


## 2023 WellFirst Health Member Resources Reference Guide for Providers

WellFirst Health offers a wide range of programs and services to improve the overall health of our communities and support providers caring for individuals enrolled in WellFirst Health benefit plans (referred to as “members”). We encourage providers to be familiar with resources listed in this reference guide and promote them to their patients, when appropriate. This is not intended to be an exhaustive list. Please refer to our websites for the most up-to-date information.




### **Reference Guide Quick Links**




<a href="#">Nurse Advice Line</a>	<a href="#">WellFirst Health Medicare Advantage</a>	<a href="#">Health Coach</a>	<a href="#">Member Care Packages</a>
<a href="#">Behavioral Health</a>	<a href="#">Document Library</a>	<a href="#">Healthy Extras</a>	<a href="#">Notables Member Newsletter</a>
<a href="#">Case Management</a>	<a href="#">Foodsmart</a>	<a href="#">Health &amp; Wellness</a>	<a href="#">Preventive Care</a>
<a href="#">Continuity of Care</a>	<a href="#">Genetic Testing</a>	<a href="#">Living Healthy Rewards</a>	<a href="#">Transportation</a>


<b>Program/Service &amp; Link</b>	<b>Description</b>
<b>WellFirst Health Member Websites</b>	WellFirst Health has designated websites for members based on their benefit plan or residency: <ul style="list-style-type: none"> <li>For <i>all</i> individuals enrolled in a WellFirst Health Medicare Advantage Plan – visit <a href="http://wellfirsthealth.com/Medicare">wellfirsthealth.com/Medicare</a>.</li> <li>For <i>Illinois residents</i> enrolled in a WellFirst Health ACA plan – visit <a href="http://wellfirsthealth.com">wellfirsthealth.com</a>.</li> <li>For <i>Missouri residents</i> enrolled in a WellFirst Health ACA plan, visit <a href="http://wellfirstbenefits.com">wellfirstbenefits.com</a>.</li> <li>For employees enrolled in the WellFirst Health SSM Health Employee Health Plan, visit <a href="http://wellfirstbenefits.com/employees">wellfirstbenefits.com/employees</a>.</li> </ul>
<b>24/7 Nurse Line</b> For IL ACA & All MA - <a href="#">24 Hour Nurse Advice Line</a>  For MO ACA - <a href="#">Nurse Advice Line</a> 	<b>Applicable to:</b> Individuals enrolled in WellFirst Health benefit plans. <b>Overview:</b> Available 24 hours a day, 365 days a year for members to speak with experienced registered nurses about general health care questions and concerns. <ul style="list-style-type: none"> <li><b>All WellFirst Health benefit plans-</b> 833-925-0398</li> </ul>

Rewards and programs may vary by plan. Member coverage is subject to the limitations and exclusions outlined in the member’s benefit certificate or policy and subject to state and/or federal laws. Please contact the Customer Care Center at 866-514-4194 with questions.

Program/Service & Link	Description
<p><b>Behavioral Health</b> For IL ACA - <a href="#">Behavioral Health</a></p> <p>For MO ACA - <a href="#">Behavioral Health</a></p>	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health benefit plan.</p> <p><b>Overview:</b> WellFirst Health offers many mental health and substance use supports, services, and treatment options.</p> <ul style="list-style-type: none"> <li>• <b>National Suicide Prevention Hotline</b> – 800-273-8255.</li> <li>• <b>Suicide &amp; Crisis Lifeline</b> – 9-8-8.</li> <li>• <b>Brighter Days Newsletter</b> – Information about depression, available treatment options, and tools for self-management.</li> <li>• <b>Mothers and Babies</b> – Emotional support for pregnant and postpartum women</li> <li>• <b>Care Management</b> – Non-emergency education and resource coordination for mental health and/or substance use conditions.</li> </ul> <p>Other resources linked from our website for members (and providers):</p> <ul style="list-style-type: none"> <li>• <a href="#">National Alliance on Mental Illness</a></li> <li>• <a href="#">Substance Abuse and Mental Health Services Administration</a></li> <li>• <a href="#">Depression Bipolar Support Alliance</a></li> <li>• <a href="#">Trauma Survivors Network</a></li> </ul>
<p><b>Case Management</b> For IL ACA - <a href="#">Case Management</a></p> <p>For MO ACA - <a href="#">Case Management</a></p> <p><i>Some programs allow members to enroll online. Enrollment is voluntary. Once a member enrolls, a member of our Care Management team will contact them.</i></p>	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health benefit plans. Members are encouraged to verify offerings specific to their plan.</p> <p><b>Overview:</b> A care team of RNs, social workers, and care coordination specialist conduct assessments to formulate personalized care coordination for members. The care team also may assist members to navigate the health care system and connect with appropriate resources.</p> <ul style="list-style-type: none"> <li>• <b>Maternal and Child Health</b> - Obstetric case management for high-risk pregnant women and pediatric case management for our youngest members with complex medical conditions. A team of nurses, social workers, and care coordination specialist assist members to navigate the health care system, locate community resources and services, and coordinate care. Also, certified lactation counselors are available to provide breastfeeding and pumping support, if needed.</li> <li>• <b>Complex Case Management and Care Coordination</b> - RN case manager and care coordination specialist assist members in managing complex medical conditions, including creating an individualized care plan, providing education on their specific medical condition, connecting members with resources, and more as listed on our website.</li> <li>• <b>Transplant Case Management</b> - RN case manager and care coordination specialist support for members before and after a transplant procedure, including individualized care plan and coordination of services for care.</li> <li>• <b>Advance Care Planning Program</b> - Social worker support for members over the age of 18 to navigate the advance care planning process of thinking about what matters most to them at the end of life and documenting those wishes in legal documents called advance directives. <ul style="list-style-type: none"> <li>• <b>Providers and Clinic Case Managers may refer patients</b> online at <a href="mailto:DHP.CareManagementReferralRequests@Prevea360care.com">DHP.CareManagementReferralRequests@Prevea360care.com</a> or by calling 608-827-4312.</li> <li>• <b>Members can self-refer</b> by calling the Advance Care Planning Line at 608-828-1915 or the Customer Care Center number on the back of their member ID card.</li> </ul> </li> </ul>

