



**USING YOUR 2021 BENEFITS**

# **Getting the Most From Your Plan**

**Florida & Texas  
HMO Plans**

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**Need help? Call us.**

**1-800-DEVOTED TTY 711**

1-800-338-6833



# You're in Good Hands

Deep benefits. Trusted doctors. Affordable care. Plus, tons of extras to save you money and keep you at your best. With your plan, that's just the beginning.

You also have the entire Devoted Health team by your side. Call us anytime you have questions. We pick up fast and we're happy to help.

Let's look at how you can get the right care and make the most of your plan's extras. Whenever you have a health or wellness need — from dental care to hearing aids — check here first to see if you have a perk that helps.



# How Your Plan Works

You have an HMO plan. Here's how to get the care you need — and avoid costly surprises.

## **It all starts with your primary care provider (PCP).**

Whenever you have a health concern, turn to your PCP first. Since they manage all your care, this relationship is an important one for your health. So important that you don't have a copay to see your PCP — and we'll even reward you for certain visits (see Devoted Dollars).

Don't have a PCP? Call us. We'll help you find one and schedule your first visit.

## **Get a referral before you see a specialist.**

Referrals are a way to make sure your PCP knows what's going on with your health. You'll need one before you see any specialist — and they're easy to get.

Just talk to your PCP first. If you need a specialist, your PCP will suggest one and take care of the referral for you.

## **Always go to in-network providers.**

We've partnered with trusted doctors, hospitals, pharmacies, and other providers in your area. This is your plan's network. Make sure to see only these providers. Otherwise, you may have to pay the full cost of any care you receive.

If you need care right away, you're covered out-of-network for:

- Emergency care
- Urgently needed care if outside your plan's service area
- Dialysis when you're outside your plan's service area (out-of-area dialysis)

## **Save money by choosing the right location for care.**

You may have a higher copay — meaning you'll pay more — when you go to a hospital for common services like:

- Labs
- Diagnostic tests and procedures to find the cause of a health problem
- Imaging like an X-ray, ultrasound, MRI, or CT
- Outpatient physical therapy (meaning outside of a hospital stay)
- Outpatient surgery (where you go home the same day)

Now, here's the catch. Sometimes, a lab, doctor, or other provider will bill like a hospital even though you didn't see them in a hospital. That's because they're part of a hospital system.

So what can you do? Call us. For any of these services, we'll find you an in-network option that you'll know for sure will keep your costs down.

For more details on your copays and other costs, check your plan's Summary of Benefits.





# Using Your Devoted Extras

Your plan's extras make it easier to stay healthy from head to toe. Here's how to take advantage of these perks.





## Dental

Your plan's dental benefits will keep a healthy smile on your face all year long.

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### What you get

Check your Dental Guide for coverage details. If you can't find yours, view the guide online at [www.devoted.com/dental](http://www.devoted.com/dental). Or text **DENTAL2021 to 866-85** and we'll send you one in the mail.

### How it works

Find an in-network dentist at [www.devoted.com/search-providers](http://www.devoted.com/search-providers). Then schedule your first visit. That's all. If you're switching dentists, ask your old one to share your medical records with your new one.

**TIP** Before you get any dental care, ask your dentist for a cost estimate.



## Over-the-Counter Credit

Next time you need toothpaste, vitamins, and other over-the-counter (OTC) items, be sure to use your OTC Credit.

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### What you get

Each month, you get money to spend on items from our OTC catalog. See your Summary of Benefits to learn how much.

### How it works

In a given month, you can use your credit on several smaller purchases or spend the entire amount at once. Either way, be sure to use your full credit for that month — it won't rollover to the next one.

**ONLINE** Go to **devoted.otchs.com** and place your order (this is the easiest!).

**BY PHONE** Call **1-888-628-2770** and place your order with our partners at OTC Health Solutions.

**IN STORE** Go to a participating CVS store and choose your products from the shelves with the OTC Benefit Products or OTC Health Solutions sign.

#### NEED AN OTC CATALOG?

Get one at **www.devoted.com/otc** or **text OTC2021 to 866-85**, and we'll send you one in the mail.



# SilverSneakers®

Your free SilverSneakers membership helps you stay active at home and at the gym.

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## What you get

You can join live virtual classes or watch hundreds of free online workout and nutrition videos. Plus, you have unlimited access to thousands of gyms and fitness centers across the country.

## How it works

To take classes online:

- 1** Go to **www.silversneakers.com**
- 2** Tap “Check Your Eligibility” in the menu bar and follow the steps to create an account
- 3** Choose your class and start moving

To get a membership at a local gym:

- 1** Call us at 1-800-338-6833 (TTY 711) to get your SilverSneakers ID number.
- 2** Go to **www.silversneakers.com** and tap Locations in the menu bar to find a gym in your area. Or just ask for help when you call for your SilverSneakers ID number.
- 3** Give your SilverSneakers ID number to the front desk and tell them you want to join their gym.



## Wellness Bucks

Always on a mission to hit 10,000 steps? Love stretching out in a yoga class? That's why you have Wellness Bucks.

