

New Enhanced Dental Benefit*



Maintaining a healthy mouth is an integral part of your overall health. It starts with keeping up with your dental visits. With most of our Medicare Advantage plans, you get your preventive dental services covered at a \$0 copay PLUS you also get Comprehensive Dental Coverage at 50% coinsurance that will help keep you smiling, including periodontal cleanings, root canals, dentures and more at no additional premium up to the service coverage limit.**

Your Dental Benefit Includes:

- Preventive Dental Visit
- Oral Examinations – Once every 6 months
- Routine Cleanings and Fluoride Treatments – Once every 6 months
- Bitewing X-rays – 2x per calendar year
- Full-Mouth X-Rays – 1x in a 36-month period
- Crowns
- Denture (complete or partial) and Denture Repairs
- Endodontic Therapy
- Fillings
- Non-Surgical Root Canal Obstruction Treatment
- Periodontal Cleanings
- Root Repairs
- Scaling
- Tooth Extractions, Fractures and Repairs
- And more

For a complete list of services, refer to your Evidence of Coverage.

How It Works:

Dental services are covered up to your plan's dental coverage limit when you visit a participating dentist. When you visit an in-network dentist for covered services, the dentist will directly bill our dental provider, Liberty Dental, making it easier and more convenient for you.

For a list of dental providers, visit [IndependentHealth.com/Medicare](https://www.independenthealth.com/Medicare) and go to our "Find a Medicare Provider" page.

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Built-in Coverage amount varies by plan:

Independent Health's Encompass 65 [®] Element HMO	\$2,000 coverage
Independent Health's Encompass 65 [®] HMO (without Prescription Coverage)	\$1,000 coverage
Independent Health's Encompass 65 [®] Core HMO	\$2,000 coverage
Independent Health's Encompass 65 [®] Basic HMO	\$2,000 coverage
Independent Health's Encompass 65 [®] Assure Advantage HMO C-SNP	\$1,500 coverage
Independent Health's Medicare Passport [®] Access PPO	\$1,000 both in and out of network coverage
Independent Health's Medicare Passport [®] Advantage PPO	\$1,000 both in and out of network coverage
Independent Health's Medicare Passport [®] Prime PPO	\$1,000 both in and out of network coverage

Questions? Speak with a RedShirt[®]

(716) 635-4900 or **1-800-958-4405** (TTY: 711)

October 1 – March 31: Monday – Sunday, 8 a.m. – 8 p.m.

April 1 – September 30: Monday – Friday, 8 a.m. – 8 p.m.

MedicareHelp@IndependentHealth.com



*Limitations, cost sharing and restrictions may apply. Benefit and/or copayments/coinsurance may change on January 1 each year. **Comprehensive coverage not included on Independent Health's Medicare Encompass 65[®] Edge HMO plan.

Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal. Benefits vary by plan.

Out-of-network/non-contracted providers are under no obligation to treat Independent Health members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711). Independent 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 1-800-665-1502 (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 1-800-665-1502 (TTY: 711).

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RedShirt RewardsSM

IT PAYS TO GET AND STAY HEALTHY!

Independent Health's Medicare RedShirt Rewards Program

As an Independent Health Medicare member, you can earn rewards for completing actions that can help you manage your health and wellness. When you complete an eligible action, you will earn rewards which can be redeemed for a gift card of your choice from participating retailers.

How It Works

Earning and redeeming your rewards is easy.

1. Activate the program from your MyIH account.
2. Complete an eligible action listed in the chart below.
3. Receive a secure message through your account that allows you to choose your gift card!

Start Earning Rewards Today

You can earn up to \$100 in RedShirt Rewards each plan year. Below is the list of eligible actions and how often you can earn a reward for each one, which is based on frequency guidelines for preventive services* recommended by your health care provider.

Action	Frequency Guidelines	Reward Amount
Enhanced Annual Wellness Visit	Every Year	\$20
Health Risk Assessment	Every Year	\$10
Flu Shot	Every Year	\$10
Colon Cancer Screening Complete one of the following: <ul style="list-style-type: none">• FIT Test• Cologuard• Colonoscopy	Every Year Every Three (3) Years Every Ten (10) Years	\$10
Breast Cancer Screening (Mammogram)	Every Two (2) Years	\$20
Bone Density Test	Every Two (2) Years	\$10
Diabetic Screenings Complete any of these screenings if you're living with diabetes: <ul style="list-style-type: none">• Diabetic Retinal Eye Exam• Diabetes Care - A1C Test• Kidney Health Evaluation (Urine Test)	Every Year Every Year Every Year	\$10
Routine Blood Test	Every Year	\$10
Routine Vision Exam	Every Year	\$10
Enroll in Paperless EOB - Parts C or D	Every Year	\$5
Enroll in Paperless Annual Notice of Change (ANOC)	Every Year	\$5
Complete Account Activation	Every Year	\$5

Frequently Asked Questions

How do I earn rewards?

