

Your opinion matters!



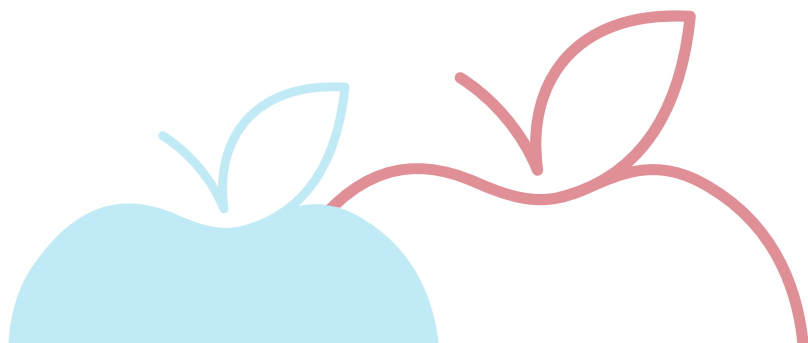
As a Medicare plan member, you may receive a healthcare survey by mail or phone.

Each year between March and June, the Centers for Medicare & Medicaid Services (CMS) randomly selects Medicare plan members for a survey called CAHPS®. CAHPS is the Consumer Assessment of Healthcare Providers and Systems. It measures your experience with your health plan and doctors.

If you receive a survey, please provide your feedback.

Your personal responses are not shared with anyone. If needed, you may ask a family member or friend to help you complete the survey.

At CarePlus, we want you to have the best possible experience with your health plan and doctors. Thank you for taking the time to consider sharing your opinion. And thank you for being part of our CarePlus family.



Getting the most from your health plan?

Take advantage of these CarePlus member perks and benefits that may be available on your plan:



MyCarePlus Member Portal

View benefit and claims information and plan documents such as your member ID card.

CarePlusHealthPlans.com/logon



CarePlus Rewards

Earn a \$50 gift card for completing certain healthy activities.

CarePlusHealthPlans.com/members/rewards



SilverSneakers® Fitness Program

Access popular gym locations and exercise classes for all levels.

tools.SilverSneakers.com



OTC Allowance on certain plans

Order select over-the-counter products with your allowance or CareEssentials Card*.

CarePlusHealthPlans.com/members/otc-products



CarePlus Link

Learn about health and wellness topics from a CarePlus educator online or by phone.

CarePlusHealthPlans.com/members/link

Member Services

If you have questions, connect with people who care at CarePlus.

1-800-794-5907 (TTY: 711)

Hours of operation: October 1 - March 31, 7 days a week, 8 a.m. to 8 p.m.

April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. You may leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day.

Thank you for being a CarePlus member!

In accordance with the federal requirements of the Centers for Medicare & Medicaid Services (CMS), no amounts on the gift cards shall be redeemable for cash and no amount may be applied toward the purchase of any prescription drug under your plan. Rewards (gift cards) must be earned and redeemed in the same plan year. Rewards not redeemed by 12/31 will be forfeited. *Available for members enrolled in CareNeeds Plus (HMO D-SNP). No amounts on the CareEssentials Card can be used to purchase Medicare-covered prescriptions or services, nor can it be converted to cash. All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.

Important: At CarePlus, it is important you are treated fairly. CarePlus Health Plans, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities. The following department has been designated to handle inquiries regarding CarePlus' non-discrimination policies: Member Services, PO Box 277810, Miramar, FL 33027, 1-800-794-5907 (TTY: 711). Auxiliary aids and services, free of charge, are available to you. 1-800-794-5907 (TTY: 711). CarePlus provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

This information is available for free in other languages. Please call our Member Services number at 1-800-794-5907. Hours of operation: October 1 - March 31, 7 days a week, 8 a.m. to 8 p.m. April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. You may 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.

