

Enjoy Life

A NEWSLETTER FOR VIVA MEDICARE MEMBERS

It's not too late to
get your *Flu Shot*

PAGE 4

Should I get a
COVID-19 Booster Shot?

PAGE 5

QR CODES
FAST & EASY
give them a try!

PAGE 7

NEW
Your New OTC and
Hearing Aid Benefit from
NationsBenefits®

PAGE 8-9

CVS Caremark's
Drug Savings Tool

PAGE 11

5 
STARS

Highest Star Rating
for a plan in Alabama

PAGE 2



Thank you for making VIVA MEDICARE
A 5-STAR MEDICARE PLAN!

When the VIVA HEALTH team found out that the Centers for Medicare & Medicaid Services awarded our Medicare plan with a 5-Star Rating, we were thrilled! Emails and phone calls quickly made their way across the company to spread the great news. Television stations began booking interviews to share the excitement. **However, our celebration is not complete without thanking the most important part of our team: our members. You can't become a 5-Star Medicare plan without having 5-Star members.**

What are Star Ratings?

The Centers for Medicare & Medicaid Services, also known as CMS, is the government agency that runs Medicare and Medicaid. Each year, CMS rates Medicare Advantage plans, like VIVA MEDICARE, to see which plans are giving members the best experience and helping them stay healthy. CMS rates plans from 1 to 5 Stars. If a plan gets 1 Star, it means poor performance. VIVA MEDICARE's 5-Star Rating means excellent quality and performance for our members.


Why should a high Star Rating matter to you?

When you're a member of a 5-Star plan like VIVA MEDICARE, you know you're getting the highest quality service possible. You're getting great benefits, low copays, and a trusted network of doctors.

How can you help keep VIVA MEDICARE's Star Rating high?

Here are the top 3 ways you can help:

- 1 See your primary care doctor (also called a primary care physician or PCP) for an Annual Wellness Visit (AWV).** Making your AWV appointment early in the year is important. This visit gives you and your doctor time to talk about the medicines you are taking or stopped taking. You will talk about screenings and tests to schedule, like a colonoscopy. This is also the time to have open and honest discussions with your doctor about your emotional and mental health. If you're feeling sad or lonely, or if you're having trouble remembering names or when to take your medicine, tell your doctor. Call your PCP and schedule your appointment today. If you don't know who your PCP is, look on your VIVA MEDICARE ID card or call our friendly Medicare Member Service Advocates at 1-800-633-1542 (TTY: 711).

2 Take your medicines just like your doctor prescribed. It's important that you don't skip doses. Be sure to get your medicines refilled on time so you don't run out. If you have trouble getting to the local pharmacy or if you just want to save gas money, prescription home delivery is a great option. You may even save money on your prescriptions by switching to home delivery. **To fill out a home-delivery mail-order form, visit [VivaHealth.com/Medicare](https://www.vivahealth.com/medicare) and type "Mail Order" in the magnifying glass at the top that looks like this .**

3 Eat a healthy diet and stay active. We want you to live your best life. Eating fruits, vegetables, lean meats like turkey, and lean fish like tuna will help you feel better.

Our goal at VIVA MEDICARE is for you to feel better every year. We do that by helping you find the best doctors, giving you benefits that are easy to use, and treating you with kindness and compassion. **2022 is going to be a 5-Star year!**





Protect yourself and others

BY GETTING YOUR COVID-19 AND FLU SHOTS

One of the best ways to stay healthy this winter is by getting your COVID-19 and flu shots.

COVID-19 and flu are both viruses that cause breathing and lung problems. Both can make you sick enough to be put in to the hospital and can cause death. It can be hard to tell if you have COVID-19 or flu because many of the symptoms are the same:

- Fever or feeling feverish/having chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue (tiredness)
- Sore throat
- Runny or stuffy nose
- Muscle pain or body aches
- Headache
- Vomiting and diarrhea

The only way to know for sure if you have COVID-19 or flu is to get tested. If you have not had your COVID-19 or flu shot, it's not too late. You can get both shots at the same time, and **both are free!** **VIVA MEDICARE covers both shots from any Viva Medicare doctor or pharmacy. Do your part to keep yourself, friends and family, and health care workers safe this winter.**





DO YOU NEED A COVID-19

Booster Shot?

