

the Vantage View

2021 QUARTER 2

VANTAGE HEALTH PLAN COMMUNITY INVOLVEMENT

Vantage Health Plan and Affinity Health Group employees volunteered with the Food Bank of Northeast Louisiana in February for their Senior Drive-Through Food Distribution. Over 300 seniors were served in this distribution. Miss Louisiana 2020, Courtney Hammons, was also in attendance as Vantage Health Plan's official health and wellness spokesperson. Vantage is proud to be able to serve the community!



SHARE YOUR VANTAGE STORY!

We love to hear about how Vantage has helped during a time of need! If you or someone you know has a great testimonial about Vantage and would like to share, call our friendly Member Services team at (888) 823-1910, or email us at memberservices@vhpla.com. Your story could be featured in a Vantage commercial, an upcoming newsletter, or on social media!

VANTAGE HEALTH PLAN'S DESIARD PHARMACY NETWORK

As a Vantage Health Plan member, you have options that can help you save time and money when filling your covered prescriptions. DeSiard Pharmacy Network (DPN) is Vantage Health Plan's preferred network of independent pharmacies that offer preferred cost-sharing for your prescriptions. You can receive most Tier 1 prescriptions at pharmacies in the DPN at a \$0 cost share.

Visit VantageHealthPlan.com/members/pharmacybenefits and view the Medicare Advantage Pharmacy Directory to find out which pharmacies are in the DPN. All DPN pharmacies are printed in bold font and have a (P) next to the pharmacy name.

You may also call **(888) 823-1910** for the list of DPN pharmacies.

GETTING THE MOST FROM YOUR PHARMACY BENEFITS

General Vantage Pharmacy benefit information is available at VantageHealthPlan.com/Members/PharmacyBenefits. Member-level pharmacy benefit information can also be accessed through the Vantage Member Portal and the Navitus Portal link in the Pharmacy tab. Log in to your Vantage Member Portal, click the "Pharmacy" tab, and then the Navitus logo or "Navitus Member Portal" link to access the Navitus Member Portal. This information includes formulary changes, new drug additions, and drugs recalled by the FDA due to serious safety concerns.

Navitus Health Solutions (Navitus) is Vantage's contracted Pharmacy Benefit Manager (PBM). PBM's are responsible for processing and paying prescription drug claims within a prescription benefit plan. PBM's also help to encourage the use of safe, effective, lower-cost medications, including generic drugs, so that you may have the best possible health outcomes.

Pharmacy information may also be obtained by calling Vantage's Member Services Department at **(888) 823-1910**.

EXPLAINING THE AFFINITY PHARMACY STRUCTURE

Affinity Health Group, L.L.C. owns three pharmacies ("Affinity Pharmacy") operating independently of each other, which include **two retail** pharmacies and **one mail-order pharmacy**. The two retail pharmacies are the Affinity Pharmacy at St. John (APS) and the Affinity Pharmacy at Oliver Road (APO). The Pharmacy at St. John also offers some vaccinations.

The mail-order only pharmacy is Saint John Pharmacy (SJP) and is the only mail-order pharmacy serving Vantage members. SJP staff will mail a 100-day supply of Tier 1 \$0 Preferred Generic Mail Order Drugs to your home. SJP CANNOT mail controlled substances, nitroglycerin SL tablets, and liquids (except for insulin pens and vials, eye drops, and inhaled nebulization treatments).

Please note: Due to its sensitivity to excessive heat, there may be times when we will notify you that insulin pens and vials cannot be shipped and must be obtained from a local retail pharmacy of your choice.

Saint John Pharmacy now offers a Prescription Refill Interactive Voice Response (IVR) feature where you use a touch-tone phone to refill your prescriptions by calling Saint John Pharmacy, selecting Option 1, then entering your prescription number. Option 2 will direct you to a member of our pharmacy team.

*Vantage's pharmacy network includes limited lower-cost, preferred pharmacies in Louisiana, Arkansas, and Mississippi. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call **888-823-1910** or consult the online pharmacy directory at VantageHealthPlan.com/Members/PharmacyBenefits.*

WELLNESS TIP - TIPS FOR A HEALTHY PLATE!

MAKE YOUR PLATE COLORFUL!

Brighten your plate with fruits and vegetables that are red, orange, yellow, and dark green.

VARY YOUR LEAN PROTEIN CHOICES

Lean beef, pork, chicken, turkey, and beans are all great sources of protein. Try to make seafood the protein on your plate at least twice a week.

MAKE HALF YOUR GRAINS WHOLE GRAINS

Substitute whole wheat bread instead white bread, brown rice instead of white rice, and whole wheat pastas instead of regular pastas. This will cut out some unnecessary calories while increasing your fiber intake.

WELLNESS CHECKLIST

- ☒ Colorful plates!
- ☒ Mix up the lean proteins
- ☒ Whole grains should make up half your grains

REMINDER! COVID-19 VACCINATION

Slow the spread of COVID-19! Remember to get your COVID-19 vaccine. Please visit the **Louisiana Department of Health (LDH) website** for information and updates about other vaccine locations. If you have any concerns about the safety and effectiveness of the COVID vaccine, please speak with your primary care provider. There is no out-of-pocket cost for the vaccine.

