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ULTIMATE LIVING

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

Spring 2022

Health and Wellness or Prevention Information

PO Box 3459
Spring Hill, Florida 34606



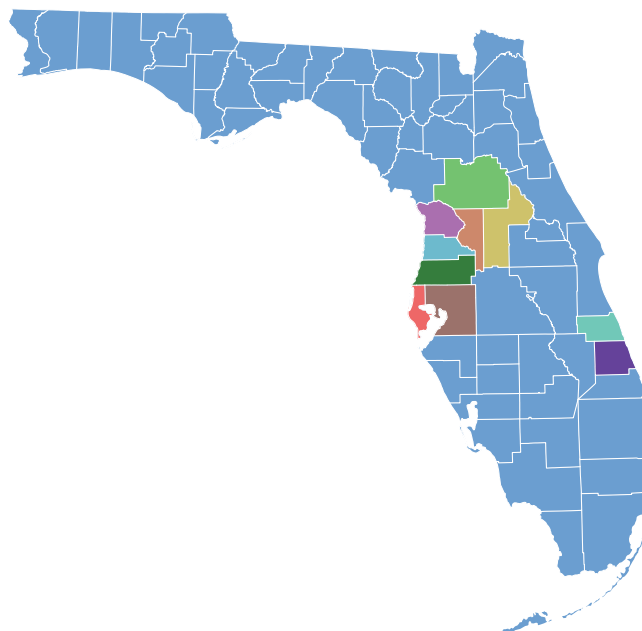
Special Needs Plans (SNP)

Special Needs Plans are a type of Medicare Advantage Plan that provides coordinated care to members with specific illnesses, chronic conditions, or Medicaid. Ultimate Health Plans offers the following SNPs:

Advantage Care SNP	Advantage Plus SNP (New)
<ul style="list-style-type: none"> • Cardiovascular Disorder • Chronic Heart Failure • Chronic Lung Disorder • Diabetes Mellitus 	<ul style="list-style-type: none"> • For members with both Medicare and Medicaid
<p>These benefits are available to you on most plans:</p> <ul style="list-style-type: none"> • Dental Benefits with Dentures, Deep Cleanings and Unlimited Extractions • Vision Benefits with up to a \$500 Eyeglass Allowance • Transportation available on all plans at no cost to you • \$2,000 Hearing Aid Benefit allowance each year • \$0 Prescriptions Generic Tier 1 All Plans • Choose to receive an Ultimate Smartphone through our Over-the-Counter (OTC) benefit 	
Advantage Care SNP	Advantage Plus SNP (New)
<ul style="list-style-type: none"> • \$10 Select Care Drugs Tier 5 (Chronic Special Needs Plans C-SNP) 	<ul style="list-style-type: none"> • \$500 Flex Cards available on our Dual Special Needs Plan (D-SNP) Plan • \$0 Select Care Drugs (D-SNP)

SNP plans are offered in all of the counties we service:

East Coast	Indian River
	St. Lucie
	Lake
Central Coast	Marion
	Sumter
	Citrus
West Coast	Hernando
	Pasco
	Pinellas
	Hillsborough



If you'd like to change plans or have any questions, please call us at 855-858-7526 (TTY: 711) Monday-Sunday from 8 a.m.- 8 p.m. EST.

A Message from our Medical Director

Dear Members,

I hope the New Year is treating you well thus far. In this article, I want to address some of the important topics related to your health. We closed last year satisfactorily for some of the screening measures we are tracking; however, there was room left for improvement. This year, we want to start early with those same screening test reminders by emphasizing their importance. Please note that these screening tests are essential for the early diagnosis of the disease or staying informed on the status of a disease. Below you will find the referenced screening tests:



