

SOLIS

HEALTH PLANS

QUARTER 1: 2024

MEMBER NEWSLETTER

*FOLLOW
US ON*



*BENEFITS FOR A
BRIGHTER FUTURE*

HEART HEALTHY

THE LOCAL DIFFERENCE

**HOW TO
GET THE
HEALTHCARE
HELP YOU NEED**

*BRAIN
GAME*

*HEALTHY
RESOLUTIONS*

*CHECK-UP
CHECK LIST*

EXPERIENCE THE DIFFERENCE IN 2024

A MESSAGE FROM OUR CEO



Welcome to the Solis Member Newsletter

Our goal at Solis Health Plans is to keep you happy, healthy, and informed. Each quarter, we will send you our latest updates along with other healthy tips to help you along your journey. We know that healthcare can be complicated, but as a locally rooted organization, we can truly walk with you every step of the way.

In this issue, you will be able to see a glimpse into some of the exciting, new updates we have to offer. Read along to learn how to use your benefits. From our new Solis Mastercard® to our updated OTC offerings, we are sure that you will be just as excited as we are about what is to come for this year.

Thank you for entrusting us with your care.

The Solis Difference

As we begin a new year, it is important to also reflect on the great achievements and milestones the last year has brought us. In 2023, Solis experienced a year of tremendous growth. As a local healthcare company, we took the time to truly know our members and discover how we can better serve you. We heard your voice, and are striving to implement benefits and services that our members not only want, but need.

In 2024, expect to notice the Solis Difference. The Solis Difference is what sets us apart from other healthcare plans. It is the hands-on, personalized service we offer. It is the healthful benefits that we provide you to improve your daily life. It is the level of quality, efficiency, and collaboration that we hold ourselves to.

Our hope is that we make a difference in your healthcare journey. Experience the Solis Difference today!

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The Solis Difference is what sets us apart from other healthcare plans.

”

Sincerely,
Efrain P. Duarte

A handwritten signature in black ink that reads "Efrain P. Duarte". The signature is written in a cursive style.

Chief Executive Officer

HEALTHY BENEFITS FOR A BRIGHTER FUTURE

Did you know that Solis is Latin for sun? As we make another trip around the sun in 2024, Solis is providing new benefits to give you a brighter, healthier future. We have updated plans designed differently with you in mind. See what's new below:

Solis Mastercard®: 1 Card, Up to 3 Wallets

Your Solis Health Plans Prepaid Mastercard® makes using your allowance fast, easy, & automatic! We don't complicate your finances, which is why we have just one card with up to three benefits depending on your plan. Every member is mailed a Solis Mastercard® once you are enrolled in your plan.

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.

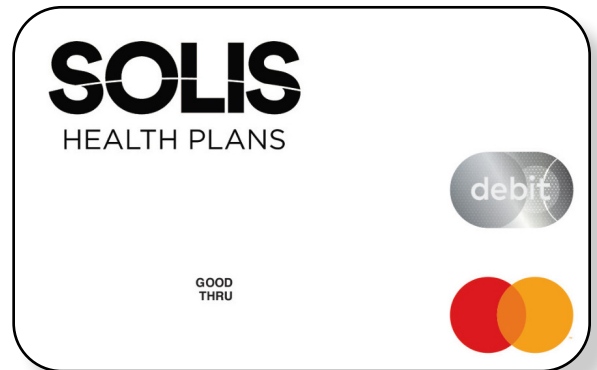
Healthy Living Card Benefit:

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*.

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. You can claim your reward by completing the activities and submitting your coupons by mail, online, or over the phone.

Sample of the Solis Mastercard®:



<p>Adult Access to Primary Care 1st or 2nd Quarter</p> <p>Get to know your PCP and prevent disease(s) early.</p> <p>Member Name: _____ Member ID: _____ Date of Birth: ____/____/____ Physician Signature: _____ Date of Service: ____/____/____</p>	<p>A1C Control</p> <p>Check your blood sugar level of control.</p> <p>Member Name: _____ Member ID: _____ Date of Birth: ____/____/____ Physician Signature: _____ Date of Service: ____/____/____</p>
<p>Adult Access to Primary Care 3rd or 4th Quarter</p> <p>Get to know your PCP and prevent disease(s) early.</p> <p>Member Name: _____ Member ID: _____ Date of Birth: ____/____/____ Physician Signature: _____ Date of Service: ____/____/____</p>	<p>Breast Cancer Screening</p> <p>Find breast cancer early when it is easily treatable.</p> <p>Member Name: _____ Member ID: _____ Date of Birth: ____/____/____ Physician Signature: _____ Date of Service: ____/____/____</p>

Once approved, your reward dollars will be uploaded automatically into your Solis Mastercard® according to our quarterly payout schedule (Page 4). The Member Rewards benefit can be used to purchase approved items at participating locations.* 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.

*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, download the **SHP MyCard App**, or call **Member Services**.

Can I discard my 2023 Solis Healthy Foods Card?

If you were a Solis member in 2023, you can carefully discard the Solis Healthy Living Card after December 31, 2023. This was an orange card that said “Healthy Foods” on it. However, please **do not** throw away this **NEW** Solis Mastercard®. This card is pictured on Page 3. Your card will be reloaded with your allowances and rewards throughout the year.

When does my money expire, and do unused allowances and rewards dollars roll over?

Flex Card Benefit: This allowance operates on a yearly basis. Your funds expire on December 31st, 2024.

Healthy Living Card Benefit: This is a monthly allowance for Solis Guardian Plan (D-SNP) members that expires at the end of each month. Unused funds do not carry over.

