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MAY IS MENTAL HEALTH AWARENESS MONTH

May is Mental Health Awareness Month, a time to recognize the importance of emotional well-being at every age

[Read more on page 4.](#)



JUNE IS ALZHEIMER'S & BRAIN AWARENESS MONTH

June is Alzheimer's & Brain Awareness Month, a time to learn about brain health and raise awareness about Alzheimer's disease and other forms of dementia.

[Read more on page 5.](#)



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.





Earn rewards for taking care of your health.

As a member of Ultimate Health Plans, you can participate in our Wellness Incentive Program. This program is customized to your specific needs. You can get rewarded for various activities based on your health, screenings you may need, or conditions you have. The list below shows reward activities you may be eligible for.

Eligible members may earn up to a max amount of \$75 through the Ultimate Benefit Card just for completing important Healthy Care Activities, per CMS guidelines.

Note: Members are eligible for rewards based on claims data. Please ensure your provider submits claims for completed screenings or tests for your healthcare wellness activities.

2026 Healthy Care Wellness Activities – You can complete these activities as recommended by your provider.

Health Risk Assessment (HRA) | Reward: \$25

The Centers for Medicare and Medicaid Services (CMS) require that all Medicare health plan members complete an HRA each year. Your responses help us better understand your health needs and connect you to appropriate programs, services, and providers. To be eligible, we must receive your 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 and we receive them between 1/1/2026 and 12/7/2026. If you're not sure what your due date is, please call Care Coordination at 877-547-1460 (TTY 711). You can submit your HRA through the mail, telephonically, or online at HRA.myultimatehp.com.*

Hemoglobin A1C | Reward: \$25

The results of an A1c test can help your doctor diagnose diabetes and is used in diabetes management. An A1c test lets your doctor know what your average blood sugar level is over a 3-month period. Diabetes increases your risk for cardiovascular disease and complications associated with diabetes. Complete a simple blood sugar test that measures less than 9% with most recent results between 1/1/2026 – 8/31/2026.*

Mammogram Screening | Reward: \$25

A mammogram can detect breast cancer before it can be seen or felt by a patient or a physician. If you are a member between the ages of 52 and 74, it's recommended that you receive a mammogram every one to two years. For all members who complete a Mammogram between 1/1/2026 – 8/31/2026. — **Only eligible for incentive every 27 months.***

Eye Exam for Patients with Diabetes | Reward: \$25

If you have a diagnosis of diabetes, it's important to monitor and manage blood sugar levels, as it significantly reduces the risk of developing serious complications. Managing diabetes can reduce complications related to diabetes such as kidney disease, nerve damage, heart disease, and eye disease ultimately contributing to a longer lifespan. Complete a diabetic eye exam between 1/1/2026 – 8/31/2026.*

Controlling Blood Pressure | Reward: \$25

If you have been diagnosed with hypertension or high blood pressure, you know that it can quietly damage your heart, lungs, blood vessels, brain, and kidneys. It also raises your risk for stroke, heart, and kidney disease. Know your numbers and keep your blood pressure below 140/90mmHg with the most recent results between 1/1/2026 – 8/31/2026.*

** Rewards must be earned and used within the same plan year. Rewards not used before Dec. 31st, 2026 will be forfeited. This incentive is rewarded within 60 days after completion, as long as you are still a member of Ultimate Health Plans.*



2026 Healthy Care Wellness Activities – You can complete these activities as recommended by your provider.

Colorectal Cancer Screening | **Reward: \$25**

Colorectal Cancer Screening is important as it can find cancers early. Early detection means more treatment options and better outcomes. All members who had appropriate screening for colorectal cancer are covered as a plan benefit with any of the following tests:

- Annual Fecal Occult Blood Test (FOBT)
– between 1/1/2026 – 8/31/2026
- Flexible Sigmoidoscopy every 5 years
- Colonoscopy every 10 years
- Computed Tomography Colonography every 5 years
- Stool DNA Test every 3 years

Only eligible for incentive every 1-10 years based on screening completed from above list.*

Annual PCP Visit | **Reward: \$25**

Annual PCP Visit is important for maintaining health by catching diseases early, creating personalized prevention plans, and managing chronic conditions through regular health assessments and screenings. Complete an Annual PCP Visit between 1/1/2026-8/31/2026.

