

SNP TODAY

**A Seasonal Newsletter for our
Special Needs Plan Members**



FALL 2020

IN THIS ISSUE

- 2 Welcome to Your Special Needs Plan!**
- 3 What is a Care Plan?**
- 4 Maintain Your Personal Health**
- 4 It's a Date**
- 5 How Can We Help?**
- 5 COPD & Weather**
- 6 Completing Your Annual Health Assessment Tool**
- 7 Cardiovascular Disease – What Can You Do?**
- 7 Help Us Shine For You!**
- 8 Adventures in Healthcare: A Road Map Through Your Benefits**
- 10 Why Exercise?**
- 10 Communicate Health Information**
- 11 Self - Care: It Pays to Take Care of Yourself**
- 11 Always Available to Our Members**
- 12 CARENET Health® Answers to your healthcare questions are just a call away!**
- 12 Flu Shot Reminder**
- 13 Member Portal**
- 15 Non-Discrimination Notice**
- 15 Multi-Language Interpreter Services**





Welcome to Your

SPECIAL NEEDS

What is a Special Needs Plan?

Special Needs Plans were developed by Medicare so that people with certain diseases would receive certain services that would help them take better care of their disease in order to stay healthier and more active.

How did I qualify to be part of a Special Needs Plan?

You became a part of a Special Needs Plan when you enrolled and said that you had a certain disease or that you had both Medicare and Medicaid. The Plan then verified this with your doctor or **Medicaid** and you became eligible to enroll.

What is my Primary Care Physician responsible for when I am a part of this Plan?

- Your Primary Care Physician (PCP) is your Medical Home and is responsible for managing your healthcare. This provides you with a primary contact in coordinating medically necessary services to better care for yourself.

- Every patient has different healthcare needs. Your PCP manages your healthcare by tailoring current medical practice standards and guidelines to meet your unique situation.
- Your PCP will often develop a care or treatment plan to help guide your healthcare. This can be discussed during your appointments. Talking with your PCP and understanding the plan are very important ways of taking care of yourself.
- For these reasons, it is also important to see your PCP regularly and at least annually, even if you have no changes in your health status. This will help your PCP to better manage your care.



AL PLAN!

What information will I receive?

Educational Material

This will be sent to you within the first three months of joining the Plan. This will include information about your specific disease and suggestions on how to best manage your healthcare. Please read this and take it with you to your PCP appointment if you have any questions. These suggestions, if followed, may help keep you out of the hospital.

Quarterly Educational Information

About every three months, you will receive another educational mailing with pertinent tips on helping you stay healthy.

Newsletter

You will receive a Special Needs Plan Member Newsletter twice a year that will have even more helpful information for you to manage your care.

What is a CARE PLAN?

- A Care Plan is an established plan that helps everyone who is involved in your care make certain that everything that needs to be done to improve your health is done.
- Care Plans are developed using information from nationally accepted guidelines that were developed by leading experts on how to manage certain diseases.
- Care Plans vary depending on how much help you may need to reach your health goals. Members are placed into one of three levels of care. Your level of care is determined from the answers you gave on the Disease Specific Health Assessment you filled out when you enrolled.
- Care Plans are sent to your Primary Care Provider for his/her review and agreement.
- For those members participating in our Case or Disease Management Program, a more detailed care plan is developed by the nurse. Working with a nurse is voluntary although you might find the assistance helpful.



Maintain



your

Personal Health



It's easy to know what to do when you feel sick. You feel awful. You focus on how bad you feel. So, you call or see your doctor for advice on how to feel better. You also have to plan to take care of your future health by getting preventive screenings.

Visit your Primary Care Physician (PCP) on a regular schedule. If you change PCPs, schedule an appointment early on to establish with him or her. Visiting while you are feeling well is best. Your PCP wants to get to know you and understand how you are managing your health. Keep the appointments, even when you are feeling better. The PCP will want

to review your medications and other pills or supplements that you take. This includes any other dietary add-ons, such as daily vitamins, herbal supplements, and even protein drinks.

Work with your PCP to schedule these preventive health appointments. Many diseases can be caught early on before they become more severe. The Plan can assist you to arrange transportation for visits if needed.

Preventive testing generally does not require a copay either. It just takes your time and effort. Your PCP is interested in keeping you as healthy as possible. Investment in your preventive care can affect your future health.

