

FALL

2023

CLEAR SPRING HEALTH

MEMBER NEWSLETTER



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BREAST CANCER AWARENESS CAN SAVE LIVES!

As you may already know, breast cancer screenings can save lives. Finding breast cancer early is important because when it is found early, it is easier to treat.

What is Breast Cancer?

Breast cancer is the second most common cancer among women. It is a cancer in which cells in the breast grow out of control.

What can you do to find breast cancer early?

Breast cancer screening can be done to check a woman's breasts for cancer before there are any signs and symptoms of the disease.

A mammogram will be performed to look for early signs of breast cancer. A mammogram is an X-ray picture of the breast. It is recommended that all women get screened every two years starting at the age of 40.

What symptoms to look for?

Some warning signs of breast cancer are:

- Lump in the breast or underarm (armpit)
- Swelling or thickening of the breast
- Irritation or dimpling (empty space) of breast skin
- Redness or peeling of the skin in the nipple area or the breast
- Retraction of the nipple
- Nipple discharge, including blood
- Any change in the size or shape of the breast
- Pain in the breast

Be aware that these symptoms can happen with other conditions that are not breast cancer, however, if you notice any of the above symptoms talk to your healthcare provider right away.

Is The Mammogram Covered by My Insurance?

Yes, all preventive screenings including a mammogram every two years is covered by Clear Spring Health. No authorization is needed if the mammogram is preventive and is done in an in-network facility. If you have any questions regarding how to obtain a mammogram or need help scheduling an appointment, please reach out to Clear Spring Health and we will be happy to assist you!





No-Cost Benefit

New

Get the Care You Need from the Comfort of Your Home

Clear Spring Health has now partnered with Porter to offer you In-Home or Telehealth provider visits.



Additional Benefits



At Home Clinical Visits

- ✓ Health Professional in Your Home
- ✓ Conducts Preventive Screenings
- ✓ Discusses Health, Meds, History
- ✓ Answers Any Health Questions



Personal Health Coordinator

- ✓ Coordinates Healthcare Appointments
- ✓ Handles Food and Transportation Issues
- ✓ Secures Needed Services and Supplies
- ✓ Listens to Your Unique Health Needs



All-In-One Health Platform

- ✓ Manage Appointments and Transportation
- ✓ Get the Most from Your Plan Benefits
- ✓ Access Personalized Health Education
- ✓ Track Screenings & Assessment Results

"My Care Guide helped clear my energy bill and enrolled me in a Medical Rate Reduction Program."

– J.M., Illinois

"My Care Guide helped me get Chronic Condition meals, activated my monthly flex benefit, and qualified me for utility and grocery assistance."

– L.S., Maryland

How to Get Started

1. Reach out to us **1-800-558-9922** or **help@helloporter.com**
2. We will review and support any immediate health needs
3. We will schedule your in-home visit with your Porter Practitioner
4. We will assist you in maximizing your health plan benefits
5. We will support all your health needs for the next 30-Days

Want to learn more?



Scan Me

Your Care, Our Passion. Your Health, Our Priority.

www.helloporter.com



Welcome!

To a better way of taking care of your health. **Our health plan believes that preventive care plays an important role in helping you stay as healthy as possible.** To promote this, we encourage you to participate in the **Better Health 4 You Rewards Program**. It's offered to all our health plan members at no cost. It's easy, and members can take advantage of the program at any time of the year.

There are 6 preventive screenings that may be completed and submitted to the Plan and you will be awarded for each. You can also get awarded for an in-home visit and watching Better Health 4 You video education. The 2024 maximum total a member may receive is \$1000.00. You will be awarded on your Mastercard 3 months after you complete the activity. Please read below for more details.



HOW DOES THE **Better Health 4 You** PROGRAM WORK

HOW TO RECEIVE YOUR REWARD FOR PREVENTIVE SCREENINGS

To complete your preventive screenings, you must make an appointment with your doctor and your doctor will order the test for you. Once you have completed the test, Clear Spring will receive a claim, from your doctor, letting us know that you completed the test. We will then process your reward through Nations Benefit. You must complete all tests between Jan 1 – Dec 31, 2024.

There are times when Clear Spring does not receive a claim for the services. If you have proof that you have completed the test, through medical records or pharmacy records, you can submit the proof to the Quality Improvement department, and we would process your reward. qualityimprovement@clearspringhealthcare.com

There is usually a delay from the time you receive your test and the time we receive the claim. This delay is usually up to 90 days.

