

Enjoy Life

A Newsletter for VIVA MEDICARE Members

Look inside for a sneak peek at your 2024 benefits!

BIG NEWS about your **NEW ride service** on pages 2-3.

Learn about the connection between hearing loss and dementia on pages 6-7.

NEW FLEX CARD IN 2024! You asked for it; you got it! See page 10 to learn more.

 **VIVA MEDICARE** *Extra Value*
(HMO SNP)



 **VIVA MEDICARE**
EXTRA CARE (HMO SNP)

WELCOME TO MODIVCARE

Your New Ride Service Company



Modivcare leads the nation in making sure Medicare members have safe, on-time transportation to the care they need when it is needed. VIVA MEDICARE is excited to partner with Modivcare to bring their high-quality ride service to our members in Alabama.

In 2024, VIVA MEDICARE *Extra Value* and VIVA MEDICARE *Extra Care* members get 24 one-way rides or 12 round-trip rides within 60 miles of your home to:

- Doctor appointments
- Dentist appointments
- Pharmacies
- Hearing aid tests
- Gyms
- VIVA MEDICARE meetings
- And other plan-approved places

Book your ride at least 2 business days ahead of time by calling Modivcare at **866-907-5195** (TTY: 711). They can take your call Monday – Friday, 8am - 8pm. You can also go to [MyModivcare.com](https://www.modivcare.com) to book your trip online.



VIVA MEDICARE and Modivcare want to make sure you get picked up and taken where you need to go on time.

To do this, you may get picked up in a car, van, taxi, or rideshare service (like Uber or Lyft).

When you book your ride, you will be asked for this information:

- ✓ Your first and last name, date of birth, address, and phone number
- ✓ Your VIVA MEDICARE member number (Shown on your ID card)
- ✓ Date and time of your doctor, dentist, or other appointment
- ✓ Name, phone number, and address of where you need to go
- ✓ General reason for the appointment
- ✓ If you need help walking or have a wheelchair
- ✓ Pickup time and location
- ✓ If you need a one-way ride or round trip
- ✓ Any special instructions, like medical equipment you are bringing



When you book your ride, Modivcare will ask if you would like to get **text reminders and updates** about your ride. This is a great way to keep all the details about your ride right in the palm of your hand.



Tips for having a great ride with Modivcare:

- Book your ride at least 2 business days before it is needed. Rides can be booked up to 60 days ahead of time.
- If you use a wheelchair, walker, or other medical equipment (like an oxygen tank), tell Modivcare when you book your trip.
- You can go up to 60 miles from your pick-up location. You cannot pay for extra miles.
- A family member or friend may ride with you, if you need extra help. Drivers are not allowed to enter your home or medical facility.
- If your appointment is canceled or rescheduled, call Modivcare as soon as you can to let them know.
- If traffic is heavy, it may take up to an hour to be picked up for your scheduled appointment.
- If you are not sure of your return trip time, let Modivcare know when you book your ride. When your appointment is over or you are ready to leave, call the Ride Assist Help Line Number at 866-907-5195. Your ride should arrive within an hour to pick you up.
- If you need emergency care, call 911.

When can I start booking rides?

VIVA MEDICARE Extra Value members start using Modivcare November 1, 2023. If you haven't used all your rides for 2023, you can start booking rides with Modivcare on October 17 for pick ups starting November 1. New ride counts start over in 2024.

VIVA MEDICARE Extra Care members start using Modivcare January 1, 2024.

866-907-5195 (TTY: 711)

Monday - Friday, 8am - 8pm

MyModivcare.com



NOTICE OF Privacy Practices

VIVA MEDICARE is committed to protecting your privacy. Our Notice of Health Information Practices tells you how your medical information may be used and how you can get that information.

See this notice at VivaHealth.com/Privacy or call Member Services at 833-760-0592 to get a printed copy in the mail.