Your doctor will suggest tests that are necessary for you to prevent further health complications. These are important for managing your health. These tests can include:

- Blood pressure checks
- Blood work to screen for diabetes or high cholesterol
- Mammograms for breast cancer
- Prostate exam
- Other screenings such as for colon or cervical cancer
- Eye exams for glaucoma
- Flu and pneumonia vaccines (not a test)



We plan for so many things in life. We set dates to take a friend out to dinner, we set aside time to take the dog for a walk. Why not set a date to quit smoking? Your Health Plan can help you to identify tools and resources to help you kick the habit.

Did you know that the instant you quit smoking your body starts the healing process? The damage to your body will gradually be repaired and you will feel better. It just takes that first step of making the decision to set a date.

Your doctor can also help by prescribing medications that can help curb your addiction to nicotine. Speak with your doctor for options that are available to you. If you would like additional information on quitting smoking you can contact Case Management at the Health Plan by calling 1-888-211-9913 during normal business hours, Monday through Friday 8 a.m. to 4 p.m.

How Can We Help?

Our Case Management Department is staffed with Nurses and Social Workers to assist you with your needs. Nurses called Case Managers, and Social Workers, can assist you with managing your medical care and in identifying financial assistance programs.

Case Management services are included in your Plan benefit package. When the situation becomes too much for you, our Case Management department can help. Maybe you need a transplant, are dealing with a cancer diagnosis, or have a wound that isn't getting better. Perhaps you notice that you are starting to fall more often. Our goal is to assist you in managing your treatment plan.

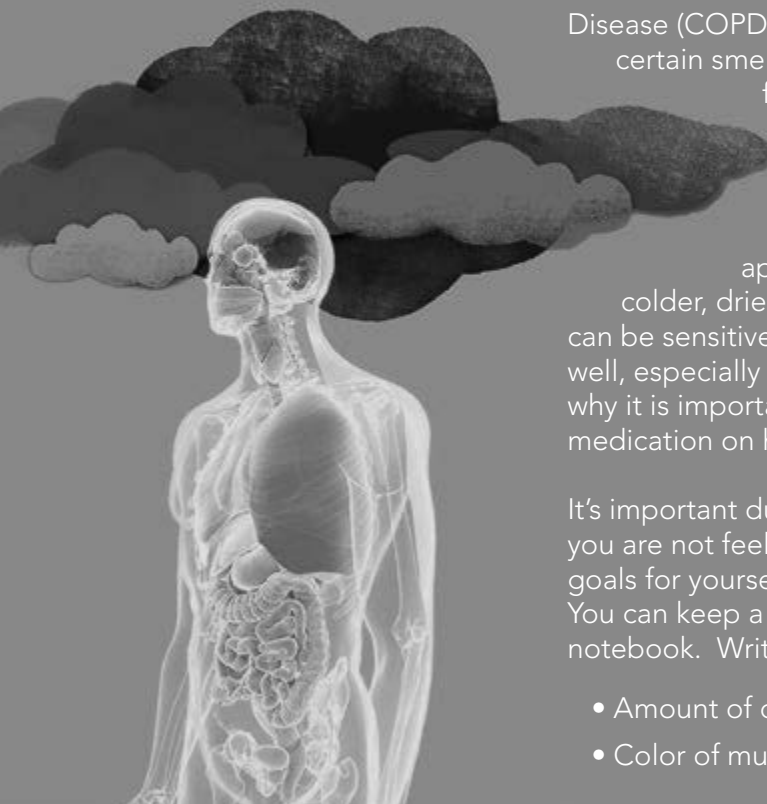
Nurses can also help when questions arise about your chronic conditions. This could be about diabetes or heart disease, for example. Our nurses help you manage your condition in your everyday life. Their goal for you is to prevent further complications.

Social Workers can help identify assistance programs that are available in your local community. They can direct you to programs that can help you with deductibles for medications and medical care. They are also skilled at finding resources to assist with various other financial needs. Our Social Workers are eager to help you identify ways to help you meet your goals and avoid further complications.



If you believe you could benefit from speaking with a Nurse Case Manager or a Social Worker, please contact the Case Management Department toll free at 888-211-9913 or TTY/TDD: 711. Hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

COPD & Weather



With Chronic Obstructive Pulmonary Disease (COPD) you already know that certain smells, pollen, smoke and fumes can flare up your condition. The same applies with asthma or other respiratory conditions. As Winter approaches, so does the colder, drier air. People with COPD can be sensitive to weather changes as well, especially extreme ones. That's why it is important to keep your rescue medication on hand.

It's important during these periods when you are not feeling your best, to set daily goals for yourself. Track how you feel. You can keep a daily log or diary in an old notebook. Write down things such as:

- Amount of coughing
- Color of mucus

- Other symptoms
- How your medicines are working including if you used any rescue medications.