Dr. Pragnesh Shah

- ▶ **Diabetes (DM):** There are three screening measures for DM:
 - Hemoglobin A1c (HbA1c) – This is a simple blood test. This measure tells your average blood sugar for the previous three months. The lower the number, the better it is. Your doctor may adjust your diabetic medication(s) based on this number.
 - Diabetic Eye Exam – This test looks for retinal damage associated with DM. Yearly evaluation is recommended to improve early detection chances and reduce the chances of complications related to diabetic retinopathy, including permanent blindness.
 - Nephropathy – This is a urine test that looks for damage to your kidneys due to DM. If left undiagnosed, complications can include kidney failure and the need for dialysis treatment.
- ▶ **Cancer:** We are tracking the following two cancer screening measures:
 - Breast Cancer – Yearly screening mammogram is recommended for women between the ages of 50 and 74.
 - Colorectal Screening – March is Colorectal Cancer Awareness Month. Below are several methods available for colon cancer screening:
 - Fecal Occult Blood Test (FOBT) – Once every 12 months for members 50 years or older.
 - DNA Lab Test – For ages 50 – 85 without any alarming cancer symptoms.
 - Screening Colonoscopy – Medicare covers screening colonoscopy once every 24 months (2 years) if you're at high risk for colorectal cancer. If you aren't at high risk for colorectal cancer, Medicare covers the test once every 120 months (6 years), or once every 48 months (4 years) after a previous flexible sigmoidoscopy. There's no minimum age requirement.

Please note that the measures mentioned above are associated with member incentives. Completion of any of the above measures may earn you incentive rewards.

As COVID-19 vaccines become available, we urge you to be vigilant against fraud schemes. Please remember the following tips:

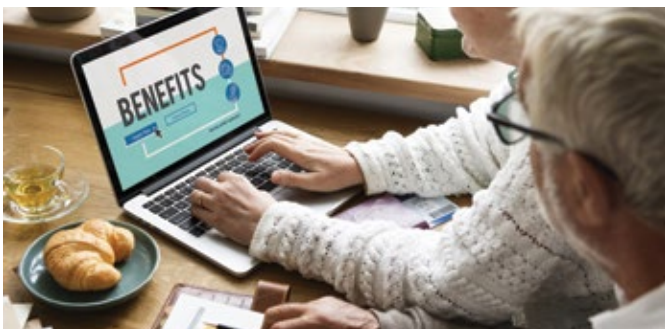
- ▶ Since Medicare covers the COVID-19 vaccine, there will be NO COST TO YOU.
- ▶ You cannot pay to put your name on a list to get the vaccine.
- ▶ You cannot pay to get early access to the vaccine.
- ▶ Ignore any calls, texts, or emails promising access to the vaccine for a fee.

Refer to our recent mailing for the COVID-19 vaccination roll-out plan and when you can expect to get a vaccine. Once we have more updates, we will communicate them to you.

Yours in good health,

-Dr. Pragnesh Shah, MD, MBA, CPE

2022 Benefit Spotlight



For questions or more detailed information, please contact Member Services at (888) 657-4170 (TTY: 711), Monday – Sunday, 8 a.m. – 8 p.m. EST, or access it online at www.ChooseUltimate.com



Acupuncture

Acupuncture for chronic low back pain:

- Up to 12 visits in 90 days are covered by an in-network provider
- Copayment amount depends on plan enrollment
- No auth required, however, a referral is required



Chiropractic

- Manual manipulation of the spine to correct subluxation by an in-network provider
- Copayment amount depends on plan enrollment
- No referral required



Meals

- \$0 copay
- Immediately following an inpatient hospital stay
- Meals offered for a one-week period, 2 meals per day for a total of 14 meals
- Request your meals by calling Member Services



Over-the-Counter (OTC)

- Medicare-eligible health-related items and medications for the beneficiary's personal use
- \$0 copay – Monthly benefit allowance depends on plan enrollment
- Benefit does not roll over month to month



Transportation

- \$0 copay
- Included with all plans, however, the number of trips varies by plan
- No authorization requirement for rides to in-network providers
- Schedule your ride by calling Member Services

Other Exciting Updates:

Over the Counter (OTC)

Order OTC products such as cough medicine, pain relievers, first aid items, and more! There have been some exciting additions this year including Lysol wipes, TENS unit, electric toothbrush with replacement heads, and Metamucil, just to name a few.

Health-Related Smart Phone

- Manage your health and communicate with your caregivers and providers from your Ultimate Smart Phone.
- \$35 per month directly from your OTC benefit.
- Please see page 11 of the 2022 Over-the-Counter Catalog for details.