Even if you're fully vaccinated,
you may need a booster shot.

Information about COVID-19 booster shots can change quickly. For the most up-to-date information, visit [cdc.gov](https://www.cdc.gov).

How do I know if I'm **FULLY VACCINATED**?

It depends on the vaccine you got.

- ✦ **Pfizer-BioNTech:** 2 weeks after your second dose of the Pfizer vaccine
- ✦ **Moderna:** 2 weeks after your second dose of the Moderna vaccine
- ✦ **Johnson & Johnson/Janssen:** 2 weeks after 1-dose of the Johnson & Johnson vaccine

How do I know if I need a **COVID-19 BOOSTER SHOT**?

Pfizer-BioNTech & Moderna

- ✦ **It's been at least 6 months since you've been fully vaccinated.**
- ✦ **50 years or older:** If you are 50 years or older, you should get a booster shot. The risk of severe illness from COVID-19 gets higher with age.
- ✦ **Long-term care setting, like a nursing home:** If you are 18 years old or older and live in a long-term care facility, you should get a booster shot. Living in a group setting puts you at higher risk of infection or severe illness.
- ✦ **Underlying health conditions, like diabetes:** If you are 18 years old or older and have a health condition, you may get a booster shot.
- ✦ **High-risk job setting, like health care worker, teacher, police or fire fighters:** If you are 18 years old or older and work in a place with close contact to others, you may get a booster shot.

Johnson & Johnson/Janssen

- ✦ **Everyone 18 years old or older:** If you received the Johnson & Johnson/Janssen one-dose vaccine at least 2 months ago, you should get a booster shot.

Thumbs up to the VIVA MEDICARE Members who are
VACCINATED FOR COVID-19!

Thousands of VIVA MEDICARE members are vaccinated for COVID-19, and this number keeps getting higher. Thumbs up to these members who shared their pictures and reasons for getting their COVID-19 shot! If you'd like to share your picture and/or reason for getting the COVID-19 vaccine, go to VivaHealth.com/together.



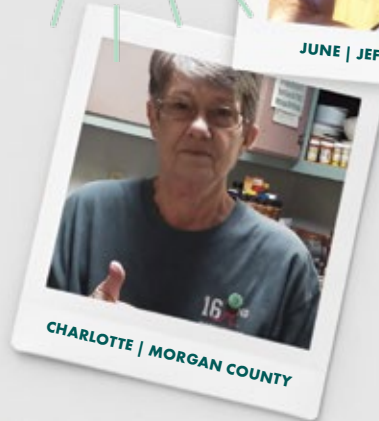
EVETTA | JEFFERSON COUNTY



JUNE | JEFFERSON COUNTY



RUTHIE | MONTGOMERY COUNTY



CHARLOTTE | MORGAN COUNTY



GWENDOLYN | JEFFERSON COUNTY



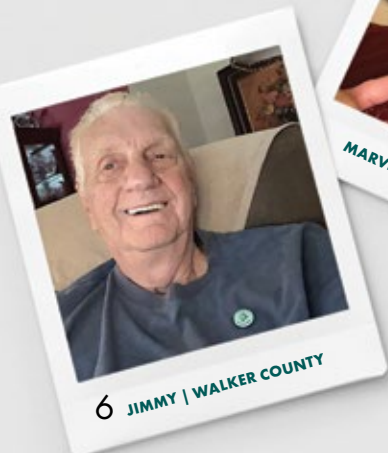
MARVIN | SHELBY COUNTY



EDWINA | MONTGOMERY COUNTY



DONNA | JEFFERSON COUNTY



6 JIMMY | WALKER COUNTY

QR CODES **MAKE GETTING INFORMATION FAST AND EASY**

If you've been to a restaurant in the past year, you may have noticed that some menus you can hold in your hands are no longer available. Some menus can now be only be seen on a smartphone. While this is a great way to slow down the spread of viruses, like COVID-19, you may be confused about how to use a QR code.