It's important to be able to talk to your doctor about what happens when you are feeling well and not so well. Your Primary Care Physician (PCP) might review your medications with you to see if changes might help. Bring your log with you to each visit and review it with your doctor. The more information you can provide about how you are feeling and when you feel poorly, the better your doctor can assist you.

Completing Your Annual Health Assessment Tool

Why We Mail A Health Assessment Tool To You

The **Centers for Medicare & Medicaid Services** require that all members of Medicare Health Plans complete a Health Assessment Tool every year.

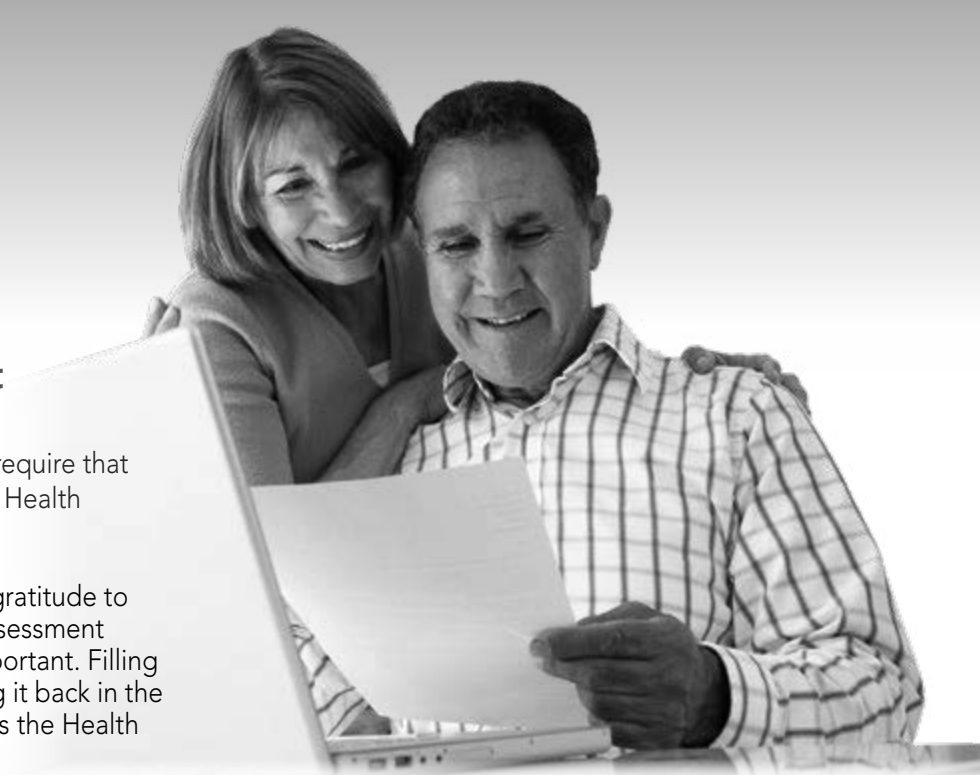
Your time is valuable, and we want to extend our gratitude to you for taking the time to complete the Health Assessment Tool. The information you share with us is very important. Filling out the paper Health Assessment Tool and mailing it back in the pre-paid envelope also avoids multiple phone calls the Health Plan has to make to get these completed.

The Health Assessment Tool Helps Us To Help You

- It gives us an opportunity to offer you benefits which can help you achieve your health goals.
- It helps us to determine if you might benefit from receiving a call from a nurse or Social Worker. Many members have experienced the advantages of participating in Case & Disease Management.
- Your responses influence the development of benefit plans. Your health needs and goals help us determine what's most important to our members.
- Your responses will generate a Health Appraisal Profile that helps identify potential risks as well as resources to overcoming barriers. As you continue to complete your annual Health Assessment Tool each year, you will see how your health compares to your previous responses. It's a great way to track your progress toward achieving your health goals.
- **Though it is a requirement implemented by the Centers for Medicare & Medicaid Services**, we have seen how much it has helped our members.

It's Quicker And Easier To Complete

We love it when we can simplify things for our members. It is now quicker and easier to complete your Health Assessment Tool. Since the **Centers for Medicare & Medicaid Services** require that this form is completed annually, we have added a feature on the **Member Portal** where you can log in and complete the form online. By following these easy steps, the Plan can avoid having to reach out to you by phone and mail to remind you to complete the form.



