

Here's to a healthy 2024 and beyond

Happy New Year! Welcome new enrollees and welcome back returning members. We are excited and honored that you have entrusted Aspire Health Plan with your health and well-being. We are proud to provide your healthcare coverage and are committed to helping you get the most out of your plan benefits so you can get the most out of life. To that end, we would like to share a few upgrades, features, services, and an upcoming event you will definitely want to take advantage of.

Some of the improvements you will see here are based on your insights. We are always looking to improve our care and service and your feedback is invaluable, so please keep it coming. *continued on next page*



INSIDE



Part D coverage



MyChart



Impact of isolation



Aspire Rewards



Enhanced Benefits



Upcoming events



Getting care

HERE IS WHAT YOU CAN START EXPLORING NOW



New members

Please complete your health risk assessment and schedule an appointment with your primary care physician.

You have already chosen your doctor as part of your enrollment and a health risk assessment was included in your welcome kit. We encourage you to fill it out and return it to us using the envelope provided. You can also share any concerns with your doctor so they can get up to speed, and together you can set healthy goals for the new year.



\$0 deductible on drug coverage for all plans **NEW**

We heard you loud and clear on this one and have removed the deductible requirement from our drug benefits. Now you can save even more on your prescription drugs covered by Aspire.



Aspire Rewards gift cards **BACK BY POPULAR DEMAND**

When you complete qualifying healthy activities, you will now earn rewards redeemable for over-the-counter items or gift cards. Learn more about this benefit later in this newsletter.



Get the care you need when you need it

With Aspire, no referrals are needed to see a specialist. And if you are sick and need a same-day or next-day appointment, we can arrange for you to see someone on your primary care team or one of our network providers. Read on for more information in this newsletter.



Supporting your new year's resolution to get in shape

All our members are eligible for the \$0 One Pass™ fitness program which gives you access to gyms, online workouts, tools for brain health, and more. One Pass™ supports your well-being and lets you set your own pace. As part of this program members also enjoy a no-cost membership to Montage Wellness Center,

Monterey County's premier fitness experience located in Marina and Salinas that features a wide array of gym services and amenities including inviting indoor heated lap and therapy pools, exercise classes, and personal training. You will find a supportive and inclusive atmosphere, and the facilities are always clean and never crowded.



Feed your mind, body, and spirit with Community Connections

Where members and the community can come together, make new friends, expand their knowledge, learn crafts, and gain insights on managing your health.



Join us for a member event in February

We look forward to seeing you in person and sharing even more plan advantages. See our upcoming events section for details.

And finally, we are thrilled to be celebrating our 10th anniversary serving our members and the people of Monterey County. We are here to serve our community and will always advocate for your good health. If you have any questions about your plan or benefits, please call us at (855) 750-1600.

Thank you for being a valued member of Aspire Health Plan.

Sincerely,
Melissa Hall
Chief Operating Officer
Aspire Health Plan



Good news about your Part D coverage

As we look ahead to the new year, we are thrilled to share some exciting updates regarding your Aspire Health Plan Medicare Part D prescription drug coverage for 2024.

One of the most significant changes is that none of the Aspire Part D prescription drug plans will have a deductible in the upcoming year. This means from your very first 2024 prescription, you can start enjoying the benefits of your prescription drug coverage without any upfront costs. We understand how important this is for our members, and we are committed to making your healthcare experience more accessible and affordable.

And the best news yet — **during the initial coverage phase, members will only have to pay for two months of RX co-pays for their 100-day supply.** To take advantage of this extended supply, members must have their healthcare provider write a new prescription specifying a 100-day supply. During the initial coverage phase, members will experience two co-pays for a 100-day supply.

In addition, for new members to Aspire

Health Plan and those current Aspire members who will be experiencing negative changes with their prescription drug formulary coverage, all eligible members will receive up to a 30-day transition supply. This allows time and flexibility to consult with your healthcare provider about potential formulary alternatives or to explore the formulary exception process with Aspire. **For more information about what drugs are covered or how to request an exception, please visit the Aspire Health Plan website at www.aspirehealthplan.org.**

At Aspire Health Plan, we remain dedicated to enhancing your healthcare experience and ensuring you receive the best support for your prescription needs. These changes are designed with your well-being in mind, and we look forward to continuing to serve you in the coming year.

Thank you for choosing Aspire Health Plan for your Medicare Part D coverage. For more information about any of the topics discussed, please get in touch with us at (855) 570-1600 (TTY: 711).

