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ULTIMATE LIVING

Health and Wellness News for Members of Ultimate Health Plans (UHP)

October 2022

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

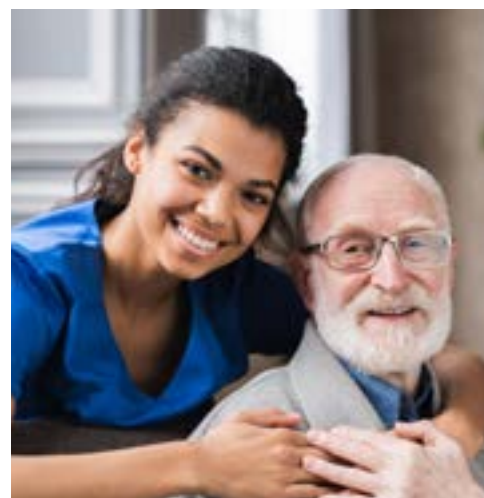
Wellness Program for Dual Eligible Special Needs Plan (D-SNP) Members



Our goal at Ultimate Health Plans is to assist you, our valued member, with meeting your health care needs and goals through our Wellness Program.

Read more on page 4.

Benefit Spotlight



New benefits are here for 2023 that we know you will be excited about! See details about OTC, Papa Pal, and the vision and dental benefits available!

Read more on page 9.

Message From Our Medical Director

I hope you are enjoying a healthy living. As we approach the final quarter of this year, I want to take this opportunity to discuss the importance of cancer screening, and in particular, colorectal cancer screening. This article will focus on some basic information about this cancer.

What is Colorectal Cancer?

- Colorectal cancer can start either in the colon or rectum. An abnormal or out of control growth of cells leads to development of cancer. As such, screening and early detection are keys to the best outcomes, if one has colorectal cancer.
- Most colorectal cancers start as growths in the inner lining of the colon or rectum. These abnormal growths are referred to as polyps. Though not all polyps are pre-cancerous, some can turn into cancer cells over the course of many years.
- The type of polyps will determine if they are likely to turn into cancer cells. Other factors include the size and number of polyps.

Risk Factors for Colorectal Cancers

- Obesity
- Physical Inactivity
- Smoking
- Nutrition (highly processed food, low Vitamin D levels, etc.)
- Moderate to heavy alcohol use
- Other factors such as advanced age, family or personal history of colorectal cancer, personal history of inflammatory bowel disease, etc. also play a significant role.

Colorectal Cancer Screening Guidelines

- According to the American Cancer Society (ACS), those at average risk, i.e., devoid of aforementioned risk factors, should begin regular screening at age 45. Those in good health and life expectancy of greater than 10 years should continue screening through age 75. Those over age 85 should not get colorectal cancer screening. For members between the ages of 76 through 85, screening decision should be based on personal preference, overall health, and prior screening history.



Pragnesh R. Shah, MD



Colorectal Screening Tools

- Several screening methods are available for colorectal screening:
 - o Stool-based Tests
 - ▷ Fecal Immunochemical Test (FIT) – once a year
 - ▷ Fecal Occult Blood Test (FOBT) – once a year
 - ▷ Multi-targeted stool DNA Test (mt-sDNA) – once every 3 years
 - o Visual Tests
 - ▷ Colonoscopy – once every 10 years
 - ▷ CT Colonography (Virtual Colonoscopy) – once every 5 years
 - ▷ Flexible Sigmoidoscopy (FSIG) – once every 5 years

NCQA Accreditation

- Ultimate Health Plans is proud to announce that we received a three-year accreditation from the National Committee for Quality Assurance (NCQA) during our health plan survey renewal. This is the highest award that a health plan can receive. UHP earned the accreditation by meeting standards covering more than 100 measured elements in the following area:

- Quality Management and Improvement
- Population Health Management
- Network Management
- Utilization Management
- Credentialing
- Member Experience



NCQA Accreditation means that an independent, nationally recognized organization has validated UHP's performance. The NCQA Accreditation shows UHP's commitment to meeting high-quality

Flu Season

Flu season is usually between October and May every year. The Centers for Disease Control and Prevention (CDC) recommends vaccination before the virus starts spreading.

