

# myhealthmylife™

for Senior Whole Health members

Winter 2022



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# Get more benefits, more savings and more options



## Your benefits at-a-glance

Monthly premiums	<b>\$0</b>
Copays: <ul style="list-style-type: none"><li>• Medical (primary care and specialists)</li><li>• Prescriptions (generics and brand names)</li></ul>	<b>\$0</b> <b>\$0</b>
Healthy You card: <ul style="list-style-type: none"><li>• Vision care and eyewear</li><li>• Over-the-counter medicines</li><li>• Food and produce*</li></ul>	We give you <b>\$1880/year:</b> <ul style="list-style-type: none"><li>• <b>\$300/year</b></li><li>• <b>\$270/quarter (\$1080/year)</b></li><li>• <b>\$125/quarter (\$500/year)</b></li></ul>
Dental	<b>\$0</b> (services covered by Medicaid and Medicare)
Telehealth (visits in the comfort of your home)	<b>\$0</b>
Fitness (access to 16,500+ fitness centers, 8,000 workout videos, at home fitness kit and more!)	<b>\$0</b>
Transportation for non-medical needs	<b>\$0</b> (75 one-way trips per year)

\*Members with a chronic illness are eligible.

# Get rewards with us!

As a Senior Whole Health (SWH) member, you can take advantage of your Healthy You card! SWH rewards you with the following:

- \$270 per quarter to spend on over-the-counter items, up to \$1080
- \$125 per quarter to spend on health foods, up to \$500\*
- \$300 per year to spend on vision-related items

Go to [Mybenefitscenter.com](http://Mybenefitscenter.com) or download the Benefits Center app. You can check your balance and view items available for purchase.

\*Member with a chronic illness are eligible.

## We've added \$150 to your Healthy You card!

We know the rising cost of groceries has put a strain on many households. As a thank you for being a valued member, we want to lower some of that stress with a gift of \$150\* to use for groceries.



We hope this gift has come in handy this holiday season and you have been able to use it to help purchase food. We'd like to thank you for being our member and we wish you and your loved ones Happy Holidays!

If you have any questions, please call Member Services at (888) 794-7268 (TTY 711).

\*May only be used for groceries (food items). Amount added to Healthy You card in November. Members enrolled after November do not qualify.





# We support your neighborhoods!

We not only support your health needs, but we support your community too. We've been supporting local events in many Massachusetts neighborhoods. Just take a look at where we've been!



Senior Whole Health and MolinaCares sponsored three events with the Greater Boston Food Bank to support food insecurity. Our employees volunteered at the food bank and telethon event and we donated \$12,500.



Senior Whole Health and MolinaCares sponsored three Walk to End Alzheimer's events in the Northeast, Southcoast and Greater Boston area. Our employees walked and we donated \$17,500 to this great cause.

# In need of a little extra help? Don't worry, we've got you covered!



We're proud to introduce Molina Help Finder – your one-stop shop for finding low- and no-cost resources near you when you need them. Use our new online search tool to find the help you need in your community.

With Molina Help Finder, you can find resources to meet basic needs like:

- Food
- Transportation
- Job training
- Education
- Legal
- Housing
- Health
- Child care
- Work
- And more!

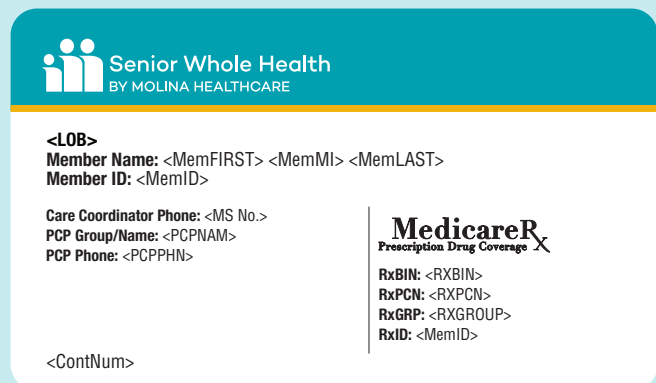
Molina Help Finder lets you self-refer or apply for services using your member portal or MyMolina mobile app. Your provider can also refer you to services and follow up to make sure you got the help you needed.

We offer Molina Help Finder in more than 120 languages to make it easy for you to find the resource that's best for you.

With Molina Help Finder, help is just a click away. Visit [MolinaHelpFinder.com](http://MolinaHelpFinder.com) to learn more.

## New ID card

You'll be receiving a new member ID card. Always carry this card with you. Present your card each time you receive health care and/or pharmacy services. This card is for identification purposes. It does not guarantee eligibility or coverage for services.





