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ULTIMATE LIVING

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

Summer 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.

Keep Your Health on Track with Ultimate's Wellness Incentive Program



You can earn rewards for taking care of your health. Learn how to get those rewards with our Incentive Program.

[Read more on page 11.](#)

Diabetic Monitors and Supplies

Preferred diabetic products available through your plan. These products are covered through Part B at a \$0 copay.



[Read more on page 8.](#)



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

A Message from our Medical Director

Dear Members,

We hope you are staying healthy. We have dedicated each month to specific awareness of various health conditions. June is the month for both national cataract awareness and men's health.

Why do we need to increase awareness of cataracts?

Cataracts are a leading cause of adult blindness in the world. More than 24 million Americans over the age of 40 are affected by cataracts. Education and awareness are essential due to these great numbers. Despite being one of the leading causes of blindness, cataracts are treatable.

What is a cataract?

A cataract is the clouding of the eye lens, which naturally occurs over time. Risk factors include heredity, eye injury, long-term steroid use, diabetes, long-term exposure to the sun's ultraviolet (UV) rays, and smoking. Cataracts do not normally cause pain, redness, or tears.

- Cataract symptoms:
 - o Blurry or distorted vision
 - o Sensitivity to light
 - o Loss of depth perception
 - o Pupil color changing to yellow or milky white
- Steps to reduce the chances of developing cataracts or cataract related blindness:
 - o Wear sunglasses that block UV light
 - o Quit smoking
 - o Take nutritional supplements
 - o Annual comprehensive eye exams

Why do we need to increase awareness of men's health?

Poor health habits, lack of health insurance, and lack of regular medical checkups are just some of the reasons that men do not live as healthy and die younger than women. Men may also not be as forthcoming with their symptoms during regular visits with their physicians.

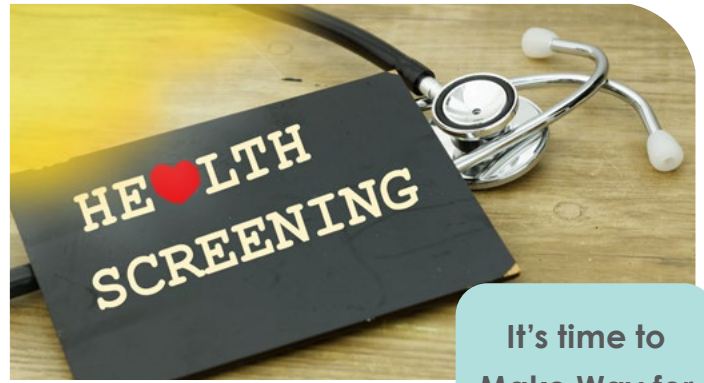
- Important men's health issues:
 - o Prostate cancer accounts for approximately 30,000 deaths per year. Men who are high-risk (family history and African Americans) should have their PSA level checked by their physicians starting at age 40. All other men should have theirs checked at age 50 and continue to do so.
 - o Benign Prostatic Hyperplasia (BPH, or the increase in the size of the prostate) and prostatitis (inflammation of the prostate) can lead to difficulty with urination. BPH develops in 50% of men between ages 50 and 60 and 90% of men above 80. Prostatitis is more common in men younger than 50.
 - o Erectile dysfunction
 - Diabetes, heart disease, and certain psychological diseases can lead to erectile dysfunction.
 - o Testicular cancer is most common in men between 20 and 35 years old. Men should be taught and encouraged self-examination to improve the chances of early detection.
 - o Low testosterone
 - Testosterone levels decrease as men age. Symptoms may include erectile dysfunction, depression, and fatigue. If you suffer from any of these symptoms, please discuss them with your physician. Checking testosterone levels may be indicated.
 - o Colorectal cancer
 - Genetic factors and diet (high fat, low fiber) play a role in colorectal cancers. Several methods are available for early detection and should be discussed with your physicians.
 - o Depression
 - Men are less likely to seek help for depression, increasing their probability of committing suicide.
- What can be done?
 - o The lack of appropriate follow-ups and unwillingness to discuss your symptoms with physicians presents unique challenges for men within clinical settings. Your spouse/partner must be vigilant and observe any subtle clues, which should be reported during physician visits.