Those at high risk include:

- ✓ Adults 65 years of age and older
- ✓ People with chronic diseases
- ✓ People that reside in long-term care facilities
- ✓ Younger children
- ✓ Pregnant women

As a member of Ultimate Health Plans, you have a \$0 copay for the flu vaccine. You can learn more and schedule an appointment by calling or visiting your Primary Care Physician (PCP) or one of our in-network pharmacies. Please visit <https://ChooseUltimate.com/Home/FindDoctor> on our website to find in-network providers and pharmacies.



You have a \$0 Copay



★ Member Spotlight ★

Pauline Suriani turned 100 years young in 2022.

She likes having Ultimate Health Plans and has no complaints. She lives independently and enjoys staying active during the day. Pauline does all of her own cleaning, cooking, and grocery shopping. She enjoys playing cards and games with her friends on a weekly basis. Pauline says the secret to living a long life is taking care of yourself and staying in shape. She thanks the Lord for each day she is given.

We'd love to hear from you!
Submit to us in writing at:

Ultimate Health Plans
ATTN: Testimonials
PO Box 3459
Spring Hill, FL 34611

Or by emailing us at:
Communications@ulthp.com

Wellness Program for Dual Eligible Special Needs Plan (D-SNP) Members

Our goal at Ultimate Health Plans is to assist you, our valued member, with meeting your health care needs and goals through our Wellness Program. This program offers the following benefits at no cost to you:

- Unlimited one-way transportation to plan-approved locations, ensuring that you don't miss any of your appointments.
- SilverSneakers® Fitness Program that gives you membership to participating facilities, fitness classes, and at-home exercise kits.
- Health education to help you gain knowledge and self-care skills to improve and maintain your health.
- Smoking and tobacco use cessation counseling, helping you break the habit and take control of your health.

If you have questions about our Wellness Program or need assistance, please contact Member Services at 1-888-657-4170.





2022 Ultimate Health Plans Wellness Incentive Program

Earn rewards* for taking care of your health.

Eligible members of Ultimate Health Plans may earn up to \$75 in gift cards just for completing important health care activities as listed below.

HEALTH CARE ACTIVITIES

Annual Wellness Visit	\$10.00
Colorectal Cancer Screening	\$10.00
Controlling Blood Pressure	\$15.00
COVID-19 Vaccination	\$15.00
Hemoglobin A1c	\$15.00
Mammogram Screening	\$10.00

TOTAL GIFT CARD REWARDS* **\$75.00**

*Reward eligibility requirements and limitations:

- Rewards are limited to 1 gift card per activity.
- Health care activities must be completed between January 1 and December 31, 2022.
- **Annual Wellness Visit** - All enrollees that complete an Annual Wellness Visit with their Primary Care Provider (PCP) between 1/1/2022 – 12/31/2022.
- **Colorectal Cancer Screening** - All enrollees who had appropriate screening for colorectal cancer is covered as a plan benefit between 1/1/2022 – 12/31/2022 with any of the following tests:
 - o Annual Fecal Occult Blood Test (FOBT)
 - o Flexible Sigmoidoscopy every 5 years
 - o Colonoscopy every 10 years
 - o Computed Tomography Colonography every 5 years
 - o Stool DNA Test every 3 years
- **Controlling Blood Pressure*** - All enrollees that adequately has controlled (<140/90mmHg) blood pressure with latest results between 1/1/2022 – 12/31/2022.
- **COVID-19 Vaccination** - All enrollees that receive the COVID-19 vaccines authorized by FDA and recommended by CDC between 1/1/2022 – 12/31/2022.
- **Hemoglobin A1c (HbA1c)*** - All enrollees that complete a simple blood sugar test that measures less than 9% between 1/1/2022 – 12/31/2022.
- **Mammogram Screening** - All enrollees that complete a mammogram screening for whom a mammogram is covered as a plan benefit between 1/1/2022 – 12/31/2022.
- **Additional requirements and limitations may apply. Please call the plan for details.**

** Note: The last Controlled Blood Pressure reading of the year and the last HbA1c Test will be counted towards the incentives. Enrollees will receive an incentive at the end of the year.*