# Our Nurse Advice Line is here for you 24/7

Our highly-trained nurses are available 24 hours a day, 365 days a year. We're here even on holidays to help you decide what to do and where to go for care.

24-hour Nurse Advice Line

(888) 275-8750 | TTY: 711

Español (888) 275-8750

## **We're here to help**

If you have questions about your health plan, please call Member Services at (888) 794-7268 (TTY: 711). We're here Monday through Friday from 8 a.m. to 8 p.m. local time.

# Making a difference for our members



We're proud to have Barbara Callahan RN, Congestive Heart Failure Wellness Program Specialist, here at Senior Whole Health (SWH). Barbara is a registered nurse with extensive knowledge in Congestive Heart Failure (CHF).

Read here to see how she recently made a difference for one of our members:

**"A SWH member was referred to the CHF program. The member had severe heart and kidney disease. This member was told she will likely need dialysis because she was unable to manage her fluid.**

**She did not want dialysis and became very depressed. I enrolled this member into our CHF Program over one year ago. Together, we have worked on managing her diet, medicine and support system.**

**She has been able to avoid dialysis and better manage her health through the education and support provided. Her outlook on life has improved, and she is very thankful for SWH."**

Barbara supported our member every step of the way and went the extra mile to help. Barbara is just one of many professionals at SWH that work to keep our members healthy and safe.

If you need help with CHF, call (888) 794-7268 (TTY 711) to see if you qualify for our program.

# Visit your doctor after you leave a facility

If you've been in a healthcare facility, it's important to visit your doctor within 30 days for a follow-up. Your doctor will want to see how you're doing at home.

## Did you know?

You can visit your provider from the comfort of your home with telehealth! You can talk to your doctor over the phone or on a computer or tablet.

During a telehealth visit, you can:

- Take notes about things you need to remember
- Review your medications
- Ask for prescription refills
- Ask any questions you have

Telehealth is a good option if you:

- Are worried about getting to an appointment
- Want to avoid public transportation
- Don't want to sit in a waiting room

Ask your doctor if they offer telehealth. If you need more help getting a telehealth visit, you can call Member Services at (888) 794-7268 (TTY: 711).







# Want to learn more about the flu?

To learn more about the flu, visit our website at: [Molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx](https://Molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx) and click on **Health Promotion** under the **Helpful Resources** tab. Our informational flyers are available online in 5 languages and can be found by clicking on **Flu Resources**.

# Stay healthy with diabetes



Diabetes is a common condition that can be managed with the right care. If you have diabetes, make sure you get your annual retinal eye exam, blood glucose testing and urine kidney tests. These routine tests can find any problems early and help you stay healthy.

# Don't lose your Senior Whole Health coverage



Now, more than ever, it's important to keep your Senior Whole Health (MassHealth) coverage up-to-date.

## Renew today to keep your coverage

If you've received a MassHealth renewal form, fill it out and return it to MassHealth right away. If you have missed the deadline but you want to keep your coverage, renew right away. If you are eligible within 90 days after the date you lost coverage, your Medicaid benefits will be reinstated for the period you were without coverage.

## How to renew

- **Online:** Login to [Mhesubmission.ehs.mass.gov/esb](https://mhesubmission.ehs.mass.gov/esb)
- **Phone:** Call (800) 841-2900 (TDD/TTY: 711).
- **Mail:** Send your MassHealth Enrollment Form to:  
Health Insurance Processing Center  
P.O. Box 4405  
Taunton, MA 02780
- **In person:** Visit your local MassHealth office. Bring the documents you need to report your income and fill out a form in person. Find the address at the link above.
- **By fax:** Fax your MassHealth Enrollment Form to (857) 323-8300.

Complete your application today to avoid losing your coverage!

If you need help, call Member Services at (888) 794-7268 (TTY: 711). You can call Monday through Friday from 8 a.m. to 8 p.m. local time. We're here to help!



**Senior Whole Health**  
BY MOLINA HEALTHCARE

1075 Main Street  
Suite 400  
Waltham, MA 02451

**IMPORTANT PLAN INFORMATION**



You can get this document for free in other language(s) or other formats, such as large print, braille, or audio. Call 1-888-794-7268, (TTY: 711). The call is free. Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-888-794-7268. Someone who speaks English can help you. This is a free service. Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-888-794-7268. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

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## Stop by our Mobile Help Center



We want to make sure you can access health care where you live, work and socialize. Our Mobile Help Center is here to help. We will be going to different locations in Massachusetts offering awareness events, immunization drives, health education and more!

Look for our Mobile Health Center in an area near you! Check out our Facebook page for a listing of events.

**If you have any questions, please call us at (888) 794-7268 (TTY: 711). Thank you for being a part our family. We look forward to caring for you!**