

VALUE-ADDED ITEMS and SERVICES

**Your Guide to Special
Discounts and Services**

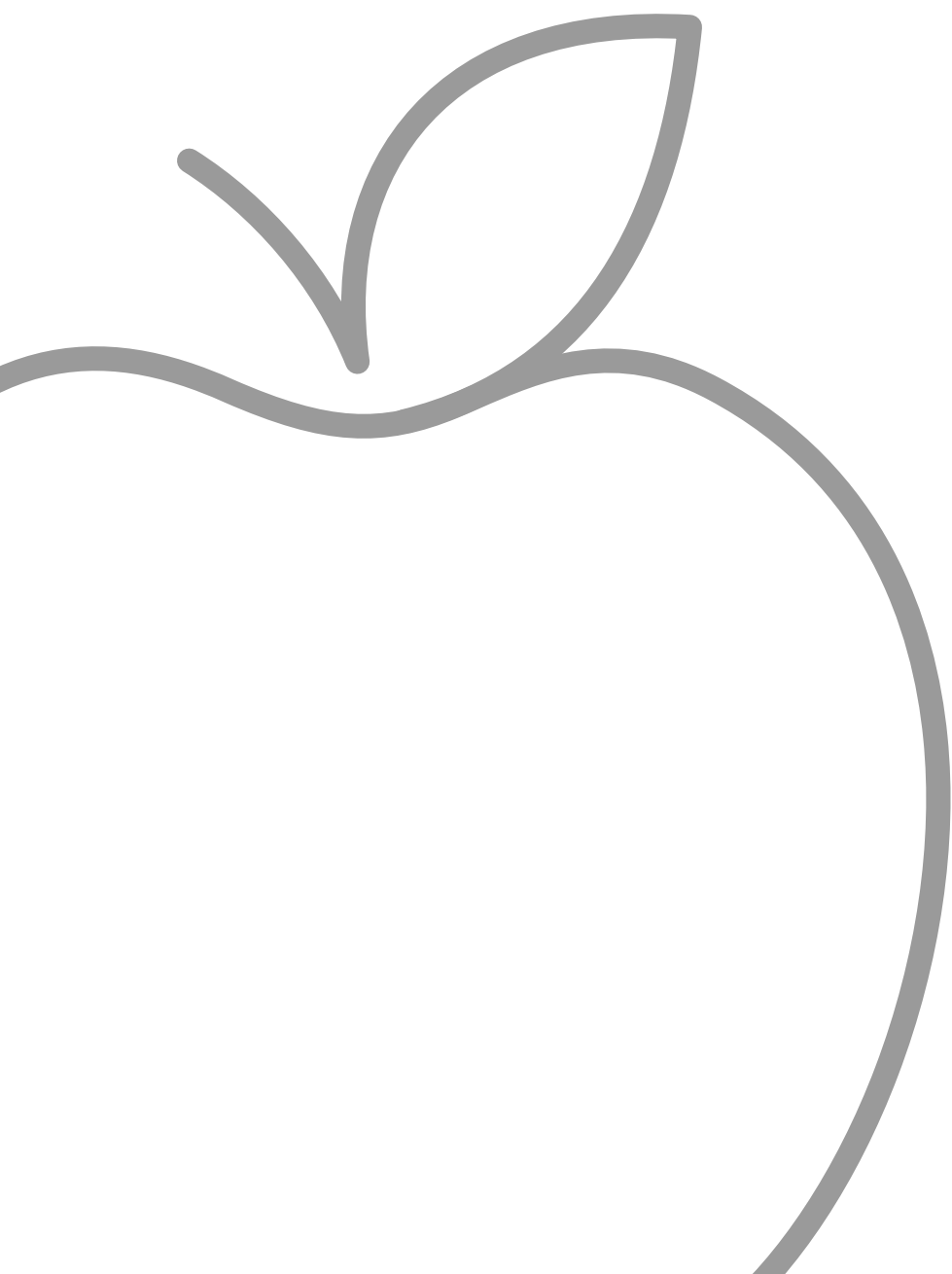


2022



- South Florida
- Tampa Area
- Orlando Area
- Daytona Area
- Space Coast
- North Florida

CarePlus
HEALTH PLANS



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Value-Added Items and Services for CarePlus

Your Guide to Special Discounts and Services

To save you money, your CarePlus plan includes valuable discounts on items you may need or want. Let these pages guide you. Also there may be other discounts and offers available with your plan. Call the number on the back of your ID card to learn more. To redeem these discounts, you may need to show your CarePlus member ID card.