To get started, activate Independent Health's RedShirt Rewards program from your MyIH account — either on the MyIH app or MyIH.com. When you complete an eligible action, you will receive a secure message through your account that will allow you to choose a gift card from a range of participating retailers.

When are rewards reflected in my account?

Rewards are processed daily. Your reward will be reflected in your account as soon as we process your claim or your online action has been completed. Claims for medical or pharmacy services must be received by November 30. Once a reward is earned, you'll receive a message in your account with a link you can use to choose your gift card.

What if I do not have access to my account or a computer?

If you do not have access to a computer, tablet or smartphone, you can still take advantage of the RedShirt Rewards program by calling Member Services at the number below.

How do I redeem my rewards?

You will be able to redeem your rewards through a link sent to your account. If you are unable to access this link, please call Member Services at **(716) 250-4401** or **1-800-665-1502** (TTY: **711**) to process your reward.

What is the maximum amount of rewards I can earn?

You can earn up to a maximum of \$100 in RedShirt Rewards annually. Rewards earned will vary by member based on the frequency guidelines.*

How long do I have to redeem my rewards?

Reward links must be redeemed for a gift card by December 31 each year. Reward links expire at midnight on December 31 each year. Rewards do not carry over plan year to plan year.

Questions? Call a RedShirt®

(716) 250-4401 or 1-800-665-1502 (TTY: 711)

October 1–March 31: Monday–Sunday, 8 a.m.–8 p.m.,

April 1–September 30: Monday–Friday, 8 a.m.–8 p.m.



Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal.

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*Not all preventive services are medically appropriate every year. Independent Health uses the frequency guidelines adopted by the Centers for Medicare and Medicaid Services (CMS) and the U.S. Preventive Services Task Force (USPSTF).

Services must be rendered by an in-network/participating provider. Other services performed at the same time as preventive services may be subject to member cost sharing. Benefits vary by plan and are subject to change on January 1 each year. For more details refer to your Evidence of Coverage (EOC).

Over-the-Counter (OTC) Coverage Through NationsOTC®



Independent Health Medicare members have access to hundreds of health and wellness products through the OTC benefit. With NationsOTC®, you can get brand-name or generic over-the-counter items like vitamins, pain relievers, dental supplies and much more.

Your Personal Health Profile: Built With You in Mind

You have the option of self-reporting your conditions. If you do this, you'll receive product recommendations and health information tailored to your unique needs. What you choose to share can be used to help you achieve your desired health goals.*

How It Works:

The benefit allowance is earned the first day of each quarter. The quarterly allowance unspent balances will roll over from quarter to quarter; however the balance will need to be used by December 31, 2024. If you spend more than the quarterly allowance amount, you can use a personal credit/debit card to cover the difference.

Ordering Is Easy! Experienced Advisors Are Available 24/7, All Year Long

Online: Visit NationsOTC.com/IndependentHealth

Phone: Call (877) 270-4239 (TTY: 711)

Mail: Complete and mail an order form using the postage-paid envelope to:

NationsOTC
1801 NW 66th Avenue, Suite 100
Plantation, FL 33313

Orders ship to your home at no additional cost, usually within 2 business days.

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April 1–September 30: Monday–Friday, 8 a.m.–8 p.m.



Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-POS, HMO-SNP and PPO plans. Enrollment in Independent Health depends on contract renewal. Allowance is made available by quarter. Allowance will carry over quarter to quarter, but not plan year to plan year. Costs over the allowed amount are the member's responsibility. This benefit can only be used for covered items through NationsOTC.® *Information is private and will not be shared.

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Vision Benefits from EyeMed®



Routine eye and vision exams are an important part of preventive health care. Staying up to date with your exams and prescriptions can help keep your eyes in good condition and improve your quality of life. Eye exams can also support your overall health and wellness by aiding in the early detection of serious health conditions, such as diabetes and heart disease. As part of Independent Health's wellness benefits, our Medicare Advantage members enjoy comprehensive vision coverage that helps keep your health in sharp focus.