Personal Emergency Response System (PERS)

- Available to members of our Advantage Care by Ultimate (HMO C-SNP) and Advantage Plus by Ultimate (HMO D-SNP) plans.
- The PERS system provides peace of mind at the touch of a button in the event of a fall or other emergency.
- \$50 per month directly from your OTC monthly benefit.
- Please see page 12 of the 2022 Over-the-Counter Catalog for details.



Call (855) 422-0039 to place your order or visit otc.myultimatehp.com to order online. First time users will need to register using their member ID# and date of birth. You may also view the 2022 OTC catalog by visiting www.ChooseUltimate.com.

★ Member Spotlight ★



Chuck Zimoski has been in Spring Hill since 1976 and enjoys woodworking along with spending time with his family. He joined Ultimate Health Plans in 2013 after receiving a recommendation about us from his primary care physician. He shared that his experience with Ultimate has been wonderful from day one. He felt that the sales rep was knowledgeable, friendly and answered all of his questions truthfully, and continues to follow up with him to ensure he is on the plan that best fits his needs. He is very pleased about the level of care he receives from his doctors and directly from Ultimate Health Plans. He is impressed and delighted with the personalized service calls he gets ensuring he had all of his health needs addressed and informing him of

included benefits he can take advantage of. He feels very supported and well taken care of. He recommends Ultimate to all of his friends. Chuck emphasized that the best part of Ultimate Health Plans is they are truly concerned about his health and well-being.

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

Ultimate Health Plans, ATTN: Testimonials
1244 Mariner Blvd
Spring Hill, FL 34609

Or by Email to: Communications@ulthp.com



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 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*** - 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.*

Prevent Identity Theft

Keep these tips in mind to protect yourself from identity theft:

- Secure your Social Security number (SSN). Don't carry your Social Security card in your wallet. Only give out your SSN when necessary.
- Don't share personal information (birthdate, Social Security number, or bank account number) because someone asks for it.
- Collect mail every day. Place a hold on your mail when you are away from home for several days.
- Pay attention to your billing cycles. If bills or financial statements are late, contact the sender.
- Use the security features on your mobile phone.
- Update sharing and firewall settings when you're on a public wi-fi network. Use a virtual private network (VPN) if you use public wi-fi.
- Review your credit card and bank account statements. Compare receipts with account statements. Watch for unauthorized transactions.
- Shred receipts, credit offers account statements, and expired credit cards. This can prevent “dumpster divers” from getting your personal information.
- Store personal information in a safe place.
- Install firewalls and virus-detection software on your home computer.
- Create complex passwords that identity thieves cannot guess. Change your passwords if a company that you do business with has a breach of its databases
- Review your credit reports once a year. Be certain that they don't include accounts that you have not opened. You can order it for free from [Annualcreditreport.com](https://www.annualcreditreport.com).
- Freeze your credit files with Equifax, Experian, Innovis, TransUnion, and the National Consumer Telecommunications and Utilities Exchange for free. Credit freezes prevent someone from applying for and getting approval for a credit account or utility services in your name.



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 | • Utilization Management |
| • Population Health Management | • Credentialing |
| • Network Management | • 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 standards in the health care industry.

Thank you for entrusting UHP with your essential health care needs.

Based on a Model of Care review, Ultimate Health Plans has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through August 2024.

March: Colorectal Cancer Awareness Month

<https://healthfinder.gov/NHO/MarchToolkit.aspx>



Colorectal cancer is the fourth most common cancer in the United States and the second leading cause of death from cancer. Colorectal cancer affects people in all racial and ethnic groups and is most often found in people ages 50 and older.

The good news? If everyone ages 50 and older were screened regularly, 6 out of 10 deaths from colorectal cancer could be prevented. Communities, health professionals and families can work together to encourage people to get screened.

Here are a few ideas to spread the word and raise awareness:

- Encourage families to get active together - exercise may help reduce the risk of colorectal cancer.
- Talk to family, friends and people in your community about the importance of getting screened for colorectal cancer.
- Ask doctors and nurses to talk to patients age 50 and older about the importance of getting screened.

Prescription Home Delivery

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 a 90-days' supply of medication*

- 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!
- If your order is delayed, call Optum as soon as possible so they can arrange to assist in alternative local pick up.