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### What you get

You have a set amount of money to spend on things that help you go the extra mile for your health, including:

- **Fitness trackers**, like an Apple Watch®
- **Fitness classes**, like yoga, Zumba, and Spin (online or in-person)
- **Personal fitness equipment**, like weights and exercise bands
- **Weight management programs**, such as Weight Watchers (for membership costs but not food, supplements, or injections)
- **Educational classes and programs**, including nutritional counseling and diabetes workshops
- **Memory fitness activities**, to strengthen your memory

Check your Summary of Benefits to see your Wellness Bucks amount.

### How it works

You pay for the items upfront. Then, mail us a copy of your receipt and a completed reimbursement form, and we'll send you a check.

**NEED A REIMBURSEMENT FORM?**

[www.devoted.com/paymeback](http://www.devoted.com/paymeback)



## Devoted Dollars™

We want to help you catch any health problems early on, or even better, avoid them altogether. So we'll reward you for getting the preventive care that matters most.

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### What you get

You'll receive Devoted Health Prepaid Visa cards when you get certain types of care:

- \$10 for seeing your PCP within 90 days of your plan start date
- \$20 for a flu shot for the 2021 season
- \$25 for an annual wellness visit or annual exam
- \$25 for colorectal cancer screening (if you're due for one)
- \$25 for breast cancer screening (if you're due for one)
- \$25 for routine diabetes exams (if you have diabetes)

### How it works

We'll automatically send you a Visa card once we see that you've received care that qualifies. That could take up to 90 days. You'll usually get it sooner, but it depends on when we hear from your doctor. The card comes ready to use and it's good wherever Visa is accepted.

**LEARN MORE**

**[www.devoteddollars.com](http://www.devoteddollars.com)**



## Eyewear

Looking to get new glasses or contacts? Your plan helps you pay for them.

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### **What you get**

Your yearly routine eye exam is free. And your plan gives you money toward eyewear. Check your Summary of Benefits to see how much you have this year.

### **How it works**

Schedule a visit with an in-network provider. They'll test your vision and help you choose the right glasses or contacts for you. Note that some providers offer eyewear, but not the exam. So you can go to one provider for the exam and another for your glasses or contacts.

To find an in-network provider near you, search for “vision providers” at [www.devoted.com/search-providers](http://www.devoted.com/search-providers).



## Hearing Aids

Need to get your hearing checked? You're covered. And if you need hearing aids, your plan helps you pay for them.

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### **What you get**

Your yearly routine hearing exam and the hearing aid fitting are both free. For hearing aids, you pay a copay and your plan covers the rest. Check your Summary of Benefits to learn your copay (it depends on the level of technology you choose).

### **How it works**

Schedule an exam with an in-network provider. They'll test your hearing and help you choose a hearing aid to fit your needs and lifestyle. They'll also fit the hearing aids and make any adjustments for you.

To find an in-network provider near you, search for "audiology" at [www.devoted.com/search-providers](http://www.devoted.com/search-providers).



## Rides to the Doctor

When you need medical care and don't have a ride, we'll help get you there.

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### What you get

Your plan includes free rides to doctors, pharmacies, hospitals, clinics, and other locations where you receive medical care. Check your Summary of Benefits to see how many rides you get and how far you can go.

### How it works

When you need a ride, give us a call at 1-800-338-6833 (TTY 711) at least 48 hours before your trip. Let us know:

- Where you're going
- What time you need to be there
- If you need special help for a wheelchair or stretcher
- If anyone is coming with you (you get one guest per ride)

Note that your driver may arrive 15 minutes before or after your pickup time. If they're later than that, call us right away.

After your appointment, call us and we'll set up your ride home.





# Medical Alert Device

Get emergency help with the press of a button.

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## What you get

The medical alert device and the monthly monitoring service are free. If you need help, just press a button and an agent will respond within seconds. Plus, certain devices can tell if you've fallen — and you can set them to automatically send an alert for you.

You have two styles to choose from. One is a wearable device that works both at home and on the go. The other is for in-home use only.

## How it works

Give us a call at 1-800-338-6833 (TTY 711) and we'll get you signed up.



## Routine Acupuncture

For some health conditions, it helps to think outside the box. If you're curious about acupuncture, your plan's got you covered.

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### **What you get**

Your plan includes 12 free acupuncture visits a year. Note that this benefit goes above and beyond Medicare's acupuncture benefit, which covers visits only for chronic lower back pain.

### **How it works**

Find an in-network acupuncturist and book your visit. That's it! You don't need a referral or anything else. Find an acupuncturist at [www.devoted.com/search-providers](http://www.devoted.com/search-providers).



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**Need help? Call us.**

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# Looking for more?

## GET PLAN DETAILS

**[www.devoted.com/plan-documents](http://www.devoted.com/plan-documents)**

From your Summary of Benefits to your Evidence of Coverage, find all your plan documents.

## FIND A DOCTOR

**[www.devoted.com/search-providers](http://www.devoted.com/search-providers)**

Search for doctors, therapists, hospitals, pharmacies, and other in-network providers.

## LOOK UP MEDICATIONS

**[www.devoted.com/prescription-drugs](http://www.devoted.com/prescription-drugs)**

Search our drug list to make sure your plan covers your medications.



## Prefer Paper Copies?

No problem. Just give us a call at 1-800-338-6833 (TTY 711).



**1-800-DEVOTED TTY 711**

[www.devoted.com](http://www.devoted.com)