PREVENTIVE SCREENINGS ELIGIBLE FOR REWARDS

Flu /COVID vaccines, colorectal cancer screening, breast cancer screening, osteoporosis screening, annual wellness exam, diabetic retinal eye exam and diabetic A1c test (for diabetic members Only).

Earning your rewards is easy.

The **Better Health 4 You Rewards Program** is offered to all health plan members at no cost. For assistance in scheduling a screening or test, or if you have questions about the Program, please call a Quality Improvement Department representative for help.

- Rewards cannot be used to buy tobacco or alcohol
- All preventative measures must be completed during the 2024 calendar year
- Reward cards cannot be redeemed for cash
- You can only receive one reward per test

Call your Primary Care Physician to schedule the preventive screening, exam or vaccination you want. Or if you prefer, we can assist you in scheduling your visit. For help just call the Clear Spring Health Quality Improvement Department at 1-844-895-9047.

HOW TO RECEIVE YOUR IN-HOME VISIT REWARD

To receive your in-home visit reward, you must first complete the Annual Wellness Exam. Your doctor is responsible for completing the annual wellness exam with you.

Clear Spring has partnered with Porter (our in-home provider). Porter will be reaching out to schedule an in-home visit to help you complete the Annual Wellness Exam if you have not completed the exam with your doctor. Porter can help complete preventive screenings that you may be missing.

If you complete a visit with Porter every 3 months, you will receive a reward of \$50 dollars per visit. You can earn up to \$200.00 dollars a year. In-home visits must take place between Jan 1-Dec 31, 2024.

QUARTERLY CASE MANAGEMENT REWARD

To obtain the case management reward, you need to check in with your Clear Spring nurse Care Manager or eCare Care Manager once, every 3 months (quarter). You must be enrolled with Clear Spring longer than 91 days. If you are receiving the reward but you disenroll, at the end of the year, you will lose the reward for the last quarter. The case management reward is \$25 dollars every 3 months for a total of \$100.00 dollars a year.

You must complete the check in with the Care Manager between Jan 1-Dec 31, 2024.

HOW TO RECEIVE A REWARD FOR COMPLETING A HEALTH RISK ASSESSMENT (HRA)

If you are a new Clear Spring Health member, we ask you to complete an initial health risk assessment. The assessment is a simple questionnaire. The questions are about your overall health, your past health history, current medical conditions, and current medications. The questionnaire will help our nurses understand your health care needs. We will reach out to you and help you complete the questions. You must complete the initial assessment within 90 days of you joining Clear Spring Health. You will receive the \$20.00 dollar reward once completed.

If you are already a member of Clear Spring Health, we ask you to perform the annual re-assessment. The re-assessment is the same as an initial assessment questionnaire. The questions will help our nurses evaluate changes in your health during the year. We will reach out to you and help you complete the questions. You will receive the \$20.00 dollar reward once completed.

You must complete both the initial health risk assessment and re-assessment between Jan 1-Dec 31, 2024.

HOW TO OBTAIN REWARD FOR THE BETTER HEALTH 4 YOU VIDEO EDUCATION

As a Clear Spring member, you will receive \$20.00 dollars when you watch one of our educational videos. The videos are in the "For Members" section of our website: <https://clearspringhealthcare.com/member-resources>.

PHARMACY REWARD FOR MEDICATION EDUCATION

Medication education will help you understand why you are taking the medications and the side effects. Our team can help you with any medication questions. The pharmacy team will reach out to you to complete the calls. Complete two medication education calls and receive a \$50.00 dollar reward, a year.

You must complete the medication education call with our pharmacy team between Jan 1- Dec 31, 2024.

ENROLLEE ADVISORY COMMITTEE (EAC)

The Enrollee Advisory Committee is a meeting that takes place, at minimum, two times a year. The reason for the meeting is to hear your concerns and for you to help us improve our processes and benefits. Participating in the enrollee advisory committee can earn you up to \$200.00 dollars, a year. This benefit is applicable to Special Needs (SNP) members, only.

