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## BREAST CANCER

Ways to decrease your risks of breast cancer can include decreasing alcohol consumption, increase eating healthy and exercise to combat being overweight/obesity.

*Read more on page 7.*



## HURRICANE PREPARATION

Living in Florida offers many benefits and advantages but be sure to thoroughly prepare for the 2023 Atlantic Hurricane Season starting June 1.

*Read more on page 12.*



## Mission Statement

*Ultimate Health Plans' mission is to provide all members with the highest quality healthcare with access to highqualified 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.*



[www.facebook.com/Ulthp](https://www.facebook.com/Ulthp)

# Message from Medical Director



**Dr. Pragnesh Shah**

MD, MBA, CPE, CHCQM-PHYADV

*“We hope this year has treated you well thus far.”*

Dear Members,

We hope this year has treated you well thus far. September is the Healthy Aging month. In this newsletter, we will discuss one of the major issues that many face with aging, namely back pain. Back pain remains one of the most common problems in the United States.

Here is some basic information about back pain:

- Risk Factors
  - Age – more common with increasing age.
  - Fitness Level – Weaker abdominal and back muscles lead to increased chances of back pain.
  - Obesity – Leads to increased stress on the back, resulting in pain.
  - Occupation – certain occupational hazards may result in long-term stress on spine, resulting in back pain.
- Warning signs to seek professional help
  - Numbness or tingling of legs.
  - No improvement or worsening of pain despite conservative treatment (pain meds, exercise, and massage, etc.).
  - Pain resulting from fall or injury.
  - Trouble urinating, fever, weight loss, gradual or sudden weakness in legs, loss of bowel, and/or bladder control.
- Possible treatment options
  - Cold packs.
  - Avoid sedentary lifestyle. Also avoid any activities that may worsen back pain.
  - Over-the-counter or prescription pain medications.
  - Physical therapy.
  - Alternative treatment options such as chiropractic medicine, acupuncture, etc.
  - In rare cases, surgery may be required.
- How to keep back healthy
  - Remain physically active. Daily back exercises per your doctor’s or therapist’s recommendations.
  - Frequent breaks if driving long distances.
  - Refrain from carrying anything heavy enough to put strain on your back.
  - Sleep on your side with a small pillow between your knees. Avoid sleeping on your stomach.

As always, we are here to answer any questions or ease any concerns you may have. Please remember to use safe practices to reduce the chances of back injuries. Once again, if pain fails to improve with conservative management, then surgery may be required. Also, ask your doctor if you can qualify for any clinical trials addressing chronic back pain. Lastly, please continue to follow up with providers for routine yearly visits and do not hesitate to seek emergency medical care, if needed.

# It's 2023.

## Let's Make Health Your Top Priority!

Ultimate Health Plans' members are eligible for a free Annual Wellness Visit with their Primary Care Provider (PCP).

Have you started planning for your future? Ask your doctor about advance directives and how to sign up during your visit.



Contact your PCP's Office today to schedule an appointment.

**ULTIMATE**  
HEALTH PLANS

Good health is where you live.

Complete your Annual Wellness Visit and get a \$10 Reward. It's flu season again, don't forget to ask your doctor about getting your flu shot!

Visit our website at  
[www.ChooseUltimate.com](http://www.ChooseUltimate.com)

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# Estamos en 2023.

## ¡Hagamos de su salud una prioridad!

Los miembros de Ultimate Health Plans son elegibles para una consulta anual de bienestar gratis con su proveedor de atención primaria (PCP).

¿Comenzó ya a planificar para su futuro? Pregunte a su médico sobre las directivas anticipadas y cómo inscribirse durante su visita.



Comuníquese hoy con el consultorio de su PCP para hacer una cita.

**ULTIMATE**  
HEALTH PLANS

La buena salud está donde usted vive.

Complete su consulta anual de bienestar y reciba una recompensa de \$10. Es la temporada de gripe nuevamente; no se olvide de preguntar a su médico sobre recibir la vacuna de la gripe.

Visite nuestro sitio web en  
[www.ChooseUltimate.com](http://www.ChooseUltimate.com)

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# A Message from our Sr. Director of Utilization Management

Dear Members,

We hope you are staying healthy. Your health and wellness are our number one priority.

What is Utilization Management (UM)?

Utilization Management is the way that many health plans evaluate the need, efficiency, appropriateness and medical necessity of treatments, services, and procedures for their members. The Utilization Management Team processes requests for authorization for medical services.

At Ultimate Health Plans (UHP), our UM team consists of nurses, intake specialists, a quality analyst, and a Medical Director.

Most prior authorization questions can be answered by UHPs' Member and Provider Service Team at the following phone numbers:

- Member Line is 888-657-4170
- Provider Line is 888-657-4171

If your question is specific or time sensitive, the Member and Provider Service Team can assist you by engaging the Utilization Management team. The Member and Provider Service Team is available Monday through Friday from 8:00am to 8:00pm eastern standard time. We look forward to assisting you.