Program/Service & Link	Description
<p><b>Continuity of Care</b> For IL ACA &amp; All MA - <a href="#">Continuity of Care</a></p> <p>For MO ACA - <a href="#">Continuity of Care</a></p>	<p><b>Applicable to:</b> In specific instances, individuals enrolled in a WellFirst Health benefit plan whose care may be affected when a provider leaves the network.</p> <p><b>Overview:</b> WellFirst Health follows continuity of care rules according to state and federal laws. When a provider leaves the network under certain situations, members may be able to continue care with that provider at in-network coverage for a set period of time.</p>
<p><a href="#">WellFirst Health Advantage Members</a></p>	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health Medicare Advantage plans.</p> <p><b>Overview:</b> WellFirst Health offers “all-in-one” Medicare-approved replacement products that include Medicare Part A and Part B benefits plus value-added coverage and <a href="#">supplemental benefits</a> bundled into a single, convenient plan.</p>
<p><b>Document Library</b> For IL ACA &amp; All MA - <a href="#">Document Library</a></p> <p>For MO ACA - <a href="#">Document Library</a></p> <p><i>Search Tip:</i> In the <b>By Audience</b> dropdown, select <b>Member</b>.</p>	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health Benefit Plans.</p> <p><b>Overview:</b> WellFirst Health offers documents, forms, and other materials for members in the Document Library such as <a href="#">Foreign Claims Form</a> and <a href="#">Health Info Release Form</a>.</p>
<p><b>Foodsmart®</b> For IL ACA - <a href="#">Foodsmart</a> For MO ACA - <a href="#">Foodsmart</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health ACA or Medicare Advantage benefit plan.</p> <p><b>Overview:</b> Healthy eating and good nutrition program using nutrition assessments. Offers meal plans based on food preferences that instantly turn into digital grocery lists, discounts on healthy food, and connects members with full meal delivery services.</p> <p><i>Note:</i> Discounts offered by the Foodsmart program are separate from a member’s benefit coverage. Any expenses paid do not apply toward a member’s maximum out-of-pocket.</p>
<p><a href="#">Genetic Testing</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health ACA. WellFirst Health Medicare Advantage does not have genetic testing authorization requirements.</p> <p><b>Overview:</b> For genetic testing policies, effective February 2023, WellFirst Health contracts with Concert Genetics, an industry-leader in genetic testing technology assessment and policy development. As genetic testing has increasingly become the standard of care, the Health Plan is committed to the access and quality of these services for our members.</p>
<p><b>Health Coach</b> <i>WebMD contacts eligible members.</i> For IL ACA - <a href="#">Health Coach</a> For MO ACA - <a href="#">Health Coach</a></p> 	<p><b>Applicable to:</b> Programs vary by benefit plan. Individuals enrolled in a WellFirst Health benefit plan who are at moderate and high risk for one or more of the following five conditions: Asthma, Chronic obstructive pulmonary disease (COPD), Coronary artery disease, Diabetes (type 1, type 2) and Heart failure.</p> <p><b>Overview:</b> Through WebMD, a Health Coach is assigned to support members diagnosed with diabetes, COPD, asthma, heart failure, or coronary artery disease.</p>

