



HOW TO USE YOUR  
**2024 BENEFITS**

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## Welcome!

Welcome and thank you for choosing Solis as your Medicare Advantage plan. We know that navigating your healthcare plan can be difficult. However, we aim to make your experience easy and enjoyable, which is why we have created a helpful guide to navigate you through getting the most out of your benefits.

The purpose of this guide is to walk you through the different benefits Solis offers, and show you how the benefit works, and what you can do to use that benefit. We're here to ensure you understand your benefits so they can actually benefit you!

Healthcare doesn't have to be complicated. Enjoy your benefits without any added complication by using this guide.

## How to Reach Us

If you ever need to reach Solis Health Plans, we are only a phone call away. Our Member Services representatives are ready to help you with any needs you may have. As a local organization, we take time to understand our community and your needs. Don't hesitate to reach out.

### We are open

From October 1 - March 31, 7 days a week; 8 a.m. to 8 p.m.

From April 1 - September 30, Monday - Friday from 8 a.m. to 8 p.m.



**844-447-6547 (TTY: 711)**



**info@solishealthplans.com**



**www.solishealthplans.com**



# Member ID Card

Once you become a member of Solis, you will receive your Member ID Card.

Your Member ID is used to identify you as a Solis member. There are different times where you will have to present your Member ID number, such as when calling Solis Health Plans, placing your OTC or prescription drug order, or when attending your primary care or specialty office visits. Aside from cases like these, please do not share your Member ID Card information with others.

**Below is an example of what your Member ID Card will look like:**

**Front:**

<b>SOLIS</b> HEALTH PLANS		<b>Solis Plan Name</b>				
<b>Member Name:</b> Johnathan Doe	<b>Effective Date:</b> 01/01/2024	<b>Medicare<sup>Rx</sup></b> Prescription Drug Coverage				
<b>Member ID:</b> 1234567890	<table border="1"> <tr> <td><b>RxBin:</b></td> </tr> <tr> <td><b>RxPCN:</b></td> </tr> <tr> <td><b>RxGRP:</b></td> </tr> </table>			<b>RxBin:</b>	<b>RxPCN:</b>	<b>RxGRP:</b>
<b>RxBin:</b>						
<b>RxPCN:</b>						
<b>RxGRP:</b>						
<b>PCP Name:</b> Jane Doe M.D.						
<b>PCP Phone:</b> 305-123-4567						
<b>Health Plan (80840):</b> 7932103089	H0982					
<b>Primary Care: \$X   Specialist: \$X   ER: \$X   Urgent Care: \$X</b>						

**Back:**

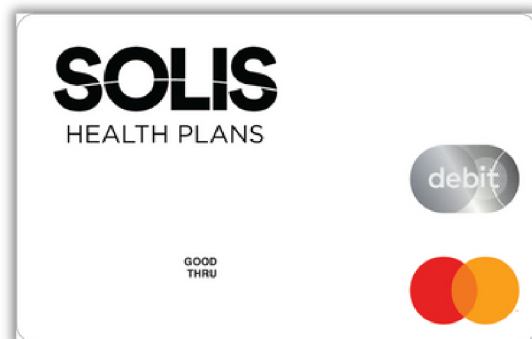
<b>IN CASE OF EMERGENCY GO TO THE NEAREST EMERGENCY ROOM OR CALL 911</b>			
<b>For Members</b>			
Website:	<a href="http://www.solishealthplans.com">www.solishealthplans.com</a>		
Member Service:	<b>1-844-447-6547</b>	TTY 711	
24 Hour Nurse Line:	<b>1-833-371-9569</b>		
<b>For Providers</b>			
Authorizations	<b>1-833-615-9260</b>		
Claims Status	<b>1-833-615-9262</b>		
Claims Address:	SOLIS Health Plans Attn: Claims, P.O. Box 211486, Eagan, MN 55121		
<b>For Pharmacy</b>			
Pharmacy Help Desk	<b>1-866-270-3877</b>	TTY 711	
Pharmacy Claims:	Navitus Health Solutions P.O. Box 1039, Appleton, WI 54912-1039		

## Solis Mastercard®

### Solis Offers One Card With Up To 3 Benefits

Your Solis Prepaid Mastercard® makes using your allowance fast, easy, and automatic! We don't complicate your finances, which is why we have just one card with up to three benefits depending on your plan.

Sample of the Solis Mastercard®:



#### The card has the following benefits available:

**Flex Card Benefit:** With the Solis Flex Card benefit, you can pay for out-of-pocket costs or additional services for dental, vision, and/or hearing. This is in addition to your dental, vision, and hearing benefits with your Solis plan (see Page 10). This allowance operates on a yearly basis. Your funds expire on December 31st, 2024.