Here are the easy steps:

1. Go to the Freedom Health Website at **www.freedomhealth.com**
2. Click on "**Member Portal**" on the left side of your screen
3. Click on "**New User Sign Up Now**"
4. Fill in your information and become a registered portal user.
5. Now you are ready to log in to your Member Portal account. Go ahead and log in....
6. Click on "**Health Assessment & Appraisal**" on the left side of your screen and then select "**Complete Your Health Assessment Form**"
7. Click on "**Take Survey**"
8. Congratulations! You did it!

OR when you receive a phone call from the Health Plan's associate, you can complete your Health Assessment over the phone. During this phone call you will be asked to verify HIPAA either by giving your Date of Birth, Member ID number or address. This enables us to verify you and help you complete your Health Assessment.

*We again want to thank you for your time and if you need any help with your member portal account, feel free to give us a call toll free at **1-800-401-2740 or TTY/TDD: 711.***



Cardiovascular Disease – What Can You Do?

Heart disease is a simple term for heart and blood vessel disease. Numerous problems make up heart disease.

- You can have a buildup of plaque in your arteries. This buildup can cause clots which might lead to a stroke or heart attack.
- If the heart doesn't pump blood as it should it might lead to heart failure. You might have congestive heart failure.

- The heart can beat too slow or too fast interrupting its regular rhythm causing problems.
- Heart valve problems might occur. Heart valves help play a role in healthy blood circulation.

Surgical treatment may be indicated for heart disease. Bypass grafts, valve surgery or a pacemaker might be a treatment. Medications play a big role as well. It is important that you take medications as prescribed by your doctor. If you don't understand why you are taking a pill, ask your doctor how taking it will help your heart disease.

Life style changes can help you manage and decrease your risk of complications from heart disease. They can also help prevent further complications. Here are some tips:

- **Commit to eating healthier.** Ask yourself if what you are going to eat will help your heart. Load up on fresh fruits and vegetables. Eat whole grains and low fat foods. Watch the sodium in your diet.

- **Vow to be more active.** Regular physical activity can improve heart function. Plus, it can help with those excess pounds. Get up and go.
- **Watch your weight.** Extra body fat causes your heart to work harder. Make small changes. You might see your cholesterol and blood pressure go down too.
- **Avoid stress.** Take a good look at what makes you stressed. Try relaxation techniques or time by yourself. Just read or meditate. Exercise is a great stress reliever as well.
- **Stop smoking.** Smoking can damage your heart and blood vessels. Stop being around smokers so you don't breathe in the second hand smoke.

Talk to your doctor about what you can do to help your heart.

Help Us *Shine* For You!

You are our reason for doing what we do and we want to provide you with the best healthcare possible! Our Quality Management program looks closely and often at things which are important to you – like how well our providers give care, how well we coordinate your care, how easy it is for you to obtain provider services and all the benefits that make us shine for you.

By taking an active role in your own health, you can help us provide high quality healthcare. For example, we invite you to look carefully at your Evidence of Coverage (EOC) booklet, which you receive yearly. It's packed with information about services we offer.

The Medical Benefits Chart (around page 60 in most of the EOCs) can be helpful in reminding you of what's available. Preventive screenings – such as mammograms, annual wellness visits, cardiovascular risk reduction visits and many more – are especially important. Preventive screenings are marked with an apple symbol in the Medical Benefits Chart. They are an important part of our Quality program.

You may wonder why we send you a Health Assessment Tool every year. This is another part of our Quality program. Your answers tell us what you need and how we can change our program to better serve you. That's why it's important to fill one out and send it in every year.

Reaching out to our Case Managers and Disease Case Managers will also help you to obtain high quality healthcare. They can connect you with your Primary

Care Provider (PCP) if you have a need which isn't being met. They can also answer questions about your health and benefits, send you educational materials and provide other resources. To reach a Case Manager or a Disease Case Manager, call Member Services at the number on the back of your I.D. card and a representative can connect you.

Another way you can support Quality in your healthcare is by communicating with your PCP. Scheduling regular visits when you can talk honestly about your needs will truly make the PCP your Medical Home. You can also sign a Release of Information form, allowing your providers to exchange important health information about you for better care and care coordination.

Taking an active role in your own health helps you to be healthier and helps us to provide high quality services. We want to shine for you!