Annual Flu Vaccine | **Reward: \$25**

The CDC reports that the annual flu vaccine can reduce the risk of a sick visit with your doctor by 40 – 60%, significantly reduces the risk of hospitalization and helps protect others. The flu vaccine is free from your provider or participating pharmacies. Complete an Annual Flu Vaccine between 1/1/2026 – 8/31/2026.

Post Discharge Visit | **Reward: \$25**

Follow up appointments post hospitalization are extremely important for improved health outcomes and reducing the risk of readmission. At the appointment, the doctor can assess review test results, medication reconciliation, prevent complications, vital signs and reinforce the home care instructions. Your doctor will also assess if you have received all services needed such as home health care, medical equipment and/or new scripts. Members will have 6 days post discharge from hospital or SNF. All members who complete a post visit with the PCP between 1/1/2026 – 8/31/2026.

** Rewards must be earned and used within the same plan year. Rewards not used before Dec. 31st, 2026 will be forfeited. This incentive is rewarded within 60 days after completion, as long as you are still a member of Ultimate Health Plans.*

April is Alcohol Awareness Month: A Reminder for Healthy Choices

April is Alcohol Awareness Month, a time to learn how alcohol can affect your health. According to the Centers for Disease Control and Prevention and the National Institute on Alcohol Abuse and Alcoholism, alcohol may affect older adults differently because the body processes alcohol more slowly with age.

Drinking alcohol can increase the risk of falls, medication interactions, and health complications, especially for people taking prescription medications or managing chronic conditions such as high blood pressure or diabetes.

Moderate drinking is generally defined as up to one drink per day for women and up to two drinks per day for men. However, some individuals may need to drink less or avoid alcohol completely depending on their health or medications.

If you have questions about alcohol use, talk with your healthcare provider. They can help you understand what is safest for your health and medications.

Small changes today can help support safer, healthier aging.

NATIONAL
ALCOHOL
AWARENESS MONTH



May is Mental Health Awareness Month: Caring for Your Mind and Body

May is Mental Health Awareness Month, a time to recognize the importance of emotional well-being at every age. Organizations such as the Centers for Disease Control and Prevention and the National Institute of Mental Health encourage people to talk openly about mental health and seek support when needed.



Mental health is an important part of overall health. For many Medicare members, life changes such as retirement, health conditions, loss of loved ones, or social isolation can sometimes affect mood and emotional well-being.

Signs to Watch For

It is important to pay attention to changes in how you feel. Some common signs that you may want to talk with a healthcare provider include:

- Feeling sad or hopeless for prolonged periods
- Loss of interest in activities you enjoy
- Changes in sleep or appetite
- Feeling unusually tired or low on energy
- Difficulty concentrating or remembering things

These feelings are common and treatable. Support and treatment can help improve quality of life.

Simple Ways to Support Your Mental Health

Small daily habits can make a big difference:

- Stay connected with friends and family
- Take part in activities you enjoy
- Get regular physical activity
- Maintain a healthy sleep routine
- Talk openly with your healthcare provider about how you feel

Help Is Available

Mental health conditions are medical conditions, just like heart disease or diabetes. If you have concerns about your mood, stress, or emotional well-being, speak with your doctor or healthcare provider. Early support can help you feel better and stay active and engaged in life.

Taking care of your mental health is an important part of healthy aging.

June is Alzheimer's & Brain Awareness Month: Protecting Your Brain Health

June is Alzheimer's & Brain Awareness Month, a time to learn about brain health and raise awareness about Alzheimer's disease and other forms of dementia. The Alzheimer's Association and the Centers for Disease Control and Prevention encourage older adults and caregivers to learn the signs of memory problems and talk with healthcare providers about brain health.



Alzheimer's disease is the most common type of dementia and affects memory, thinking, and behavior. While some mild forgetfulness can be a normal part of aging, ongoing memory loss that interferes with daily activities may be a sign of a more serious condition.

Early Signs to Watch For

- Memory loss that disrupts daily life
- Difficulty planning or solving problems
- Confusion with time or place
- Trouble finding the right words
- Changes in mood or personality

If you or a loved one notices these symptoms, talk with your healthcare provider. Early evaluation can help identify the cause and allow for better care planning.