Program/Service & Link	Description
<p><b>Healthy Extras</b>            For IL ACA - <a href="#">Healthy Extras</a>            For MO ACA - <a href="#">Healthy Extras</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health benefit plan. Members are encouraged to check reward offerings specific to their plan.</p> <p><b>Overview:</b> Through WebMD, members may take a self-assessment, join a challenge, and explore other interactive tools. The Health Plan offers health challenges throughout the year to create new health habits ranging from being active to being more mindful. Examples of activities include tracking daily habits and mental health podcasts with topics ranging from financial wellness to mental health.</p>
<p><b>Health &amp; Wellness</b>            For IL ACA - <a href="#">Wellness</a>            For MO ACA - <a href="#">Wellness</a>  <i>Also, see information about the <a href="#">Foodsmart</a> and <a href="#">Living Healthy Rewards</a> programs in this document.</i></p> 	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health benefit plan.</p> <p><b>Overview:</b> WellFirst Health offers a variety of member programs focusing on the whole person, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• <b>Video titled “The 8 Dimensions of Wellness: An Overview of Personal Well-Being”</b> with Dr. Heather Schmidt.</li> <li>• <b>Upcoming Wellness Events</b> - a variety of member wellness programs and events scheduled throughout the year. Examples of events include book clubs, crafts for kids (open to all, regardless of insurance), Alzheimer’s education, and living healthy assistance.</li> <li>• <b>Nicotine Cessation</b> - we offer two nicotine cessation programs- Freedom From Smoking (all are welcome) and Quit for Life (Health Plan members only).</li> <li>• <b>Partner Perks</b> - we partner with certain businesses to offer membership, service, and product discounts related to overall well-being.</li> </ul>
<p><b>Living Healthy Rewards</b>            For IL ACA - <a href="#">Living Healthy Rewards</a>            For MO ACA - <a href="#">Living Healthy Rewards</a>  <i>We encourage members to check with their doctor for which tests are appropriate based on their medical and family history.</i></p>	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health ACA (18 and older) or WellFirst Health Medicare Advantage benefit plan. <i>See Living Healthy Rewards information for <a href="#">Medicare Advantage</a> in this document.</i></p> <p><b>Overview:</b> When members complete certain preventive health screenings, points are credited to their Living Healthy account toward earning gift cards to national retailers, restaurants, and other popular merchants. Selected preventive screenings include:</p> <ul style="list-style-type: none"> <li>• Cancer (mammogram, colon cancer and PAP smear)</li> <li>• Immunizations (Influenza, Varicella, Tetanus, Meningococcal and Pneumococcal)</li> <li>• Other screenings (Chlamydia, Gonorrhea, HIV, Hepatitis C, Diabetes and Depression).</li> </ul>
<p><b>Wellness Care Packages</b>            For IL ACA - <a href="#">Wellness Care Packages</a>            For MO ACA - <a href="#">Wellness Care Packages</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health benefit plans.</p> <p><b>Overview:</b> A monthly brochure highlighting programs, education and national observances.</p>

Program/Service & Link	Description
<p><b>Member Newsletters</b>  For All MA -  <a href="#">Golden Notables for MA Members</a>  For IL ACA -  <a href="#">Notables Member Newsletter – Provided by SSM Health Plan</a>  For MO ACA -  <a href="#">Notables Member Newsletter</a></p>	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health benefit plan.  <b>Overview:</b> Twice a year magazine featuring articles about living a healthy and active life, wellness, benefit updates, and more.</p>
<p><b>Preventive Care</b>  For IL ACA - <a href="#">Preventive Care</a>  For MO ACA - <a href="#">Preventive Care</a></p> 	<p><b>Applicable to:</b> Individuals enrolled in a WellFirst Health benefit plan.  <b>Overview:</b> Detect, treat or prevent illnesses or diseases early, before they become major concerns. A wide range of preventive services are covered at \$0 costs to members when rendered by an in-network provider. Examples of available preventive care are annual visits with a primary care provider, vaccinations, and certain routine tests and screenings.</p>
<p><b>Transportation</b>  See information for <a href="#">Medicare Advantage</a> in this document.  For IL ACA - <a href="#">Transportation</a>  For MO ACA - <a href="#">Transportation</a></p>	<p><b>Applicable to:</b> Individuals enrolled in WellFirst Health ACA or Medicare Advantage benefit plans.  <b>Overview:</b> Services provided by Lyft for members to use to travel to medical appointments or local pharmacies. Providers may direct members to the Customer Care Center to schedule a ride or members may call:</p> <ul style="list-style-type: none"> <li>• <b>Medicare Advantage members</b> - 1-877-232-3326 (TTY: 711)</li> <li>• <b>ACA Individual members</b> - 1-866-514-4194 (TTY: 711)</li> </ul>

See our [WellFirst Health Medicare Advantage Members web page](#) for more details.