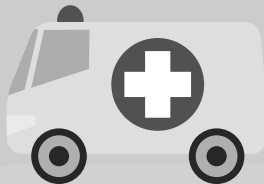
ADVENTURES IN HEALTHCARE:



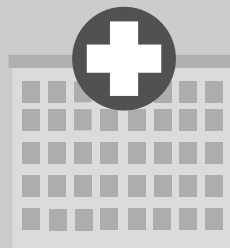
TABLE OF CONTENTS

A bird's eye view of the EOC, with short descriptions to help you find your way through the booklet. In addition, the Table of Contents for the individual chapters gives more details:

CHAPTER 1 General information before you set out, about Medicare Advantage plans, your membership in the Plan and ID card, the Plan's provider network, the Plan's medication list and premiums.



CHAPTER 2 A go-to list if you get stuck along the way, with **phone numbers and contact information** for the Plan's Member Services Department, Appeals, Medicare, the state Quality Improvement Organization (QIO), Social Security, Medicaid and much more.



CHAPTER 3 How to get from Point A to Point B on your healthcare journey. It's all about **network providers and covered services**. Most important, it talks about your healthcare "travel agent," your **Primary Care Physician (PCP)**, the home base of the Plan. It also explains how to get Specialist care, out-of-network and emergency care, clinical trials and durable medical equipment, like oxygen or a wheelchair.

A Road Map through Your Benefits

Finding your way around the world of healthcare and insurance can be challenging. Reading your **EVIDENCE OF COVERAGE (EOC)** booklet might sound boring. But if you think of it like a road map, you'll see how it can help you head in the right direction and make smart healthcare decisions. Here are some hints to get you started:

CHAPTER 4 A more detailed map to guide you through your benefits. First comes a short introduction to costs, including copays and coinsurance. **ON OR ABOUT PAGE 60, THE MEDICAL BENEFITS CHART SHOWS YOU WHAT THE PLAN COVERS (LEFT SIDE OF THE CHART) AND WHAT YOUR COSTS, IF ANY, WILL BE (RIGHT SIDE OF THE CHART).** As with reading a regular map, read this section carefully when you're preparing for a healthcare journey (a medical or dental service) so you'll know what to expect. After the Benefits chart is an explanation of what the Plan may not or does not cover. **As always, if you have questions, call the Member Services number on the back of your Plan ID card!**

CHAPTERS 5 & 6 All about the Plan's **Part D coverage for prescription drugs:** what's covered, the Plan's medication list (formulary), and what you might owe for medication once the Plan has paid.

CHAPTER 7 All about reimbursement for costs you feel you've paid in error.

CHAPTER 8 A detailed list of your rights and responsibilities as a member of the Plan.

CHAPTER 9 How to get problems solved, register a complaint or appeal a Plan coverage decision.

CHAPTER 10 How to part ways; ending your Plan membership.

CHAPTERS 11 & 12 Legal notices and definitions of important words.

Finally How to contact Member Services at the Plan.

TAKING TIME TO PLAN YOUR HEALTHCARE ADVENTURE WITH THE EOC AS A GUIDE WILL MAKE YOU AN EDUCATED CONSUMER AND HAPPIER TRAVELER. ENJOY THE TRIP!

WHY EXERCISE?

People often wonder if exercise has any benefit for someone with a chronic disease. If you have conditions such as diabetes, asthma or heart disease, exercise can help manage your symptoms. This can improve your heart health, reduce joint pain, boost energy and maybe lose weight.

Regular activity produces the best results. If you make exercising a part of your regular routine, like brushing your teeth, you are more apt to stick with it. Think about the types of exercise available and how they might help you.

AEROBIC EXERCISE stimulates the heart and breathing rates. Aerobics use large muscle groups repeatedly for a sustained period of time. These exercises can be high or low intensity. They can help you meet your cardiovascular goals set by your doctor and you. Choose an exercise that is fun or that you enjoy. You are more likely to stick to it. What can you do?

- **Walk** – it's simple and can be done anywhere. There is no special equipment involved unless you walk on a treadmill.
- **Ride a bike** – You can use a stationary or regular bike. Cycling is good for people with orthopedic problems or arthritis. It won't cause the pain walking does. If you are overweight, biking helps reduce stress on the back, hips and knees.

- **Swim** – Water aerobics and water walking are good for those with joint pain. If you have a heart condition, talk to your doctor about how swimming might help you.
- **Dance** – if you enjoy it, there are many benefits to dancing. There are even home videos that can be done at any time.
- **Stair stepper and elliptical machines** – Can provide a good workout but know your limits. People with knee and hip problems should avoid the steppers and climbers as they put extra stress on the joints. They can be enjoyed indoors in any weather though.

STRENGTH TRAINING improves muscle strength and stamina. These can make your daily activities easier. It can also provide stability to joints.

You can perform these at home or a gym.

FLEXIBILITY EXERCISES or stretching helps you with your movements for everyday activities. This includes getting dressed or reaching into cupboards.