OptumRx Customer Service

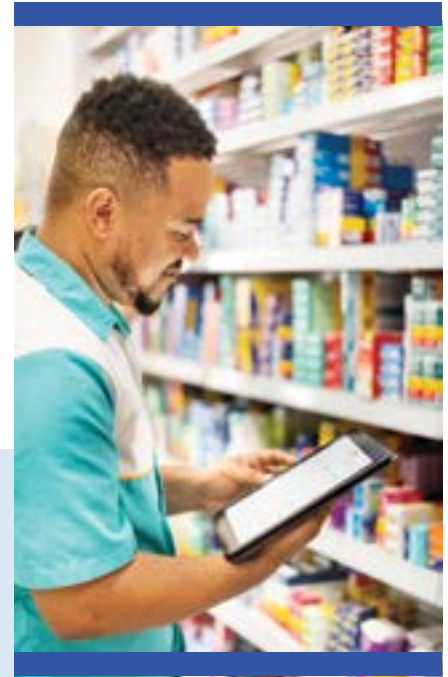
800-311-7517 (TTY 711)

- Open 24 hours a day, 7 days a week.

Ultimate Health Plans Website

www.ChooseUltimate.com/Home/PrescriptionDrugs

Check your drug coverage and copays.



Prior Authorization Timelines

We encourage you to speak with your prescriber regarding your medications.

Per Medicare guidelines:

- 24 hours are allowed for urgent requests.
- 72 hours are allowed for standard/non-urgent requests.
- Up to 14 days may be allowed for a decision to be made.

Exception Requests can be initiated by calling 800-311-7517 or by completing and mailing in the Coverage Determination Form available online at:

www.chooseultimate.com/Member/DocumentsandForms



Prescription Home Delivery

You can use OptumRx Home Delivery mail-order service as a convenient way to save time and a trip to the pharmacy. Your medication will arrive at your front door with the mail-order service with free standard shipping!

Home delivery mail-order facts:

- Mail-order services are used for a 90-day supply of your medication.
- Your order will arrive within 14 calendar days.
- Chronic and long-term medications, excluding opioid medication, can be delivered through home delivery.
- The automatic refill program will refill your prescription medications before they run out.
- If your order experiences delays, call OptumRx as soon as possible to arrange an alternative local pick-up.

Home delivery mail-order benefits:

- You may pay less for your medication with a 3-month supply.
- Medications are delivered to your home with free standard shipping.
- Speak to a pharmacist any time, from the privacy of your own home.
- The drug pricing tool brings you cost-saving opportunities and personalized medication options. You can set up text and email reminders for refills, taking your medication, and order confirmations.

Starting home delivery mail-order:

- Ask your doctor to send an electronic prescription to OptumRx.
- Visit optumrx.com or use the OptumRx app.
- Call the toll-free number 800-311-7517, located on the back of your Member ID Card.

Everything to know About Your Pharmacy EOB

The Explanation of Benefits (EOB) is one of the most critical resources you will receive from Ultimate Health Plans. Even though it might look like one, an EOB is **not** a bill. You will receive an EOB monthly that summarizes your medications and what you paid for them to be filled during the previous month.

It's always a good idea to review your EOB for accuracy when you receive it. Your personalized EOB helps you know what coverage stage you are in within your pharmacy benefit.

Your EOB contains the following details:

- Member information
- Prescription detail(s)
- Amount(s) paid by you and the plan
- Your current drug payment stage

Since we are more than halfway through 2022, you may have noticed that your out-of-pocket costs for some of your prescription drugs may not be the same as they were earlier in the year. This difference in cost can change depending on what payment stage you are in. Stages that may change how much you may pay are the **Coverage Gap (Stage 3)**, also known as the donut hole, or the **Catastrophic Coverage Phase (Stage 4)**. This information, and other details, can be found in your EOB.

Please see the example illustrations below:



Ultimate Health Plans
1244 Mariner Blvd.
Spring Hill, FL 34609

August 03, 2022

Advantage Care by Ultimate (HMO C-SNP)
is operated by Ultimate Health Plans

Your member numbers are:
Member ID: [REDACTED]
Group number: 019002
BIN: 610011 PCN: CTRXMEDD

Your Monthly Prescription Drug Summary For July, 2022

This summary is your "Explanation of Benefits" (EOB) for your Medicare prescription drug coverage (Part D). Please review this summary and keep it for your records. This is **not** a bill.

Here are the sections in this summary:

- SECTION 1. Your prescriptions during the past month
- SECTION 2. Which "drug payment stage" are you in?
- SECTION 3. Your "out-of-pocket costs" and "total drug costs" (amounts and definitions)
- SECTION 4. Updates to the plan's Drug List that affect drugs you take
- SECTION 5. If you see mistakes on this summary or have questions, what should you do?
- SECTION 6. Important things to know about your drug coverage and your rights

SECTION 2. Which "drug payment stage" are you in?