Even after being vaccinated, please continue to follow social distancing guidelines, wear a mask, and wash and sanitize your hands frequently.

DID YOU KNOW? WE ARE HERE TO HELP!

CAR WRECK? WORKERS' COMPENSATION? PERSONAL INJURY?

Did you know that Vantage Health Plan has a team dedicated to helping our members understand how their health insurance coverage works when they are involved in an accident? Many Vantage members don't know where to start when they have an accident and begin receiving medical bills, so let us help.

Start by calling **(888) 823-1910** and ask for the Subrogation Department or sending an email to **subrogation@vhpla.com**.

VANTAGE PORTAL UPDATES!

Your Vantage plan information is just a few clicks away! We are working to improve our members' online experience in our improved Member Portal. In June 2021, Vantage will be updating the design and security of our Member Portal. If you are an existing Portal user, you will be required to create a new user ID and password. If you have never used the Member Portal, we hope you will check it out! Please be sure that the user information used to create your new Portal access matches the information we have for you in our systems. Your privacy and security is important to us!

Your enrollment and plan information, authorization and claim history, and important forms and reminders can be accessed through the Vantage Member Portal. There are also online searches to find participating providers and covered drugs – all in one easy location! Beginning June 1, visit **Members.VantageHealthPlan.com** to access your Vantage Member Portal.

If you have questions or have trouble accessing your new Member Portal, call Member Services at **888-823-1910** or email **memberservices@vantagehealthplan.com**.



UTILIZATION MANAGEMENT (UM) AFFIRMATIVE STATEMENT

Vantage distributes a statement to all members and to all practitioners, providers, and employees who make Utilization Management (UM) decisions, affirming the following:

- UM decision-making is based only on appropriateness of care and service and existence of coverage.
- Vantage does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

This statement can be found on the web at www.VantageHealthPlan.com/Members/UMAffirmativeStatement.

KNOW YOUR RIGHTS AND RESPONSIBILITIES

Member Rights and Responsibilities are electronically distributed in the annual Evidence of Coverage (EOC) for Medicare members.

- A right to receive information about Vantage, its services, its Health Care Practitioners (physicians, nurse practitioners, therapists, etc.) and Providers (hospitals, surgery centers, etc.) and your rights and responsibilities as a Member.
- A right to be treated with fairness, respect and recognition of your dignity and your right to privacy.
- A right to participate with your Health Care Practitioner(s) in making decisions about your health care.
- A right to candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- A right to voice grievances to or file appeals with or about Vantage, coverage decisions, your Health Care Practitioner(s) and/or Providers or the care provided.
- A right to make recommendations regarding Vantage's Members rights and responsibilities.
- A responsibility to supply information (to the extent possible) that Vantage and its Health Care Practitioners and Providers need in order to provide care.
- A responsibility to follow treatment plans and instructions for care that you have agreed to with your Health Care Practitioner(s).
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- A right to receive communication assistance, including assistance for the visually impaired, hearing impaired and translation service for languages other than English. These communications services are available for all verbal communications. Including service calls, general inquiries, and appeal and grievance submissions, notifications and resolutions.
- A right to receive timely access to your covered drugs/services.
- A right to privacy and the protection of your Protected Health Information (PHI), in accordance with state and federal law.

Contact Member Services at (888) 823-1910 for more information!

A Hearing Care Program for Vantage Health Plan Members

We have a special offer for Vantage members!

Left untreated, hearing loss can have significant effects on communication ability, quality of life and your overall health. That's why Your Hearing Network and your health plan have created special offers to help you get the care you need.

Just for Vantage members – you can purchase the Ruby 2 hearing aid at 50% savings – only \$695, with a free charger. Ruby 2 features Bluetooth streaming and BrainHearing™ technologies to deliver what the brain needs to make sense of sound for a superb hearing experience.

Plus – we can help you pre-qualify for financing.²

Think of CareCredit as your own health and wellness credit card. Hearing well makes life easier. As we can help you fit hearing aids into your monthly budget. You shouldn't have to worry about how to get the optimal devices that fit your hearing needs. CareCredit lets you say "Yes" to recommended hearing devices, and pay for them in convenient monthly payments that fit your financial situation. When you call for an appointment – ask to pre-qualify for CareCredit.

Oticon Ruby: sound quality, connectivity & rechargeability in an economical solution



Special Price for Vantage Members Only: \$695 each

Your Hearing Network offers a 60-day money back guarantee on your hearing aid purchase.

1 (877) 884-6177 (Monday - Friday between 8:30 am - 8:00 pm ET)

Special Offers for Vantage Health Plan Members



Save over 40% on high-performing hearing aids.¹



Over 800 models available, starting at \$695



3 year manufacturer's warranty, including loss and damage coverage.