**Healthy Living Card Benefit:** This benefit is only for Solis Guardian Plan (D-SNP) members. With the Healthy Living Card benefit, members can pay for utilities, groceries, transportation, and rent\*. This is a monthly allowance that expires at the end of each month. Unused funds do not carry over.

**Member Rewards Benefit:** Solis Health Plans members can now earn up to \$400 per year (\$100 maximum per quarter) by completing certain health screenings and activities throughout the year. To earn your reward, you must complete certain activities on a quarterly basis, with each activity having a reward amount of \$20.

Once your reward is approved, your reward dollars will be uploaded automatically into your Solis Mastercard® according to our quarterly payout schedule (Page 6). The Member Rewards benefit can be used to purchase approved items at participating locations\*. As an active Solis member, your rewards funds accumulate and can be used until April 30, 2025. After that date, your rewards dollars will expire.

\*Certain limitations may apply.

# Solis Mastercard®

## Frequently Asked Questions (FAQs)

### How can I check my Solis Mastercard® balance?

To view your allowance amounts and check balances throughout the year, visit our website at: [mycard.solishealthplans.com](https://mycard.solishealthplans.com).

For iOS or Android users, you can also download the **SHP MyCard App** to check your balance from your mobile device.

You may also **call Member Services** to check your balance.

### At which stores can I use my 2024 Healthy Living Card grocery allowance?

You can use your monthly allowance at the following participating locations:



If you have any questions about shopping with your card, please **call Member Services**.



### When will I receive my Member Rewards dollars?

Once rewards are completed and reported to Solis Health Plans, the plan must validate the rewards. Members who leave the plan before the end of a quarter will not be eligible to claim their rewards for that quarter. *Payments will only be made to active members at the time of the payout.*

**Your rewards will be uploaded automatically to your card according to the payout schedule below:**

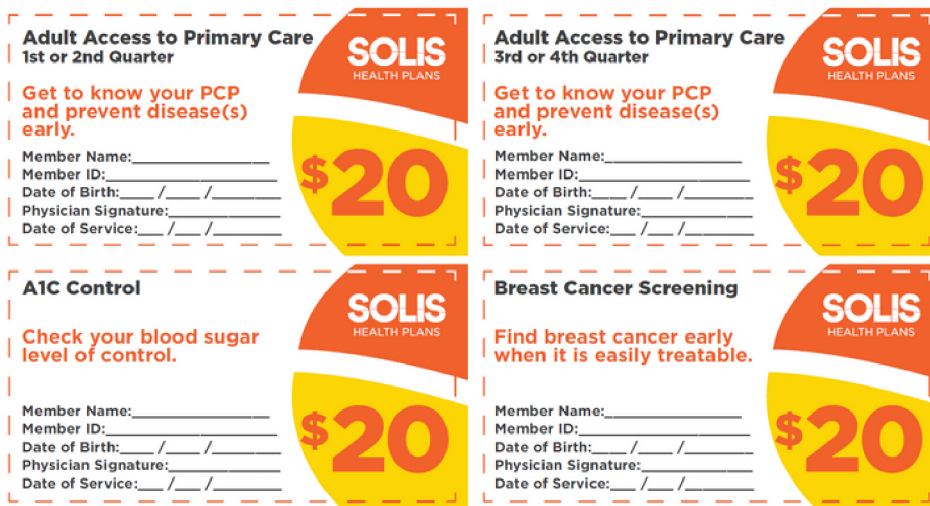
Reward Quarter:	Claim Your Reward By:	Payout on:
Q1: January - March	March 31st	June 1st
Q2: April - June	June 30th	September 1st
Q3: July - September	September 30th	December 1st
Q4: October - December	December 31st	March 1st

### How do I submit my Member Rewards Coupons?

You receive your coupons by mail from Solis. You can submit your completed coupon activities by mail, online, or over the phone.

You can mail your coupons with the **pre-addressed envelopes**, visit [solishealthplans.com/memberrewards](http://solishealthplans.com/memberrewards), or call **844-732-1688 (TTY: 711)**.

### Sample of your Coupon Book



To learn more about our Member Rewards Program, call **844-732-1688 (TTY:711)** or visit [solishealthplans.com/memberrewards](http://solishealthplans.com/memberrewards).

## Over-the-Counter (OTC) Benefit

As a valued Solis Health Plans member, you have access to hundreds of health and wellness products with your 2024 OTC benefit. The OTC benefit offers you a wide range of over-the-counter medications, vitamins, supplements, and miscellaneous items to improve your general health and well-being. You can order from a list of approved OTC products, and they will be delivered directly to you.