Talk to your doctor about what exercises or activity might work for you.

HOW LONG SHOULD YOU WORK OUT IN A WEEK?

HOW MUCH INTENSITY SHOULD YOU AIM FOR?

The doctor will also know what type of activity you should limit or symptoms you should watch out for while exercising.

Communicate Health Information

It is important to give your healthcare provider all of your medical information. This includes all of the medicine you take, your health conditions, and other doctors you may see. To ensure the best treatment for you, sometimes providers need to talk to each other. Providers can't legally communicate with each other without your permission. To help all of your providers be on the same page regarding your care, you need to fill out an ROI (Release of Information)

form. Each provider has this form. It allows them to communicate about your care as well as be informed and up-to-date on your health status. Ask your provider to share your information. It can help with communication about your care.



You do not have to share your health information with all of your providers. It is your choice. There are certain life-threatening situations, however, when providers are allowed to contact each other without your permission. This can happen if you are unconscious or unable to make medical decisions for yourself. This can also happen if you are in danger of hurting yourself.

Ask your provider today about signing the ROI form so that you can share your health information!

Self-Care: It Pays to Take Care of Yourself

It's easy to put self-care on the back burner until you start to feel sick. Fortunately, there are many easy things you can do daily to promote self-care and save yourself from health complications in the future.

- **SLEEP:** getting an appropriate amount of sleep each night can have a huge impact on how you feel both emotionally and physically. Consider implementing a nightly routine to help you wind down and fall asleep easier.
- **EXERCISE:** daily exercise has so many benefits to your health. Choose something that fits into your lifestyle whether it be walking, tennis, yoga, or something else you enjoy.
- **EATING:** the food you eat can play a huge role in your health. If your doctor recommends a certain diet for your condition, try to adhere to that. Otherwise, try to eat a well-balanced

diet with an assorted variety of colors included.

- **STRESS:** stress management is a less thought of form of self-care, but not less important. Taking steps each day to minimize stress in your life can have major impacts on your health and wellness. Set aside time each day to do something like read a book, meditate, or work on a puzzle.

In addition to the self-care strategies above, another important part of self-care is managing your medical condition(s). Along with your Primary Care Physician (PCP), you should have developed a self-management



plan unique to your needs. It is important for you to keep your end of the deal in order to achieve or maintain optimal health status. This might mean regularly checking your blood pressure or weight or getting frequent readings of your blood sugar. You should also have regular appointments with your PCP so that she/he can be aware of any changes in your condition.

Health Plan Nurses are available over the phone to help you on your self-care journey. Call the Case and Disease Management Department at 1-888-211-9913.

Always AVAILABLE to Our MEMBERS

Freedom Health offers a lot of information for our members on our website. This includes resources and programs available to our members. **Please visit our website at: www.freedomhealth.com. Click on the links below for more information on the following topics:**

(PLEASE NOTE: link to "About Us" is located at bottom of web site page and "Quick Links" is located at top of web site page)



ADVANCE DIRECTIVES:

About Us -> Utilization & Quality -> Advance Directives

CASE & DISEASE MANAGEMENT PROGRAMS:

About Us -> Utilization & Quality -> Case Management or Disease Management

CLINICAL HEALTH GUIDELINES:

About Us -> Utilization & Quality-> Clinical Practice Guidelines

FRAUD, WASTE, AND ABUSE:

Quick Links -> Fraud, Waste, and Abuse

GRIEVANCE & APPEALS:

Quick Links-> Grievances & Appeals

MEDICAL RECORD STANDARDS:

About Us -> Utilization & Quality -> Medical Record Standards

NEWSLETTERS:

Quick Links -> Newsletters

PATIENT SAFETY PROGRAMS:

About Us -> Utilization & Quality -> Quality Management

PREVENTIVE HEALTH GUIDELINES:

About Us-> Utilization & Quality -> Quality Management -> Preventive Health Information

PRIVACY: Quick Link-> Privacy Practices

QUALITY MANAGEMENT PROGRAMS:

About Us-> Utilization & Quality-> Quality Management

QUALITY MANAGEMENT PERFORMANCE:

About Us -> Utilization & Quality-> Quality Management -> Monitoring Quality

UTILIZATION MANAGEMENT PROGRAMS:

About Us-> Utilization & Quality-> Utilization Management

UM DECISIONS:

About Us-> Utilization & Quality-> Utilization Management

CARENET Health®

Answers to your healthcare questions are just a call away!