2024 Aspire Rewards WE HEARD YOU

Members have shared their preference for gift cards when completing the healthy actions identified in our Aspire Rewards program. Aspire is happy to announce that in 2024 members who complete eligible Aspire Rewards healthcare activities will be able to choose from two reward options.

NEW

Gift card for a local grocery store

OR

Over-the-counter reward which allows you to select healthcare products that will be shipped directly to your door.



We will launch our 2024 Aspire Rewards program in March. Watch your mail for more information about healthy actions you can complete to earn your reward.

Visit www.aspirehealthplan.org/member-resources/aspire-rewards for more information.



Guide to getting care

A PLAN FOR YOUR BEST HEALTH

Whether you are new to Aspire Health Plan or a returning member, the New Year is a great time to make an appointment for your annual wellness visit (AWV). Your AWV is the perfect time for you and your primary care doctor to map out the preventive screenings you need each year. The AWV is a great planning tool but is not a diagnostic appointment or a way to get prescriptions filled. **Your AWV can be scheduled for any time during the year.**

SEEING A SPECIALIST

There may come a time when you need to see a specialist for care in addition to what you receive from your regular doctor.

- Start with your primary care doctor. He or she will help decide what type of specialist you need to see — and how soon
- Aspire does not require a referral from your primary care doctor to see a specialist
- Some specialists may require a referral to ensure they are the appropriate provider for your needs
- **Always ask your primary care doctor how soon you need to see the specialist.** In some cases, the need is not urgent and you will have more time to get the appointment scheduled

WHO TO SEE, WHEN

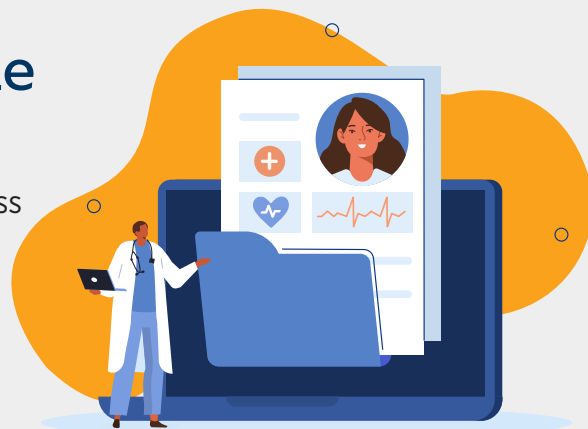
- Your primary care doctor — this is the first call you make when you are sick and it is not an emergency
- **If you need assistance getting in to see someone on your primary care team, please call our Care Coordination staff directly:**
 - » Salinas Valley Health PrimeCare (831) 751-7072
 - » Montage Medical Group (831) 333-3045
 - » Patients of independent physicians (not Montage Medical Group or Salinas Valley Health PrimeCare), please call Member Services at (831) 574-4938
- Urgent care — when your primary care doctor is not available, such as nights and weekends
- Emergency care — a hospital's emergency department is designed to treat serious or life-threatening illnesses and injuries. It also has a higher co-pay
- Telehealth — request telehealth for diagnosis and treatment of common conditions. It has a \$0 co-pay

No more waiting by the phone

GET YOUR LAB AND TEST RESULTS FASTER

Do you want to get your lab results more quickly? You can access your results, caregiver notes, and much more through MyChart. No more waiting by the phone for results.

MyChart is a no cost, secure, convenient way to access your health information online, 24/7. If you get care from any entity within Montage Health or Salinas Valley Health, you are eligible to use MyChart. MyChart keeps your personal health information secure using the latest encryption technology.



MYCHART LETS YOU:

- View most test results within days of the appointment
- View medical records
- Share health information with your medical providers
- View and pay your bills
- Communicate with your healthcare team — ask non-urgent medical questions and receive a response in one to three business days, in most cases

Do you see providers at both Montage Health and Salinas Valley Health? You can link your MyChart accounts to view all information easily.

Signing up is easy. The next time you receive care or services from Montage Health or Salinas Valley Health, let them know you are interested and you will receive the information you need to sign up. Or, visit:

- Montage Health
www.montagehealth.org/mychart
- Salinas Valley Health
mychart.salinasvalleyhealth.com

Still need Enhanced Benefits?

It is not too late to enroll in an Enhanced Benefits package. **The deadline is March 31 for an April 1 effective date.** Enhanced Benefits are optional additional benefits in which you may enroll for an additional monthly premium.

