to request we mail you a copy.

- Situations in Which You Should Ask Us to Pay Our Share of the Cost of Your Covered Services or Drugs (*EOC Chapter 7, Section 1*)
- How to Make a Complaint (*EOC Chapter 9, Section 10*)
- A Guide to the Basics of Coverage Decisions and Appeals (*EOC Chapter 9, Section 4*)
- Independent Review Entity Step-by-Step: How a Level 2 Appeal is Done (*EOC Chapter 9, Section 5.4*)

Understanding Your Benefits



Knowing the benefits you receive as an Ultimate member is important. You can refer to the following sections of your Evidence of Coverage (EOC) to learn about them in detail. A copy of your Evidence of Coverage is available online at <https://www.chooseultimate.com/Member/DocumentsandForms> or call 1-888-657-4170 to request we mail you a copy.

- Use the Medical Benefits Chart to Find Out What is Covered and How Much You Will Pay (*EOC Chapter 4, Section 2.1*)
- What Services Are Not Covered by the Plan? (*EOC Chapter 4, Section 3.1*)
- Restrictions on Coverage for Some Drugs (*EOC Chapter 5, Section 4*)

Obtaining Care



Your health is valuable, so it's essential to know how to find in-network providers and obtain the care you need. You can refer to the following sections of your Evidence of Coverage (EOC) on these topics. A copy of your Evidence of Coverage is available online at www.ChooseUltimate.com/Member/DocumentsandForms or call 1-888-657-4170 to request we mail you a copy.

- The Provider & Pharmacy Directory (*EOC Chapter 1, Section 3.2*)
- Use Providers in the Plan's Network to Get Your Medical Care (*EOC Chapter 3, Section 2.1*)
- How to Get Care From Specialists and Other Network Providers (*EOC Chapter 3, Section 2.3*)
- How to Get Care From Out-of-network Providers (*EOC Chapter 3, Section 2.4*)
- Getting Care When You Have an Urgent Need for Services – After Hours and Outside the Plan's Service Area (*EOC Chapter 3, Section 3.2*)
- Getting Care if you have a Medical Emergency (*EOC Chapter 3, Section 3.1*)

Your Rights and Responsibilities

Ultimate Health Plans honors your rights as a member. You have the following rights to help protect yourself:

- We must always treat you with fairness, respect, and dignity.
- We must ensure that you get timely access to your covered services and drugs.
- We must protect the privacy of your personal health information.

For a full list of Member Rights and Responsibilities, please visit our website at www.ChooseUltimate.com/Member/RightsAndResponsibilities or call 1-888-657-4170 to request we mail you a copy.



Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-888-657-4170 (TTY: 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-888-657-4170 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务, 帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务, 请致电 1-888-657-4170 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問, 為此我們提供免費的翻譯服務。如需翻譯服務, 請致電 1-888-657-4170 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa [1-888-657-4170 (TTY: 711)]. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-888-657-4170 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-888-657-4170 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-888-657-4170 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-888-657-4170 (TTY: 711)번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-888-657-4170 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-888-657-4170 (TTY: 711). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-888-657-4170 (TTY: 711) पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-888-657-4170 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-888-657-4170 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-888-657-4170 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-888-657-4170 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-888-657-4170 (TTY: 711) にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements: Discrimination is Against the Law

Ultimate Health Plans complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status, or religion in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

Ultimate Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Ultimate Health Plans Member Services.

If you believe that Ultimate Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status, or religion in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities, you can file a grievance with the Ultimate Health Plans Grievance Department. Address: PO Box 6560, Spring Hill, FL 34611. Phone: 1-888-657-4170 (TTY users dial 711). Fax: 1-800-313-2798. [Email: GrievanceAndAppeals@ulthp.com](mailto:GrievanceAndAppeals@ulthp.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, an Ultimate Health Plans Grievance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.

Ultimate Health Plans Quality Improvement Program

Here at Ultimate Health Plans, Quality is of the utmost importance. In the Quality Department, we have nurses and trained data professionals that work collaboratively with other departments and your providers to ensure you receive the best care possible.

