

CARE CONNECTION

News for a Healthy You



SPRING
2024

NEWSLETTER

INDIVIDUAL AND
FAMILY PLANS

 **Jefferson**
Health Plans

Have You Completed
Your Health Survey?

page 2

See Your Doctor:
First Visit is Free

page 3

Spring Into
Good Health

page 3

GET MORE FROM YOUR PLAN

WELCOME TO JEFFERSON HEALTH PLANS!

Our Individual and Family Plans offer affordable care you can count on. In each member newsletter, you'll find tips and resources to help you get the most value from your plan! Plus, we'll share steps you can take to keep you happy and healthy.



Start using the member portal to make the most of your plan!

ALL YOUR PLAN INFO, IN ONE PLACE

Want access to your plan information and benefits in an instant? The Jefferson Health Plans member portal makes it easy for you to safely and securely view your claims, benefits and deductible balance, find providers and more.

Signing up for the Jefferson Health Plans member portal is fast and easy!

1. Visit JeffersonHealthPlans.com/Portal.
2. Click the Register button. Enter the information found on your member ID card.

Once you're logged into the member portal, you can:

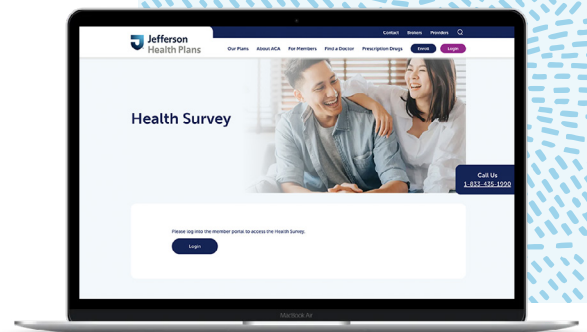
- See your plan and prescription drug information
- View your ID card
- View claims activity
- Change your primary care provider (PCP)
- Find a provider
- And more!



COMPLETE YOUR HEALTH SURVEY TODAY!

Take control of your health! Completing your health survey is the first step you can take to reach your health goals. Plus, it helps you take advantage of all the benefits your health plan offers. Complete it online here: JeffersonHealthPlans.com/HealthSurvey.

If you have already completed your survey, you can access your results report by using the link above or by logging into the member portal.



FIND YOUR DOCTOR

To help save you money, we provide you with a large number of doctors, hospitals and pharmacies in our provider network to choose from so you have access to quality, affordable care. Visiting an in-network provider or facility means you'll have lower out-of-pocket costs.

Use Jefferson Health Plans' online provider directory to find in-network providers available in your area. Searching for a provider is easy! Search by your ZIP code or by name to find a doctor or to see if your doctor is included in our network.

Visit JeffersonHealthPlans.com/FindProviders to find the right doctor for you.





SEE YOUR DOCTOR: FIRST VISIT IS FREE¹

Your first visit to your primary care provider (PCP) is **free** with all of our Individual and Family Plans.

Scheduling regular check-ups with your doctor is good for your health. This first check-up is a good time for you to discuss your health history and habits. Your doctor can also answer any questions you may have.

Even if you don't have any concerns, this visit is an opportunity for you to talk with your doctor about how to prevent future health problems.

¹First visit is free when seeing a Tier 1 provider only.

SPRING INTO GOOD HEALTH

Spring is a great time to improve your health and wellness. Check out these tips to help you have a happy, healthy spring season:



Manage Spring Allergies

If you have allergies and take allergy medicine, starting to take it earlier rather than later can help you manage your symptoms.



Stay Heart Healthy

Improving your health this spring can be as simple as walking to get your body moving. This will improve your heart's well-being in the long run.



Power Up Your Plate

Pack it with colorful fruits and veggies, lean protein and whole grains for a balanced meal. This spring, in-season options like asparagus, kale, strawberries or tomatoes are a perfect way to add a fresh twist!



Skip the Wait with Virtual Care

You have 24/7 access to Jefferson providers through JeffConnect. Get virtual care for non-emergency needs like cold, cough or flu without leaving your home. Visit [JeffConnect.org](https://www.jefferson.edu/jeffconnect) to set up your account.

MEMBER REMINDERS

GET TO KNOW YOUR HEALTH PLAN

Want to learn more about all the benefits your plan has to offer? You will find more information in your member handbook and on our website, including:

- Benefits and access to medical care
- Care coordination and how to refer yourself or get a doctor's referral
- Pharmacy drug lists, updates and how to ask for an exception if your prescription is not on our covered drug list
- Online provider directory tool to search for providers, hospitals and pharmacies in your plan, including how to get care outside of your plan
- Member rights and responsibilities and our Notice of Privacy Practices
- Information on how we review new services, treatments and health procedures
- Health education
- How to file an appeal, grievance, or request an external review
- How to get help in a language other than English

To read and download your member handbook, visit JeffersonHealthPlans.com/MemberHandbook

For more information, visit JeffersonHealthPlans.com/Individuals-Families.



Need more information about your plan?

Need help finding an in-network provider?

Have questions?

Call us at 1-833-422-4690 (TTY 1-877-454-8477) to speak with one of our friendly Member Relations representatives.

Oct 1 – Mar 31, 8 a.m. to 8 p.m., 7 days/week,
Apr 1 – Sep 30, 8 a.m. to 8 p.m., M–F



Jefferson Health Plans is underwritten by Health Partners Plans, Inc., which is a Pennsylvania Licensed Health Maintenance Organization and Qualified Health Plan Issuer in the Pennsylvania Health Insurance Marketplace.