Members in our Protect, Value, and Plus plans have two options available:

- Option A, with dental and vision coverage
- Option B, with dental, vision, hearing, additional transportation, and home-delivered meals

Members in our Advantage plan (which includes preventive dental) have the following option:

- Option C, with comprehensive dental, vision, and hearing coverage, additional transportation, and home-delivered meals

If you would like more information on these benefits, call member services at (855) 570-1600, TTY 711 to request an enhanced benefits booklet and application be mailed to your home.



The impact of isolation on your well-being



Since the early 2000s there has been a **50 percent decline in the number of good friends we have**. This is problematic, as loneliness has the same impact on longevity as smoking 15 cigarettes per day.

Research from the Centers for Disease Control and Prevention shows that loneliness impacts some groups more than others, and one of those groups that is at risk is older adults. Social isolation, defined as a lack of relationships with others, and having little to no social support or contact, impacts well-being. Social isolation contributes to our mental and physical well-being and can increase risk for heart disease, type 2 diabetes, depression, anxiety, dementia, and more. It is estimated that one in four adults aged 65 and older is socially isolated.

In Monterey County we are fortunate to have Blue Zones Project which works with numerous community partners and organizations to create space for connection. Blue zones are areas around the world where people live longer, healthier lives with lower rates of preventable chronic diseases and higher rates of centenarians.

The world's longest-living people choose — or are born into — social circles that support healthy behaviors. In Okinawa, they have

“moais” — groups of people that come together for a common connection or purpose. Research shows that smoking, obesity, and even loneliness are contagious. Positive social networks have the ability to reinforce healthy behaviors, create connections, and favorably shape healthier choices.

HOW AND WHY DOES BLUE ZONES PROJECT FOCUS ON CONNECTION?

- Moai walking groups reduce isolation by creating connection and encouraging natural movement
- A potluck moai supports healthier food options and brings people together
- Volunteerism helps foster a sense of community and creates connection among participants
- Purpose workshops help participants define their gifts, and then aligns them with opportunity to share their gifts in their community
- Community events increase community connection and resource awareness

Now more than ever, creating social connections and fostering a sense of community should be a priority. Join us at Blue Zones Project — Monterey County as we work to support a healthier community for all Monterey County residents. Visit montereycounty.bluezonesproject.com for more information.

Upcoming member orientation events



Please join us for a member orientation event to help you get started on your 2024 health and wellness journey. We will discuss how to get the most out of your benefits and highlight some benefits you might not know you have. You will have a chance to meet our team and trusted partners. Together we embark on our mission to improve the health of our members, promote wellness, and deliver the best possible care.

TUESDAY, FEBRUARY 6 Embassy Suites, 1441 Canyon Del Rey Boulevard, Seaside

10–10:45 a.m. Presentation | Questions and answers
(headsets available for live translation to Spanish)
Open house following presentation

THURSDAY, FEBRUARY 8 City Center at CSUMB (formerly Steinbeck Center), 1 Main Street, Salinas

10–10:45 a.m. English presentation | Questions and answers
Open house following presentation
11–11:45 a.m. Spanish presentation | Questions and answers
Open house following presentation

- Introduction to 2024 plans and overview of benefits
- Meet the Aspire team, including our new Chief Medical Officer
- Refreshments
- Open house — meet our partners
- Raffle prizes

RSVP: www.aspirehealthplan.org/welcome2024 | (855) 570-1600

www.aspirehealthplan.org/members-newsletters
Share your thoughts: feedback@aspirehealthplan.org



Like us on Facebook:
facebook.com/aspirehealthplan

Aspire Health Plan is a Medicare Advantage HMO plan sponsor with a Medicare contract. Enrollment in Aspire Health Plan depends on contract renewal. For accommodations of persons with special needs at meetings call (855) 570-1600 (TTY users call 711). Other providers are available in our network. We are open 8 a.m.–8 p.m. PT Monday through Friday from April 1 through September 30 and 8 a.m.–8 p.m. seven days a week from October 1 through March 31 (except certain holidays). H8764_MBR_Newsletter27_1223_M



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TELL A FRIEND

WE LOVE YOUR REFERRALS.

The greatest compliment you can give Aspire is a referral to your friends and family. Thank you for your membership in Aspire Health Plan. Help us grow by sharing Aspire with the people you care about.