Responsibilities within our department include:

- Reviewing data from claims to ensure that metrics are being met.
- Reviewing medical records to ensure that any gaps in care are addressed.
- Meeting with providers to ensure that they remain up to date on all aspects of CMS and NCQA requirements.
- Analyze and identify reporting for any areas of opportunity to help reduce barriers for our members, or underserved groups, and improve opportunities.
- Analyze data, meet routinely, and collaborate on ways to improve care for our members with delegated vendors such as our behavioral health vendor, Carelon.
- Collaborative partnership with our Chief Medical Officer to address any concerns in a patient's care or safety.

We are here to help ensure that your needs are being addressed and provide you with the best possible service to obtain better health outcomes.



Fraud, Waste and Abuse

Healthcare fraud, waste and abuse affects everyone in the U.S. Let's make sure you know what it is, how to spot it and how to help us prevent it. So, what is it exactly?

- **Fraud** is when someone purposely lies to a health insurance company, Medicaid or Medicare to get money
- **Waste** is when someone overuses health services carelessly
- **Abuse** happens when best medical practices aren't followed, leading to costs and treatments that aren't needed

These are some of the ways our investigative team fights scams:

- Looking carefully at claims and the information in them to spot red flags
- Keeping a close eye on doctors' billing patterns for unusual charges
- Working with other healthcare companies to track suspicious activity
- Partnering with law enforcement to investigate potential fraud
- Training all our employees to spot unusual claims

How can you help?

- **Beware of freebies.** If you are unsure if a service or extra benefit is for your plan, call the Member Services number on your member ID card.
- **Avoid identity theft.** Don't leave your member ID card out, and report it if it's lost or stolen.
- **Review your explanation of benefits (EOB) if you get one in the mail.** Your EOB is a snapshot of your doctor's visit. When you get it, make sure the services listed match the services you actually got.



Reporting Fraud, Waste and Abuse



If you think a member or doctor is involved in fraud, waste or abuse, you should report it.

To report suspected fraud, waste or abuse to Ultimate Health Plans:

Compliance Hotline: 855-730-7925. The Caller ID is not visible. Callers may also choose to remain anonymous.

Email: compliancehotline@ulthp.com. This is not an anonymous reporting mechanism.

Direct Mail: c/o Compliance Officer, Ultimate Health Plans, 1244 Mariner Boulevard, Spring Hill, Florida 34609. This is an anonymous reporting mechanism as a person does not need to disclose an identity.

Reporting Form: Located on the Ultimate website at: <https://www.chooseultimate.com>

To report suspected fraud and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at <https://apps.ahca.myflorida.com/mpc-complaintform/>.

If you report suspected fraud and your report results in a fine, penalty or forfeiture of property from a doctor or other healthcare provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to twenty-five percent (25%) of the amount recovered or a maximum of \$500,000 per case (Section 409.9203, Florida Statutes). You can talk to the Attorney General's Office about keeping your identity confidential and protected.

Thank you for helping Ultimate Health Plans' efforts to find fraud, waste and abuse.

We are Here for You!

Issues with an
Authorization?

Problems with
a Provider?

Difficulties
obtaining
Medications?

We want to hear from you!

Reach out to us with any questions or concerns by calling

Member Services at 1-888-657-4170 (TTY 711) or going online to Portal.MyUltimateHP.com.

Our Member Services phone number and Portal web link can also be found on the back of your Member ID Card.

We are available Monday through Friday, 8 am to 8 pm.

Between October 1 and March 31, we are available Monday through Sunday from 8 am to 8 pm.

2025 Important Contact Information at a Glance



Member Services 888-657-4170 (TTY 711)