What is a QR code?

A QR code is a picture made up of black squares and dots. It's a lot like a barcode you see on items at the grocery store. When the code is scanned with your smartphone, it takes you to a website, video, article, or other site where you can get more information.

How do I use a QR code?

Using QR codes is easy, once you've done it a few times.



1 Click the camera icon on your iPhone or Android smartphone.



2 Hold your phone over the QR code with the camera pointing at the code, like you're going to take a picture of the code. Your phone will scan the QR code on its own.



3 A banner will appear at the top of your phone over the QR code. Click the banner. You'll be taken to a page that shows a link to the VIVA MEDICARE Enjoy Life Online webpage. This page is full of information to keep you healthy and informed. You'll also be asked to answer a short survey. Let us know if you'd like us to use more QR codes in the newsletter to help you get more information quickly and easily.



If you have an older smartphone, it may not read the QR code. You can still see all the videos on Enjoy Life Online by visiting vivahealth.com/medicare/events/videos

VIVA MEDICARE and NationsOTC are excited to offer you more choices of brand name and generic health and wellness items. You can use your over-the-counter (OTC) allowance to buy vitamins, compression socks, bandages, and so much more. **The best news is that every item you order should ship to your door in about 2 business days for free.**

With NationsOTC, you have your own member portal. Create your portal account at NationsBenefits.com/Viva to do the following:

- ✓ **Search** for products by category, price, and more
- ✓ **See** product descriptions and images
- ✓ **View** how much of your OTC allowance is still available
- ✓ **Order** health and wellness products
- ✓ **Track** your order status in real-time

If you don't want to order through your NationsOTC portal, there are other *fast and easy* ways to order:



Online: Visit NationsBenefits.com/Viva to view the full catalog of products.



Phone: Call 877-209-5189 (TTY: 711). NationsOTC Member Experience Advisors are available 24 hours a day, 7 days a week, 365 days a year to take your call.



Mail: Complete and mail an order form to NationsOTC. You can find an order form and return envelope inside the NationsOTC catalog that was mailed to you. If you need more order forms or envelopes, please call NationsOTC at 877-209-5189 (TTY: 711).



NationsHearing®

Improve your hearing and your health with the new NationsHearing benefit. Poor hearing or hearing loss affects almost every part of your life. Studies have linked hearing loss that is not treated to conditions like diabetes and dizziness, falls, strained relationships, and other safety risks. The good news is that about 95% of people with hearing damage can be helped by wearing hearing aids.

Hearing aid devices have gotten much better over the years. They are more comfortable and easy to use.



Your NationsHearing benefit gives you the following:

A yearly hearing test, at no cost to you

- ◆ Call 877-209-5189 (TTY: 711) to talk to a NationsHearing Member Experience Advisor. Your hearing test will be scheduled with a hearing aid provider near you.
- ◆ You can also visit Members.NationsHearing.com/Viva to take your hearing test online. You can use a computer, tablet, or smartphone. All VIVA HEALTH Cafés have free Wi-Fi you can use. Visit VivaHealth.com/cafes to find a VIVA HEALTH Café location near you.

Yearly hearing aid fitting

Great service and high quality hearing aid providers

- ◆ NationsHearing Member Experience Advisors can help you 24 hours a day, 7 days a week, 365 days a year.

The NationsHearing promise

- ◆ 60-day, 100% money-back guarantee.