On behalf of Ultimate Health Plans, I would like to thank you for entrusting us with your healthcare needs. We look forward to working with you!

Yours in good health,



**Julia Nuss RN, MSN, Sr. Director of Utilization Management**



# 2023

# Ultimate Health Plans Wellness Incentive Program

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 \$75 loaded to their Ultimate Benefit Card for completing important Healthy Care Activities.

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.

## 2023 Healthy Care Wellness Activities

Annual Activities: You can complete these every year.

Activity	Description	Reward
Annual Wellness Visit	Preventive care is an important part of maintaining good health. The annual routine wellness visit is a service designed to help you and your Primary Care Provider (PCP) identify the care you need and manage any chronic conditions you may have between 1/1/2023 – 12/31/2023.	\$10
Health Risk Assessment (HRA)	Your answers from this health assessment will help us learn more about your overall well-being. Please ensure your HRA is completed timely with at least 80% of the assessment completed for the 2023 Measurement Year before 12/31/2023. You can complete your HRA using any of the following options: <ul style="list-style-type: none"><li>• Option 1: You can call the Care Coordination team to assist you with completing the HRA over the telephone at toll-free 877-547-1460 (TTY 711).</li><li>• Option 2: You can mail your completed HRA to the Care Coordination team at Ultimate Health Plans PO Box 3459 Spring Hill, FL 34611</li><li>• Option 3: You can complete the HRA online by visiting the Member Portal at <a href="http://portal.myultimatehp.com">portal.myultimatehp.com</a></li></ul>	\$15
Controlling Blood Pressure	Untreated high blood pressure quietly damages your heart, lungs, blood vessels, brain, and kidneys. It 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 1/1/2023 – 12/31/2023. This incentive is rewarded at the end of the year.	\$15
Hemoglobin A1c	The results of an A1C test can help your doctor diagnose prediabetes. If you have prediabetes, you have a higher risk of developing diabetes and cardiovascular disease. Complete a simple blood sugar test that measures less than 9% with most recent results between 1/1/2023– 12/31/2023. This incentive is rewarded at the end of the year.	\$15

## Recommended Screenings

You can complete these activities as they are recommended.

### Colorectal Cancer Screening | Reward: \$10

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)
- Flexible Sigmoidoscopy every 5 years
- Colonoscopy every 10 years
- Computed Tomography Colonography every 5 years
- Stool DNA Test every 3 years

### Mammogram Screening | Reward: \$10

A mammogram can detect breast cancer before it can be seen or felt by a patient or a physician. Women with breast cancer detected early have a 98% chance of survival and need less serious treatment. If you are a female between the ages of 52 and 74, it's recommended that you receive a mammogram every one to two years.

# Just a friendly reminder...

Here at Ultimate Health Plans, we partner with your Physicians to provide you with the most comprehensive care and support, to help you with your health care needs. Breast Cancer is a cancer that occurs in the breast, typically in women, but can also occur in a small population of men. It is the most common type of cancer found in women, outside of skin cancer. It accounts for 30% of all new female cases of cancer each year. It is also the 2<sup>nd</sup> leading cancer cause of death in women, with lung cancer being the leading cancer cause of death.<sup>1</sup> The chances of a woman being diagnosed with Breast Cancer is 1 in 8, with incidence rates increasing each year by 0.5%. But with the increase in incidence rates, also comes a decrease in deaths related to Breast Cancer.<sup>1</sup> This decrease has been attributed to **increased screenings**, increase in awareness, and medical breakthroughs in treatment.



Ways to decrease your risks of breast cancer can include decreasing alcohol consumption, increase eating healthy and exercise to combat being overweight/obesity. Certain hormone therapies can also increase your risk of breast cancer. If you have any questions, please talk with your Primary Care Physician to discuss in detail your concerns.<sup>1</sup> Therefore, we here at Ultimate, want to make sure you routinely are screened for Breast Cancer.

Ways to screen for breast cancer includes Mammograms and 3D Mammograms. A standard Mammogram is 2D or 2 dimensional, while a 3D Mammogram, also known as breast tomosynthesis or digital breast tomosynthesis (DBT), is 3 dimensional and helpful for women with dense breasts.<sup>1</sup> Please discuss with your doctor how to get your breast cancer screening and how to reduce risk factors.



As always, thank you for trusting Ultimate Health Plans to help meet your health care needs.

[1] <https://www.cancer.org/cancer/breast-cancer.html>

# IT'S "FLU" SEASON!

## The Flu Vaccine is your BEST protection against the Flu

- The CDC recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.
- While there are many different flu viruses, the flu vaccine protects against the three viruses that research suggests will be most common each year.



According to the CDC, the flu has resulted in 9 million – 41 million illnesses, 140,000 – 710,000 hospitalizations and 12,000 – 52,000 deaths annually between 2010 and 2020.

