



Extra Benefits

As a member of Allwell CHF/Diabetes Medicare (HMO C-SNP), you get all of these extra benefits included with your plan. Most of these benefits are not covered by Original Medicare and not always offered by other health plans.

Take a look at the next few pages to see what Allwell CHF/Diabetes Medicare (HMO C-SNP) has to offer!

You can also contact us or our partners with questions or for more information about these services.



See your Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.



Virtual Visits

Do you need to talk to a doctor?

Accessing a doctor is easier than ever. Members with Allwell CHF/Diabetes Medicare (HMO C-SNP) can access a doctor through phone or video appointments. Virtual visits through Teladoc provide convenient, 24-hour access to in-network healthcare providers for non-emergency health issues including flu, rash, sinus infections, pink eye and seasonal allergies. It's available for you to use when you're at home, in the office, or even on vacation.

Get medical advice, a diagnosis, or a prescription by phone or video. Virtual visits are available when you need them.

As an Allwell CHF/Diabetes Medicare (HMO C-SNP) member, there is no copay for virtual visit appointments through Teladoc.

To create your Virtual visit account call the Teladoc member services line or visit them online:

- You can call Teladoc member services 24 hours a day, 365 days a year at:
1-800-835-2362 (TTY 711)
- Teladoc website: [Teladoc.com/allwell](https://www.teladoc.com/allwell)

Now you are ready to make an appointment!

Did you know?

- Nutritional risk factors significantly increase the likelihood of hospital readmissions.
- Well-nourished patients are less likely to be readmitted.
- Provided meals are nutrient-dense, meeting or exceeding Dietary Reference Intakes.
- Provided meals are packaged for convenient, safe preparation in conventional ovens and microwaves.

Being enrolled in Allwell CHF/Diabetes Medicare (HMO C-SNP) allows members to get home-delivered meals for those who need assistance after a recent hospital stay or stay in a nursing facility when medically necessary due to a qualifying chronic condition.

Special meals are also available that meet heart-healthy, diabetic-friendly or Low-sodium guidelines. Condition-specific menus created by chefs include:

- Diabetes-friendly
- Heart-friendly
- Renal-friendly
- Lower-sodium
- Pureed
- General wellness
- Vegetarian

How it works

Service includes up to 2 meals per day for 14 days that meet nutritional requirements of major health conditions. High-quality meals designed by dietitians are shipped to the member's home in a temperature-controlled cooler and can be refrigerated up to two weeks or frozen up to three months.

Call 1-800-977-7522 for more information and to determine if you qualify. (TTY users should call 711). Hours are from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. You can visit allwell.azcompletehealth.com for additional information.



Over-the-Counter (OTC) Supplemental Benefit

Take Advantage of Over-the-Counter Products per Quarter with NO COST TO YOU.

As a member of Allwell CHF/Diabetes Medicare (HMO C-SNP), you have an Over the Counter (OTC) benefit. Your plan includes a quarterly allowance of \$75 to buy the OTC medications and products you need to stay healthy.

These are some of the everyday things you can buy below:

- Allergy
- Cold Remedies
- Digestive Health
- Eye Care
- First Aid
- Foot Care
- Home Diagnostics
- Nicotine Replacement
- Oral Care
- Pain Relievers
- Personal Care
- Vitamins/Minerals

There is a limit of fifteen per item, per order, with the exception of blood pressure monitors, which are limited to one per year.

Be sure to use your benefit amounts before the end of quarter.

Easy ordering

Simply log in to your account by visiting Allwell.otchs.com or call 1-866-528-4679 (TTY: 1-877-672-2688) Monday to Friday, 9:00 a.m. to 8:00 p.m. Eastern Time. Orders will be shipped to your home at no extra charge.

Please allow **7–10** business days for delivery.

You can also purchase OTC products at participating CVS locations. Participating locations vary by area. Refer to the Store Locator link on Allwell.OTCHS.com for a list of participating locations.

