

Welcome to CarePlus

Welcome to the CarePlus family, where you are an important part!

Thank you for being part of the CarePlus family! We are grateful you have chosen us and hope we have provided you with the care and attention you deserve this year. We look forward to meeting your healthcare coverage needs.

Start Improving your Health

Use your SilverSneakers®[†] benefit available to you through CarePlus at no additional cost.

It's never too late to add exercise to your life, but we all know what works for one person doesn't always work for another. That's why SilverSneakers offers so many kinds of classes, fitness events and social activities nationwide.

With so many healthy options nearby, you are sure to find one that's right for you.

- ✓ Over 13,000 fitness locations*
- ✓ Fitness classes
- ✓ Swimming pools
- ✓ Weights
- ✓ Cardio equipment
- ✓ Access to certified, experienced instructors
- ✓ Social events
- ✓ Indoor and outdoor classes
- ✓ Health and fitness education



Find a location near you at silversneakers.com or call SilverSneakers Customer Service at 1-888-423-4632; TTY users should call 711; Monday through Friday, 8 a.m. to 8 p.m., ET.

*Classes and amenities vary by location.

At-home exercise kits are available for SilverSneakers members, including those who have a disability, or for those who cannot get to a fitness location due to injury, illness or fitness center location.

[†]Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2017 Tivity Health, Inc.. All rights reserved.

It is highly recommended that you consult your doctor before participating in any fitness program and/or exercise regimen to ensure amount of physical activity is appropriate based on your individual health status/condition. This publication offers general health-related information and is not a substitute for professional healthcare. For individualized medical guidance, talk to your doctor.



Important Phone Numbers at a Glance

Part of our promise to our members is to give you the choices you want, plus the answers you need.

In an effort to make it easy for you to get answers to your questions, we created a handy list of phone numbers you may find useful:



Description	Telephone Number	TTY	Hours of Operation
Mail-Order Pharmacy Humana owned PrescribeIT Rx* This is a pharmacy with preferred cost-sharing.	1-800-526-1490	711	Monday – Friday 8 a.m. to 5 p.m.
Member Services	1-800-794-5907	711	From 8 a.m. to 8 p.m., 7 days a week. From February 15th to September 30th, we are open Monday – Friday- from 8 a.m. to 8 p.m.
Mental Health/ Substance Abuse Services Magellan Healthcare	1-800-424-1760	711	Monday - Friday 8 a.m. to 7 p.m.
Nursing Hotline**	1-800-819-8467	711	24 hours a day 7 days a week
SilverSneakers® Fitness***	1-888-423-4632	711	Monday – Friday 8 a.m. to 8 p.m.

Thank you for being a CarePlus Member. We value being your reliable and trusted resource for your health care coverage needs.

*Other Pharmacies are available in our network.

**The advice provided by the Nursing Hotline is not intended to replace the care of a physician. You should follow-up with your primary care physician as soon as possible. In addition, this service is not intended for emergencies. In case of an emergency, you should dial 911 immediately.

*** Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2017 Tivity Health, Inc.. All rights reserved.

It's Never Too Early in the Year to Visit Your PCP

Did you know your CarePlus plan covers one routine annual physical exam at no additional cost to you? You can get this exam at any time during the year. It's not too early to schedule yours for this plan year.

At CarePlus, we want to help you to live healthier and happier!

Visiting your Primary Care Physician (PCP) each year may help to prevent future health problems. Always be sure to talk with your PCP about screenings and medicines that can help improve your health.



Social Activities Can Impact Your Emotional Wellbeing

Did you know your Physical and Emotional health can be affected by your social activities? Social activities can provide a wealth of benefits to your emotional, physical, and mental health.¹ Spending time with others may help improve your overall wellness.

The emotional benefits may include a brighter mood, increased sense of happiness, and the power of laughter. Research indicates¹ that laughter just might be the best medicine for some people. Studies¹ have shown that laughter can have physiological benefits including:

- ✓ Improved blood flow – stressed individuals have more restricted blood flow.¹
- ✓ Enhanced immune system response – increased stress is associated with decreased immune system response.¹
- ✓ Better Relaxation and sleep – laughter serves as a release and makes you feel better, less tense, and better able to wind down.¹



"There is nothing in the world so irresistibly contagious as laughter and good humor."

Charles Dickens

Social activities can also help reduce stress. They work on balancing hormones and increasing the production of the feel-good chemicals in the body.¹ They also decrease stress related hormones, like adrenaline, that produce cortisol and can impact your physical and emotional wellbeing.¹

Consider setting a goal for yourself or participating in activities you may enjoy with others.

¹ <https://www.helpguide.org/articles/emotional-health/laughter-is-the-best-medicine.htm>

CarePlus is an HMO plan with a Medicare contract. Enrollment in CarePlus depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Not all benefits listed in this article may be available on all plans or in a single benefit package. Please refer to your Evidence of Coverage (EOC) for detailed information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or member cost-share may change on January 1 of each year.

Discrimination is Against the Law. CarePlus Health Plans, Inc. ("CarePlus") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CarePlus does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. CarePlus:

- Provides free assistance and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats
- Provides free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call the number on the back of your Member ID Card or contact Member Services using the information below. If you believe that CarePlus has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

CarePlus Health Plans, Inc.

Attention: Member Services Department

11430 NW 20th Street, Suite 300, Miami, FL 33172

Telephone: 1-800-794-5907 (TTY users should call 711). 8 a.m. to 8 p.m., 7 days a week.

From February 15th to September 30th, we are open Monday-Friday from 8 a.m. to 8 p.m. Fax: 1-800-956-4288.

You can file a grievance in person or by mail, phone or fax. If you need help filing a grievance, our Member Services Representatives are available to help you at the contact information listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201

1-800-368-1019; 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-794-5907 (TTY: 711).

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-794-5907 (TTY: 711).

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-794-5907 (TTY: 711)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-794-5907 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-794-5907 (TTY: 711) 번으로 전화해 주십시오.

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-794-5907 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-794-5907 (телетайп: 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-794-5907 (TTY: 711).

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-794-5907 (ATS : 711).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-794-5907 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-794-5907 (TTY: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-794-5907 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-794-5907 (TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-794-5907 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-794-5907 (TTY: 711).

Diné Bizaad (Navajo): Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojì' hódíílnih 1-800-794-5907 (TTY: 711).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-794-5907 (رقم هاتف الصم والبكم: 711).