Studies show that flu vaccination reduces the risk of flu illness by between 40% and 60% among the overall population during seasons when most circulating flu viruses are well-matched to the flu vaccine.



Flu vaccination is especially important for people who are at higher risk of developing serious complications from flu, including children younger than 5, pregnant people, adults 65 and older, and people with certain chronic health conditions, such as diabetes, heart disease, and asthma.



**Know The signs!**  
Symptoms of Flu can include:

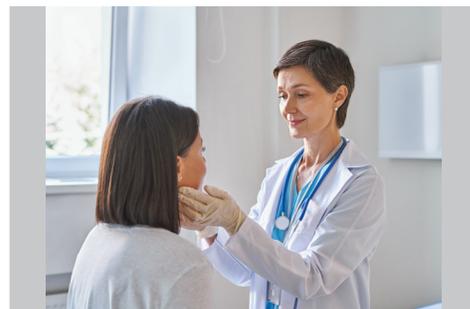
- Fever
- Cough
- Sore Throat
- Runny or Stuffy Nose
- Body Aches
- Headaches
- Chills
- Fatigue
- Diarrhea or Vomiting

<https://www.cdc.gov/flu/pdf/professionals/vaccination/Flu-Consumer-Patient-Flyer.pdf>

<https://www.cdc.gov/flu/school/cleaning.htm>

<https://www.cdc.gov/flu/highrisk/index.htm>

<https://www.cdc.gov/flu/symptoms/index.html>



**Speak to your provider today and learn how you can protect yourself this season!**



## 8 Tips for Enhancing Home Safety for Elderly Family Members and Older Adults

A few quick changes can make living at home more comfortable and secure for older adults.

Many adults prefer to remain in their homes as they age. After all, it's comfortable, familiar, and—well, it's home. As people age, however, and mobility and response time slows down a bit, minor safety hazards around the house can become more significant. For the elderly (and their concerned relatives), taking a few basic home safety measures can go a long way toward making home a safe and comfortable place to live.

### **Before You Begin...**

Senior safety hazards come in many forms. Falls, fires, and tasks or situations that require swift movement and reflexes may be problems for elderly home living. While every senior will have different challenges and concerns, there are some precautions that are universal, such as making sure that surfaces are level and nonslip, grab bars are in place where they're needed, and the ability to call for help is easily accessible and nearby.

First, perform a home safety assessment. Walk around the home (yours or your family member's). Look at the places where you stop and put your hand out on the wall, where you catch the toe of your shoe, and where water might drip or puddle and cause a slippery spot. Look to see where the phones are and where the address book with important phone numbers is kept. Identify dark spots or places where there's not enough space to comfortably turn around or open drawers and check for places where there's not enough room to lift heavy items from a shelf.

## **STEP 1: Eliminate the risk of falling around the home.** **STEP 2: Keep a list of emergency numbers visible and accessible.**

Falls can happen in any home to anyone, not just elderly people. However, older people are more likely to suffer fractures and injuries when they fall, and they're more likely to be living alone without immediate assistance available. As a result, the first step in making sure a home is safe for elderly living is eliminating as many likely fall hazards as possible.

First, you'll need to identify places where slips are likely. Throw rugs are an unexpected hazard: While they're pretty and may add a bit of a cushion during a fall, they're also flexible and not stable, so catching a toe under the edge of the rug can lead to a fall. Taping them to the floor or carpeting can reduce this hazard without sacrificing style. Thresholds and stairways are also likely locations for falls; making sure there are secure handrails and adding textured no-slip strips or safety steps with treads can help. Another potential hazard? Small (or large) pets who tend to get underfoot are particularly dangerous in a home with elderly residents. Tripping over a beloved pet will often cause a person to fall in an awkward way as they try not to injure the pet, potentially injuring themselves far more seriously. Crate or gating pets in a less central part of the home when elderly or older adults are present can provide the pet with a comfortable, secure home base and protect your visitors as well. Placing a telephone handset in each room is also a good plan, so that in the event of an emergency a phone is always close at hand and fully charged.

In an emergency, details can fly out of your head. Many of us now keep all our important phone numbers in our phones, making it even less likely that we'll remember them in a moment of crisis. For a senior who is injured or in danger, scrambling to find an address book or a misplaced cell phone will only increase the hazard, so posting a list of critical numbers in a visible spot—or more than one spot—can mean that help can be on the way sooner. 911 is simple to remember, but the list should also include the Poison Control number (1-800-222-1222) in case of a medication mix-up or accidental ingestion, the numbers of family members and friends or neighbors to call in an emergency, and the number for health care providers.