2024 Benefit Highlights

The Care You Need,
When You Need It



\$0 Primary & Specialty Care Physician Visits

Your Primary Care Physician is the doctor who manages all your regular care, and lets you know when it's time for screenings, lab tests, and vaccines, like a flu shot.



No Referrals to See Specialists

If you need to go to a specialist, like a heart or orthopedic doctor, you don't need to get a referral first.



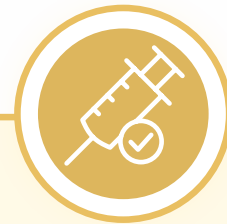
24-Hour Nurse Line

If you have mild symptoms, questions about a drug you're taking, or other non-emergency health problems, there's no need to worry; just call the Nurse Line at 833-605-1511 (TTY: 711) any time, day or night. You will be asked basic questions about the reason for your call and will be connected to a nurse as soon as possible (if needed).



Telehealth

Talk to your doctor over the phone or by video.



Get Your
**FREE
FLU SHOT**
Today!

Getting the flu shot is the responsible thing to do for yourself, your family, and your friends. Call your Primary Care Physician or go to a local pharmacy. VIVA MEDICARE pays for your flu shot at no cost to you!



Smile!

Extra Value members have a yearly dental allowance of \$2,000, and Extra Care* members have an allowance of \$2,350. Use your allowance to help pay for cleanings, fillings, tooth removals, implants, dentures, or other services you need that can be provided by a dentist, as long as it's not cosmetic, like teeth whitening.



NEW! Go shopping!

In 2024, you'll have a flex card to use in select stores, like Walmart and Walgreens, to buy plan-approved over-the-counter items and groceries. *(Learn more on page 10.)*



See clearly!

You get a yearly eye exam and \$300 allowance to help pay for prescription eyeglasses or contact lenses. **In 2024, you can use your eyewear allowance for contact lens fittings, too.**



Listen up!

In 2024, you have even more hearing aid options. If you need a hearing aid, you get great pricing and help picking out the best hearing aid for your hearing loss and your budget. Hearing aids can be ordered with a prescription or without through NationsHearing. *(See more on page 7.)*



Get moving!

You can go to thousands of gyms across the nation or bring the gym to you with online workouts or an at-home fitness kit.



Travel!

You have worldwide emergency coverage.



**The Extra Care plan is only for members in Jackson, Limestone, Madison, Marshall, and Morgan Counties.*

STUDIES SHOW

that older adults with hearing loss have a greater risk of developing dementia than those with normal hearing.

One in three people over 65 and nearly half of those 75 and older complain of hearing problems. But did you know hearing loss can lead to other health problems?

Most hearing issues start slowly and you may not even notice at first. A first sign may be turning up the television volume higher than before or having a hard time understanding others in a busy restaurant.

Diabetes, poor circulation or blood flow, or spending years around construction sites or other

areas with loud noises can all affect hearing. Not being able to hear is frustrating, but it can also lead to other problems.

Studies show that older adults with hearing loss have a greater risk of developing dementia than those with normal hearing. Hearing loss can cause problems with memory and concentration and cause confusion and depression.

The good news is that wearing hearing aids can help. Even better news: you have more hearing aid options in 2024!





Your current plan covers one prescription hearing aid per ear, each calendar year through NationsHearing. You get a hearing aid testing evaluation and hearing aid fitting free of charge.

Depending on the hearing aid you need, copays for each hearing aid range from \$300–\$1,775.

In 2024, NationsHearing will also offer hearing aids without a prescription. While these hearing aids may not work for everyone, if you only have mild hearing loss, they may be a great lower-cost option. Prices for these hearing aids range from \$500–\$2,700 for a pair. You can choose OTC hearing aids (pair) or prescription hearing aids from NationsHearing – not both.