If you are interested in participating, please call us at 877-364-4566 or email us at: membersupport@clearspringhealthcare.com

REWARDS SUMMARY



ANNUAL FLU SHOT

REWARDS: \$30.00



COVID VACCINE

REWARDS: \$30.00



COLORECTAL CANCER SCREENING

(iFOBT, FIT DNA test, Cologuard test, Colonoscopy, Flexible Sigmoidoscopy or CT Colonography)

REWARDS: \$50.00



BREAST CANCER SCREENING

(Mammography)

REWARDS: \$30.00



OSTEOPOROSIS SCREENING

(Bone Mineral Density exam)

REWARDS: \$30.00



DIABETIC RETINOPATHY SCREENING

(Dilated Eye exam, for diabetic members only)

REWARDS: \$30.00



ANNUAL WELLNESS EXAM

REWARDS: \$50.00

HOME VISIT

REWARDS: \$200.00



BETTER HEALTH 4 YOU VIDEO EDUCATION

(4 per year/\$20 per video)

REWARDS: \$80.00



COMPLETE HEALTH RISK ASSESSMENT (HRA)*

REWARDS: \$40.00



DIABETIC A1C SCREEN

(every 3 months/\$20 per screen)

REWARDS: \$80.00



QUARTERLY CASE MANAGEMENT CHECK-IN*

(4X per year - \$25 per call)

REWARDS: \$100.00



MEDICATION EDUCATION

(2 calls per year/\$25 per call)

REWARDS: \$50.00



ENROLLEE ADVISORY COMMITTEE PARTICIPATION

(quarterly meeting/\$50 each)

REWARDS: \$200.00



TOTAL REWARDS \$1,000



2024 ANNUAL FLU SHOT

The Influenza Vaccination is offered at no cost to all health plan members. Vaccinations must be received during 2024 to be eligible for the Rewards Program.

According to the Centers for Disease Control and Prevention (CDC), it is not possible to predict what any flu season will be like. The timing, severity and length of the flu season usually varies year to year. Our health plan encourages members to get a flu shot. Human immune defenses become weaker with age, and the flu, or influenza, can be very serious for people age 65 and older.

Call your doctor today to schedule your flu shot. Some pharmacies can also give our health plan members a flu shot at no cost to the member. **Be sure to ask if your pharmacy can give you a shot at no cost.**



2024 DIABETIC RETINOPATHY SCREENING

The Diabetic Retinopathy Screening is an eye exam offered to all health plan members who need to be screened. The screening must be completed during 2024 to be eligible for the Rewards Program.

Regular screening is the key to preventing Diabetic Retinopathy. This eye exam screening is done with a dilated fundus or retinal photography. It must be done by an eye care professional such as an ophthalmologist or optometrist, and should take place every 12 months. This diabetic eye exam can detect problems before any symptoms occur and help take care of your eyesight.

You may receive only one reward for one Diabetic Retinopathy screening, and will not be eligible to receive another reward through the Better Health 4 You Rewards Program for any additional Diabetic Retinopathy screenings you may get during 2024.



2024 COLORECTAL CANCER SCREENING

The Colorectal Cancer Screening is offered to all health plan members who need to be screened. The screening must be completed during 2024 to be eligible for the Rewards Program.

According to the Centers for Disease Control and Prevention (CDC), regular screening is the key to preventing colorectal cancer. Our health plans encourage you to talk with your physician about when to begin screening for colorectal cancer, what tests to have and how often to test. Colorectal cancer screenings can detect problems before any symptoms occur. The decision to have a certain test should consider your age, medical history, family medical history and your general health. This screening is recommended every 12 months if you have a history of colorectal cancer.

There are many ways to be screened for colorectal cancer. You may receive only one reward for one colorectal screening during 2024, and will not be eligible for another reward for any additional colorectal screenings you may get during 2024.



2024 BONE MINERAL DENSITY EXAM

The Bone Mineral Density Exam is offered to all health plan members who need to be screened for osteoporosis. The screening must be completed during 2024 to be eligible for the Rewards Program.

Our health plan encourages you to talk with your doctor about when to begin screening for osteoporosis, what test to have and how often to test. A Bone Mineral Density Exam can detect osteoporosis before any bone fractures occur. This may help your provider make recommendations to help protect your bone health.

You may receive only one reward for one Bone Mineral Density Exam during 2024, and will not be eligible for another reward through the Better Health 4 You Rewards Program for any additional Bone Mineral Density Exams during 2024.



2024 BREAST CANCER SCREENING

Mammograms are offered at no cost to health plan members who need them. This screening must be completed during 2024 to be eligible for the Rewards Program.

Screening mammograms check for breast cancer when a woman does not have symptoms. During the screening usually two x-ray images are taken of each breast. The x-ray can show lumps or tumors that cannot be felt. Screening mammograms can also detect other problems that may indicate breast problems.

Our health plan members **do not need a referral** from a doctor to schedule a mammogram. We encourage you to talk to your doctor if you have any questions.

You may receive only one reward for one Screening Mammogram during 2024, and will not be eligible for another reward through the Better Health 4 You Rewards Program for any additional mammograms during 2024.