Steps to Support Brain Health

Healthy habits may help support brain function:

- ✓ Stay physically active
- ✓ Eat a heart-healthy diet
- ✓ Keep your mind engaged with reading or puzzles
- ✓ Stay socially connected
- ✓ Manage chronic conditions like high blood pressure or diabetes

Talking with your doctor about memory concerns and maintaining healthy habits can help support brain health and independence as you age.

Utilization Management



Understanding How Ultimate Health Plans Reviews Medical Services

At Ultimate Health Plans (UHP), Your Health and Wellbeing are our top priority. We want you to understand how we make thoughtful and fair decisions about the medical services and treatments you receive.

To help make sure these decisions are made safely and fairly, we have a group called the Utilization Management (UM) Committee. This committee includes doctors, nurses, and other health experts who review how care is approved and what guidelines are used. Their goal is to make sure our members get the right care, at the right time, for the right reason.

How We Decide What's Medically Necessary

Sometimes, Medicare gives clear rules for when a service is covered. But when those rules are not specific, UHP uses trusted medical guidelines to help decide what care is needed.

Our team uses criteria and guidelines from respected national organizations, including:

- InterQual® – Evidence-based clinical decision support
- FDA (Food and Drug Administration) – Safe and approved medical treatments
- NIH (National Institutes of Health) – Research-based health information
- ACR (American College of Radiology) – Imaging and radiology guidelines
- NCCN (National Comprehensive Cancer Network) – Cancer care recommendations

These guidelines are called “internally developed criteria” and are reviewed by the UM Committee to make sure they are accurate, up to date, and fair for our members.

Where You Can Find These Guidelines

You can see all of our medical necessity criteria anytime by visiting our website:

chooseultimate.com/Member/MedicalNecessity

On this page, you will find:

- A link to InterQual®
- Our UM-022 InterQual Clinical Criteria Policy
- Links to internal criteria such as the FDA, NIH, ACR, and NCCN
- Criteria used by our delegate partners
- The UHP UM-037 Medical Necessity Determination in the Absence of Established Criteria Policy

Why This Matters

Sharing this information helps us stay transparent and ensures you understand how medical necessity decisions are made. Our goal is always to support your health with the best evidence-based care available.

Should you have any questions or need additional information please contact Member Services at 1-888-657- 4170. (TTY 711)

Special Health Programs Just for You

At Ultimate Health Plans, we know that managing your health can feel overwhelming sometimes. That is why we have created special programs designed specifically for our members like you.

Whether you are living with diabetes, heart disease, or lung disease, we have targeted programs to help you stay on track with your care. We also offer extra support if you have recently been in hospital and are getting back on your feet.

Ultimate Health Plans provide the following Chronic and Dual Special Needs Plans to support your health care needs:

Chronic (CSNP) and Dual (DSNP) Special Needs Plans	
	Diabetes (CSNP)
	Congestive Heart Failure (CSNP)
	Cardiovascular Disease (CSNP)
	Chronic Obstructive Pulmonary Disease (CSNP)
	Partial Dual Special Needs (DSNP)
	Full Dual Special Needs (DSNP)

Complex Case Management

In addition, Ultimate Health Plans is happy to provide **Complex Case Management** services to all members. Members enrolled in Complex 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.

You may be eligible to participate in one of these helpful programs in several ways. Eligibility may be identified after a hospital stay as part of discharge planning, through a recommendation from your doctor or a case manager, or through a referral from one of our medical management programs. Caregivers may also help coordinate participation, and members are always welcome to ask about available programs. Some programs include automatic enrollment based on specific health needs or dual eligibility for Medicare and Medicaid.

To learn more about the programs and plans offered by Ultimate, please call 1-888-657-4170 (TTY 711) or visit us online at chooseultimate.com. Our team is here to support you and help you make the most of your benefits. If you ever decide that a program is not right for you, just call us at 1-888-657-4170 (TTY 711) and we will help you opt out.

Medication Adherence: Taking Your Medicines the Right Way

Taking your medications as prescribed is an important part of managing your health. Many Medicare Advantage members take medications to control conditions such as high blood pressure, diabetes, or high cholesterol. According to the Centers for Disease Control and Prevention, taking medications correctly can help prevent serious health complications and improve quality of life.