To find out more about your hearing aid benefit or to make an appointment with a local hearing specialist:

Call NationsHearing at 1-877-209-5189 (TTY: 711), 7 days a week, 8am - 8pm, except for federal holidays

or

Go online to [Viva.NationsBenefits.com](https://www.viva.nationsbenefits.com)



2024 Dental Allowances

Let's talk about your teeth! Your VIVA MEDICARE plan comes with a dental allowance you can use for preventive, diagnostic, and comprehensive dental services provided by a dentist. Use your allowance for x-rays, cleanings, implants, and other services that are not considered cosmetic. Orthodontics and other cosmetic procedures, like teeth whitening and veneers are not covered.

What's great about our dental benefit is that **you don't need to get any approvals** before using your allowance. You can see any dentist in Alabama, as long as they take Medicare patients and are not excluded or debarred.

VIVA MEDICARE also has a dental network. When you use a dentist in the network, you can stretch your dental allowance even further, and that saves you money. Find a dentist near you at vivahealth.com/medicare/provider-search.



In 2024, *Extra Value* members get a dental allowance of

\$2,000

and *Extra Care** members get a dental allowance of

\$2,350



Routine Cleanings



Fillings



Tooth Removals



Crowns



Dentures



Implants, and more!



No plan approvals!

No copays or coinsurance!

No cost to you, unless you exceed your dental allowance!

**The Extra Care plan is only for members in Jackson, Limestone, Madison, Marshall, and Morgan Counties.*

Something for Everyone[®]

The Silver&Fit[®] Healthy Aging and Exercise program supports every member.

Enjoy all of the following, anytime, anywhere, at no cost to you (unless noted below):

National Network of Fitness Centers

Join thousands of participating fitness centers or select YMCAs, many with exercise classes for older adults. You also have access to Premium locations, like fitness centers and studios, at an extra cost.*

Home Fitness Kits

Pick your favorite kit (one per benefit year):**

- Fitbit[®] or Garmin[®] Wearable Fitness Tracker
- Walking/Trekking
- Pilates
- Beginner, Intermediate, or Advanced Strength
- Beginner or Advanced Swim
- Beginner or Intermediate/Advanced Yoga



FitnessCoach[®] Virtual Personal Fitness Training

NEW
in 2024!

Challenge yourself with up to 8 live virtual sessions per benefit year with a personal fitness trainer. Each session costs \$30.



On-Demand Workout Videos

Visit the Silver&Fit website to find workout videos for all fitness levels.



Workout Plans

Answer a few online questions about your fitness level and goals. Then you will get workouts to help you start or continue an exercise routine.



Well-Being Club

Learn new skills and focus on well-being by:

- Connecting with others
- Enjoying classes and events on the Silver&Fit website
- Viewing articles and videos



Healthy Aging Coaching

Get help with your fitness, nutrition, and lifestyle goals during phone, video, or chat sessions with a coach.

Go to [SilverandFit.com](https://www.silverandfit.com) to get started today! For questions, call us toll-free at 877-427-4788 (TTY/TDD: 711), Monday through Friday, 7 a.m. to 8 p.m.

nations benefits

You asked for a Flex Card... *You got it!*



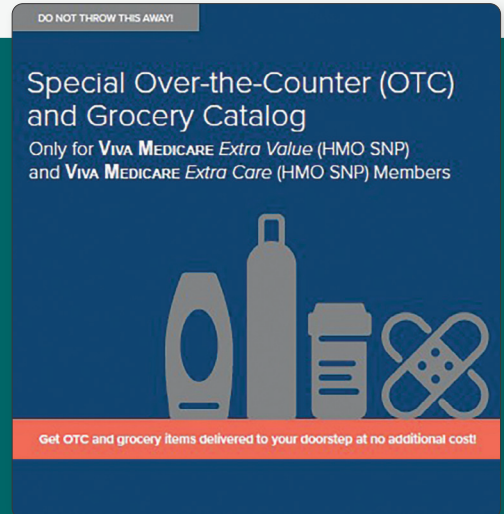
In 2024, **Extra Value** members get \$75 loaded onto your new flex card every month. **Extra Care*** members get \$130 each month. Use your flex card to get plan-approved groceries and over-the-counter (OTC) items, like bandages, vitamins, or heating pads at these in-network stores: Walmart, CVS, Kroger, Rite Aid, and Walgreens. Even more stores will be added next year.