2024 ANNUAL WELLNESS VISIT

Annual Wellness Visits are offered at no cost to health plan members. This screening must be completed during 2024 to be eligible for the Rewards Program.

The purpose of the Annual Wellness Visit is to evaluate your current health and determine your risk factors. Using this information, your provider can develop a personalized care plan for you to help prevent disease and disability.

During the visit your provider will ask you to fill out a questionnaire called a Health Risk Assessment. This assessment will give your provider the information needed to create your individualized plan of care. Please call your provider if you have any questions about the Annual Wellness Visit.

You may receive only one reward for one Annual Wellness Visit during 2024, and will not be eligible for another reward through the Better Health 4 You Rewards Program for any additional Annual Wellness Visits during 2024.



INTRODUCING THE eCARE HOME MONITORING PROGRAM!

With this program, eligible and participating Clear Spring Health members will receive special equipment allowing them to take their vital signs in the comfort of their own home. The equipment will transmit the results to an eCare Nurse Coordinator, who will review the readings as they are received. If the readings are not within normal range, a Clear Spring Health eCare nurse will contact the member to discuss the results and next steps.

Our eCare Nurse Coordinators will also work closely with members and their health care providers to update and customize a personalized care plan to manage their health conditions and to help prevent escalation of conditions by taking the right steps at home.

To learn more about the program, including if you're eligible to participate, please contact us by phone or email.

Quality Improvement: eCare RPM Program



PHONE
877-867-1351



EMAIL
ecarehomemonitor
@clearspringhealthcare.com



FAX
781-207-0442



CONTACT US

Quality Improvement Department: 1-844-895-9047

Hours of Operation:
Monday–Friday: 8:00 am–5:00 pm EST
(You may leave a voicemail Saturday, Sunday, and Federal Holidays.)

Clear Spring Health Member Services:
1-877-364-4566 TTY: 711

Hours of Operation:
From October 1–March 31: 7 days a week: 8:00 am–8:00 pm
From April 1–September 30: Monday–Friday: 8:00 am–8:00 pm
(You may leave a voicemail Saturday, Sunday, and Federal Holidays.)

FIGHT THE FLU!

The 2023 influenza (FLU) season is here. As you might already know, the best way to protect yourself and your loved ones against the flu is to get a flu vaccine every flu season.

According to The Centers for Disease Control and Prevention (CDC), flu vaccination is especially important for people who are at higher risk of developing serious complications from the flu.

WHO IS AT A HIGHER RISK OF DEVELOPING COMPLICATIONS FROM THE FLU?

- ▶ Adults 65 Years and Older
- ▶ Adults with Chronic Health Conditions like Asthma, Heart Disease, Stroke, Diabetes, and Chronic Kidney Disease



Common Myths About The Flu Shot:

- ▷ **A flu vaccine can give you flu** – No, a flu shot cannot cause flu illness.
- ▷ **It is better to get sick with the flu than to get a flu vaccine** – No, the flu can be a serious disease with many complications, such as pneumonia, ear infections, or worsening chronic medical conditions. It can cause hospitalizations, and tens of thousands die because of the flu. (Centers for Disease Control and Prevention, 2023)
- ▷ **I don't need the flu vaccine every year** – Yes, you should get the flu shot every year. Viruses change very fast and last year's flu shot might not work for this year's flu viruses. It is also recommended yearly because a person's protection from the flu shot goes down as time passes by.
- ▷ **People don't feel well after getting a seasonal flu vaccine** – Not everyone has the same symptoms. Some people may report mild side effects after the flu shot, and others might not feel any side effects at all. (Centers for Disease Control and Prevention, 2023)

Stay clear of the flu by getting a flu shot at no cost to you!

These vaccines are readily available to you in several locations like pharmacies, clinics, and Primary Care Physicians' office at no cost to you.

If you have any questions and/or need help with scheduling an appointment to obtain your flu vaccine, please give us a call at 1-844-895-9047. We will gladly assist you.

WE ARE MAKING CHANGES TO YOUR PHARMACY BENEFITS MANAGER!

Clear Spring Health has partnered with OptumRx, a pharmacy benefits manager (PBM), to provide your prescription drug benefits. As of January 1, 2024, Clear Spring Health will be changing from Express Scripts to OptumRx. Please read the frequently asked questions below for more details.

FAQs

Why is Clear Spring Health changing its pharmacy benefit manager?

We are always looking for ways to provide you with the best possible care. At this time, we believe a partnership with OptumRx is the best way to provide quality coverage and care to you.

What will this change mean for me?