## **STEP 3: Remove fire hazards from the home.**

In case of a fire, an elderly person might not be able to react as quickly or move as swiftly as is necessary to get out of the home, so it's important to reduce the chances of a fire taking hold in the first place and stock the home with warning devices. The first layer of defense is a collection of smoke detectors, located in the kitchen, bedrooms, and near appliances. The batteries should be changed twice a year; many people choose to change them when Daylight Saving Time begins and ends. Test them regularly and respond promptly when they sound. Adding a fire extinguisher to the kitchen and on each floor of the home is also a good idea, but especially for the elderly, the best thing to do in a fire is to exit the home promptly and then call 911.

Other fire home safety tips have to do with prevention. Check all appliances for frayed cords and functioning emergency shutoffs and consider having an electrician come in to assess the condition of electrical outlets and service. Then make sure extension cords aren't strung together and outlets aren't overfilled to avoid electrical shorts and overheating.



#### **STEP 4: Pay special attention to safety concerns in the bathroom and the kitchen areas.**

First, it's worth checking the water's temperature, which should be at or below 120 degrees to ensure that if the hot water is turned on without mixing with cold, it won't result in a scald or burn.

Bathrooms and kitchens have two things in common: hard floors and water. These make for a dangerous combination. There's a certain risk regardless of what safety measures are put in place, but a few steps can help reduce the chances of injury. Bathtubs, showers, and bathroom floors should have nonslip or textured surfaces that keep floors from getting slick when they're wet. This can be accomplished by installing non-slip strips to the floor and adding grab bars to the walls of the tub or shower to provide a secure handhold when stepping out of the shower. And if the resident is having trouble getting in or out of the tub or maintaining balance in the tub, consider adding a shower seat so that showers can be a pleasant chance to relax instead of fraught with concern over a fall.

Equally important is ensuring that bathmats have non-skid rubber backing so they don't slide across the floor when they're stepped upon. If falls are a particular concern, consider adding adhesive padding to corners or sharp edges.

Depending on the situation, replacing the toilet with a taller model that reduces the leg strength necessary to sit and stand can be very helpful, along with adding a sturdy grab bar alongside. Decorative grab bars are available that are disguised as towel bars, so there's no need for an industrial-grade bar that announces its presence to visitors.

Kitchens present several challenges. Nonslip flooring is ideal, but if replacing all the flooring isn't possible, using nonslip rubber mats in front of the sink and stove will help, especially if they're flat and not trip hazards themselves. If the elderly person is in a wheelchair, consider installing a range with controls located on the front edge instead of the back so there's no need to reach across hot burners to adjust the temperature.

Cabinets and storage are another concern. Especially if the cabinets run to the ceiling, look for options to retrofit them so that there's plenty of available storage space that doesn't require a step stool or stepladder to access. Pullout shelves installed in existing lower cabinets can reduce the need to bend and reach into deep recesses and make cooking and cleanup easier and more comfortable.

#### **STEP 5: Assess the bedroom for potential hazards.**

Bedrooms tend to collect furniture and clutter, which is not ideal for older adults trying to navigate at night. Adding some low lighting is a great first step to making the bedroom safer, as is purging the room of unnecessary objects, and adding easy-to-access storage.

#### **STEP 6: Check all sources of light.**

Good lighting makes a home feel warm and welcoming, but it also adds an element of safety. Well-lit hallways are easier to navigate, rooms with balanced lighting make hazards easier to see and avoid or correct, and bathrooms and kitchens with clean, bright light make showers safer and cooking a pleasure. Ideally, include a combination of general overhead and task lighting. General lighting can be connected to a motion sensor so that it comes on automatically, avoiding the need to fumble around in the dark for a lamp or a switch. It might be a good idea to upgrade the light switches in the home; rocker switches can update the look of your fixtures as well as increase the ease of use. Task lighting over the sink and chopping areas, hobby tables, workbenches, and laundry are wise investments and can take the form of hardwired fixtures or easily installed plug-ins or strip lights tucked under cabinets. Don't forget the closets: Bright lighting in a closet, whether it's plug-in, installed, or battery powered, makes finding clothes quick and easy and avoids the problem of digging around in the dark to find a favorite sweater.

# Preparing for the 2023 Hurricane Season

Hurricane Season June 1 through November 30



## Complete Disaster Supply Kit Checklist

Living in Florida offers many benefits and advantages but be sure to thoroughly prepare for the 2023 Atlantic Hurricane Season starting June 1. After assessing damages done from hurricanes in the past few years, Floridians are encouraged to have at least 7 days of supplies. These supplies include food, water, medicine, and batteries, etc. Each family and business are advised to be adequately stocked and prepared to face this hurricane season.