1 year supply of batteries FREE with each hearing aid purchased.



1 year of follow-up care at no additional cost.



Financing options.²

¹ Up to 40% off pricing as referenced in the Consumer Guide to Hearing Aids; details available on request. Discount varies depending on product. This offer is only good at participating Your Hearing Network provider locations and cannot be combined with any other offer or discount. ² Approval based on credit.

Vantage Health Plan, Inc. (Vantage) is an HMO with a Medicare contract. Enrollment in Vantage depends on contract renewal. Vantage complies with all applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, or any other legally protected characteristic. ATTENTION: If you have limited English proficiency, language assistance services, free of charge, are available to you. Call 1-866-704-0109 (TTY: 1-866-524-5144). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-704-0109 (TTY: 1-866-524-5144). ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés

NONDISCRIMINATION NOTICE

Vantage Health Plan is required by federal law to provide the following information.

Vantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or any other legally protected characteristic. Vantage does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or any other legally protected characteristic.

Vantage provides free aids and services to people with disabilities to communicate effectively with us. Those services include qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, and other formats).

For people whose primary language is not English, Vantage provides free language translation services. Those services include qualified interpreters and information written in other languages. You can use Vantage's free language translation services by calling the "Members" phone number on the back of your Member ID card. For Members who are deaf or hard of hearing, please call for teletypewriter (TTY) services at (866) 524-5144.

If you believe that Vantage has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or any other legally protected characteristic, you can file a grievance with Vantage or the U.S. Dept. of Health and Human Services, Office for Civil Rights.

If you would like to file a complaint directly with Vantage, you can reach us in person, by mail, by fax, or by email at the addresses below:

Vantage Health Plan
Attention: Civil Rights Coordinator
130 DeSiard Street, Suite 300
Monroe, LA 71201

Phone: (318) 998-2887, TTY (866) 524-5144
Fax: (318) 361-2165
Email: civilrightscordinator@vhpla.com

If you would like to file a complaint directly with the U.S. Dept. of Health and Human Services, Office for Civil Rights, you can contact them by mail, by phone, or by email at the addresses below:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

If you need help filing a grievance, our Civil Rights Coordinator is available to help at civilrightscordinator@vhpla.com or by phone at (318) 998-2887.

Vantage has adopted internal grievance procedures for providing prompt and equitable resolution of complaints alleging discrimination on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or any other legally protected characteristic. Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or any other legally protected characteristic, may file a grievance under Vantage's grievance procedure. It is against the law for Vantage to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance. Depending on the type of grievance, a 60-day filing limit may apply. To learn more about Vantage's grievance procedure, you can call or email our Civil Rights Coordinator at the addresses above or you can visit our website at www.vantagehealthplan.com/vhpnondiscriminationgrievanceprocedure.

LANGUAGE ASSISTANCE

If you, or someone you're helping, have questions about Vantage Health Plan, you have the right to get help and information in your preferred language at no cost. To talk with an interpreter, call Member Services, 888-823-1910 (TTY 866-524-5144).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-823-1910 (TTY: 866-524-5144).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-823-1910 (ATS: 866-524-5144).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-823-1910 (TTY: 866-524-5144).

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 888-823-1910 (TTY 866-524-5144)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-823-1910 (رقم هاتف الصم والبكم: 866-524-5144).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-823-1910 (TTY: 866-524-5144).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-823-1910 (TTY: 866-524-5144) 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 888-823-1910 (TTY: 866-524-5144).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 888-823-1910 (TTY: 866-524-5144).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。888-823-1910 (TTY: 866-524-5144) まで、お電話にてご連絡ください。

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 888-823-1910 (TTY: 866-524-5144)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો બિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-823-1910 (TTY: 866-524-5144).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-823-1910 (TTY: 866-524-5144).

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe aṃ ejjelōk wōṇāān. Kaalōk 888-823-1910 (TTY: 866-524-5144).

ANOMPA PA PISAH: [Chahta] makilla ish anompoli hokma, kvna hosh Nahollo Anompa ya pipilla hosh chi tosholahinla. Atoko, hattak yvmma im anompoli chi bvnnakmvt, holhtina pa payah: 888-823-1910 (TTY: 866-524-5144).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1910-888-823-1 (رقم الصم والبكم: 5144-524-866-1).



130 DESIARD ST., STE 300
MONROE, LA 71201

Important Vantage Health Plan Information

MEDICARE ADVANTAGE MEMBERS: (866) 704-0109

OGB MEDICARE MEMBERS: (844) 536-7103

OGB COMMERCIAL MEMBERS: (844) 536-7104



EXCHANGE/MARKETPLACE MEMBERS: (844) 833-7505

COMMERCIAL MEMBERS: (855) 934-6847

www.VantageHealthPlan.com www.VantageMedicare.com

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DeSiard Pharmacy Network

Learn more about it!

Pharmacy Benefits

Get the most out of your benefits!

Your Hearing Network

Special offer for Vantage Members!