We are happy to offer you access to a nurse advice line through Carenet. Carenet is staffed with experienced nurses that are available to you 24 hours a day and 7 days a week. It's simple to use and free.

WHY USE THE NURSE ADVICE LINE?

If you experience a new or worsening symptom after business hours, you can have peace of mind knowing you have a nurse available to speak with by simply calling the free nurse advice line. You might even be able to avoid an unnecessary emergency department visit.

HOW DOES THE NURSE ADVICE LINE WORK?

All you have to do is dial **1-888-883-0709** and let the representative know you are a Freedom Health member calling to speak with a nurse. The nurse line is staffed with highly skilled, registered nurses, available 24-7 to assist with your health concerns whether it's a twisted ankle, high fever, drug reaction or other urgent and non-urgent medical concerns.

WILL I GET BILLED?

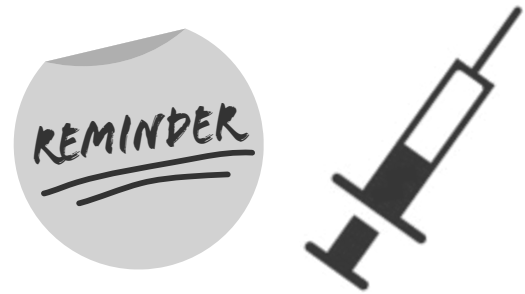
No, the nurse advice line is completely free to you and available to you at all times.

HOW OFTEN MAY I CALL?

You can call as often as you need. It's always best to get health guidance from your doctor because she/he knows more about your medical condition(s). Just remember, the nurse advice line is an additional option available to you for medical advice.



If you are experiencing a **life threatening emergency**, please seek immediate medical attention at the closest hospital emergency room.



FLU SHOT

Don't forget to get your flu shot, there is no cost to Medicare members. Just show your Health Plan identification card. The flu, also known as influenza, can cause significant illness or even death in young children, young adults, pregnant women, older adults and people with chronic illnesses.

It will take at least two weeks after the vaccine is given to provide protection against the viruses. The vaccine protection will last throughout the flu season. It is best to get your flu shot as early as it is available for the best protection when flu activity is highest.

CVS, Walgreens, Publix, and many of our other participating pharmacies offer the flu vaccine. For example, Walgreens Pharmacies (where you can register beforehand at www.Walgreens.com) and CVS Minute Clinics offer flu shots daily with no appointment necessary. However, please call the pharmacy in advance to ensure that they have a supply of the vaccine on hand.

Other pharmacies in the Health Plan network also provide flu shots at no cost to Medicare members. For a listing of other participating pharmacies, please contact our customer service department at:

Freedom Health:

1-800-401-2740 TTY: 711

or access our online provider directory:

www.freedomhealth.com

Additionally, many primary care providers also offer the flu vaccine. Please check with your doctor to see if they offer this vaccine. You may also be able to get a flu shot at your local health department.

For more information, talk with your primary care doctor or visit the Center for Disease Control website at <https://www.cdc.gov/flu/prevent/vaccinations.htm>.

Register & Do More Online with our Member Portal!

Here are some of the benefits you will receive:



Place & track orders for your over-the-counter medication and diabetic supplies



Find a Plan Doctor, Pharmacy, Hospital and covered drug



Print and order your ID CARD, provider directory, formulary and other Plan materials



Gain access to health & wellness information, including electronic prescription refill reminders



View your claims activity and benefit information



Access important Plan forms and documents from a central location



Track your out-of-pocket expenses. (MOOP)



Complete your Health Assessment Form; enroll in one of our Disease Management Programs



Try our Personal Health Tracker and other Member Self Management Tools

See next page on how to sign up now for the Member Portal.

Log onto **www.freedomhealth.com**
click on **Member Login** and **Register Today!**



Medicare Plans Members Providers Agents & Brokers OTC Quick Links

Search



Member Login

Freedom Health, Inc. is an HMO with a Medicare contract. Enrollment in Freedom Health, Inc. depends on contract renewal. This Information is not a complete description of benefits. Call 1-800-401-2740 (TTY: 711) for more information. From October 1 to March 31, we are open 7 days a week from 8 a.m. to 8 p.m. EST. From April 1 to September 30, we are open Monday through Friday, 8 a.m. – 8 p.m. EST. Freedom Health, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Freedom Health, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Freedom Health, Inc. konfòm ak lwa sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou baz ras, koulè, peyi orijin, laj, enfimite oswa sèks. Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-401-2740 (TTY: 711). Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.

Please check front side for Member Portal
Registration benefits.