Enjoy the OTC benefit that includes:

- Over 60% brand name products
- Home Health Products
- No quantity limits
- Home delivery to your door within days



At Solis, we understand the importance of ensuring you have the ease to order and our team to help you along the way.

Contact us and your order will be shipped directly to your door.

**You can place your order in 3 ways:**



### Call

Order by calling **833-898-7046 (TTY: 711)**.

Have your Member ID and OTC Form ready when calling. If you have any questions or would like to review the list of OTC items, call us. We are available: Monday - Friday, 8:00 a.m. - 8:00 p.m.



### Mail

Step 1: Complete your OTC Form

Step 2: Place the completed form in an envelope and send it to:

**OTC Fulfillment Center**  
**7440 SW 50th Terrace, #105**  
**Miami, FL 33155**

Step 3: Take the envelope to your preferred mail carrier (FedEx, UPS, USPS, etc.)



### Email

Step 1: Complete your OTC Form

Step 2: Scan your OTC Form

Step 3: Email the form to: **orders@sunscriptsofc.com**



# Over-the-Counter (OTC) Benefit

## Frequently Asked Questions (FAQs)

### Where can I find my Member ID number for ordering my OTC products?

It can be found on the front of your health plan Member ID Card.

### How often can I use my OTC benefit?

Your OTC benefit can be ordered once a month, starting from the 1st of the month until the last day of the month.

### Can I roll over unused benefit amounts to the next month?

Unused benefit amounts **do not** roll over or accumulate to the next month.

### How long will it take for me to receive my OTC order?

Most orders will arrive upon 5-7 business days from the day of your order. There may be exceptions during peak volume periods as well as for holidays or natural disasters. If you have not received your order within 14 business days, please call SunScripts at **833-898-7046 (TTY: 711)** to track your order.

### Can I cancel my order once it has been placed?

Orders may be canceled within the same day of ordering, before 5:00 pm EST. To cancel your order, please call SunScripts at **833-898-7046 (TTY:711)**.

### How can I track my order?

You can call SunScripts 2 business days after placing your OTC order to track your order. Please note that there is no next-day delivery service available.

### How will my OTC items be shipped?

Items will be shipped via DotExpress courier services or FedEx at no charge to you. Please do not tip.



## Prescription Drug (Part D) Benefit

Solis offers our members coverage for prescription drugs. Here are some steps to ensure that you get the most value out of your prescription drug (Part D) benefit:

- ✓ Schedule your routine annual visit with your primary care doctor and discuss your medication regimen.
- ✓ Have your doctor select medications listed on the formulary drug list that are on the lowest cost Tiers (Tiers 1 & 2).
- ✓ Review your Explanation of Benefit statement every month to monitor your medication expenses and identify which coverage stage you are currently in.
- ✓ Make sure that you take your medications timely and do not skip doses.
- ✓ Ask your pharmacist about your medications and what side effects should be expected.
- ✓ Participate in the Medication Therapy Management Program (if you meet the qualifications). This program will help you understand your medications, minimize the risk of any potential medication problems, and optimize your health outcomes so you live longer and healthier.



## Dental, Vision, & Hearing Benefits



**Dental:** Routine dental checkups are included in your plan to help you maintain proper dental hygiene. All of our plans include preventative and comprehensive dental services. Make sure to bring your Solis Member ID Card to a dental provider within the Solis network to use this benefit.



**Vision:** Routine eye exams help protect your eyesight. All of our plans include one routine eye exam per year and a yearly allowance to use for contact lenses and/or eyeglasses. Make sure to bring your Solis Member ID Card to a vision provider within the Solis network to use this benefit.



**Hearing:** Take care of your hearing. All of our plans include unlimited hearing exams every year, a hearing aid fitting, and a yearly allowance for hearing aids. Make sure to bring your Solis Member ID Card to a hearing provider within the Solis network to use this benefit.

Your benefit allowances are dependent on your plan.  
Please refer to your Summary of Benefits.

## Preventative Care Benefits

Prevention is key. With all Solis plans, members get a **\$0 copay** for all Medicare-covered preventive services including certain screenings, trainings, programs, and immunizations. Your annual wellness visit is also covered. Authorizations and/or referrals may be required.

To use this benefit, be sure to present your Solis Member ID Card when receiving preventative care. Refer to your Summary of Benefits to see what services are covered.



## Chiropractic, Podiatry, & Acupuncture Services

**Chiropractic Services:** Take care of your bones and joints. All plans include **\$0 copay** for Medicare-covered chiropractic services with unlimited routine care. Authorization may be required after a certain amount of visits. To use this benefit, visit a chiropractor in our network, and present your Solis Member ID Card.