- For information or if you have questions, please call Member Services at **1-800-794-5907**; TTY: **711**. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day. For 24-hour service, you can visit us at **CarePlusHealthPlans.com**.
- The products and services described on the following pages are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the CarePlus grievance process. Value-Added Items and Services (VAIS) are not plan benefits. Plan's members who choose to obtain VAIS items or services are responsible for all costs.
- CarePlus is not responsible for the performance or non-performance of any vendor or any product warranties.
- CarePlus is not responsible for payment of nor rebilling for these transactions. The sale transaction is solely between you and the vendor.

If you're unhappy with any of these items or services, we'd like to know about it. Please call **1-800-794-5907** (TTY: **711**).

Complementary and Alternative Medicine and Weight Management

CarePlus partners with WholeHealth Living Choices® by Tivity Health® to offer members the nation's leading complementary and alternative medicine (CAM) and discount network. As a CarePlus member, you have access to more than 35,000 providers, discounts and more than 35 CAM specialties, which may include: acupuncture, chiropractic, massage therapy and nutritional programs.

- **Acupuncture** – A trained professional uses very thin needles on different parts of the body. Needles are left in place for a few minutes. Acupuncture can be used to treat conditions such as pain, stomach problems, headaches, and more.
- **Chiropractic** – A chiropractor checks for problems in your spine and fixes them by using hands to adjust the spine, joints, and muscles.
- **Massage** – A massage can relax and energize you and help heal muscles after an injury.
- **Nutrition** – Nutrisystem® provides unique, comprehensive solutions for weight loss and weight management by delivering delicious, portion-controlled meals directly to the home. Members will receive a **50%** discount off every Nutrisystem plan, 7 free high protein shakes, and free shipping on all orders.

How it works

The CAM program is a value added discount benefit associated with your health plan and not considered insurance. Hence, there is no need for a pre-certification or a referral to visit a practitioner in the WholeHealth Living Choices® network. You may see WholeHealth Living Choices® providers as often as you like—but you should talk with your primary care provider about any treatments you're considering. Please note that you will be responsible for paying the WholeHealth Living Choices® providers at the reduced rate. If you're already seeing CAM professionals who are not on the WholeHealth Living Choices® list, you can ask to add them to the network by calling the number below.

Contact information

To find alternative medicine providers in your area, visit **CarePlus.wholehealthmd.com** or call **1-800-274-7526** (TTY: **711**), Monday – Friday, 8:30 a.m. – 8 p.m. Please have your CarePlus member ID card when you call.

EXCLUSIVE SAVINGS

on acupuncture, chiropractic, massage,
weight management and more

Dental Discount

You may save **20–50%** when you see a dentist in the CarePlus network. Services include annual exams, cleanings, crowns and more.

How it works

Find a CarePlus participating dentist by calling **1-800-794-5907** (TTY: **711**) or by visiting **CarePlusHealthPlans.com**.

- The dental program is not insurance; it is a discount program
- At the time of service, present your CarePlus member ID card and get the fee schedule price
- Staff will tell you if you need to pay at the time of service or wait for a bill
- Your area may not have all types of dentists
- There is a **20%** discount for specialist care
- In-network dentists are accredited and licensed by the state of Florida; for questions or concerns, call Member Services at the number provided below
- If your dentist leaves the CarePlus network, you'll need to find another one
- You cannot get a discount on dental work that began before you joined this plan

Contact Information

Visit **CarePlusHealthPlans.com**. You can also call **1-800-794-5907** (TTY: **711**). Please have your CarePlus member ID card when you call.

20-50% OFF

exams, cleanings, crowns,
specialist care and more

Hearing Care Program

As a CarePlus member, you have access to discounts and services from HearUSA. Save hundreds of dollars on the most popular products when you visit a participating provider. Please call HearUSA to schedule an appointment and receive your discounts.

How it works

Call HearUSA toll-free at **1-800-698-6767** (TTY: **1-888-300-3277**) Monday – Friday, 8 a.m. – 8 p.m., to make an appointment with a local provider. Your appointment must be scheduled through HearUSA to make sure you get your discounts.

- **\$500** discount for each hearing aid
- Two years of free batteries when you buy hearing aids (up to 96 cells)
- Two-year warranty on the hearing aids
- Featuring over 800 models of name brand hearing aids
- All styles and technology levels including invisible, Bluetooth and smartphone compatible
- 60-day money-back guarantee
- Interest-free financing available with approved credit
- A **10%** discount on accessories and hearing assistance products is also available. Just visit **www.hearingshop.com**. Please use discount code “**EARCAREPLUS**” to receive savings.