The SILVER&FIT® Exercise & Healthy Aging Program Something For Everyone!™

It's easy to stay fit, have fun and make new friends with Allwell. Learn how Allwell is dedicated to helping you stay healthy by getting started now!

Follow these simple steps:

1. Go to **www.SilverandFit.com**.
2. Register to use the website.
3. Find a participating fitness center or YMCA, or sign up for the Home Fitness program.
4. Take your fitness card to the participating fitness center or YMCA.

If you prefer, you can call toll-free 1-888-797-7757 (TTY: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific Time, excluding holidays, to find a participating fitness center or YMCA near you or to enroll into the Home Fitness program.

All members can get access to:

- Healthy Aging classes 4 times a year (online or by mail)
- The Silver Slate® newsletter 4 times a year (online, by email, or by mail)
- The Silver&Fit Connected!™ tool, a fun and easy way to track your exercise at a fitness center or through a wearable fitness device or app and earn rewards
- Other web tools like a fitness center search and online classes

Remember: Check with your physician first before beginning any new exercise programs!

Silver&Fit is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit, Silver&Fit Connected! and *the Silver Slate* are trademarks of ASH and used with permission herein.



Transportation Services

Need a ride?

Allwell CHF/Diabetes Medicare (HMO C-SNP) offers enrolled members transportation coverage to the doctor and other medically approved appointments for no additional cost!

Benefits include:

- Curb to curb transportation to plan-approved locations
- Taxi, wheelchair vans and other modes of transportation to meet people's physical needs
- 16 one-way trips are covered to plan-approved locations per calendar year. Mileage limits may apply.

For more information on Transportation benefits call 1-877-986-7419 (TTY: 711) Hours are from 9 a.m. to 5 p.m. or visit allwell.azcompletehealth.com.





24-Hour Nurse Connect

Let our nurses help you when you have questions about health concerns or need health information.

The nurse advice line is available to any member of Allwell CHF/Diabetes Medicare (HMO C-SNP). The call is free and easy. A caring nurse will listen to your health problem and can help you decide the following:

- If you need to see a doctor
- If it is safe to wait or if you need care right away
- What to do if your symptoms get worse
- What you can start doing at home to feel better

You can call the nurse advice line 24 hours a day, 365 days a year. Refer to the phone number on your health plan member ID card.



Vision Services

Do you need an eye exam or eyewear?

Eye benefits made easy!

Members enrolled in Allwell CHF/Diabetes Medicare (HMO C-SNP) are entitled to the following:

- One routine (non-Medicare covered) eye exam every calendar year.
- There is a plan benefit limit of \$250 every calendar year for routine eyewear including eyeglass lenses and contact lenses. You are responsible for amounts above the benefit limit.

Convenient services

- Access plan information online
- Local professional care

Budget-friendly costs

With your Allwell CHF/Diabetes Medicare (HMO C-SNP) plan, there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any exam begins.

Find out more information by calling 1-800-977-7522 (TTY: 711)

Hours are from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays or visit visionbenefits.envolvehealth.com.

Contact Information

ID Card

Refer to the phone number on your health plan member ID card for the following services listed below:

24-Hour Nurse Connect

Member Services

Contact us at **1-800-977-7522** (TTY: **711**) for following services listed below:

Involve Benefit Options (Vision)

Meal services

Hours are from October 1 to March 31; you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Vendor Information

OTC Health Solutions

1-866-528-4679 (TTY: 1-877-672-2688)

Silver&Fit

1-888-797-7757 (TTY: 711)

Teladoc (Virtual visits)

1-800-835-2362 (TTY: 711)

Veyo (Transportation Services)

1-877-986-7419 (TTY: 711)

Allwell is contracted with Medicare for HMO SNP plans, and with the state Medicaid program. Enrollment in Allwell depends on contract renewal.

This information is not a complete description of benefits. Call 1-800-977-7522 (TTY: 711) for more information.