Medication adherence means taking your medicines at the right time, in the right amount, and exactly as your doctor prescribes. Missing doses or stopping medications early can make it harder to control chronic conditions.

Why Medication Adherence Matters

Taking medications as directed can help:

- Control chronic conditions
- Prevent hospital visits
- Reduce the risk of heart attack or stroke
- Improve overall health and well-being

Medications used to treat conditions such as High Blood Pressure, Diabetes, and High Cholesterol work best when taken consistently.

Tips to Help You Stay on Track

Try these simple strategies to remember your medications:

- Use a pill organizer for daily doses
- Set phone alarms or reminders
- Refill prescriptions before you run out
- Keep a current list of all medications
- Enroll in Optum mail order or pharmacy automatic refill program if available

Talk With Your Healthcare Provider

If you have trouble taking your medications, talk with your doctor or pharmacist. They can help if you are experiencing:

- Side effects
- Difficulty remembering doses
- Concerns about cost
- Questions about how medications work

Never stop or change a medication without talking with your healthcare provider first.

Staying consistent with your medications can help you manage your health, avoid complications, and stay active and independent.

If you would like to enroll in Optum mail order pharmacy, please call 877-889-6358.



Ways to Better Communicate with Your Primary Physician

Before Your Appointment

Prepare a few minutes ahead of time so your doctor can focus on what matters most to you.

- Write down your top 3 concerns or symptoms you want to discuss
- List any new symptoms, including when they started
- Bring a complete list of medications, including:
 - Prescription medications
 - Over-the-counter medicines
 - Vitamins and supplements
- Bring recent test results or records from other providers if you have them
- Write down questions you want answered
- Bring your insurance card and ID
- Bring a notebook or phone to take notes

Optional but helpful:

- Bring a family member or trusted friend if you need help remembering information
- Bring your glasses or hearing aids if you use them

During Your Appointment

Use these tips to help your doctor understand your health concerns clearly.

Describe Your Symptoms Clearly

Try to explain:

- What the symptom is
- When it started
- How often it happens
- What makes it better or worse
- How severe it feels (1–10 scale)

Example:

“I started having knee pain two weeks ago. It gets worse when I walk and feels like a 7 out of 10.”

Ask Questions if Something Is Unclear

Good questions to ask:

- What might be causing this problem?
- Do I need any tests or screenings?
- What treatment options do I have?
- What are the benefits and risks of this treatment?
- Are there lifestyle changes that could help?

If you do not understand something, say:

- “Can you explain that in a different way?”
- “Can you write that down for me?”

Confirm Your Care Plan

Before leaving the appointment, make sure you understand:

- What condition or diagnosis was discussed
- What medications you should take and how
- Any tests or referrals you need
- Warning signs that mean you should call the doctor
- When you should schedule your next appointment

You can say:

“Just to make sure I understand, I should...”

After Your Appointment

- Fill prescriptions as directed
- Schedule recommended tests or specialist visits
- Follow the care plan discussed with your doctor
- Write down any new symptoms or questions that come up
- Review your visit summary or patient portal notes

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



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.

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Diabetes and Latino Communities: What Ultimate Health Plans Members Should Know

Diabetes is one of the most common chronic conditions affecting older adults—and it has a particularly strong impact on Latino communities in the United States. Understanding this risk and taking steps to manage it can help Ultimate Health Plans' (UHP) members live healthier, longer lives.

Why Diabetes Matters in Latino Populations

Latino adults are more likely to develop diabetes than the general U.S. population. Recent data shows they are about 13% more likely to have diabetes compared to all U.S. adults. In addition, diabetes-related complications—such as kidney disease—occur at significantly higher rates, with Latino adults being 81% more likely to develop kidney failure from diabetes. ¹



¹ <https://minorityhealth.hhs.gov/diabetes-and-hispaniclatino-americans>

Among older adults, including those enrolled in Medicare, diabetes is also more prevalent and often more complex. Hispanic Medicare beneficiaries have been shown to experience higher rates of Type 2 diabetes and more hospitalizations compared to non-Hispanic White patients. ²

² <https://pmc.ncbi.nlm.nih.gov/articles/PMC6608694/>

What Contributes to Higher Risk

Several factors may increase diabetes risk in Latino communities:

- Family history and genetics
- Limited access to healthcare or preventive services
- Language and cultural barriers
- Nutrition and lifestyle factors
- Lower rates of preventive screenings, such as annual eye exams

Social and economic factors—like access to healthy foods and safe places to exercise—also play a major role.