You'll get your new flex card in the mail in December. Make sure to activate your card so it's ready to use in January 2024.

You can also use your flex card to have OTC items and groceries shipped to your home by ordering from NationsBenefits. Pick out items from the Special Over-the-Counter (OTC) and Grocery Catalog and order over the phone, online, or by mail, just like you do now.

You'll get your new catalog in the mail in November.

*The Flex Card is a monthly benefit for HMO D-SNP members. You must have both Medicare and Medicaid to qualify for an HMO D-SNP plan and the Flex Card benefit. *The Extra Care plan is only for members in Jackson, Limestone, Madison, Marshall, and Morgan Counties.*



Don't forget, you have an OTC and grocery allowance you can use now, in 2023, to order from NationsBenefits.

To place an order, call **877-209-5189 (TTY: 711)**, 7 days a week, 8am - 8pm, except on federal holidays.

You can also order online at **Viva.NationsBenefits.com** or use the order form in your OTC or grocery catalog.



See the catalog online at **Viva.NationsBenefits.com** or scan the QR code.

Thank You

FOR BEING A MEMBER OF VIVA MEDICARE!

We are so grateful to be your health care partner. We know that trust is earned. That's why we work hard to make sure your claims are paid fast, your questions are answered quickly, and every phone call is answered by an employee who lives right here in Alabama.

We are not just your health insurance provider; we are your neighbors who you see each week at the grocery store and church. We value your ideas and want to know how we can help you live your life to the fullest. We asked, and here is what members are saying about VIVA MEDICARE across the state.

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"They are always helpful and pleasant to talk to."

- Joan, VIVA MEDICARE Member

"Love that calls are answered immediately, representatives politely speak plain English, and issues are resolved promptly."

- Frieda, VIVA MEDICARE Member

"We have felt very confident using VIVA and have told our friends and neighbors how much we like them."

- Benny, VIVA MEDICARE Member

"My agent at the VIVA HEALTH Café was most helpful with all my questions and took all the time I needed."

- Steven, VIVA MEDICARE Member

"I was skeptical about changing but with the year of health issues, I find this insurance was exactly what I needed. I never lifted a finger. It was just done. You cannot ask for better."

- Debbie, VIVA MEDICARE Member

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417 20th Street North, Suite 1100
Birmingham, Alabama 35203

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PERMIT NO. 2061

NEED A RIDE?

New Ride Service Starts November 1, 2023, for VIVA MEDICARE *Extra Value* members and January 1, 2024, for VIVA MEDICARE *Extra Care* members.

See page 2 to learn more!



Questions about your VIVA MEDICARE benefits?

Call our friendly Member Services team at **833-760-0592 (TTY: 711)**.

We are happy to take your call 7 days a week, 8am - 8pm, October 1 - March 31.
From April 1 - September 30, we are open Monday - Friday, 8am - 8pm.



*Fees vary by Premium location. Please refer to the fitness center search on the Silver&Fit website.

**Home Fitness Kit promotional codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, kits cannot be exchanged. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Please talk with your doctor before starting or changing your exercise routine. All programs and services are not available in all areas. Persons shown are not Silver&Fit members. Silver&Fit, Something for Everyone, FitnessCoach, and the Silver&Fit logo are federally registered trademarks of ASH. Limitations, member fees, and restrictions may apply. Other names and logos may be trademarks of their respective owners. Kits are subject to change. Fitness center participation may vary by location and is subject to change.

VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-633-1542 (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 1-800-633-1542 (TTY: 711). H0154_mcdoc3921A_C_09/18/2023