To get your discount, show your CarePlus Member ID card at the time of your visit.

Contact information

To find out more about HearUSA, call toll-free **1-800-698-6767**, Monday – Friday, 8 a.m. – 8 p.m. If you use a TTY, call **1-888-300-3277**.

EXCLUSIVE SAVINGS

on hearing aids, plus additional product discounts
exclusively for CarePlus members

Meal Delivery Discount

DeliverLean Care for CarePlus

Eat Well. Every Day.

DeliverLean Care is a leading nutrition partner to doctors and hospitals providing fresh, healthy, condition-specific meals delivered to patients' homes to help enhance recovery and improve overall health and well-being.

DeliverLean Care meals are always FRESH, never frozen, and are made with the highest quality whole ingredients. The meals are carb- controlled, low-fat, low-sodium, and are beneficial for anyone with unique dietary needs or chronic health conditions.

Our Plans

- | | |
|-------------------------------|---------------|
| 1. General Wellness | 4. Vegetarian |
| 2. Diabetic (Carb-Controlled) | 5. Pureed |
| 3. Low Sodium | 6. Kosher |

As a CarePlus member, DeliverLean Care meals are available at a discounted rate of **\$8.95** per meal and are sold in packages of 10.

How it works

1. Select your plan
2. Unpack your Meals
3. Heat 'Em up
4. Eat & Repeat

Why DL Care Meals?

- | | |
|-------------------------|------------------------------------|
| • Grounded in nutrition | • High integrity whole ingredients |
| • Dietitian approved | • Fresh never frozen |
| • Low fat, low sodium | • Prepared by gourmet chefs |
| • Carb-Controlled | |

Contact information

Call **1-800-999-0288** (TTY: **711**), Monday – Friday, 9 a.m. – 7 p.m., and Saturday 10 a.m. – 2 p.m.

Note: This meal plan discount is in addition to any meal-delivery benefit you may have under your current plan. Please consult your plan benefits to determine if you can receive meal delivery to your home at no additional cost to you, in some situations.

EXCLUSIVE SAVINGS

Discounted rates on meals

Philips Lifeline® Medical Alert Service

With a push of your help button, worn tucked inside or outside your clothes, 24/7, you are quickly connected to a Philips Lifeline Response Center.

- You choose who responds to your call for help: a neighbor, friend, loved one, or emergency services
- A Trained Care Specialist will access your personal care plan, assess your situation and dispatch the help you need
- Philips Lifeline follows up to make sure that help has arrived
- Wear your pendant at all times. It is water resistant and safe to wear in the shower or the bath ⁽¹⁾
- The AutoAlert feature automatically calls the Philips Lifeline Response Center if you fall and can't push the button ⁽²⁾
- GoSafe 2 mobile medical alert systems use multiple advanced technologies, including GPS, Wi-Fi, 2-way voice, and audible beacon, to pinpoint your location ⁽³⁾

How it works

Visit **www.offer.lifelinesys.com/Care-Plus** or call **1-800-533-8954 x 54076** (TTY: **711**), Monday – Friday, 8 a.m. – 8 p.m., and Saturday 9 a.m. – 6 p.m. When ordering, mention program code **FL870** to receive your discounts.

© 2021. All rights reserved. Button signal range may vary due to environmental factors. Monthly fees and applicable taxes apply. Other fees may apply. Minimum stay on service may be required.

⁽¹⁾ Up to 1 meter of water for 30 minutes. Refer to IFU for more details.

⁽²⁾ AutoAlert does not detect 100% of falls. If able, users should always push their button when they need help.

⁽³⁾ Coverage inside and outside the home provided where AT&T wireless network coverage is available.

EXCLUSIVE SAVINGS

on Philips Lifeline® medical alert systems

Vision Discount Program

Taking care of your vision is important to your overall health and well-being. With the vision discount program, caring for your eyes is easy — so is saving on eyewear.

How it works

You can get a **35%** discount on services from vision providers in the CarePlus network.