Why This Is Important for Medicare Advantage Members

As we age, the risk of developing diabetes increases. For Latino UHP members, early detection and consistent care are especially important to avoid complications such as:

- Heart disease
- Vision loss
- Kidney disease
- Nerve damage

The good news is that diabetes can often be prevented or managed effectively with the right care.

Steps You Can Take

If you are an Ultimate Health Plans member, here are simple ways to stay on track:

- Schedule regular check-ups with your primary care provider
- Ask for diabetes screenings if you are at risk
- Take medications as prescribed
- Get yearly eye and foot exams
- Stay active (even light walking helps)
- Choose healthier foods, such as whole grains, fruits, and vegetables

Ultimate Health Plans offer a care management program and wellness benefits to support you.

Culturally Sensitive Care Matters

Programs that reflect cultural preferences—such as bilingual education, family involvement, and culturally relevant nutrition guidance—have been shown to improve outcomes in Latino communities. Accessing these resources can make managing diabetes easier and more effective.

Latino Diabetes Association <https://lda.org>

National Alliance for Hispanic Health <https://www.healthyamericas.org/>

Bottom Line

Diabetes affects Latino populations at higher rates, especially among older adults. But with regular care, healthy habits, and support from Ultimate Health Plans, it is possible to prevent complications and maintain a high quality of life.

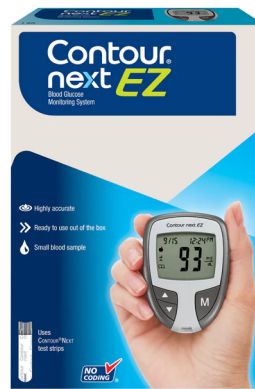
If you have not had a diabetes screening recently, consider talking with your doctor on your next visit.

2026 Preferred Diabetic supplies \$0 Copays:


We want to ensure you have easy, affordable access to the diabetic supplies you need. That is why select glucose meters and test strips are available at **no cost to you** through your pharmacy benefit.

The following brands of glucose meters and test strips are covered under your pharmacy benefit at a zero-dollar copay:

- **Accu-Chek® (Roche)**
- **Contour® (Ascensia)**



You can pick these up at your local pharmacy or order a 90-day supply through OptumRx mail order for convenient home delivery.

 To sign up for mail order, call OptumRx at **1-800-311-7517**.

Note About Continuous Glucose Monitors (CGMs)

CGMs and related supplies — **are not available through your local retail pharmacy**. These products must be obtained through the plan's in-network durable medical equipment (DME) providers.

Other Glucose Monitors and Supplies

We may cover other brands or generic glucose meters and test strips through in-network DME providers.

Please note:

- Prior authorization may be required

If you have any questions or need assistance regarding DME products or suppliers, please do not hesitate to contact Member Services at **1-888-657-4170** at your convenience.

Understanding Your Prescription Coverage with D-SNP

If you are enrolled in a Dual Eligible Special Needs Plan (D-SNP), your prescription coverage may work a little differently than it has in the past. Here is what that means for you and what to expect at the pharmacy.

Why Things May Feel Different:

In previous years, certain Medicare plans were able to offer \$0 copays for Part D prescription drug coverage. This program helped support members with chronic conditions and those who qualified for extra assistance. However, after the 2025 benefit year, CMS discontinued this additional prescription cost-sharing assistance.

Will I Have a Copayment?

You may have a small copayment for certain medications under your coverage, including:

- Tier 3 medications
- Tier 4 medications
- Tier 5 medications

The amount you pay depends on:

- Your Extra Help (LIS) level

After Medicare processes your prescription, Medicaid can be billed as your secondary insurance if applicable. Medicaid may help cover any remaining copayment. In some cases, Medicaid may also cover certain medications that Medicare does not cover.

What You Should Bring to the Pharmacy

To avoid delays:

- Bring your Ultimate Medicare ID card
- Bring your Medicaid ID card

The pharmacy may need your Medicaid information to bill it as secondary coverage.