On behalf of Ultimate Health Plans, I would like to thank you for entrusting us with your healthcare needs. We are dedicated to taking actions that will result in your improved health. Stay healthy!

Yours in good health,
-Dr. Pragnesh Shah, MD, MBA, CPE



Have You Put Your Health on Hold During the Pandemic?



If there's one thing the past couple of years have shown us—our health means everything. While we have been trying to keep ourselves and our loved ones safe, routine preventative care has been on hold.

In fact, **one in five adults put off their healthcare during the pandemic**. These routine checkups catch serious conditions earlier and monitor preexisting ones. Not receiving this critical care has increased chronic and acute health conditions for people of all ages.

Now is the time to take advantage of all the new ways to stay on top of your health—and Labcorp is here to help.

Knowing what should be a part of your health checkup is the first step. Labcorp has put together a list of the most common routine screenings recommended based on your age and gender.

How to get started today:

1. Download your personalized routine screening checklist at www.Labcorp.com/makewayforbetter
2. Schedule an appointment with your doctor
3. Make sure you are up-to-date with all your screenings

Delayed Care with Harmful Health Consequences—Reported Experiences from National Surveys During Coronavirus Disease 2019. JAMA Health Forum.



It's time to
Make Way for
Better Health
and prioritize
it with routine
checkups
and testing.



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.

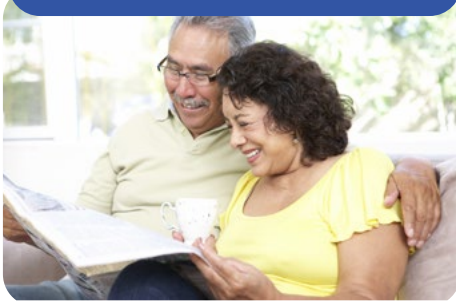
Home delivery mail-order benefits:

- 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.

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 EOC is available online at www.ChooseUltimate.com or you can call 1-888-657-4170 to request we mail you a copy.

- Ask us to Pay Our Share of the Cost of Your Covered Services or Drugs (EOC Chapter 7, Section 1.1)
- How to Make a Complaint (EOC Chapter 9, Section 10)
- A Guide to the Basics of Coverage Decisions and Appeals (EOC Chapter 9, Section 4-9)
- Independent Review Entity: How a Level 2 Appeal is Done (EOC Chapter 9, Section 5.4)

Assessment of New Medical Technology



Ultimate has a formal process to evaluate and address new developments in technology and new applications of existing technology. We consider including new technology in our benefit plans to keep pace with changes and to ensure our members have equitable access to safe and effective care. To learn more about this formal process, please visit www.ChooseUltimate.com or call 1-888-657-4170 to request that we mail you a copy of the process.



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 EOC is available online at www.ChooseUltimate.com or call 1-888-657-4170 to request we mail you a copy.

- Services that are Covered for You and How Much you Will Pay (EOC Chapter 4, Section 2.1)
- Services that are Not Covered by the Plan (EOC Chapter 4, Section 3.1)
- Restrictions on Coverage for Some Drugs (EOC Chapter 5, Section 4)

Log in to the Member Portal
<https://portal.myultimatehp.com/>

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 EOC is available online at <https://www.chooseultimate.com/Member/DocumentsandForms> or call 1-888-657-4170 to request we mail you a copy.

- Services that are Covered for You and How Much you Will Pay (EOC Chapter 4, Section 2.1)
- The Provider and Pharmacy Directory: Your Guide to all Providers in the Plan's Network (EOC Chapter 1, Section 3.2)
- Obtaining Primary Care Provider (PCP) Services to Oversee 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 treat you with fairness, respect, and dignity at all times
- 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.



Nondiscrimination, Accessibility, and Language

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 and written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters and 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

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-657-4170 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-657-4170 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-657-4170 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-657-4170 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-657-4170 (TTY: 711)。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Appelez le 1-888-657-4170 (ATS: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-657-4170 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Звоните 1-888-657-4170 (телетайп: 711).