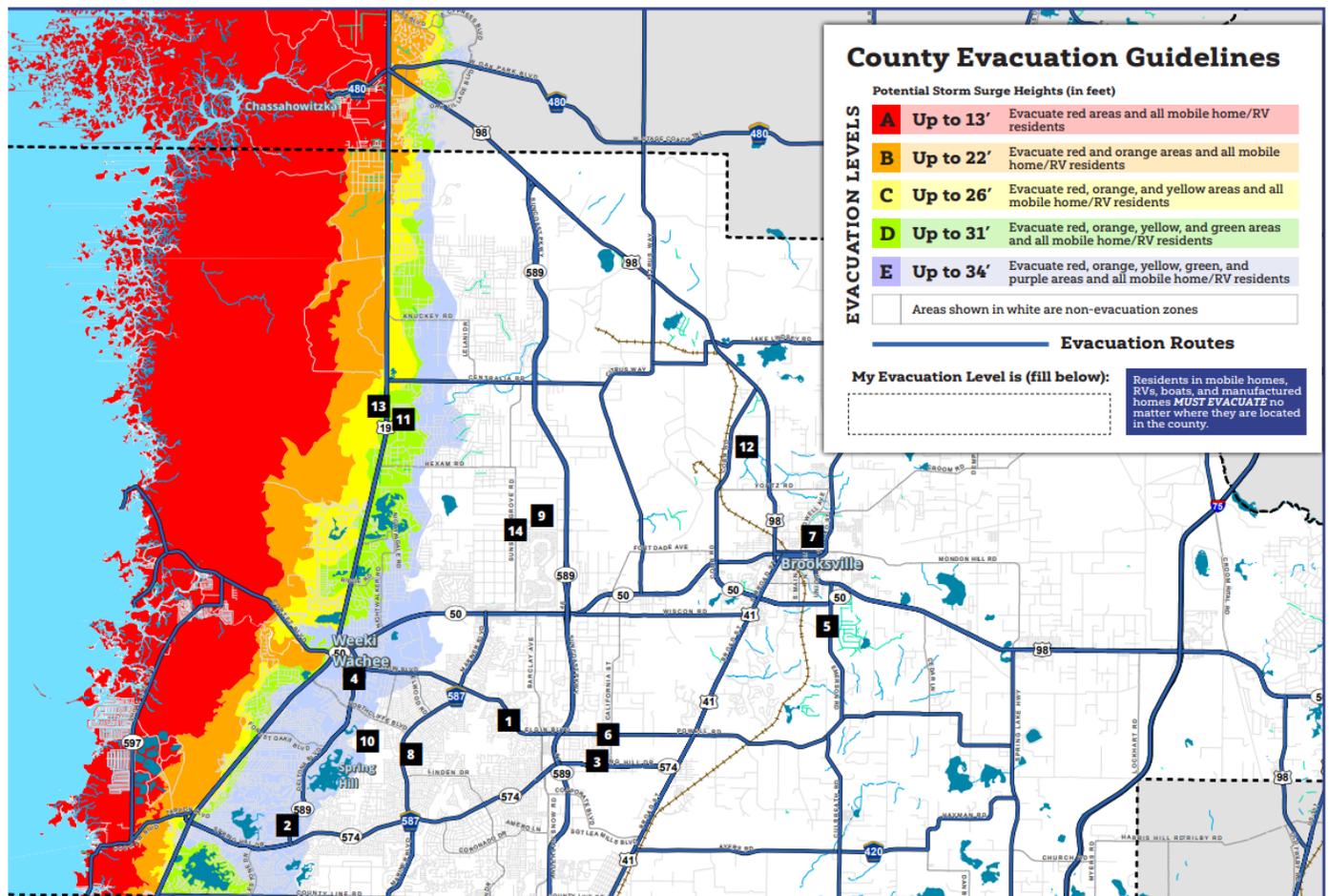
During the past three years, four hurricanes have made landfall in Florida, including Hurricane Michael, the first hurricane to make landfall in the U.S. as a Category 5 since Hurricane Andrew in 1992. If you are unsure of what to do when disaster strikes, make a plan today.

For information about planning for any disaster and for disaster preparedness tips, you can also visit [www.ready.gov/](http://www.ready.gov/).

# Know Your Zone, Know Your Home

Every year it's important for residents to know if they live in an evacuation zone, a low-lying, flood prone area, a mobile home, or an unsafe structure during hurricane season. These areas and buildings are most likely to be evacuated and knowing these zones helps Floridians prepare to evacuate and better understand orders from local officials.

This year, it is also very important for residents to know their home. If an evacuation order is not issued for your area and your house is not in an evacuation zone, you may consider sheltering in place. If you shelter in place, it's important to know your home and its ability to withstand strong winds and heavy rain.



## Make A Plan

The best time to prepare for an emergency is well ahead of time. When you prepare from a position of safety and calm, you and your caregivers can better cope with an emergency or disaster situation when it happens. An emergency or disaster may present unique challenges for people with disabilities and special needs. If you or someone you care for has a disability or special need, you may have to take additional steps to prepare yourself and your family.