**Podiatry Services:** Your feet and lower legs are important to look after, especially as you age. Solis members receive unlimited routine podiatry care for a **\$0-\$5 copay**, depending on your plan. Referrals and/or authorizations may be required after a certain amount of visits. To use this benefit, visit a podiatrist in our network, and present your Solis Member ID Card.

**Acupuncture Services:** You can relieve pain and discomfort with acupuncture. All plans offer a **\$0 copay** for up to 24 acupuncture visits. Authorization may be required after the 12th visit. To use this benefit, visit an acupuncturist in our network, and present your Solis Member ID Card.

## Transportation Benefit



We understand that getting to and from your medical appointments can be difficult at times. Therefore, we provide unlimited transportation to and from confirmed medical appointment locations, and with the convenient option to request Uber or Lyft.

You can **call Member Services** or **833-371-9574 (TTY: 711)** to schedule your transportation 24 hours in advance. If you are in a wheelchair or require extra help, please call 72 hours in advance and let our team know of your needs. We are here to help you.

## Silver&Fit<sup>®</sup> Benefit

All Solis Health Plans members have access to Silver&Fit<sup>®</sup>, a flexible fitness program designed for older adults. Every Solis plan has a **\$0 copay** for a Silver&Fit<sup>®</sup> membership which gives you access to a variety of tools to help you stay active.

This includes the following and more:

- Access to participating fitness facilities such as UFC Gym, YouFit, 24 Hour Fitness, LA Fitness, Planet Fitness, and/or YMCA
- An at-home fitness kit
- Resources tailored to member interests and healthy aging goals including articles, videos, live virtual classes, events, and social groups
- Customized workout plan
- Digital workouts
- The Silver&Fit<sup>®</sup> Connected<sup>™</sup> Tool for tracking exercise activity
- Rewards for reaching new milestones

Call Member Services to receive your Silver&Fit<sup>®</sup> ID number to enjoy this benefit: **844-447-6547 (TTY: 711)**

### Participating Gyms:



### At-Home Fitness Kit Options:



## Papa™ Benefit

Every plan has an allotted amount of hours to use on Papa Pals™ services. Papa connects Solis members with Pals for companionship and assistance with everyday activities and tasks such as the following and more:



### Companionship

Spending quality time, playing board games, sharing memories, enjoying a meal, going for a walk, and engaging in great conversation.



### Technology Help

Assistance with the setup and use of devices, telehealth appointments, and social media assistance.



### House Tasks

Light surface cleaning, meal prep, organization, light gardening, and laundry.



### Transportation

Receive rides to and from medical appointments, pharmacy visits, community centers, places of worship, errands, and grocery shopping.



### Pet Help

Help with taking pets for walks, playing with pets, filling food and water bowls.



### Virtual Visits

Virtual services and companionship via phone.



To use this benefit, please call Papa Pals™ directly to schedule their services: **844-968-0356 (TTY: 711)**

## Quick Reference Guide

Below is a list of phone numbers you may need as a Solis member:

<b>Service:</b>	<b>Phone Number:</b>
Member Services	<b>844-447-6547 (TTY:711)</b>
SunScripts OTC	<b>833-898-7046 (TTY:711)</b>
Dental Services	<b>844-968-0354 (TTY:711)</b>
Vision Services	<b>833-371-9570 (TTY:711)</b>
Hearing Services	<b>833-371-9573 (TTY:711)</b>
Transportation	<b>833-371-9574 (TTY:711)</b>
Silver&Fit®	<b>833-371-9576 (TTY:711)</b>
Papa™	<b>844-968-0356 (TTY:711)</b>
Lab Services	<b>844-968-0355 (TTY:711)</b>
Home Health Products & Infusion Services	<b>844-968-0353 (TTY:711)</b>
24-Hour Nurse Hotline	<b>833-371-9569 (TTY:711)</b>

### 24-Hour Nurse Hotline

Solis Health Plans offers a Nurse Hotline, 24-hours a day, 7 days a week, to offer advice and attention on symptoms or health related questions by calling:



**833-371-9569 (TTY: 711)**



@solishealthplans



Solis Health Plans



www.solishealthplans.com



Solis Health Plans, Inc., is an HMO plan with a Medicare contract. Enrollment in Solis Health Plans, Inc., depends on contract renewal. This information is not a complete description of benefits. Call Member Services at 844-447-6547 (TTY: 711) for more information. Solis Health Plans, Inc. complies with all 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 844-447-6547 (TTY: 711).

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