The change to a new pharmacy benefit manager will mean few or no changes for most members, as the transition should be seamless. Most of our current network pharmacies will remain in-network. If you will be affected by the change, we will let you know by mail and will guide you through any action you need to take.

You may use our online medication look up tool to price a medication and search for network pharmacies near you. To look up medication details visit clearspringhealthcare.com/covered-drugs/ to access the tool.

What types of changes should I anticipate?

Network Pharmacy - We review and make changes to our network of pharmacies each year. If you are affected, we will notify you by a letter in the mail.

Mail Order Prescriptions - If you currently receive your mail-order prescriptions from Express Scripts, they will automatically transfer over to OptumRx. The exceptions are controlled substances prescriptions and prescriptions with no refills remaining. In those cases, you will need to ask your doctor for new prescriptions. New mail-order prescriptions can be submitted to OptumRx in various ways. You will receive additional information and instructions in the mail.


Will I receive a new ID card for 2024?

Yes, you will receive a new ID card by mid-December. Please continue to use the old card until Dec 31, 2023.

What changes can I anticipate on my 2024 ID card?

Effective January 1, 2024, the Rx information (BIN, PCN, and GRP numbers) located on the front of the ID card will change. The pharmacy benefit manager customer service phone number on the back of the ID card will change as well.

Front MAPD PPO Member ID Card:



Member: <Member FullName>
Member ID: <Member ID>
Contract: <Contract_Number>
PBP: <PBP_ID>

<Plan_Name> (<Product_Type>)



Rx BIN: 610011
Rx PCN: CTRXMEDD
Rx GRP: CSGMDMAPD

Effective Date: <Plan_Start_Date>

Medicare limiting charges apply

Copays
PCP: <PCP_Cop>
ER: <ER_Cop>

Specialist: <SP_Cop>
Urgent Care: <UC_Cop>



< barcode place holder >

Back MAPD PPO Member ID Card:

www.clearspringhealthcare.com

FOR MEMBERS
For questions about medication coverage or pharmacy locations:
1-800-461-1308
For all other questions:
1-877-364-4566 TTY: 711
Dental (DentaQuest)
1-844-231-8313
Vision (EyeQuest)
1-844-231-8313
Hearing (Nations Hearing)
1-877-234-4761

FOR PROVIDERS
Eligibility Verification:
1-833-988-1607 and press 5
Claims Inquiries:
1-833-988-1607 and press 1
Prior Authorization:
Admissions, Medical Services, and Part B Drugs
1-866-391-6511

MEDICAL CLAIMS

Payer ID: 85468

Claims: Clear Spring Health Care
P.O. Box 981731
El Paso, TX 79998-1731

Front MAPD HMO Member ID Card:



Member: <Member FullName>
Member ID: <Member ID>
Contract: <Contract_Number>
PBP: <PBP_ID>

<Plan_Name> (<Product_Type>)

Rx BIN: 610011
Rx PCN: CTRXMEDD
Rx GRP: CSGMDMAPD

Effective Date: <Plan_Start_Date>

PCP Name: <PCP_Name>
PCP Phone: <PCP_Phone_Number>

Copays
PCP: <PCP_Cop>
ER: <ER_Cop>

Specialist: <SP_Cop>
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< barcode place holder >

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MEDICAL CLAIMS

Payer ID: 85468

Claims: Clear Spring Health Care
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El Paso, TX 79998-1731

How can I reach the new pharmacy benefit manager?

Please keep in mind that OptumRx will not be able to answer questions related to 2023 benefits. For questions related to 2023 benefits and network, please contact Express Scripts. Contact information is below.

PLAN	2023 BENEFITS (EXPRESS SCRIPTS)	2024 BENEFITS (OPTUM)	GENERAL QUESTIONS
MAPD	1-877-842-9791	1-800-461-1308	*1-877-364-4566

Our office hours are October 1 – March 31, seven days a week, 8:00 a.m. – 8:00 p.m., and April 1 – September 30 Monday through Friday, 8:00 a.m. – 8:00 p.m. (you may leave a voicemail Saturday, Sunday, and Federal Holidays).

You may contact OptumRx for questions related to 2024 medications and pharmacy network. Remember that you can also visit clearspringhealthcare.com/covered-drugs/ to look up medications and participating pharmacies.

Will my current pharmacy be part of the new pharmacy benefit manager network?

You will have access to an extensive pharmacy network as well as thousands of independent pharmacies. If the pharmacy you use now isn't in the new pharmacy benefit manager's network, we will let you know by mail.

If you want to join the EAC, call us at **877-364-4566**
or email us at:
membersupport@clearspringhealthcare.com