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, 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.

Opioid Safety and You

You may have been prescribed opioid medications and wondered if they are safe. Opioids are powerful drugs that can lead to abuse and possible overdose if not taken properly. We will discuss the risks of opioids and how you can take them safely.

Opioid medications can be used to help with short and long-term pain. They can also be an important part of treatment for certain patients, such as those with cancer or end-of-life care. However, extended use of opioids can cause serious risks that you and your doctor should discuss and monitor closely. You must understand why you are being prescribed opioid medications.

What are the risks of taking opioids for a long time?

- Tolerance - Over time, you may need higher doses to relieve your pain
- Dependence - You may have withdrawal symptoms when you stop taking opioids. This can happen after taking them for less than a week
- Addiction - You may not be able to control your opioid use
- Overdose or death

How do I safely take opioid medications?

- Always follow your doctor's directions.
- Never share your medications with others. Only a doctor can decide if a prescription medication is safe for someone other than you.
- Don't take your medicine more often than prescribed. Talk to your doctor or pharmacist before you take any extra doses.



- Stay away from dangerous drug interactions. Talk to your doctor or pharmacist about all the drugs you take. Mixing opioids with any of the following can greatly add to the risk of overdose:
 - o alcohol
 - o sleeping pills (such as zolpidem [Ambien®] or zaleplon [Sonata®])
 - o anxiety drugs (such as diazepam [Valium®], alprazolam [Xanax®], and orazepam [Ativan®])
- If your pain is under control, ask your doctor if you should take them less often or change to other pain relief options.

There are other alternatives to opioid use for pain management you can consider including over-the-counter medications such as ibuprofen, acetaminophen, or naproxen, injectable or topical therapies, chiropractor services, physical and massage therapy, or acupuncture and exercise. Please speak with your doctor about what will work best for you.

Everything To Know About Your EOB

The Explanation of Benefits (EOB) is one of the most important resources you will receive from Ultimate Health Plans. The most important distinction to make is that an EOB is not a bill. You will receive a monthly EOB that is a summary of medications and what you paid for those medications filled during the previous month.

It's always a good idea to review your EOB for accuracy when you receive it. Another advantage of obtaining the EOB is that it helps you to know what coverage stage you are in.

Some key factors that you will find on the EOB will have the following:

- ▶ Member Information
- ▶ Prescription Detail
- ▶ Amount paid by you and the Plan
- ▶ Drug payment stage

Review your EOB to make sure it shows what you picked up from the pharmacy during that month. If you have any questions, make sure to give us a call.



Annual Health Assessment Questionnaire

Your Annual Health Assessment is a questionnaire that helps your doctor understand your health status and identify any health risks you may have.

TYPES OF QUESTIONS



- General information, such as your age, height, weight, education level, income range, and marital status
- Questions on personal health history, including chronic illness and current treatment
- Questions about how you perceive your health status
- Questions about what is the **best way** to help you enhance and maintain your health
- Questions about any special needs you may have in the areas of hearing impairment, vision impairment, and language preference.

Why do we ask you to answer these questions?

Answering these questions can help you and your doctor develop a personalized prevention plan. Following your plan can help you stay healthy and get the most out of each doctor visit. It also helps us connect you to your plan's benefits and services. The questions will get you thinking about how to enhance and maintain your health, as well. More knowledge about your health puts you in control.

HOW WE USE INFORMATION



How do we use the information you give us?

We share this information with your doctor. Although he or she may already have some of this information throughout your medical record, having all the answers in one place is more helpful and efficient. We also use your answers to help find ways to keep you healthy that will work for you.

We may call you to discuss all the ways that your doctor and Ultimate Health Plans can work together to help. We also check your answers to see if you may qualify for one of our Case or Disease Management programs, which are staffed by nurses dedicated to answering your questions and partnering with you to maintain your health. Some of the services provided through our programs include:

- Regularly scheduled telephone calls from your case manager
- Health education materials
- Tips on understanding and following your doctors' instructions
- Information on community and national resources that may benefit you

HAVE QUESTIONS?