ملحوظة: إذا كنت تحتاج ذكر اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برؤم 0714-756-888-1 (رؤم هاتف الصم والبكم: 117).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

Chiamare il numero 1-888-657-4170 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-657-4170 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다. 1-888-657-4170 (TTY: 711)번으로 전화해주시요.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-657-4170 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-657-4170 (TTY: 711).

เรียน: ถาคุณพูดภาษาไทยคุณสามารถขอบริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-657-4170 (TTY: 711)



Opioids Safety

Clinical reviews of opioids are for your protection!

Have you recently joined our plan or received a new prescription for an opioid medication?

You may have encountered your opioid prescription being rejected at the pharmacy because it requires additional review. If you recently joined our plan, we will not know your past prescription information. Your pharmacy and your provider may need to notify OptumRx of your history.

If you are newly using opioids or have not filled an opioid prescription through your pharmacy in the last 120 days, you may be limited to an initial 7-day supply. After you have filled the 7-day supply, your provider can write a prescription for the full supply for your next fill. You or your provider may also request a coverage determination review to allow you to receive the full supply at the initial fill.

Opioids and your safety!

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 lorazepam [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, naproxen, injectable or topical therapies, chiropractic services, physical, and massage therapy, or acupuncture, and exercise. Please speak with your doctor about what will work best for you.





OptumRx Customer Service

800-311-7517 (TTY 711)

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

Ultimate Health Plans Website

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:

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



Diabetic Monitors and Supplies

Blood Glucose Monitors and Supplies

FreeStyle and OneTouch® Blood Glucose Monitors (BGM) and supplies are the preferred diabetic products available through your plan. These products are covered through Part B at a \$0 copay.

You can obtain preferred FreeStyle and OneTouch® BGM and supplies at your **local retail pharmacy**, or **you can order them through OptumRx mail order** for a 90-day supply at a time, delivered right to your home! If interested in mail order, please call 800-311-7517 to sign up today.

If you use another manufacturer of BGM and supplies, those products are covered and available through the plan's in-network Durable Medical Equipment (DME) providers, which can be found in the Provider & Pharmacy Directory or by visiting www.ChooseUltimate.com/Home/FindDoctor

Continuous Glucose Monitors and Supplies

Continuous Glucose Monitors (CGM) and supplies, such as FreeStyle Libre or Dexcom, and supplies are not available at retail pharmacies. However, they are available through the plan's in-network DME providers and require prior authorization.



Health Outcomes Survey... The More You Know!

As our member, you are important to us, and so is your input. The Health Outcomes Survey (HOS), also known as the Medicare Health Outcomes Survey (MHOS), will be sent out to a random sample of our members on behalf of The Centers for Medicare and Medicaid Services (CMS) starting in July 2022. Every two years, the members that were surveyed and are enrolled in the same Medicare Advantage plan will be surveyed again. This survey allows you to give your input on your relationship with your provider as a patient and includes questions related to your physical and mental health, incontinence, physical activity, fall risk and prevention, and additional topics.

This survey is important because:

- It allows CMS to monitor your health plan's performance and Star Quality Ratings which is how many Medicare beneficiaries choose their Medicare Advantage plan.
- The data collected can help target quality improvement initiatives within the health plan, including resources and activities to help you as a member of our plan.

If you received this survey, we want to thank you for taking the time out of your busy schedule to answer these questions that can impact your health care and your neighbors.

Health Equity & Race and Ethnicity Data

As we continue to grow, it is important that we begin discussing the topic of Health Equity & Race and Ethnicity Data collection and analysis. It has been widely documented that there are racial and ethnic health disparities in the United States. We want to ensure that we break any barriers, allowing our members to receive the care they deserve.

Gathering this data allows us to identify any disparities in specific populations that we can address. It also allows us to see where our population is thriving and the best practices we have put in place that we can build upon.

Identifying disparities allows us to make attempts to correct the health inequities that occur. They affect lives and finances, creating an economic burden for our members.

The National Committee for Quality Assurance (NCQA) is an independent organization with the goal of improving healthcare quality by collaborating with policymakers, doctors, health plans, and you, the patient.

NCQA uses the Healthcare Effectiveness Data and Information Set (HEDIS) to ensure that your healthcare needs are met.

