



Banner
Medicare Advantage™

Banner Medicare Advantage Dual HMO D-SNP



2022 Healthy Living Programs

Banner Medicare Advantage Dual HMO D-SNP has a contract with Medicare and Medicaid. Enrollment depends on contract renewal.



Beginning January 1, 2022, our Banner Dual plan will include additional benefits – at no cost to you – through our Healthy Living programs. We have designed these programs to promote healthy living in the way you desire most to help you enjoy an active, independent lifestyle.

- **Value-Based Insurance Design** – Helps you proactively manage your chronic and complex conditions and live and age safely at home
- **Healthy Food Card (SSBCI)** – Eligible members will receive quarterly funds to purchase healthy food and produce

VALUE-BASED INSURANCE DESIGN

Our Value-Based Insurance Design program helps you proactively manage your chronic and complex conditions and live and age safely at home. As a Banner Dual member, you are eligible for Wellness and Health Care Planning services to help you manage your health now and in the future.

Wellness and Health Care Planning

Wellness and Health Care Planning benefits are available to all Banner Dual members – whether or not you participate is entirely up to you.

Wellness Classes



You may choose to participate in one of three wellness classes to help you make the right choices for your lifestyle and health care goals. Classes will be offered both in person as well as online.

1. Know Your Health Numbers
2. Healthy Cooking – Simplified
3. Nutrition for a Healthy Heart

If you are interested in taking one of these classes, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*). Periodically, we will send you communications regarding available wellness classes in which you are eligible to participate.

Advance Care Planning (ACP)



ACP ensures your medical treatment is consistent with your wishes if you become unable to make health care decisions for yourself. ACP includes resources such as an Advance Directive, a Living Will, or other legal documents you give to your representative or health care power of attorney (POA), your doctor(s), and anyone else who needs them.

With Banner Dual, you have access to free resources you need to feel confident your desires for your medical care, treatment, and management will be honored throughout your lifetime.

If you are working with a Banner Health care manager, our care manager can help you with this. If you would like additional information on ACP, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).

Annual Wellness Visit (AWV)



Your AWV helps you proactively manage your health in partnership with your primary care provider. That's why you are encouraged to schedule and complete your AWV. Once Banner Health verifies through medical claims review that you have completed your AWV, a \$25 reward will be added to your current Banner Dual over-the-counter (OTC) card.

You can use your rewards to purchase quality products from brands you know and love. Shop in-store at your local Albertson's, CVS, Fry's, Safeway, Walgreens, Walmart, and other participating stores or online at Walmart.com. Product restrictions include alcohol, tobacco, and firearms.



If you have not yet received your Banner Dual OTC card, please call toll-free 1-855-577-1359 (TTY 711), 8 a.m. to 8 p.m., Arizona time, seven days a week from October through March, and Monday through Friday from April through September.



Independent Living Support

If you have diabetes, a musculoskeletal disorder, and/or dementia (with a specified additional chronic condition), the benefits described below are available to encourage and support you in maintaining optimal health and independence.

DIABETES

Our *Dial into Diabetes* program includes both the support and incentive you need to take control of your diabetes and manage it effectively. Our *Dial into Diabetes* program will be available to anyone who has a diabetes diagnosis.

Through *Dial into Diabetes*, you have:

- » Access to a care team, including a care manager, health behavioral coach, and exercise physiologist.
- » A minimum of six sessions with care team members who will analyze your medical history and help you meet your health goals.
- » An exercise physiologist who, like a personal trainer, will be available to discuss your health goals and help you create a safe and appropriate plan to promote improved wellness.
- » The opportunity to have \$25 added to your current Banner Dual OTC card when you complete a minimum of six sessions with any member of the *Dial into Diabetes* care team. Once your Banner Health care manager confirms you have completed the program, the \$25 reward will be added to your existing Banner Dual OTC card.

You can use your rewards to purchase quality products from brands you know and love. Shop in-store at your local Albertson's, CVS, Fry's, Safeway, Walgreens, Walmart, and other participating stores or online at Walmart.com. Product restrictions include alcohol, tobacco, and firearms.



If you have not yet received your Banner Dual OTC card, please call toll-free 1-855-577-1359 (TTY 711), 8 a.m. to 8 p.m., Arizona time, seven days a week from October through March, and Monday through Friday from April through September.

We identify members who may be eligible for this program through claims review and the Health Risk Assessment (HRA) that you complete and mail back to us. If you are identified as potentially being eligible for this program, we may send you a communication regarding the program. If you believe you qualify for this program or would like more information, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).



MUSCULOSKELETAL DISORDER (MSD)

If you have had an MSD diagnosis in the past 12 months (or are diagnosed with MSD during the plan year), you may be eligible for the benefits described below.

Simple Therapy

Simple Therapy is an on-demand program that includes an app you download to your smartphone. This program includes:

- » Coaches, physical therapists, and other in-network providers to help you prevent and recover from injuries.
- » Guided exercise programs and real-time monitoring by a care team through the program app.
- » Coordination with the appropriate in-network medical provider(s) if your symptoms worsen or additional treatment options are needed.

We identify members who may be eligible for this program through claims review and the Health Risk Assessment (HRA) that you complete and mail back to us . If you are identified as potentially being eligible for this program, we may send you a communication regarding the program. If you believe you qualify for this program or would like more information, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).