As shown below, your Part D prescription drug coverage has "drug payment stages." How much you pay for a covered Part D prescription depends on which payment stage you are in when you fill it. During the calendar year, whether you move from one payment stage to the next depends on how much is spent for your drugs.

You are in this stage:			
STAGE 1 Yearly Deductible (Because there is no deductible for the plan, this payment stage does not apply to you.)	STAGE 2 Initial Coverage <ul style="list-style-type: none"> You begin in this payment stage when you fill your first prescription of the year. During this stage, the plan pays its share of the cost of your drugs and you (or others on your behalf) pay your share of the cost. You generally stay in this stage until the amount of your year-to-date "total drug costs" reaches \$4,430. Then you move to payment stage 3, Coverage Gap. 	STAGE 3 Coverage Gap <ul style="list-style-type: none"> During this payment stage, you (or others on your behalf) receive a 70% manufacturer's discount on covered brand name drugs and the plan will cover another 5%, so you will pay 25% of the negotiated price on brand-name drugs. In addition you pay less than 25% of the costs of generic drugs. You generally stay in this stage until the amount of your year-to-date "out-of-pocket costs" reaches \$7,050. As of 07/31/2022 your year-to-date "out-of-pocket costs" were \$1,000 (see Section 3). 	STAGE 4 Catastrophic Coverage <ul style="list-style-type: none"> During this payment stage, the plan pays most of the cost for your covered drugs. You generally stay in this stage for the rest of the calendar year (through December 31, 2022).

Pharmacy EOB *continued*

SECTION 2. Which "drug payment stage" are you in?

As shown below, your Part D prescription drug coverage has "drug payment stages." How much you pay for a covered Part D prescription depends on which payment stage you are in when you fill it. During the calendar year, whether you move from one payment stage to the next depends on how much is spent for your drugs.

STAGE 1 Yearly Deductible	STAGE 2 Initial Coverage	STAGE 3 Coverage Gap	STAGE 4 Catastrophic Coverage
(Because there is no deductible for the plan, this payment stage does not apply to you.)	<ul style="list-style-type: none"> You begin in this payment stage when you fill your first prescription of the year. During this stage, the plan pays its share of the cost of your drugs and you (or others on your behalf, including "Extra Help" from Medicare) pay your share of the cost. You generally stay in this stage until the amount of your "out-of-pocket costs" reaches \$7,050. Then you move to payment stage 4, Catastrophic Coverage. 	(Because you are receiving "Extra Help" from Medicare, this payment stage does not apply to you.)	<p>You are in this stage:</p> <ul style="list-style-type: none"> During this payment stage, the plan pays most of the cost for your covered drugs. For each prescription, you pay up to \$3.95 for a generic drug or a drug that is treated like a generic, and \$9.65 for all other drugs.
<p>What happens next?</p> <p>When you are in this payment stage, Catastrophic Coverage, you generally stay in it for the rest of</p>			

Be on the lookout for your monthly EOB at the beginning of each month. If you have any questions about the coverage phases or your out-of-pocket costs, please give us a call at 800-311-7517.

A Message from Our Director of Utilization Management

Dear members,

We hope you are staying healthy. This month we would like to introduce you to the Ultimate Health Plans Utilization Management (UM) Team. Your health and wellness are our number one priority.

UM TEAM

Medical Director

Pragnesh Shah, MD

Director of Utilization Management

Julia Nuss, RN, MSN

Intake Supervisor

Laura Thomas

Intake Specialists

• Gabriella Miller • Gabrielle Berry • Angela Brening • Dominique Hardy

Utilization Management Nurses

April Daniel, RN • Stacey Alderson, RN • Claudine Angel, RN • Susie Gomez, RN



Julia Nuss

How to Reach a Member of the UM Team

Our Member Service and Provider Service Teams can answer most prior authorization questions and can be reached at the following numbers:

Member Services 1-888-657-4170

Provider Services 1-888-657-4171

On behalf of Ultimate Health Plans, I would like to thank you for entrusting us with your healthcare needs. We look forward to working with you!

