

CHRISTUS Health Medicare Advantage

HOW TO USE YOUR ADDITIONAL BENEFITS

Use your CHRISTUS Health Medicare 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 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.

For quicker access, use your Member Portal and click on "Dental" under your "My Health" tab.

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 towards either prescription or over-the-counter hearing aids.

To Access Your Benefit

Once your PCP determines your need for hearing services or equipment visit 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 Summary of Benefits in your Member Portal to view the dollar amount of your quarterly benefit.



To Access Your Benefit

Register to create an account at 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

Click "Transportation" under the "My Health" tab in your Member Portal or 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

Click on “Pharmacy” under the “My Health” tab in your Member Portal, visit Express Scripts Online Pharmacy at www.express-scripts.com or call Member Services at **844-282-3026**.

Member Portal

Visit CHRISTUShealthplan.org or scan this QR code to access our newly updated online member portal.



With your 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
- Directly link to your pharmacy and dental benefit accounts



CHRISTUS On Demand Care

As part of your CHRISTUS Health Plan benefits, CHRISTUS On Demand Care gives you the ability to see a virtual urgent care provider in 30 minutes or less without the need to schedule a visit.

Go to **CHRISTUShealth.org**, select “Start On Demand Care,” and you will see the next available online provider from your smartphone, tablet, or computer.



**Scan here to begin your
On Demand Care visit.**

Select **CHRISTUS Health Plan** and
Associates appointment type.

\$0 copay

Conditions treated through On Demand Care:

- Allergies
- Bronchitis
- Coughing
- Diarrhea
- Fever
- Headaches
- Pink eye
- Rash
- Seasonal flu
- Sore throat
- Stomachache
- Urinary tract infections

NOTES

Please refer to your CHRISTUS Health Medicare Advantage Evidence of Coverage, found in your Member Portal, for more information about your benefits.



5101 N. O'Connor Blvd | Irving | TX 75039

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