Home Modifications *(ACC members only)*

To help you live safely at home, up to \$300 for American Disabilities Act (ADA)-compliant doorknobs and up to \$2,000 for permanent ramps may be available to you – totaling up to \$2,300 in home modifications per plan year. To be eligible for these home modifications, you must meet the following criteria:



MSD diagnosis in the past 12 months



Evaluation through the Simple Therapy app documenting your MSD is worsening



Assessment of your home by a physical and/or occupational therapist verifying you would benefit from home modifications

We identify Banner ACC members who may be eligible for this benefit through Simple Therapy's assessment and through a Banner Health care manager. If you are a Banner ACC member and are identified as potentially being eligible for this benefit, we may send you a communication regarding the benefit. If you believe you qualify for this benefit or would like more information, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).

DEMENTIA *(ALTCS members only)*

If you are a Banner Dual ALTCS member and meet the qualifications listed below, you may be eligible for additional in-home care attendant support. This support is available at no cost to you – up to two times per plan year – for a maximum of 40 additional in-home care attendant hours.

Additional in-home attendant care is available to you if have been diagnosed with dementia in the past 12 months, have had an inpatient hospital acute care stay in the past 30 days, and have been diagnosed with at least one of these five chronic conditions:

1. Advanced cancer
2. Chronic obstructive pulmonary disease (COPD)
3. Congestive/chronic heart failure (CHF)
4. End-stage liver disease
5. End-stage renal disease (ESRD)

We identify Banner ALTCS members who may be eligible for this benefit when they are discharged from an inpatient hospital stay. If you are a Banner ALTCS member and are identified as potentially being eligible for this benefit or would like more information, a Banner Health representative will contact you (or your authorized representative) regarding the benefit. If you believe you qualify for this benefit, please feel free to call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).

Healthy Food Card (SSBCI)

If you are a Banner Dual member and have been diagnosed with one or more of the chronic conditions listed below, you may be eligible for our healthy food card, through our Special Supplemental Benefits for the Chronically Ill (SSBCI), that you can use to buy approved healthy food and fresh produce at participating stores. To ensure all eligible members receive these benefits, we run regular claims reports to identify members who meet eligibility requirements.

If you qualify for the healthy food card, you will receive a letter from our benefit administrator letting you know a quarterly amount of \$75 has been added to your existing Banner Dual OTC card. Any unused funds will roll over from quarter to quarter, expiring on December 31, 2022. In addition, this letter will provide you with information on how to access healthy food card benefits by phone, website, or a mobile app.

The chronic conditions that may qualify you for the health food card are:

- 1. Autoimmune disorders limited to:** polyarteritis nodosa, polymyalgia rheumatica, polymyositis, rheumatoid arthritis (RA), and systemic lupus erythematosus
- 2. Cancer**, excluding pre-cancer conditions or in-situ status
- 3. Cardiovascular disorders limited to:** cardiac arrhythmias, coronary artery disease, peripheral vascular disease, and chronic venous thromboembolic disorder
- 4. Chronic alcohol and other drug dependence**
- 5. Chronic and disabling mental health conditions limited to:** bipolar disorders, major depressive disorders, paranoid disorder, schizophrenia, and schizoaffective disorder
- 6. Chronic heart failure**
- 7. Chronic lung disorders limited to:** asthma, chronic bronchitis, emphysema, pulmonary fibrosis, and pulmonary hypertension
- 8. Dementia**
- 9. Diabetes mellitus**
- 10. End-stage liver disease**
- 11. End-stage renal disease (ESRD) requiring dialysis**
- 12. HIV/AIDS**

13. Neurologic disorders limited to: amyotrophic lateral sclerosis (ALS), epilepsy, extensive paralysis (i.e., hemiplegia, quadriplegia, paraplegia, monoplegia), Huntington's disease, multiple sclerosis (MS), Parkinson's disease, polyneuropathy, spinal stenosis, and stroke-related neurologic deficit

14. Severe hematologic disorders limited to: aplastic anemia, hemophilia, immune thrombocytopenic purpura, myelodysplastic syndrome, sickle-cell disease (excluding sickle-cell trait), and chronic venous thromboembolic disorder

15. Stroke

You can use your healthy food card to buy approved foods such as:

- beans and legumes
- dairy products
- healthy grains: cereals, bread, pasta
- fruits and vegetables (canned or fresh)
- frozen produce and meals
- meat and seafood
- nutritional shakes and bars
- pantry staples: flour, spices, sugar, soups
- salad kits
- water/vitamin water

You can shop for these healthy foods safely and conveniently with the following options:



1) In-store at participating retailers near you, including national stores like Albertson's, Fry's, Walmart, and more;



2) Pick-up and delivery through Walmart.com (shipping costs may not be included or paid for with your healthy food card); and



3) Prepared meal delivery from Mom's Meals – visit MomsMeals.com.

If you believe you qualify for this benefit or would like more information, please call our Customer Care Center (*phone numbers are printed on the back cover of this booklet*).

The benefits mentioned are a part of special supplemental benefits. Not all members will qualify.



If you have questions, or to find out if you qualify for any of our Healthy Living programs, please call our Customer Care Center at (877) 874-3930, TTY 711, 8 a.m. to 8 p.m., seven days a week.