

# CHRISTUS Health Advantage

## HOW TO USE YOUR ADDITIONAL BENEFITS

Use your CHRISTUS Health Advantage plan exclusive benefits designed to help you improve your life.



## Dental Services

### With Delta Dental

Make your oral health a priority! Your plan has preventative and comprehensive dental to allow you the freedom of seeing an in-network or an out-of-network dental provider.

### To Find a Network Dentist

Use our search tool at [DeltaDentalins.com/CHPMedicareAdvantage](https://www.DeltaDentalins.com/CHPMedicareAdvantage). While you're there, register for easy online access to your plan details, eligibility information, and more.

You will be provided a Delta Dental ID card after you enroll.

Please present your ID card when you visit the dentist.



## Vision Care Services

With your new vision benefits, you can better maintain your eyesight as you age.

### To Find a Network Provider

Visit [superiorvision.com](https://www.superiorvision.com) or call Superior Vision Customer Service to find an in-network provider. Just use your name, date of birth, and CHRISTUS Health member ID number at the provider's office to receive vision service.

Superior Vision Customer Service:

**1 (800) 507-3800**

Monday-Friday from 8:00am - 9:00pm (EST)  
or Saturday from 11:00am-4:30pm (EST)

## Hearing Services

With Amplifon



Many costs, like hearing aids, aren't covered by Original Medicare. With your CHRISTUS Health Advantage plan, you are able to receive quality hearing care and hearing instruments at the greatest value through our partnership with Amplifon. This includes a benefit of \$2,000 every two years towards hearing aids.

### To Access Your Benefit

Once your PCP determines your need for hearing services or equipment visit [www.amplifonusa.com/lp/christushealthadvantage](http://www.amplifonusa.com/lp/christushealthadvantage) to fill out the online appointment request form. You will be put in touch with an Amplifon Hearing Care Advocate who will help you by explaining your benefits in further detail and requesting an appointment for you at a clinic in your area.

Or call Amplifon at toll-free **(866) 687-6756** to be connected with a Care Advocate directly.



## 24-hour Nurse Line

All CHRISTUS Health Advantage members have access to free confidential help from a nurse 24 hours a day, 7 days a week, 365 days a year. Nurses are available through this service to answer questions about medications, help you decide when and where to seek care, or simply provide reassurance when you need it.

To use this benefit, call  
**(844) 581 - 3174**

If you are experiencing a life-threatening emergency, such as a heart attack or stroke, call 911 or go the emergency room.

## Over The Counter (OTC) Products

You receive a quarterly benefit for over-the-counter health and wellness products available through OTC Health Solutions. Your benefit enables you to get generic and name brand allergy medicine, bathroom safety supplies, cold and flu medicine, vitamins and minerals, and pain relief aids. See your included Summary of Benefits to view the dollar amount of your quarterly benefit.



### To Access Your Benefit

Register to create an account at **[www.CHRISTUSHealthPlanOTC.com](http://www.CHRISTUSHealthPlanOTC.com)** using your CHRISTUS Health Member ID number.

Browse the catalog list online, then place your order via:

- Your online account
- The OTC - Anywhere mobile app
- Convey's Contact Center Support phone line **1-877-906-0738** (Monday-Friday from 8:00 am-11:00 pm EST)

## Meals



As a part of your plan, we provide home-delivered meals to eligible members after an inpatient surgery or inpatient hospital stay at no additional cost.

You will receive an awareness text within four days of being discharged to let you know GA Foods will be calling you. Then, you will receive their call within two days of the text message. These meals can be customized to your dietary needs, such as gluten-free or vegetarian.

The benefit includes up to 14 meals delivered to your door for up to seven days. If you choose to receive meals, your meals will be sent within three days.

## Transportation



One of the first steps to a healthier life is seeing your doctor regularly and following care plans, but getting there is often an issue. With your CHRISTUS Health Plan, you're covered. We've partnered with SafeRide to ensure that you can schedule rides to your appointments safely and on time, and even schedule rides in advance.

### To Access Your Benefit

Call SafeRide Member Services at **833-944-0536** to schedule your ride!

## Fitness Program

As a CHRISTUS Health Advantage member, you can stay active with your no-cost Silver & Fit membership. With our fitness program, you can enjoy:



- A membership at thousands of participating fitness centers with access to the standard fitness network
- One home fitness kit per benefit year. Choose from several options, every eligible Silver & Fit member may choose one of 11 home fitness kits on an annual basis.
  - Garmin wearable activity tracker, Fitbit wearable activity tracker, beginner swimming kit, advanced swimming kit, beginner yoga kit, intermediate/ advanced yoga kit, Pilates kit, walking/ trekking kit, beginner strength kit, intermediate strength kit, advanced strength kit
- Access to a variety of on-demand workout videos on the Silver & Fit website and mobile app
- Personalized, over-the-phone or digital education and training for fitness, nutrition, stress, sleep, brain health, social isolation and other
- Access to the Well-Being Club where you can connect with others, view exclusive articles and videos, and join live-streaming classes and events

### To Access Your Benefit

Create an account at **SilverandFit.com** after your plan starts or call **1-877-427-4788**, Monday through Friday, 7:00 am to 8:00 pm CST.

You'll then be able to select your Home Fitness Kit and find a fitness center near you!



## 90-day Prescription Mail Order

Enjoy the convenience of having long-term drugs delivered right to your home? Through the Express Scripts mail order pharmacy home delivery service, pay \$0 for a 90-day supply of preferred generic drugs.

### To Access Your Benefit

Visit Express Scripts Online Pharmacy at [www.express-scripts.com](http://www.express-scripts.com) or call Member Services at **844-282-3026**.

## Member Portal

Visit [CHRISTUShealthplan.org](http://CHRISTUShealthplan.org) or scan this QR code to access our newly updated online member portal.



With the new portal, you can:

- View your plan information
- Change your Primary Care Provider
- Download your Member ID card
- Complete your Health Risk Assessment
- View claims
- Find providers, facilities, and pharmacies



## Glucose Supplies

CHRISTUS Health Plan exclusive continuous glucose monitoring devices, blood glucose monitors and supplies are manufactured by LifeScan, Inc. and Abbott.

### Continuous Glucose Monitoring

#### How to get your Free Style Libre System or Dexcom System:

- Request a prescription for the sensor and reader from a health care provider.
- Bring the prescription to your pharmacy.
- Ask your pharmacy to process your prescription under your Part B benefit.
- Receive your cGM (continuous glucose monitor) at \$0 cost to you.

### Blood Glucose Monitoring System and Supplies

#### How to get your Blood Glucose Monitoring System:

- Request a prescription for the sensor and reader from a health care provider.
- Bring the prescription to your pharmacy.
- Ask your pharmacy to process your prescription under your Part B benefit.
- Receive your blood glucose meter and test strips at \$0 cost to you.

For questions and assistance, please call Member Services at **844-282-3026**.

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## NOTES

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Please refer to your CHRISTUS Health Advantage Evidence of Coverage for more information about your benefits.



919 Hidden Ridge Drive | Irving | TX 75038

844-282-3026 | TTY 711

Oct. 1 - Mar. 31, 7 days a week, 8 a.m. - 8 p.m., local time

Apr. 1 - Sept. 30, Mon. - Fri., 8 a.m. - 8 p.m., local time

[CHRISTUShealthplan.org](http://CHRISTUShealthplan.org)