Your Vision Benefit Includes:

- Coverage for routine eye exams and an eyewear allowance.
- Digital retinal imaging, covered in full as part of an in-network routine eye exam with EyeMed.
- Post-cataract routine eye exam and eyewear.

How It Works:

Locate a provider and schedule an eye exam appointment. With EyeMed, you can choose from thousands of private practitioners and the nation's top optical retailers. Convenient evening and weekend eye exam appointments are available.

For a complete list of providers near you, use the Provider Locator for the Insight network at www.EyeMed.com or call **1-877-842-3348** (TTY users call 1-866-308-5375), Monday-Saturday, 8 a.m.-11 p.m.; Sunday, 11 a.m.-8 p.m. ET.



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Fitness Program – With SilverSneakers®



Staying active and healthy is easier than ever with Independent Health's fitness benefit. All our Medicare Advantage plans include the SilverSneakers® program as part of our Wellness Benefits at no additional cost to you.

SilverSneakers is more than a fitness program. It's an opportunity to take steps to improve your overall fitness, gain confidence and connect with your community. Whether you play tennis, swim laps, lift weights, visit the gym, or enjoy live classes from home, we have you covered.

SilverSneakers Helps You Get Active, at Home or on the Go:

- Thousands of participating fitness locations* nationwide with various amenities. Ability to enroll at multiple locations at any time.
- SilverSneakers LIVE™ virtual classes and workshops throughout the week.
- SilverSneakers On-Demand™ fitness classes available 24/7.
- SilverSneakers GO™ mobile app with adjustable workout plans and more.
- SilverSneakers FLEX® classes, walking groups and workshops near you.
- SilverSneakers classes** designed for all levels and taught by instructors trained in senior fitness.

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How It Works:

1. Visit **SilverSneakers.com/StartHere** to create an online account.
2. Log in to your SilverSneakers account to view your SilverSneakers ID number. Write it down or take a picture - you will need this number when you visit a participating location.
3. You can also enjoy virtual workouts online through your SilverSneakers account.
4. To find a participating location, visit **SilverSneakers.com/Locations**.

Questions?

Contact SilverSneakers at **1-888-423-4632**

Always talk with your doctor before starting an exercise program.



SilverSneakers, SilverSneakers FLEX and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. SilverSneakers GO, SilverSneakers LIVE and SilverSneakers On-Demand are trademarks of Tivity Health, Inc. ©2023 Tivity Health, Inc. All rights reserved. *Participating locations ("PL") not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. **Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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\$0 Preventive Services



Staying up to date with your preventive care is key to maintaining and improving your health and well-being. Here is the list of the preventive services that are covered in-network at a \$0 copay with all of Independent Health's Medicare Advantage plans.

Covered in full (in-network only):

- Abdominal Aortic Aneurysm Screening
- Alcohol Misuse Screening and Behavioral Counseling Intervention
- Bone Density (Osteoporosis Screening)
- Breast Cancer Screening (Mammography)
- Cervical Cancer Screening (Pap Smear)
- Colorectal Cancer Screening, Lab, Pathology, Sigmoidoscopy and Colonoscopy Screening
- Depression Screening
- Diabetes Screening
- Diabetes Self Management Training
- Enhanced Annual Well Visit
- Glaucoma Screening
- Hepatitis C Infection Screening
- HIV Counseling
- HIV Screening
- HPV Screening
- Immunizations (Flu, COVID-19, Pneumonia, Hepatitis B)
- Intensive Behavioral Therapy (IBT) for Cardiovascular Disease
- Lipid Screening (Cardiovascular Screening)
- Lung Cancer Screening
- Medical Nutrition Therapy Services
- Obesity Screening
- Prostate Specific Antigen (PSA) Testing
- Sexually Transmitted Infections Counseling
- Smoking Cessation Counseling

To learn more call Member Services at (716) 250-4401 or 1-800-665-1502 (TTY: 711):

October 1–March 31: Monday–Sunday, 8 a.m.–8 p.m.

April 1–September 30: Monday–Friday, 8 a.m.–8 p.m.



Not all preventive services are medically appropriate every year. Independent Health uses the frequency guidelines adopted by CMS and the U.S. Preventive Services Task Force. Additional screenings would require a member to pay a copayment or coinsurance. These services are covered in full when rendered by an in-network/participating provider. There may be other services performed in conjunction with the above preventive care services. These other services will be subject to any applicable member liability per your contract.