How to get your Medicaid information:

- Call Florida Agency for Health Care Administration (AHCA) at 888-419-3456 (TTY users call 800- 955-8771) for help with Medicaid enrollment or benefit questions.

Tips to help prevent Medicare Fraud & Reporting of Fraud Waste and Abuse

DO's

DO protect your Medicare Number (on your Medicare card) and your Social Security Number (on your Social Security card). Treat your Medicare card like it is a credit card. Do not ever give it out except to your doctor or other Medicare provider. Never give your Medicare Number in exchange for free medical equipment or any other free offer. Dishonest providers will use your numbers to get payment for services they never delivered.

DO remember that nothing is ever “free.” Do not accept offers of money or gifts for free medical care.

DO ask questions. You have a right to know everything about your medical care, including the costs billed to Medicare. **DO** educate yourself about Medicare. Know your rights and know what a provider can and cannot bill to Medicare. Read your “Medicare & You” handbook or visit Medicare.gov to learn more about your rights and different covered services.

DO use a calendar to record all your doctor’s appointments and what tests or x-rays you got. Then, check your Medicare statements carefully to make sure all the details are correct.

DO be wary of providers who tell you that the item or service is not usually covered, but they “know how to bill Medicare” so Medicare will pay.

DO make sure you understand how a Medicare health or drug plan works before you join.

DO always check your pills before you leave the pharmacy to be sure you get the correct medication, including if it is a brand-name or generic drug, and the full amount. If you do not get your full prescription, report the problem to the pharmacist.

DO report suspected instances of fraud.

DO review your claim statements from your Medicare plan for errors. These notices show what services or supplies were billed to Medicare, what Medicare paid, and what you owe. Make sure you and Medicare were not billed for health care services or medical supplies and equipment you did not get. If you spend time in a hospital, make sure the admission date, discharge date, and diagnosis on your bill are correct.



DON'Ts

DON'T let anyone, except your doctor or other Medicare providers, review your medical records or recommend services.

DON'T contact your doctor to request a service that you do not need. Do not let anyone persuade you to see a doctor for care or services you don't need.

DON'T accept any medical supplies that you don't expect, your doctor didn't prescribe, or you get from someone you don't know. If someone comes to your door claiming to be from Medicare or Medicaid, remember that Medicare and Medicaid don't send representatives to your home to sell products or services.

DON'T be influenced by certain media advertising about your health. Many television, internet, and radio ads don't have your best interest at heart. **DON'T** give your Medicare card, Medicare Number, Social Security card, or Social Security Number to anyone except your doctor or other trusted Medicare provider.

Report Fraud:

You are a vital part of the effort to prevent, detect, and report Medicare non-compliance and possible FWA.

Below are UHP's reporting mechanisms available to all 24/7/365 with the option of remaining anonymous without fearing retaliation:

1. Compliance Hotline: 855-730-7925. The Caller ID is not visible. Callers may also choose to remain anonymous.
2. Email: compliancehotline@ulthp.com or investigatefwa@ulthp.com This is not an anonymous reporting mechanism.
3. 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.
4. Reporting Form: Located on the Ultimate website at: <https://www.chooseultimate.com/Member/FraudWasteAbuse>

Additional Fraud Resources

- Contact the Senior Medicare Patrol (SMP) to learn more about fraud. The SMP Program educates and empowers people with Medicare to take an active role in the health care they get, including detecting and preventing health care fraud and abuse. There's an SMP Program in every state, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands. For more information, or to find your local SMP Program, visit smpresource.org, or call 1-877-808-2468. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
- Visit Medicare.gov/fraud.



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.

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 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.

- The Medical Benefits Chart shows your Medical Benefits and Costs (*EOC Chapter 4, Section 2*)
- Services that are not Covered by our Plan - Exclusions (*EOC Chapter 4, Section 3*)
- Drugs with Restrictions on Coverage (*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*)
- Get Care if you have a Medical Emergency (*EOC Chapter 3, Section 3.1*)



Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

ATTENTION: If you speak any of these languages, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 888-657-4170 (TTY: 711) or speak to your provider.

Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 888-657-4170 (TTY: 711) o hable con su proveedor.

العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 888-657-4170 (711) أو تحدث إلى مقدم الخدمة".

