



# Extra Benefits

As a member Allwell Medicare Essentials I (HMO), 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 Medicare Essentials I (HMO) 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 Medicare Essentials I (HMO) 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 Medicare Essentials I (HMO) 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 Medicare Essentials I (HMO) allows members to get home-delivered meals for those who need assistance after a recent hospital stay or stay in a nursing facility.

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](https://allwell.azcompletehealth.com) for additional information.

# 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](http://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 Medicare Essentials I (HMO) 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) Monday–Friday, 9:00 a.m.–5:00 p.m. or visit [allwell.azcompletehealth.com](http://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 Medicare Essentials I (HMO). 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.



## Contact Information

### ID Card

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

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#### 24-Hour Nurse Connect

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### Member Services

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

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#### Meal Services

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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

<b>Silver&amp;Fit</b>	1-888-797-7757 (TTY: 711)
<b>Veyo (Transportation services)</b>	1-877-986-7419 (TTY: 711)
<b>Teladoc (Virtual visits)</b>	1-800-835-2362 (TTY: 711)

Allwell is contracted with Medicare for HMO plans. 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.