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Hearing Benefit – With Start Hearing

Stay in the conversation through better hearing and enjoy a greater quality of life! Your Independent Health Medicare Advantage hearing aid benefit* provides you with high quality hearing aids and local professional care at a fraction of the cost. Many health plans – including original Medicare – don't offer a hearing aid benefit, leaving you to pay up to \$3,000 or more per hearing aid on the retail market.

Your Hearing Benefit Includes:

- Hearing Aid Evaluation Exam – \$45 copayment (performed by a network provider).
- Hearing aids purchased through Start Hearing.
- 40 batteries per aid (included with non-rechargeable models).**
- 3 follow-up visits at no cost with an in-network provider for fitting and adjustment of hearing aids.
- A worry-free purchase with a 60-day trial and up to a 3-year warranty.

HEARING AID OPTIONS	RETAIL COST	MEMBER COPAYMENT
Starkey Economy	\$1,673 (per aid)	\$499 copayment (per aid)
Starkey Low	\$2,338 (per aid)	\$699 copayment (per aid)
Starkey Select	\$2,738 (per aid)	\$999 copayment (per aid)
Starkey Advanced	\$3,238 (per aid)	\$1,499 copayment (per aid)
Starkey Premium	\$3,498 (per aid)	\$2,199 copayment (per aid)

Starkey Hearing Technologies is the only major hearing aid manufacturer that is American owned and operated.

How It Works – To Get Hearing Aids:

1. You must use a provider in the Start Hearing network.
2. To locate a participating Start Hearing audiologist near you, call Start Hearing at 1-888-821-4126, or visit <https://www.starhearing.com/independenthealthma>.
3. If hearing loss is discovered, your audiologist will help you choose the right hearing aids and order them through Start Hearing.
4. When the hearing aids arrive, you'll return to have them fitted and programmed by your audiologist.



*Our hearing aid coverage includes a \$45 copayment collected at the time of hearing aid evaluation exam. Benefit is limited to Starkey Hearing Aids through Start Hearing, which come in various styles and colors. You must see a Start Hearing provider to use this benefit. Routine hearing exam/fitting and hearing aid copayments are not subject to the out-of-pocket maximum.

**Rechargeable battery options are available for an additional \$75 copayment per hearing aid.

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Telemedicine Benefit from Teladoc®



When you need care after hours, can't reach your primary care physician or are traveling, our telemedicine benefit,* provided through Teladoc,® is always available for you. For a low copay, speak by phone with a doctor anytime, anywhere, for common medical issues, such as cold and flu symptoms, bronchitis, allergies, pink eye, sinus problems and more.

Your Telemedicine Benefit Includes:

- Availability 24 hours per day, 7 days per week, year-round.
- Trusted support from a board-certified, U.S. doctor licensed in the state you are calling from.
- Teladoc available outside of the U.S. via smartphone or tablet app, including on cruise ships.**
- Quick response, within minutes (during peak season average wait time can increase).
- Medications may be prescribed by the doctor if necessary for short-term antibiotics, antihistamines, anti-bacterial agents, etc.***

How It Works:

Create an account by calling **1-800-835-2362** (TTY:1-800-877-8973) or by visiting www.Teladoc.com/IH. Then enter the required information, including your medical history, contact information for your primary care physician and your preferred pharmacy. When you request a consult, the doctor will review your medical profile before contacting you to discuss your health concerns. If necessary, the doctor may prescribe medication for your diagnosis. Prescriptions can be sent to your preferred pharmacy. We recommend that you allow a record of your consultation to be sent to your primary care physician, with whom you may be advised to see for follow-up care.



*Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc consultations are available 24 hours, 7 days a week. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. **Wait times may be up to 60 minutes. ***Part D drugs purchased outside of the U.S. are not covered.

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Enhanced Diabetes Benefits



We understand that people living with diabetes have unique needs in the day-to-day management of their condition and their health. That's why Independent Health continues to work hard to help our members with diabetes manage their special needs, live healthier and save money.



Enhanced Diabetes Benefits are available to help you.

If you have a diagnosis of diabetes, you are eligible for the following enhanced benefits:

- \$35 copay for insulin from the first day of coverage.
- \$0 copay for select continuous glucose monitors and their supplies.
- \$0 for select diabetic monitoring supplies, including glucose monitors, lancets and test strips.
- \$0 copay for diabetic labs (HbA1c, GFR).
- \$0 copay for an endocrinologist office visit.
- \$0 copay for diabetic retinopathy screening.*
- \$0 copay for consultation with a nutritionist.

All Independent Health Members have access to health coaching support from expert dietitians and diabetes educators through the Brook Personal Health Companion app at no cost.