Yours in good health,

Julia Nuss, RN, MSN, *Director of Utilization Management*

2023 BENEFIT SPOTLIGHT

Over-the-Counter (OTC) & Healthy Foods

Spend freely and live fully with your **NEW Ultimate Benefit Card!**

With this benefit, you will receive:

- ▶ Preloaded funds on your benefit card each month
- ▶ Access to hundreds of approved OTC products
- ▶ Three convenient ways to shop: in-store, online, or by phone



Participating retailers include:

- ▶ CVS (No Target stores)
- ▶ Publix
- ▶ SE Grocers (Winn-Dixie)
- ▶ Walgreens
- ▶ Walmart
- ▶ And more

Vision

You receive a yearly benefit allowance of up to **\$500** that can be used towards the purchase of eyewear. Eye exams are available with a **\$0** copay.

Dental

\$0 copay for:

- Cleanings
- Deep Cleanings
- Fluoride Treatments
- Fillings
- Dentures
- Root Canals
- Crowns
- And More!



We all need a pal sometimes. That's why we are partnering with Papa to offer our C-SNP and D-SNP members a hand to help, a shoulder to lean on, and an ear to listen — when, where, and how they need it most.



COMPANIONSHIP

Chat, play board games, watch a movie, take a walk, or exercise.

HOUSE NEEDS

Light cleaning, meal prep, organizing, or pet help.

TRANSPORTATION

Doctors appointments, errands, grocery and pharmacy shopping.

TECHNOLOGY

Help with computers, smart phones, and tablets.



How a CBC Test Can Help You Understand Your Overall Health

If you want a clear view of your health, it begins with your blood. A complete blood count (CBC) test analyzes the cells that circulate in your blood. It's the most common test ordered by physicians and can provide valuable information on your overall health and help detect problems like anemia, inflammation, and infection.

Why take a CBC test

Because a CBC is clinically meaningful if you have abnormal results, it's a good baseline test for understanding your health. Here are a few reasons why you may choose to take a CBC test:

- General wellness check: Review your overall health
- Diagnosis: Identify potential causes of symptoms,

including weakness, tiredness, fever, bruising, swelling, and redness

- Chronic Conditions: Monitor active health conditions that impact your blood count
- Medications: Understand the impact of certain medications, such as rheumatoid arthritis treatments, or blood count over time
- Pre-surgery: Low platelet counts put surgical patients at risk of abnormal bleeding so the procedure may be delayed—or you and your doctor may develop a different treatment plan

If you do receive abnormal results, you have the option to dig deeper by discussing results with your doctor and determining the next steps.



What can a CBC test detect?

A CBC test is extremely comprehensive, measuring different types of cells in your blood. That includes your white blood count, which is linked to your body's ability to fight off infections and foreign agents that cause inflammation. It also measures your platelets, which indicate your body's propensity to bleed or clot in certain situations, and your hemoglobin, which is the oxygen-carrying protein in red blood cells. When those levels are low, the decreased levels of oxygen can cause symptoms such as fatigue, dizziness, and headaches.

A CBC test can detect a number of different conditions including:

- Anemia
- Autoimmune disorders
- Bone marrow disorders
- Dehydration
- Infections
- Inflammation
- Hemoglobin abnormalities
- Leukemia
- Lymphoma
- Sickle cell disease

Take charge of your health

At the end of the day, your overall health is in your hands. It's up to you to stay connected to your doctor and get the testing you need including CBC. The conversations with your doctor add to the growing tapestry of monitoring and maintaining your health.



We are Here for You!

Questions about an
Authorization?

Concerns
about 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).