April 1 - September 30: Monday - Friday, 8 am - 8 pm

October 1 - March 31: Monday - Sunday, 8 am - 8 pm

Portal.MyUltimateHP.com

www.ChooseUltimate.com

Logo	Benefit	Vendor/Organization Name & Link	Phone Number
	Acupuncture & Chiropractic	American Specialty Health	888-577-0055
	Behavioral Health	Carelton Behavioral Health behavioral.uhp.health	800-627-1259
	MDLive - Telemedicine	Carelton Behavioral Health members.mdlive.com/ultimatemedicare	855-849-3650
	Dental	FCL Dental dental.uhp.health myportal.fclidental.com/iTransactnet/	800-340-8869
	Gym Benefit	SilverSneakers www.silversneakers.com	888-423-4632
	Hearing	Nations Benefits chooseultimate.nationsbenefits.com/hearing	800-313-2763
	Meal Delivery	Ultimate Member Services	888-657-4170
	Flex Allowance, Healthy Foods, Wellness Incentive, and OTC	Nations Benefits chooseultimate.nationsbenefits.com	855-422-0039
	In-Home Support	The Helper Bees	888-884-3614
	Laboratory Provider	Labcorp www.labcorp.com	800-845-6167
	Nurse Hotline - 24/7	Carenet Health	855-238-4687
OPTUMRX	Prescription Drug Benefit - 24/7	OptumRx www.optumrx.com/	800-311-7517
	Prescription Mail Order - 24/7	OptumRx Pharmacy Refills & Questions	877-889-6358
	Transportation	SafeRide Health	855-306-0700
	Vision	Premier Eye Care providerdirectory.premiereyecare.net	800-210-5511

LEMON GARLIC PORK CHOPS WITH PARMESAN TATER TOTS



Prep: 20 min



Easy



Serves 4



Nutrition Facts

Calories	Protein	Fat	Carbs
648	44 g	39 g	37 g

Ingredients

- 1 pound frozen Tater Tots
- 2 tablespoons grated parmesan cheese
- Kosher salt and freshly ground pepper
- 12 ounces green beans, trimmed and halved
- 4 tablespoons unsalted butter
- Finely grated zest and juice of 1 lemon
- 2 tablespoons extra-virgin olive oil
- 4 3/4-inch-thick boneless center-cut pork chops (1 1/2 pounds)
- 3 cloves garlic, finely chopped
- 1/2 cup low-sodium chicken broth

Directions

STEP 1

Bake the Tater Tots as the label directs. Transfer to a bowl; add the parmesan, season with salt and pepper and toss. Set aside.

STEP 2

Meanwhile, bring a medium pot of salted water to a boil. Add the green beans and cook until tender, about 5 minutes. Drain and transfer to a medium bowl; toss with 1 tablespoon butter, the lemon zest, and salt and pepper to taste. Cover to keep warm.

STEP 3

Heat the olive oil in a large skillet over medium-high heat. Season the pork chops with salt and pepper; add to the skillet and cook until browned, about 4 minutes per side. Transfer to a plate and let rest.

STEP 4

Add the garlic to the skillet and cook until lightly browned, about 30 seconds. Add the lemon juice and chicken broth; cook until reduced by half, about 3 minutes. Swirl in the remaining 3 tablespoons butter. Spoon the pan sauce over the pork chops and serve with the Tater Tots and green beans.

<https://www.foodnetwork.com/recipes/food-network-kitchen/lemon-garlic-pork-chops-with-parmesan-tater-tots-3362668>

APRIL

Find the words in the grid. When you are done, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line. Words can go horizontally, vertically and diagonally in all eight directions.

```

E A P S D R S S A R G I D
T Y L F U A R B O R H N B
A A N E O O M A T H O T U
R P R N U O I P T M A A T
E S P I U I L C A E R U T
N I T H E B O I A E F R E
E Y O S U S D S L G T U R
V H L N I N T B G E A S F
V E I U R E A R Y T H S L
N H R S R D O I N T G Y Y
I Z P J D W T F R K D Y K
A D A I S Y Y A Y T T A N
R N B V K W E A T H E R H
  
```

By Evelyn Johnson - www.qets.com

April	Damp	Natty
Arbor	Diamond	Rain
Aries	Earth	Sagacious
Biddable	Easter	Sunshine
Bunny	Fool	Taurus
Butterfly	Grass	Venerate
Daisy	Grow	Weather



PO Box 3459
Spring Hill, Florida 34611

Health and Wellness or Prevention Information

GET IN TOUCH

Have a Question? Contact Us!

BY PHONE:

1-888-657-4170 (TTY 711)

October 1 - March 31:

Monday - Sunday, 8 am - 8 pm

April 1 - September 30:

Monday - Friday, 8 am - 8 pm

IN PERSON:

Community Outreach Offices

600 N US Hwy 1, STE A
Fort Pierce, FL 34950

2713 Forest Road
Spring Hill, FL 34606

303 SE 17th Street, STE 305
Ocala, FL 34471

BY MAIL:

Ultimate Health Plans, Inc.
PO Box 3459
Spring Hill, FL 34611

ONLINE:

www.ChooseUltimate.com



<https://www.facebook.com/UltHP>