Hearing aid purchases include:

- ◆ 3 follow-up visits are included within first year of initial fitting date
- ◆ 60-day trial period from date of fitting
- ◆ 60 batteries per hearing aid¹ (3-year supply)
- ◆ 3-year manufacturer repair warranty
- ◆ 1-time replacement for lost, stolen or damaged hearing aids during the 3-year manufacturer warranty (a replacement fee that is based on the type of device being replaced applies)
- ◆ First set of ear molds (when needed)

Hearing Aid Costs: Depending on the hearing aid you choose, copays for each hearing aid range from \$500 - \$1,975.

¹Not applicable to the purchase of rechargeable hearing aid models.



To use your hearing aid benefit, you must obtain your hearing aids through NationsHearing. Please contact NationsHearing by phone at 1-877-209-5189 (TTY: 711) or on the web at NationsBenefits.com/Viva for more information or to schedule an appointment. Your benefit includes one hearing aid per ear each calendar year.



COVERED DRUGS IN 2022

As we start a new year, take some time to look over your plan's list of covered drugs (or formulary). Make sure any drugs you are taking are still listed on your drug list. *If you see that a drug is not covered in 2022, we can help.*

- Maybe a drug you take is now available without a prescription. This may allow you to use your over-the-counter allowance to buy the medicine.
- Maybe a drug is no longer covered because we found other drugs that work just as well and will save money. In this case, we can work with you and your doctor to see if the other drugs will work for you.
- You may not realize a drug you are taking is no longer covered until it's time for a refill. VIVA MEDICARE will make sure you are still able to fill your prescription. This is called a transition fill. It allows you to refill your prescription one more time. This gives you time to talk to your doctor and find other drugs that are covered by your plan.
- If no drugs on your covered drug list will work for you, talk to your doctor about asking VIVA MEDICARE for an exception.



If you have any questions about your drug coverage in 2022, please call Medicare Member Services.

1-833-760-0657 (toll free)
TTY users: 711

CVS Caremark

DRUG SAVINGS TOOL

Did you know you that CVS Caremark has a tool to help you save money on drug costs? Below is a list of questions and answers to help you learn more about the benefits of using this tool.

✦ What is the CVS Caremark Drug Savings Tool?

The Drug Savings Tool is an online tool from CVS Caremark that shows you if a drug prescribed by your doctor is covered by your VIVA MEDICARE plan.* It also shows you about how much you would pay for a drug.

✦ What information do I need so I can check the cost of a drug in the tool?

1. Drug name
2. Quantity prescribed by your doctor or other health care provider

✦ What are the benefits of using the Drug Savings Tool?

This tool lets you see if there are any other drugs on your plan that cost less and still treat your condition.

If other drugs are covered by your plan, you can give this information to your doctor or other prescriber at your next appointment. You can also call your doctor's office to let them know.

✦ How can I find the Drug Savings Tool?

Go to Caremark.com online. Register for the CVS Caremark member portal, if you have not already created an account. If you have an account, sign in. For more help, visit VIVA MEDICARE Enjoy Life Online at vivahealth.com/medicare/events/videos and type "Drug Savings Tool" in the search bar. You will find a great video from CVS Caremark that shows you how the tool works.



*All VIVA MEDICARE plans include Part D prescription drug coverage that is managed by CVS Caremark except for the VIVA MEDICARE *Select* plan.



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**Since VIVA MEDICARE is now a 5-Star plan,
we can enroll people in our plans all year long.**

If you have friends or family members on regular Medicare or other Medicare Advantage plans who want to make a change, tell them about VIVA MEDICARE. We would love to have them join us.

Interested Medicare-eligible people can call 1-888-830-8482 (toll free) | TTY users: 711
7 days a week, 8 a.m. – 8 p.m. (April 1 – September 30: Monday – Friday, 8 a.m. – 8 p.m.)

Or, visit us online at www.VivaHealth.com/Medicare



VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-760-0592 (TTY: 711). 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 1-833-760-0592 (TTY: 711). H0154_mcdoc3291A_C_12/06/2021