To locate a CarePlus network provider:

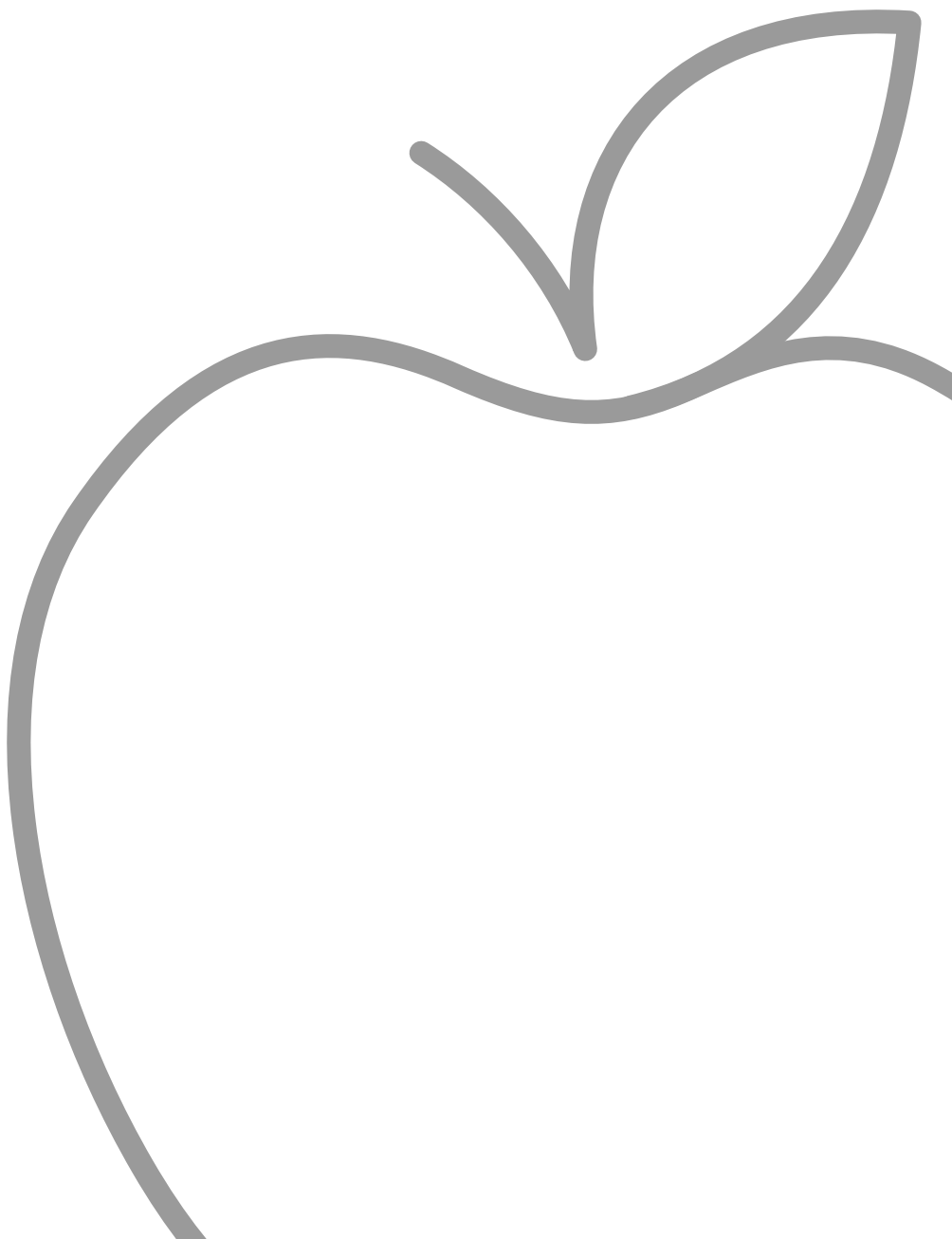
- Go to **CarePlusHealthPlans.com**
- Click on "Find a provider"
- Enter your ZIP code
- Type "vision" in the specialty field
- Click on "Optometrist"
- Click on "Search"

You can also call Member Services at **1-800-794-5907** (TTY: **711**) to ask for help finding a CarePlus vision provider.

Once you choose a provider, call and set up your appointment. Make sure to tell them you have the discount through CarePlus. The provider will take care of the rest. You won't need to submit a claim to receive a discount.

35% OFF

eye exams, eye glasses,
contact lenses and more





 CarePlusHealthPlans

[CarePlusHealthPlans.com](https://www.CarePlusHealthPlans.com)

CarePlus Health Plans, Inc. complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status, or religion in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities. Any inquiries regarding CarePlus' non-discrimination policies and/or to file a complaint, also known as a grievance, please contact Member Services at 1-800-794-5907 (TTY: 711). From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day.

Español (Spanish): Esta información está disponible de forma gratuita en otros idiomas. Favor de llamar a Servicios para Afiliados al número que aparece anteriormente.

Kreyòl Ayisyen (French Creole): Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele nimewo Sèvis pou Manm nou yo ki nan lis anwo an.