Your answers will not change your benefits in any way. We hope you will fill out your questionnaire when the time comes and take advantage of the opportunity to find out what areas of your health you need to focus on to become a healthier you!

If you have any questions, please call Case Management at (855) 337-6868 (TTY: 711) Monday through Friday from 8 a.m.-5 p.m..

You may also fill out your questionnaire online at our Member Portal.

Please visit:

portal.myultimatehp.com

Registration is required for first-time users.

Important Numbers

Member Services

1-888-657-4170 (TTY 711)

Case Management

1-855-337-6868 (TTY 711)

portal.myultimatehp.com

Ultimate Health Plans is Raising the Bar on Member Experience

2021 Medicare Experience Survey

MEDICARE SURVEY INSTRUCTIONS

This survey asks about you and the health care you received in the last six months. Answer each question thinking about yourself and the times you got health care in person, by phone or by video call. Please take the time to complete this survey. Your answers are very important to us. Please return the survey with your answers in the enclosed postage-paid envelope to SPH Analytics.

- If you changed your Medicare plan for 2021, answer the questions thinking about your experiences in the last 6 months of 2020.
- Answer all the questions by putting an "X" in the box to the left of your answer, like this:
☒ Yes
- Be sure to read all the answer choices given before marking your answer.
- You are sometimes told not to answer some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 → If No, Go to Question 3. See the example below.

EXAMPLE

1. Do you wear a hearing aid now?

☒ Yes
☐ No → If No, Go to Question 3

2. How long have you been wearing a hearing aid?

☐ Less than one year
☐ 1 to 3 years
☐ More than 3 years
☐ I don't wear a hearing aid

3. In the last 6 months, did you have any headaches?

☒ Yes
☐ No

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. This applies to both mandatory and voluntary collections of information. The valid OMB control number for this information collection is 0938-0732. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Field Office, Department of Health and Human Services, 4570 La Jolla Village Drive, 2nd Floor, San Diego, CA 92161-1502.

Here at Ultimate Health Plans, we value your experience and the quality of health care you receive. We have partnered with SPH Analytics to receive your feedback. Randomly chosen members will receive a 2022 Medicare Experience Survey that has been thoughtfully constructed to help us help

you. Above is an example from the 2021 Medicare Experience Survey. The surveys will be mailed to you as early as March. SPH Analytics will be conducting phone interviews as well to receive your answers to the surveys. We look forward to hearing from you, about your experience and to partnering with you to improve the quality of your health care.

Health Management Programs

Ultimate offers programs to meet the health needs of you our members. Many programs are designed to help you manage specific conditions. Some of these conditions are diabetes or heart disease. Other programs are designed to help you with specific needs related to a recent hospital stay.

You may be identified for these programs based on diagnoses. Another reason would be for care or services that you are overdue for or need, but have not received. Sometimes, you are identified for program enrollment based on medical events. You may also be referred to programs by your doctor or by an Ultimate Care Manager. You can also ask to be enrolled in these programs.

Each program has different requirements that need to be met. If you meet the measures, you will automatically be enrolled. You may opt out at anytime.

To receive a printed copy or for more information about these programs, please visit our website at www.ChooseUltimate.com or call us at 1-888-657-4170 (TTY:711)

Case and Disease Management.... The More You Know!!!

Here at Ultimate Health Plans, our goal is to provide you the member, with the best quality of care possible. In doing so, we have a Case and Disease Management program to help give you the tools you may need to help you and your health care team, manage your health care needs.

We have Nurse Case Managers and Social Workers that can help you deal with multiple complex chronic conditions. They are here to help with transitioning from hospital to your next level of care, whether it be home or a skilled nursing facility for additional care. The Nurse Case Manager is here for you, to help coordinate any goals that might need to be set to help manage a specific health condition. Case Management is also available to work on any health obstacles or health challenges that you may face, and work with you to overcome them.

As a member at Ultimate Health Plans, you can make a self-referral to Case Management. You can also be referred by your physician or receive an automatic referral when enrolled in a Special Needs Plan. You can opt out of case management at any time.

Please feel free to contact the Ultimate Case Management Department at 1-866-967-3430 for further questions or to enroll!