Here's what you need to get ready for an emergency or disaster:

### 1. Form a Personal Support

#### Network:

These are the people you should involve in your emergency planning and can help you in an emergency. They include your nearby family, friends, caregivers, neighbors, and co-workers. Be sure to give at least one trusted member of your support network a key to your house or apartment. Also, let members of your support group know where you store your emergency kit. Most importantly, you should not rely on just one person, but have at least three or more people you can call on for help.

### 2. Complete a Personal Assessment:

Make a list of your personal needs and your resources for meeting them in a disaster environment. You need to

consider what you will be able to do for yourself and what assistance you may need before, during and after a disaster such as a hurricane. This should include daily living needs (personal care/personal care equipment, adaptive feeding devices and electricity-dependent equipment), your ability to get around before, during and after a disaster (cleaning up disaster debris, transportation, and blocked roads) and evacuating if necessary.

### 3. Get Informed:

Know about the specific hazards that threaten your community (hurricanes, tornadoes, wildfires, etc.), learn about community disaster plans and community warning systems and find out more about special assistance programs. Florida citizens with disabilities and special needs should register with their local emergency management office.

### 4. Write It Down:

Keep a copy of important phone numbers and other contact information for loved ones, medical providers, and emergency services as part of your emergency communications plan.

### 5. Create an Emergency Kit:

Your emergency kit should have supplies specific to your special needs.



## Make a Pet Plan



The best way to protect your family from the effects of a disaster is to have a disaster plan. If you are a pet owner or have larger animals (i.e., livestock) it is important that you also consider their needs when developing your disaster plan.

If you evacuate your home, **DO NOT LEAVE YOUR PETS OR ANIMALS BEHIND.** It is unlikely for pets or larger animals to survive on their own. If by some chance they do, you may not be able to find them when you return. Prepare now and protect your family and pets before the next disaster strikes.

#t2d2p1

## Sudoku 6x6 - Medium

6	2		5		3
5				3	
	6			2	
			3	4	6
3		6			

<https://sudoku-puzzles.net/sudoku-6x6-medium/>**Solution and more free logic puzzles:**<https://sudoku-puzzles.net/>

# Pineapple Chicken

This pineapple chicken is a stir fry of chicken, pineapple and vegetables all tossed in a sweet and savory sauce. Serve this Chinese style pineapple chicken over rice for an easy dinner that everyone will love!



<b>Course</b>	Main	<b>Prep Time</b>	10 minutes	<b>Servings</b>	4
<b>Cuisine</b>	Asian Fusion	<b>Cook Time</b>	20 minutes	<b>Calories</b>	393kcal
		<b>Total Time</b>	30 minutes	<b>Author</b>	Sara Welch

## Ingredients

- 2 teaspoons vegetable oil
- 1-pound boneless skinless chicken thighs cut into 1-inch pieces
- 1 red bell pepper seeded, cored and cut into 1-inch pieces
- 1 cup pineapple chunks fresh or canned
- 1 teaspoon minced garlic
- 1 teaspoon minced ginger
- 3/4 cup pineapple juice
- 1/4 cup low sodium soy sauce
- 1/3 cup low sodium chicken broth
- 1/3 cup hoisin sauce
- 1/4 cup brown sugar
- 2 teaspoons corn starch
- 2 teaspoons sesame seeds
- 1 tablespoon sliced green onions
- salt and pepper to taste

## Instructions

- Heat the oil in a large pan over medium high heat. Season the chicken with salt and pepper to taste and add to the pan.
- Cook the chicken for 6-8 minutes, stirring occasionally, until chicken is cooked through.
- Add the red bell pepper and pineapple to the pan and cook for 4-5 minutes or until tender. Add the ginger and garlic and cook for 30 seconds more.
- In a small bowl, whisk together the pineapple juice, soy sauce, chicken broth, hoisin sauce and brown sugar.
- Add the sauce mixture to the pan and bring to a simmer.
- Mix the corn starch with 1 tablespoon of cold water; stir until smooth.
- Add the cornstarch mixture to the pan and stir to combine. Bring to a boil and cook for 1 minute or until sauce has just thickened.
- Sprinkle with sesame seeds and green onions, then serve.

## Nutrition

Calories: 393kcal | Carbohydrates: 55g | Protein: 25g | Fat: 8g | Saturated Fat: 3g | Cholesterol: 108mg | Sodium: 615mg | Potassium: 664mg | Fiber: 3g | Sugar: 25g | Vitamin A: 1030IU | Vitamin C: 55.7mg | Calcium: 70mg | Iron: 2.4mg

<https://www.dinneratthezoo.com/pineapple-chicken/>

FOR OUR  
MEMBERS,

We are excited to provide innovative tools and resources to help you better manage your health care 24/7!

**VISIT**

<https://portal.myultimatehp.com>  
on your mobile device or computer.