If it's your first time accessing the Member Portal,
click on the "New User Sign UP Now" button to
create a user name and password to log in with.

Sign in to Member Portal

Email:

Password:

[Forgot Password](#)

[Click here for Privacy Policy](#)

Secure Log In

First Time Users

Please create a user name and password.

You will need your Member ID Number from your ID Card and Medicare last 4 characters from your Medicare Card.

New User Sign UP Now

FAQ

Help Manual

The 'New Member Registration' page will
be displayed. Begin by entering in the
required information.

New Member Registration

*First Name:

*Last Name:

*Email ID:

*Confirm Email ID:

*Date of Birth (MM/DD/YYYY):

*Member ID:

*Last 4 Characters of Medicare ID/MBI Number: (eg. For Medicare# 123-45-6789-A Enter 789A or MIB# TEG4-TE5-MK74 Enter MK74)

Your Registration Code is:

Please enter your Registration Code from above:

Next Page

[Please Click here to Go Back](#)

If you have trouble registering, please contact Member Service, Click here for more detail. Contact US

ID CARD

View ID and Medicare Card/MBI Number Sample Below to locate your Member ID and Medicare ID/MBI Number last 4 Characters.

MEDICARE HEALTH INSURANCE

Feedback

www.freedomhealth.com

NON-DISCRIMINATION NOTICE

Discrimination Is Against the Law

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Freedom Health, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Freedom Health, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Freedom Health, Inc.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact the Freedom Health Civil Rights Coordinator.

If you believe that Freedom Health, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Freedom Health Civil Rights Coordinator
P.O. Box 152727, Tampa, FL 33684
Phone: 1-800-401-2740, TTY: 711
Fax: 813-506-6235

You can file a grievance by mail, fax, or phone. If you need help filing a grievance, the Freedom Health Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F,
HHH Building, Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

MULTI-LANGUAGE INTERPRETER SERVICES

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-401-2740 (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-401-2740 (TTY: 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-401-2740 (TTY: 711).

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-401-2740 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-401-2740 (TTY: 711).

繁體中文 (Chinese): 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 1-800-401-2740 (TTY: 711)。

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-401-2740 (ATS: 711).

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-401-2740 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-401-2740 (телетайп: 711).

العربية (Arabic): العربية ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-401-2740 (رقم هاتف الصم والبكم: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-401-2740 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-401-2740 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-401-2740 (TTY: 711) 번으로 전화해 주십시오.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-401-2740 (TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-401-2740 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-401-2740 (TTY: 711).

ΠΡΟΣΟΧΗ (Greek): Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-401-2740 (TTY: 711).



P.O. Box 21528, Columbia, SC 29221

Our Local Concierge Centers Offer:

Staff to help expedite general issues (replacement cards, PCP changes, etc.)

Licensed Agents

One-hour resolution time and more.

BREVARD

320 Canaveral Groves Blvd.,
Cocoa, FL 32926
Toll-Free **1-855-856-7706**

BROWARD/PALM BEACH

1300 N. Federal Hwy., Suite 103
Boca Raton, FL 33432
Toll Free: **1-844-217-8399**

CHARLOTTE/MANATEE/ SARASOTA

3874 E. SR 64,
Bradenton, FL 34208
Toll Free: **1-888-850-5315**

CITRUS/HERNANDO

8373 Northcliffe Blvd.
Spring Hill, FL 34606
Toll Free: **1-888-211-9921**

COLLIER/LEE

6831 Palisades Park Ct., Suite 1,
Ft. Myers, FL 33912
Toll Free: **1-888-272-2992**

HILLSBOROUGH/POLK

3611 Hillsborough Ave., Suite 208
Tampa, FL 33614
Toll Free: **1-888-211-9918**

INDIAN RIVER/MARTIN/ ST. LUCIE

2501 S. Federal Hwy.
Fort Pierce, FL 34982
Toll Free: **1-888-274-8575**

LAKE/MARION/SUMTER

3101 SW 34th Ave., Suites 902-903,
Ocala FL 34474
Toll Free: **1-888-420-2539**

ORANGE/SEMINOLE/VOLUSIA

92 North Dean Rd., Suite 300,
Orlando FL 32825
Toll Free: **1-888-364-7905**

OSCEOLA

1339 E. Osceola Pkwy,
Kissimmee, FL 34744
Toll Free: **1-888-609-0690**

PASCO

8601 Little Road,
New Port Richey, FL 34654
Toll Free: **1-888-609-0698**

PINELLAS

3665 East Bay Dr., Suite 220
Largo, FL 33771
Toll Free: **1-888-609-0699**