Information About Virtual Healthcare Options for Patients

We live in a world where social distancing and stay-at-home orders are the new normal; however, patients still need to see doctors, and doctors still need to order critical tests for their patients. To help patients and their physicians navigate those needs in a virtual world, Labcorp is here to help make the process as seamless as possible so that testing can be done in an efficient and effective manner.

We want you to know that for Labcorp patients, that process remains as simple as one, two, three:

1. Have your physician order your tests online through Labcorp
2. Patients can schedule their appointments quickly and conveniently:
 - Online: www.labcorp.com (Click on Labs and Appointments)
 - Speak with a Labcorp representative: 1-800-877-5227 (Ignore all prompts and remain on the line)
 - Automated appointment scheduling: 1-855-277-8669 (Follow automated prompts)
3. Get your lab results through the Labcorp Patient™ mobile app.

Stay Informed on the Go with Labcorp Patient Mobile App

With the Labcorp Patient mobile app, you can conveniently view lab results, schedule your next Labcorp appointment, and more. The app is easy to use and has convenient features that put you within reach of your health care at all times, including:

View, download, and print your official lab test result report

Receive a notification when lab results are ready

Find a lab and check-in for your lab service visit prior to arrival

View your bill, manage preferences, and more



For additional information, log in at <https://patient.labcorp.com/landing>.



Member Rights and Responsibility

Ultimate protects the rights and responsibilities of our members. We are committed to having everyone involved in the delivery of care to our members, respect each member's dignity, worth, and privacy. You have the following rights to help protect yourself:

- ✓ **We must treat you with fairness, respect, and dignity at all times**
- ✓ **We must ensure that you get timely access to your covered services and drugs**

For a complete list of Member Rights and Responsibilities, please visit our website at

www.ChooseUltimate.com/Member/RightsandResponsibilities

For Ultimate Health Plans Providers

Labcorp is the exclusive laboratory network provider for outpatient, specialty lab, and pathology testing services for **Ultimate Health Plans**.

Please send your **Ultimate Health Plans** patients' laboratory testing to Labcorp.

Labcorp is committed to providing convenient, high-quality, and cost-effective laboratory testing.

Rooted in science and powered by dedicated people, we deliver timely, trusted information to providers, drug developers, and patients with one goal: helping them all make clear, confident decisions.

For additional information about Labcorp, please visit [Labcorp.com](https://labcorp.com).



Labcorp is your one-source laboratory, combining its expertise in innovative clinical test technology through its specialized labs.

We offer many service enhancements for you and your patients, including:

Comprehensive Test Menu

- Nearly 5,000 frequently requested, specialty, and genetic tests
- An increased emphasis on precision medicine tests to help you provide more personalized care for each patient

Patient Convenience and Access

- Easy and convenient web-based tools available to:
 - help patients schedule and check-in to lab appointments
 - simplify billing and payment
- Expanded specimen collection locations, including a growing retail presence

Value-Based Care

- Data tools to help your practice with value-based care and population health initiatives

Variety of Test Order and Result Delivery Solutions

- Simplified test orders and results through intuitive EHR interfaces, including access to historical test Labcorp results regardless of the ordering physician

Clinical Studies

- The opportunity for you and your patients to participate in clinical studies through our Labcorp Drug Development business, helping to advance treatment of complex diseases and speed the delivery of new treatments to patients

For more information, contact your local Labcorp representative, or visit [Labcorp.com](https://labcorp.com).



Important Contact Information at a Glance



	Dental	Argus Vision & Dental www.argusdental.com	800-340-8869
	Vision	Argus Vision & Dental www.argusdental.com	800-210-5511
	Acupuncture and Chiropractic	www.ashlink.com	800-678-9133
	Behavioral Health	Beacon Health Options www.beaconhealthoptions.com	800-627-1259
	MDLive – Telemedicine	Beacon Health Options www.mdlive.com/ultimatemedicare	855-849-3650
	Laboratory Provider	Labcorp www.labcorp.com	800-845-6167
	Meal Services	Contact Member Services →	888-657-4170
	Hearing	20/20 Hearing Care Network https://2020hearingnetwork.com	888-657-4170
	Pharmacy Benefits	Help Desk www.optumrx.com	800-311-7517
	Prescription Mail Order	OptumRx Pharmacy www.optumrx.com	877-889-6358
	Gym Benefit	SilverSneakers www.silversneakers.com	888-423-4632
	Over-the-Counter (OTC)	United MedCo otc.myultimatehp.com	855-422-0039
	Transportation	Contact Member Services →	888-657-4170