## 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
- Update Your Address & Phone Number
- Complete Your Health Risk Assessment



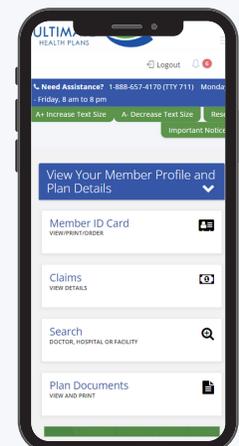
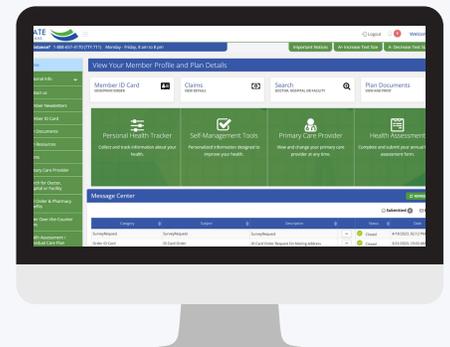
### Exclusive Resources

- Self-Management Health Tools
- Health Education Resources
- Personal Health Tracker Tool
- Find Doctors & Facilities Near You



### Benefit Details

- Pharmacy & Prescription Mail Order Benefits
- Over-The-Counter Benefits
- Claims Details
- What Is Covered & What You Pay
- View & Print 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** use the "Contact Us" section within the member portal.

*Privacy of your online benefit information is assured through highly secure encryption technology*

# Member Spotlight



Ms. Hughes has been with Ultimate Health Plans since 2014 and loves to tell people that she lives the Ultimate life.

She said that Ultimate is fantastic. Whenever she does have an issue with referrals or prior authorizations, she has called Ultimate, and they are quick to help her get the issue resolved. She said that all the customer service reps that she has spoken to have been very kind and compassionate. When she was due to have a procedure done at the hospital, they needed prior authorization. She called us and we were able to get her authorization and get it processed so that she could have her procedure done and not have to reschedule it.

## We'd love to hear from you!



Submit to us in writing at:  
 Ultimate Health Plans  
 ATTN: Testimonials  
 PO Box 3459  
 Spring Hill, FL 34611  
 Or by emailing us at:  
[MemberAdvocate@ulthp.com](mailto:MemberAdvocate@ulthp.com)



## 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.

# Are you in the donut hole?

Have you noticed an increase in your prescription costs? If so, you could be in the donut hole (also known as the coverage gap). You can review your EOB (Explanation of Benefit) to find out which coverage stage you are in. You receive a monthly EOB when you use your pharmacy benefit at retail pharmacy or mail order. If you have not filled any prescriptions, you will not receive an EOB.

■■■■ Please refer to Section 2 -Which "drug payment stage" are you in? in your EOB to track which coverage stage you are in.



## SECTION 2. Which "drug payment stage" are you in?

As shown below, your Part D prescription drug coverage has "drug payment stages." How much you pay for a covered Part D prescription depends on which payment stage you are in when you fill it. During the calendar year, whether you move from one payment stage to the next depends on how much is spent for your drugs.

You are in this stage:			
<p><b>STAGE 1</b> <b>Yearly Deductible</b> (Because there is no deductible for the plan, this payment stage does not apply to you.)</p>	<p><b>STAGE 2</b> <b>Initial Coverage</b></p> <ul style="list-style-type: none"> <li>You begin in this payment stage when you fill your first prescription of the year. During this stage, the plan pays its share of the cost of your drugs and you (or others on your behalf) pay your share of the cost.</li> <li>You generally stay in this stage until the amount of your year-to-date "total drug costs" reaches \$4,660. Then you move to payment stage 3, Coverage Gap.</li> </ul>	<p><b>STAGE 3</b> <b>Coverage Gap</b></p> <ul style="list-style-type: none"> <li>During this payment stage, you (or others on your behalf) receive a 70% manufacturer's discount on covered brand-name drugs and the plan will cover another 5%, so you will pay 25% of the negotiated price on brand-name drugs. In addition, you pay less than 25% of the costs of generic drugs.</li> <li>You generally stay in this stage <b>until the amount of your year-to-date "out-of-pocket costs" reaches \$7,400</b>. As of 04/30/2023 your year-to-date "out-of-pocket costs" were <b>\$367.32</b> (see Section 3).</li> </ul>	<p><b>STAGE 4</b> <b>Catastrophic Coverage</b></p> <ul style="list-style-type: none"> <li>During this payment stage, the plan pays most of the cost for your covered drugs.</li> <li>You generally stay in this stage for the rest of the calendar year (through December 31, 2023).</li> </ul>
What happens next?			
<p>Once you (or others on your behalf) have paid <b>an additional \$7,032.68 in "out-of-pocket costs,"</b> you move to the next payment stage (stage 4, Catastrophic Coverage).</p>			

Be on the lookout for your monthly EOB at the beginning of each month and review it to make sure it shows what you picked up from the pharmacy. If you have any questions about the coverage stages or your out-of-pocket costs, please give us a call at 800-311-7517.



