



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 up to \$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. You can also complete most preventive screening with Porter (in-home provider). 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
- Reward cards cannot be redeemed for cash
- All preventative measures must be completed during the 2024 calendar year
- 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 an Annual Wellness Exam (AWE).

You can complete the annual wellness exam with your doctor or with Porter.

Porter is our in-home provider. Porter will be reaching out to members for which Clear Spring does not have a record of a completed annual wellness visit or members that need assistance in completing preventive screenings.

Once we receive a claim (either from your doctor or Porter) for the completion of the annual wellness visit, you are automatically eligible to receive the in-home visit reward.

If you complete a visit with Porter every 3 months, you will receive a reward of \$50 per visit. You can earn up to \$200.00 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 every 3 months for a total of \$100.00 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 within the first 90 days of enrollment.

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.

You can complete your initial HRA online through our member website, with the assistance of our brokers or with Porter. Our nurses will also be reaching out to you to help you complete any missing questions or additional questions when needed.

You will receive the \$20.00 reward once the initial HRA has been completed.

If you are an existing Clear Spring member, you are eligible for the \$20.00 reward when you complete the annual re-assessment. The re-assessment is the same as the 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 can find the electronic HRA form in our website under Member Resources and select Plan Documents. The assessment is available both in English and Spanish.

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

As a Clear Spring member, you will receive \$20.00 when you watch one of our educational videos. Videos are available in the “For Members” section under “Extra Benefits”. A new video will be available every quarter for a total of 4 videos in a year.

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 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 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

(4 per year/\$50 per 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: Initial HRA - \$20.00

Re-assessment - \$20.00



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



*Only for SNP Members

TOTAL REWARDS UP TO \$1,000.00



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 REMOTE HOME MONITORING PROGRAM!

With this program, participating Clear Spring Health members receive special equipment to take their vital signs in the comfort of their home. The equipment transmits the results to an eCare Nurse, who reviews the readings as they are received. If the readings are not within normal range, the eCare Nurse contacts the member to discuss the readings and next steps.

Our eCare Nurses work closely with members and their primary care provider to manage their health conditions and help prevent conditions from worsening by taking the right steps at home.

If you suffer from any of the following chronic conditions, you are eligible to participate:

*High Blood Pressure (Hypertension)
Chronic Obstructive Pulmonary Disease (COPD)
Congestive Heart Failure
Diabetes*

To learn more about the program, please contact us by phone or e-mail.

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.)