Français

D'avis de disponibilité des services d'assistance linguistique et des aides et services auxiliaires

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 888-657-4170 (TTY: 711) ou parlez à votre fournisseur. »

Deutsch

Bekanntmachung über die Verfügbarkeit von Sprachassistentendiensten und Hilfsmitteln und -diensten

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 888-657-4170 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

Kreyòl Ayisyen

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksèsib yo disponib gratis tou. Rele nan 888-657-4170 (TTY: 711) oswa pale avèk founisè w la.

हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 888-657-4170 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Italiano

Di avviso di disponibilità di servizi di assistenza linguistica e di ausili e servizi ausiliari

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'888-657-4170 (TTY: 711) o parla con il tuo fornitore.

日本語

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。888-657-4170 (TTY: 711) までお電話ください。または、ご利用の事業者にご相談ください。

한국어

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 888-657-4170 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

POLSKI

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 888-657-4170 (TTY: 711) lub porozmawiaj ze swoim dostawcą.

Português do Brasil**De aviso de disponibilidade de serviços de assistência linguística e auxílios e serviços auxiliares**

ATENÇÃO: Se você fala Português do Brasil, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 888-657-4170 (TTY: 711) ou fale com seu provedor.

РУССКИЙ

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 888-657-4170 (TTY: 711) или обратитесь к своему поставщику услуг.

中文

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 888-657-4170（文本电话：711）或咨询您的服务提供商。

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 888-657-4170 (TTY: 711) o makipag-usap sa iyong provider.

台語

注意：如果您說台語，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 888-657-4170 (TTY: 711) 或與您的提供者討論。」

Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 888-657-4170 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

2026 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	Optum Behavioral Care	800-627-1259
	Dental	FCL Dental dental.uhp.health	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
	Benefits Mastercard® Prepaid Card	Nations Benefits chooseultimate.nationsbenefits.com	855-422-0039
	Transportation	SafeRide Health	855-306-0700
	In-Home Support	The Helper Bees	888-884-3614
	Laboratory Provider	Labcorp www.labcorp.com	800-845-6167
	Nurse Hotline - 24/7	Caret Health	855-238-4687
	Prescription Drug Benefit - 24/7	OptumRx www.optumrx.com/members	800-311-7517
	Prescription Mail Order - 24/7	OptumRx Pharmacy Refills & Questions	877-889-6358
	Vision	Premier Eye Care providerdirectory.premiereyecare.net	800-210-5511

Sweet Potato Asparagus Hash with Fried Eggs



Recipe courtesy of Trisha Yearwood

Show: Trisha's Southern Kitchen Episode: Eggs All Day

Level: Easy

Total: 35 min

Active: 20 min

Yield: 4 servings

Ingredients:

2 large sweet potatoes, peeled and cut into 1/2-inch pieces

1/2 teaspoon smoked paprika

3 tablespoons olive oil

Kosher salt and freshly ground black pepper

1 sweet onion, thinly sliced

2 cloves garlic, minced

1 bunch asparagus, trimmed and cut into 1-inch pieces

2 teaspoons finely chopped fresh sage

4 to 8 large eggs

Hot sauce, for serving

Directions:

- 1 Preheat the oven to 425 degrees F.
- 2 Toss the sweet potatoes in a bowl with the paprika, 1 1/2 tablespoons of the oil, 1/2 teaspoon salt and a few grinds of pepper. Spread on a rimmed baking pan in a single layer and bake, stirring once or twice, until tender and golden in spots, about 15 minutes.
- 3 Meanwhile, heat 1 tablespoon oil in a large nonstick skillet over medium heat. Add the onion and 1/4 teaspoon salt and cook, stirring occasionally, until softened and golden, about 15 minutes. Add the garlic and cook, stirring, 1 minute. Increase the heat to medium high and add the asparagus. Cook, stirring often, until the vegetables are tender, about 3 minutes. Stir in the roasted sweet potatoes and sage and season with salt and pepper. Transfer the hash to a bowl, cover and keep warm.
- 4 Add the remaining 1/2 tablespoon oil to the skillet and heat. Crack the eggs into the skillet and fry the eggs as desired. Divide the hash among plates and top with the fried eggs. Serve with hot sauce.



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.

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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

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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



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