It's another way Independent Health does more to help our members, and one of the reasons why more people choose us than any other Medicare Advantage plan in WNY.**

Talk With a RedShirt®:

For questions about these benefits, please call
(716) 635-4900 or **1-800-958-4405** (TTY: 711);
October 1–March 31: Monday–Sunday, 8 a.m.–8 p.m.,
April 1–September 30: Monday–Friday, 8 a.m.–8 p.m.

It's all part of the RedShirt Treatment.



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* Diabetic retinopathy screening covers both the screening and the ophthalmologist copay. Coverage does not apply to every eye injury or disease of the eye.

** Per CMS WNY enrollment data 7/23.

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Meals and Transportation

Non-Emergency Transportation and Home Meal Delivery



At Independent Health, our Medicare Advantage members enjoy great benefits that help you get the medical care and services you need, when you need them most.

Non-Emergency Transportation

Our Assure Advantage[®] HMO C-SNP, Encompass 65[®] Basic HMO, Encompass 65[®] Core HMO and our Encompass 65[®] HMO without prescription coverage plans cover routine, non-emergency transportation services to help you get the medical care and services you need at a time convenient for you.

This includes transportation for medically-necessary services. For example:

- You pay nothing for a select amount of one-way trips to a plan-approved, medically-appropriate location, including visits to your doctor, pharmacies and more! The number of trips covered will vary based on the plan you enroll in. See your Evidence of Coverage for complete details.
- Each one-way trip is limited to 30 miles and must originate in the eight counties of Western New York. Other restrictions apply.

To coordinate a ride, call SafeRide **1-855-932-5420** (TTY: 711) or call Independent Health Member Services.

\$0 Home Meal Delivery

Proper nutrition is important after a hospital stay. To help you maintain a healthy diet, our Assure Advantage[®] HMO C-SNP, Encompass 65[®] Basic HMO, Encompass 65[®] Core HMO and our Encompass 65[®] HMO without prescription coverage plans cover home meal delivery of up to 14 days, up to 28 meals after an inpatient hospital or skilled nursing facility stay.*

Please note: With the Assure Advantage plan, we also offer an additional home delivery of up to 14 days, up to 28 meals at anytime to ensure convenient access to healthy meals that can help improve long term health.

Questions? Call a RedShirt[®]

(716) 635-4900 or 1-800-958-4405 (TTY: 711)

Oct. 1 – Mar. 31: Mon. – Sun., 8 a.m. – 8 p.m.;

Apr. 1 – Sept. 30: Mon. – Fri., 8 a.m. – 8 p.m.



Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal. *Meals must be delivered within 30 days after an inpatient stay and within the eight counties of WNY.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711). Independent 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 1-800-665-1502 (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 1-800-665-1502 (TTY: 711).

Y0042_C9207_M Accepted 07292023

Personal Emergency Response System (PERS)

Maintain your peace of mind with a Personal Emergency Response System device provided through NationsResponse® in partnership with ADT.

Members have access to emergency alert devices, two-way connectivity to round-the-clock monitoring centers, and scheduled wellness checks by ADT Companion agents.

Stay Healthy and Secure in Your Home

PERS units are covered in full on Independent Health's Assure Advantage® HMO C-SNP, Encompass 65® Basic HMO, Encompass 65® Core HMO, and our Encompass 65® HMO without prescription coverage plans.

Designed to detect falls and other accidents, a Personal Emergency Response device provides seniors and disabled members a sense of safety and security greatly enhancing independence, while also keeping them connected with caretakers, loved ones, and support networks.

To Get Started

Members of qualifying plans will have three PERS units to choose from, all at no cost:



ADT On-The-Go (4G)

Includes mobile base unit, optional fall detection, GPS location capabilities, no landline required.



ADT Medical Alert Plus (4G)

Includes in-home operations, optional fall detection, home temperature monitoring, no landline required



ADT Medical Alert Basic

Includes in-home operations, home temperature monitoring, landline is required.

You can order via phone by calling a NationsResponse® Member Experience Advisor at **(877) 270-4239** (TTY: 711), 24 hours a day, seven days a week, 365 days a year.



Questions? Call a RedShirt®

(716) 635-4900 or 1-800-958-4405 (TTY: 711)

Oct. 1 – Mar. 31: Mon. – Sun., 8 a.m. – 8 p.m.

Apr. 1 – Sept. 30: Mon. – Fri., 8 a.m. – 8 p.m.



Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal. PERS photos are for display purposes only and do not depict actual devices and services. Benefits vary by plan. Not all Medicare Advantage plan members qualify for this benefit.

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Falls Prevention Program



Our Falls Prevention Program, offered through our trusted partner, Western New York Integrated Care Collaborative (WNYICC), helps our members to develop skills that will make their home a safer place.

Injuries from falls are increasing, but you can prevent falls by:

- Doing the right exercises to strengthen and improve your balance.
- Taking steps to make your home safer.
- Getting regular health checkups with your primary care provider.
- Learning more about what you can do to stay safe, steady and healthy.

How It Works

- Independent Health members who enroll in the Falls Prevention Program will be assigned a Falls Prevention Coach to work with you for up to six months.
- Your Falls Prevention Coach will meet you at your home and complete a Falls Risk Evaluation.
 - Your health coach will evaluate your risks of falling.
 - Together, you and your health coach develop a plan and set goals to lower your chances of falling.
- The program also includes your participation in a group Falls Prevention Workshop, such as Matter of Balance, Tai Chi, Enhance Fitness, Chronic Pain Self-Management, and Walk with Ease.
 - Workshops are presented at various community sites throughout Western New York, or in some cases virtually.
 - Your Falls Prevention Coach will provide details on workshops near you and help you enroll.

To Get Started

If you are interested in staying safe, steady and healthy and want to participate in the Falls Prevention Program, please contact **Member Services**:

(716) 250-4401 or 1-800-665-1502 (TTY: 711)

Oct. 1 – Mar. 31: Monday – Sunday, 8 a.m. – 8 p.m.; Apr. 1 – Sept. 30: Monday – Friday, 8 a.m. – 8 p.m.

A Falls Prevention Coach from WNYICC will contact you by phone within 7 days.



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Get Personalized Health Support with Brook

Independent Health has partnered with Brook to offer personalized health and wellness support right from your smartphone, anytime you need it. With Brook+ and the Brook Health Companion app, keeping track of your health is now easier than ever.

Set wellness goals, receive nutrition advice and feel your best by taking the 1-minute health quiz to be matched with the Brook program that's right for you.

Your Brook Health Companion App Includes:

- Simple tracking of food, activity, sleep, medication and more.
- Support for general wellness and health conditions like diabetes and high blood pressure.
- Meal planning and nutrition advice from registered dietitians.
- Motivation and accountability from a team of highly trained health experts.
- Assistance setting and reaching goals.

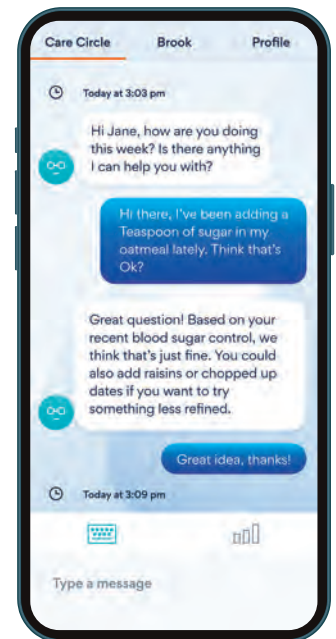
The Brook+ Diabetes Prevention Program

Introducing a new, proven way to help you lose weight, boost your energy and reduce your risk for type 2 diabetes. Here's what you'll experience in the Brook+ Diabetes Prevention Program:

- Participate in the fully digital program on your own time, with a personal Health Coach who is there to support you every step of the way.
- Watch weekly videos, set goals with your Health Coach and track your progress.
- Receive a fitness tracker* after 4 weeks of active participation.
- Structured, CDC-recognized curriculum to maintain progress and build lasting habits.

To learn more and sign up, visit: brook.health/plus-dpp-ih

To contact Brook for technical help, call **1-800-266-4407** (TTY: 711) or visit www.brook.health



* Brook+ is available to eligible Independent Health members based on an eligibility survey. One fitness tracker voucher will be provided per eligible member after 4 weeks of program participation.

In addition to the Brook+ Diabetes Prevention Program offered by Independent Health, all eligible Medicare Advantage members also still qualify to participate in the Medicare Part B **Medicare Diabetes Prevention Program**. This is a traditional in-person, class-based program certified by the CDC. For more information regarding options for participation and what plan might be right for you, please contact an Independent Health RedShirt® by calling (716) 250-4401 or 1-800-665-1502 (TTY: 711); October 1 – March 31: Monday–Sunday, 8 a.m.–8 p.m., April 1–September 30: Monday–Friday, 8 a.m.–8 p.m.

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