## 2023 Medicare Advantage Member Supplemental Benefits

Benefit	Benefit Description
<a href="#">Dental</a>	<ul style="list-style-type: none"> <li>• Offered through Delta Dental.</li> <li>• Covers preventive and comprehensive dental services with preventive and diagnostic services at \$0 copay.</li> <li>• Combined \$1,500 coverage limit, per year, with no deductible or coinsurance.</li> <li>• See the <a href="#">Dental Certificate of Coverage</a> for a full list of covered dental procedures.</li> </ul>
<a href="#">Gym &amp; Fitness</a>	<ul style="list-style-type: none"> <li>• Through the One Pass program members have access to fitness center memberships, home fitness kit, and on-demand fitness videos.</li> <li>• WellFirst Health Advantage members can register at <a href="#">One Pass</a>.</li> </ul>
<a href="#">Hearing</a>	<ul style="list-style-type: none"> <li>• Includes yearly \$0 hearing exam and \$750 hearing aid allowance (for both ears combined) per calendar year at in-network hearing aid providers.</li> <li>• Find an in-network hearing aid provider at <a href="http://wellfirsthealth.com/Find-A-Location">wellfirsthealth.com/Find-A-Location</a>.</li> </ul> <p><i>Search Tip:</i> In the directory, change the specialty to “hearing aid.”</p>
<a href="#">In-Home Support</a>	<ul style="list-style-type: none"> <li>• Offered through Papa, a company that connects members with screened and trained Papa Pals who provide assistance with light housework, technology, and transportation.</li> <li>• Available in a member’s home or virtually.</li> <li>• Members are eligible for up to 120 hours per year.</li> <li>• Members can call Papa to enroll at 888-282-7665.</li> </ul>
<a href="#">Living Healthy Rewards</a>	<ul style="list-style-type: none"> <li>• Members are eligible for \$150 in gift card rewards per calendar year for completion health activities like receiving a flu shot, going to the dentist, and getting an annual physical.</li> <li>• See our <a href="#">Living Healthy overview</a> for more information about the program.</li> </ul>
<a href="#">Patient Transportation</a>	<ul style="list-style-type: none"> <li>• Members are allotted 24 one-way rides per year to medical appointments or local pharmacies.</li> <li>• Providers may direct members to the Customer Care Center at 877-232-7566 to request a ride in advance of their appointment.</li> </ul>
<a href="#">Post-Discharge Meals</a>	<ul style="list-style-type: none"> <li>• Meals provided by Mom’s Meals.</li> <li>• Members are allotted 14 meals post inpatient, observation, or skilled nursing facility stay.</li> <li>• Discharge planner, health plan’s Care Management team, or member engages Mom’s Meals for services.</li> <li>• Providers may direct members to the Customer Care Center at 877-301-3326 to coordinate meal benefits.</li> <li>• Mom’s Meals phones the member directly to screen for dietary needs and meal preferences and confirms delivery details.</li> </ul>

<a href="#"><u>Over-the-Counter Allowance</u></a>	<ul style="list-style-type: none"> <li>• \$60.00 allowance per quarter to purchase over-the-counter items such as pain relievers, pill cutters, etc.</li> <li>• Can be used in-store, online, or through a catalog for purchase of designated items from designated retailers such as Walgreens, CVS, Kroger, Dollar General, and Walmart.</li> <li>• See the <a href="#"><u>OTC overview</u></a> for more details.</li> </ul>
<a href="#"><u>Routine footcare</u></a>	<ul style="list-style-type: none"> <li>• Includes 10 routine footcare visits every calendar year. This includes treatment of the foot which is generally considered preventive such as cutting or removal of corns, warts, calluses or nails.</li> <li>• Members pay their plan’s specialist copay for routine foot care services.</li> </ul>
<a href="#"><u>Routine chiropractic</u></a>	<ul style="list-style-type: none"> <li>• Includes 24 routine chiropractic visits every calendar year.</li> </ul>
<a href="#"><u>Vision</u></a>	<ul style="list-style-type: none"> <li>• Includes yearly \$0 vision exam and a \$150 eyewear allowance per calendar year at in-network eyeglass providers.</li> <li>• Find an in-network eye glass provider at <a href="http://wellfirsthealth.com/Find-A-Location"><u>wellfirsthealth.com/Find-A-Location</u></a>.</li> </ul> <p><i>Search Tip:</i> In the directory, change the specialty to “Eyeglasses- Medicare Advantage.”</p>