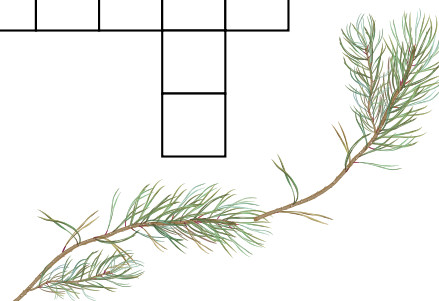
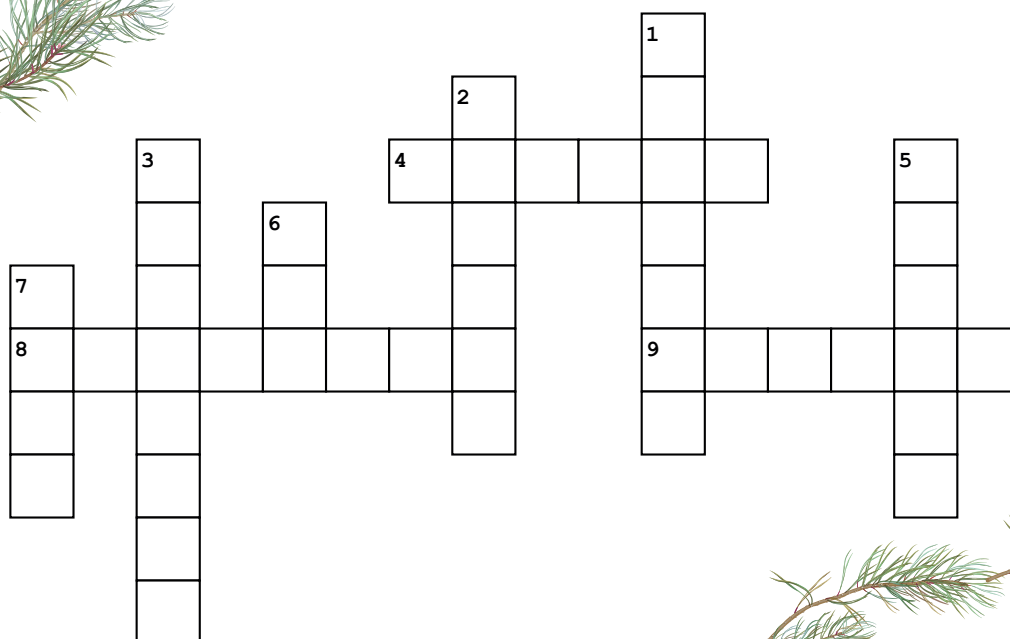
Member Services 1-888-657-4170 (TTY: 711)

www.ChooseUltimate.com

Member Crossword



rights
member
Facebook
exercise
dental
OTC
zero
optumrx
health



Across

4. Good _____ is where you live.
8. Body or mental exertion, especially for improving your health
9. Ultimate protects the _____ and responsibilities of our members

Down

1. The online pharmacy for members
2. Person that belongs to Ultimate Health Plans
3. Follow us on _____.
5. \$0 copay for this type of visit, also for cleanings
6. Receive the smartphone through this benefit
7. Flu shot co-payment cost

Visit the website at:

WWW.CHOOSEULTIMATE.COM



To learn more, call
1-855-858-7526 (TTY 711)
Monday – Sunday
8 am to 8 pm

Visit our website at www.ChooseUltimate.com
or stop into one of our local offices.

Find us on Facebook at
www.facebook.com/UltHP/

Community Outreach Offices

600 North Hwy 1
Fort Pierce, FL 34950



4058 Tampa Road Unit 7
Oldsmar, FL 34677



2713 Forest Road
Spring Hill, FL 34606



17820 SE 109th Ave. Unit 103
Summerfield, FL 34491



Corporate Office

1244 Mariner Boulevard|Spring Hill, FL 34609