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

Important Contact Information at a Glance

Member Services 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

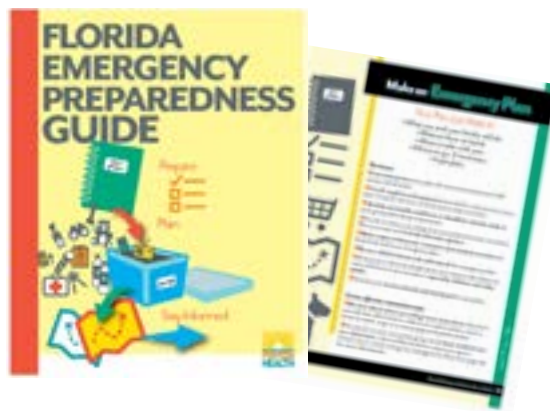
www.ChooseUltimate.com



	Acupuncture & Chiropractic	American Specialty Health	888-577-0055
	Behavioral Health	Beacon Health Options www.beaconhealthoptions.com/find-a-provider/	800-627-1259
	MDLive – Telemedicine	Beacon Health Options www.mdlive.com	855-849-3650
	Dental	Aflac Benefits Solutions www.aflacbenefitssolutions.com	800-340-8869
	Gym Benefit	SilverSneakers www.silversneakers.com	888-423-4632
	Hearing	20/20 Hearing www.2020hearingnetwork.com/	800-313-2763
	In-Home Support	Papa Pals	800-348-7951
	Laboratory Provider	LabCorp www.labcorp.com	800-845-6167
	Meal Delivery	Ultimate Member Services	888-657-4170
	Nurse Hotline - 24/7	Caret Health	855-238-4687
	Over-the-Counter (OTC) Healthy Food, & Flex Cards	Solutran www.healthybenefitsplus.com/chooseultimate	855-422-0039
OPTUMRx	Prescription Drug Benefit - 24/7	OptumRx www.optumrx.com/members	800-311-7517
	Prescription Mail Order	OptumRx Pharmacy Refills & Questions	877-889-6358
	Transportation	Wheelchair Transport Service	855-306-0700
	Vision	Premier Eye Care providerdirectory.premiereyecare.net/	800-210-5511

Florida Emergency Preparedness Guide

Are you prepared for an emergency? It is important to have a plan and know what steps you will take to ensure the safety of you and your loved ones. You can find more information in the Florida Emergency Preparedness Guide by visiting <https://chooseultimate.com/Assets/Library/familyprepareguide-eng.pdf>.



Healthy Recipe

Butternut Squash Soup with Apple Grilled Cheese Sandwiches

The fall season brings the scent of spices and comfort foods. Adding some apple slice on a grilled cheese sandwich adds a nice crunch to a favorite sandwich. Serve up this duo for an easy and healthy dinner which will also provide some great leftovers.

- 2 Tbsp grapeseed or coconut oil
- 1 cup chopped onion
- 2 Tbsp ginger
- 1 Tsp ground cumin
- 1 Tsp ground turmeric
- 1/4 Tsp cayenne pepper
- 5 cups cubed (1-inc) peeled butternut squash
- 1 (15 oz) can light coconut milk, divided
- 2 cups low sodium chicken or vegetable broth
- 1 small apple, thinly sliced, divided
- 3/4 Tsp salt

Nutrition Facts

Serving Size: 1 1/2 cups soup & 1/2 sandwich

Per serving: 419 calories, protein 13.5g, carbohydrates 43.3g; dietary fiber 8.4g; sugars 10.4g; fat 23.1g; saturated fat 103.6g; cholesterol 26.3g; vitamin a iu 16927.8IU; vitamin c 285mg; folate 49.7mcg; calcium 598.2mg; iron 2.2mg; magnesium 72.9mg; potassium 622.5mg; sodium 826.8mg

Source: 2022 Copyright Eatingwell.com, Eating Well



Heat 1 tablespoon oil in a large saucepan over medium heat. Add onion and ginger, cook stirring, until it starts to soften, about 3 minutes. Add cumin, turmeric, and cayenne; cook, stirring for 30 seconds. Add squash, coconut milk (reserve 4 tablespoons for garnish, if desired), broth, half the apple slices and salt. Bring to boil. Reduce the heat to maintain a simmer and cook, stirring occasionally until the squash is tender, about 20 minutes. Stir in lime juice.

Puree the soup in a blender. (Use caution when blending hot liquids).

Divide 1/2 cup cheese between 2 slice of bread. Top with the remaining apple slices, cheese and bread. Heat the remaining 1 tablespoon oil in a large nonstick skillet over medium heat. Add the sandwiches and cook until lightly browned on both sides and the cheese is melted, about 2 minutes per side. Cut in half. Garnish the soup with the reserved coconut milk, more cayenne and ground pepper if desired.



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

4058 Tampa Road, STE 7
Oldsmar, FL 34677

2713 Forest Road
Spring Hill, FL 34606

17820 SE 109th Ave, STE 103
Summerfield, FL 34491

BY MAIL:

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

ONLINE:

www.ChooseUltimate.com



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