### **Don't run the risk of running out of medications.**

Going on Vacation? With the holiday season approaching, one thing you should not worry about is running out of medications while on your trip. The best thing to do is be prepared and proactive about your medication refills.

Tips before going on vacation:

- Count how many tablets you have currently to ensure you have enough supply until you return.
- Need an early refill? Ensure that you have enough refills on the prescription(s) and call OptumRx member services: 800-311-7517 and ask about a vacation supply override. This can be done once a year.
- Give your pharmacy at least a one-week notice. If you have many medications sometimes it may take time to get everything ready for pickup. Some medications could be out-of-stock and may take a day or two to receive at the pharmacy.

What if I forgot my medication at home and need to refill it while on vacation? If you're traveling within the U.S., you can go to the nearest pharmacy and ask the pharmacy to transfer your prescription to have it filled there. Should you encounter an issue to refilling your medication early, you or the pharmacy may contact OptumRx (800-311-7517) for a vacation override.

This does not apply to controlled substances. If you're taking a trip outside the United States, your prescription won't be valid.

## 2024 Important Contact Information at a Glance

### Member Services 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

[Portal.MyUltimateHP.com](https://portal.myultimatehp.com)

[www.ChooseUltimate.com](https://www.chooseultimate.com)



American Specialty Health	Acupuncture & Chiropractic	American Specialty Health	888-577-0055
carelon Behavioral Health	Behavioral Health	Carelon Behavioral Health <a href="https://behavioral.uhp.health">behavioral.uhp.health</a>	800-627-1259
	MDLive – Telemedicine	Carelon Behavioral Health <a href="https://www.mdlive.com">www.mdlive.com</a>	855-849-3650
DELTA DENTAL	Dental	Delta Dental <a href="https://dental.uhp.health">dental.uhp.health</a>	800-340-8869
SilverSneakers	Gym Benefit	SilverSneakers <a href="https://www.silversneakers.com">www.silversneakers.com</a>	888-423-4632
20/20 Hearing Care NETWORK	Hearing	20/20 Hearing <a href="https://www.2020hearingnetwork.com">www.2020hearingnetwork.com</a>	800-313-2763
papa	In-Home Support	Papa Pals	888-884-3614
labcorp	Laboratory Provider	Labcorp <a href="https://www.labcorp.com">www.labcorp.com</a>	800-845-6167
MOM'S MEALS	Meal Delivery	Ultimate Member Services	888-657-4170
Carenet Health Engaging. For the better.	Nurse Hotline - 24/7	Caret Health	855-238-4687
SOLUTRAN	Over-the-Counter (OTC) Healthy Food, Utilities, & Flexible Cards	Solutran <a href="https://www.healthybenefitsplus.com/chooseultimate">www.healthybenefitsplus.com/chooseultimate</a>	855-422-0039
OPTUMRx	Prescription Drug Benefit - 24/7	OptumRx <a href="https://www.optumrx.com/members">www.optumrx.com/members</a>	800-311-7517
	Prescription Mail Order - 24/7	OptumRx Pharmacy Refills & Questions	877-889-6358
SafeRide Health	Transportation	SafeRide Health	855-306-0700
PREMIER EYE CARE	Vision	Premier Eye Care <a href="https://providerdirectory.premiereyecare.net">providerdirectory.premiereyecare.net</a>	800-210-5511

# Benefit Spotlight

## 1. Healthy Food Online Ordering Through Walmart.com

You now have more options! Ultimate Health Plans is excited to announce online ordering, pick-up, and delivery of your Healthy Foods through Walmart.com starting **August 1, 2023**. All members are eligible to purchase healthy foods online through Walmart.com if you have completed an approved wellness incentive and received a wellness reward. Wellness reward dollars are applied to the Ultimate Benefit Card and may be used to purchase eligible Over-the-Counter (OTC) items or healthy foods.



Please call member services if you have any questions about the letter you received in the mail. **888-657-4170 (TTY 711)**

## 2. SilverSneakers®

SilverSneakers is not just a gym membership. You have access to Wellness classes too. Wellness classes include cooking, technology, travel, fitness, and even art. The classes are available to you from the comfort of your home. Visit [Silversneakers.com](https://www.silversneakers.com) to log on or create your account to take advantage of these classes.

Not looking for classes, but an opportunity to socialize within your community? SilverSneakers also offers the Stitch Community so you can connect with other active members across the nation. You can also locate events that are happening near you so you can get your social butterfly on. Events include dancing, social walks and talks, online interactive games, and so much more. You can join events virtually too!



## 3. Bathroom Safety

Did you know that UHP offers (1) bathroom safety device at \$0 to each member every year to help prevent falls? Choose from a night light or a toilet-bowl light. Please call Member Services to order yours! **888-657-4170 (TTY 711)**



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

4058 Tampa Road, STE 7  
Oldsmar, FL 34677

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](http://www.ChooseUltimate.com)**



<https://www.facebook.com/UltHP>