Your Primary Care Physician (PCP) or the health plan may discuss items such as the need for a colorectal cancer screening, if you have diabetes, blood pressure control, or if your Hemoglobin A1c (HbA1c) needs to be at a specific level. These are some of the HEDIS measures that NCQA analyzes. NCQA has implemented a race and ethnicity order for the following measures:

- Colorectal cancer screening
- Blood pressure control
- HbA1c control for diabetic patients

The HEDIS order will be implemented by:

- Stratifying race and ethnicity separately
- Including the option to decline to provide race or ethnicity data
- Allowing self-reported member data and indirect imputed data
- Using existing HEDIS audit and hybrid sampling guidelines

Thank you for partnering with us and allowing us to provide you and other Medicare members with the best healthcare possible.

★ Member Spotlight ★



“My name is Tricia Carpenter. I live in Spring Hill with my husband. I enjoy reading books, doing crafts when not in pain, and spending time with my family. And hot tea. Ultimate Health [Plans] has helped me a lot, especially with having both physical and mental illness issues. Everyone is so nice and helpful and always has patience, no matter how long it takes me to understand.

I love all my doctors I go to; they really care about not only me but all their patients. I love having the OTC [Over-the-Counter] Benefits Book to get things I really can use and helps with a lot of my conditions. Ultimate rocks! And I have told people and my neighbor friend about how great y’all are. I will recommend Ultimate to everyone! Thank you for caring, I mean really caring.”

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 emailing us at:
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 (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.*

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).**

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

We are available **Monday through Sunday, 8 am to 8 pm.**

Over-the-Counter (OTC) COVID-19 Tests

We are committed to providing our valued members with the care they deserve during the COVID-19 public health emergency.

The Centers for Medicare and Medicaid Services (CMS) announced that starting April 4th, 2022, Medicare beneficiaries with Part B coverage can receive up to eight (8) U.S. Food and Drug Administration (FDA) approved OTC COVID-19 tests each calendar month. These tests are covered at no cost to you.

You can obtain OTC COVID-19 tests from pharmacies and health care providers committed to participating in this initiative. You do not need to be a current customer or patient to receive tests. You will be required to present your red, white, and blue Medicare card, allowing the facility to bill Medicare on your behalf. Do not present your Ultimate Health Plans Member ID card. Medicare will not cover the costs for OTC COVID-19 tests received before April 4th, 2022.

You can find a participating pharmacy by visiting <https://www.medicare.gov/medicare-coronavirus> or calling 1-800-MEDICARE (1-800-633-4227). You can also contact your local pharmacy or health

care provider to see if they are participating in this initiative.

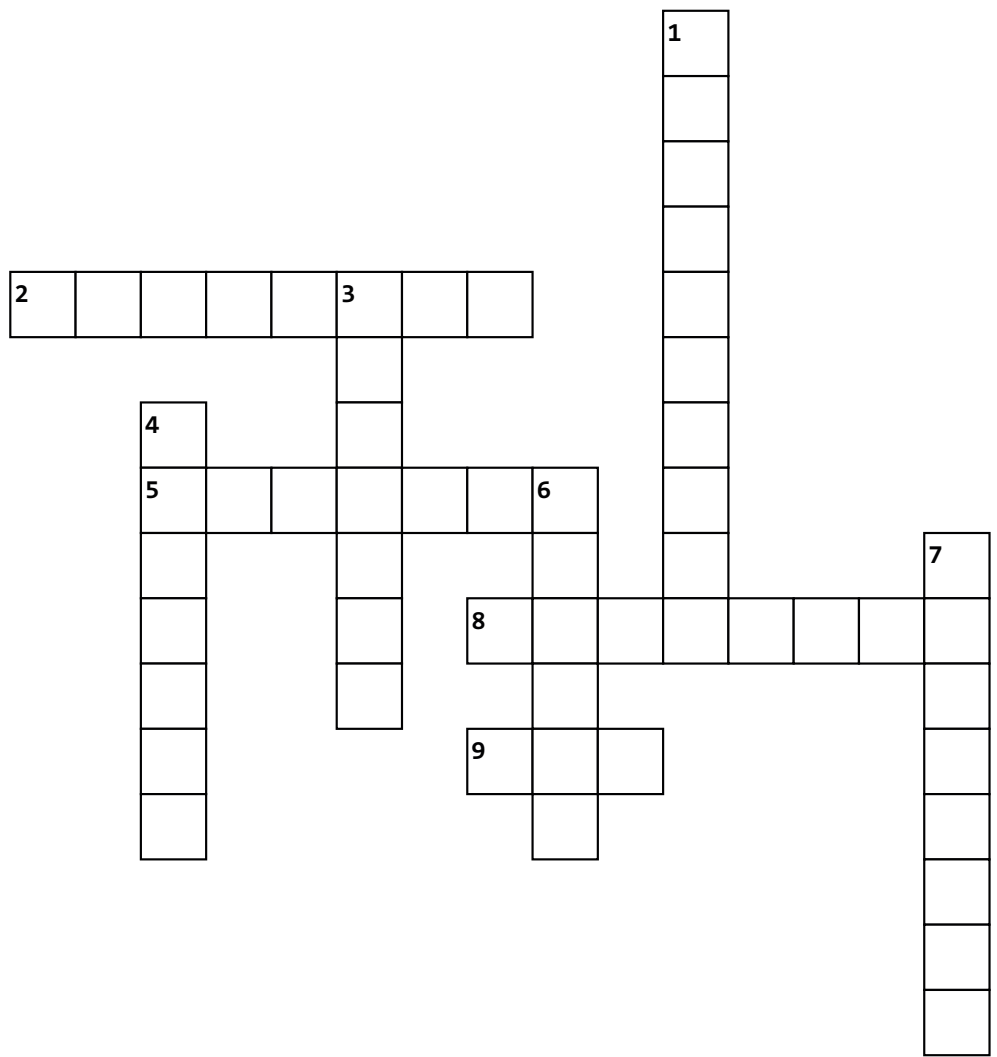
If you have Medicaid coverage, you should contact the Agency for Health Administration (AHCA) by calling 1-888-419-3456 or visiting <https://ahca.myflorida.com/> for specific information regarding OTC COVID-19 tests. TTY users should call 1-800-955-8771.

Additional information and resources are available to you by visiting <https://www.covid.gov/>.





Summer Fun



Across

- 2. Clouding of the eye lens
- 5. Powerful drugs that can lead to possible overdose if not taken properly
- 8. Men should have this checked yearly after age 50
- 9. Dollar cost for an Annual Wellness Visit

Down

- 1. Get these done if you haven't since the pandemic
- 3. Mixing opioids with this can risk overdose
- 4. Get your free _____ tests at participating pharmacies
- 6. Allows you to give input as a patient on your relationship with your provider
- 7. Get your prescriptions using this method

1.screenings 2.cataract 3.alcohol 4.covid19 5.opioids 6.survey 7.delivery 8.prostate 9.ten



Important Contact Information at a Glance

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

www.ChooseUltimate.com



	Dental	Argus Vision & Dental www.argusdental.com	800-340-8869
	Vision	Argus Vision & Dental www.argusdental.com	800-210-5511
	Acupuncture and Chiropractic	Ashlink 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.myultimate.com	855-422-0039
	Transportation	Contact Member Services	888-657-4170



PO Box 3459
Spring Hill, Florida 34606

Health and Wellness or Prevention Information

GET IN TOUCH

Have a Question or
Need Help?
Contact Us:

BY PHONE:

Monday thru Sunday: 8 a.m. to 8 p.m.

1-888-657-4170

(TDD/TTY call 711)

IN PERSON:

COMMUNITY OUTREACH OFFICES

600 N US-1, Ste A
Fort Pierce, FL 34950

4058 Tampa Road, Ste 7
Oldsmar, FL 34677S

2713 Forest Road
Spring Hill, FL 34606

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

Corporate Office

1244 Mariner Blvd.,
Spring Hill, FL 34609
Monday thru Friday
9 a.m. to 5 p.m.

BY MAIL:

Ultimate Health Plans, Inc.
PO Box 3459
Spring Hill, FL 34606

ONLINE:

You may find answers to many of
your questions online at

www.ChooseUltimate.com



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