Member Rewards Benefit: Your Member Rewards funds accumulate and can be used until April 30, 2025. After that date, your rewards dollars will expire.

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

We have enhanced your shopping experience and added 2 new stores to use your Healthy Living Card at. In replacement of Family Dollar, Solis Guardian Plan (D-SNP) members can now use their Healthy Living Card at **Winn-Dixie** and **Fresco y Más** plus the additional vendors below:



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 31 st	June 1 st
Q2 April - June	June 30 th	September 1 st
Q3 July - September	September 30 th	December 1 st
Q4 October - December	December 31 st	March 1 st



For more information on our Member Rewards Program, call **844-732-1688 (TTY:711)** or visit solishealthplans.com/memberrewards.

Over-the-Counter Benefit (OTC)

At Solis Health Plans, we understand the importance of ensuring you have a catalog of products to choose from, ease to order, and our team to help you along the way.

Enjoy your OTC Benefit that includes:

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



Call our dedicated team to help you place your OTC orders over the phone at: **833-898-7046 (TTY:711)**.

Over-the-Counter 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.



February is **National Heart Health Month**. You can celebrate by keeping your heart healthy.

Your heart is perhaps the most essential organ in your body. In simple terms, imagine your heart is an engine and your body is a car. Your heart helps to keep your body running smoothly. It pumps blood throughout your body to give you oxygen and nutrients, while also removing waste.

As you age, it is important to keep your heart healthy. According to the U.S. Department of Health and Human Services¹, people who are 65 years old and older are much more likely “to suffer a heart attack, to have a stroke, or to develop coronary heart disease (commonly called heart disease) and heart failure.” Additionally, heart disease can often lead to disability for older adults, which can effect the overall quality of life.

There are simple lifestyle changes that you can make to improve the overall health of your heart.

References:

¹U.S. Department of Health and Human Services. (2018). Heart health and aging. National Institute on Aging. www.nia.nih.gov

²American Heart Association. (2022). The Ten Ways to Improve Your Heart Health. www.heart.org.

The American Heart Association, offers 10 easy ways to improve your heart health²:

1. Engage in physical activity
2. Include fruits and vegetables in your daily diet
3. Eat whole grains
4. Eat healthy proteins such as plants and seafood
5. Use liquid non-topical plant oils
6. Stay away from processed foods
7. Cut down on salts and added sugars
8. Limit alcohol consumption
9. If you smoke, actively work to quit smoking
10. Know the warning signs of heart attacks, strokes, and other heart diseases

Contact your doctor if you have concerns about your heart health.

BRAIN GAME | WORD SEARCH

THEME: FLORIDA WINTER

E L H T C A R D I G A N Z L F
P A M E I L F B I A K L A V M
T C B S U N S H I N E F O W D
L I S R A A A N Z F L L N L I
G P Z E I R N J C L I I A B E
L O X N V N D L O O P P W L A
M R N C R E C Y S U F F A I H
I T G O P M A W Y R L L K S E
Q N R U A Y S O A I D O E S P
O I O R L R T B D S P P N G L
G O W L M A L N Y H S S B O R
P N I G T C E J N L Y D N I W
H H H E R E B W I F U U Q H J
C L X P E D A Y A A R D M E S
X A B U E Z A N R H E E C K V

Cardigan

Chilly

Flip flops

Palm Tree

Rainy Days

Sandcastle

Sunshine

Tropical

Windy

HEALTHY RESOLUTIONS

According to the CDC¹, “regular physical activity is one of the most important things you can do for your health.”

Staying physically active as an older adult is essential, as it can increase strength and prevent health problems that often come with aging.

The CDC recommends that adults 65 and older should engage in moderate-intensity activities for 150 minutes per week, or more vigorous-intensity activities 75 minutes per week. Additionally, muscle strengthening and balance activities are recommended.

It is never too late to resolve to living a more active lifestyle.

All Solis Health Plans members have access to Silver&Fit®, a flexible fitness program designed for older adults. With your Silver&Fit® benefit, you have access to a variety of tools to help you stay active.

References:

CDC (2023, April 13). How much physical activity do older adults need?. Centers for Disease Control and Prevention. www.cdc.gov

This includes the following and more:

- Access to participating fitness facilities (YouFit, UFC Gym, 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® Connected™ tool for tracking exercise activity
- Rewards for reaching new milestones

With Silver&Fit®, reaching your fitness goals is easier! Call Member Services to learn more today!

844-447-6547 (TTY: 711)



 Silver&Fit®

CHECK-UP CHECK LIST

Your annual wellness visit doesn't have to be a hassle. This annual (or even bi-annual) appointment can reveal important health information to both you and your primary-care physician. Take the time to schedule your appointment, and review the check list below so that you are prepared.

- **Remember to bring your Solis Member ID Card and personal identification**
- **Have a list of your medications ready**
- **If possible, fill out any documents or forms beforehand to save time during check-in**
- **Know your health history and allergies**
- **If you use glasses or hearing aids, remember to bring them with you**
- **Coordinate with your family members or caregivers to attend your appointment with you to have an extra set of ears and assistance, if needed**
- **Be prepared and think about what questions you may want to ask your doctor**
- **Bring a pen and paper to take notes during your appointment**
- **Bring your Solis Member Rewards coupon for your PCP to sign**
- **Schedule free transportation to your confirmed medical appointment by calling Member Services at 844-447-6547 (TTY: 711)**

HOW DID YOU DO?



THE LOCAL DIFFERENCE

HOW TO GET THE HEALTHCARE HELP YOU NEED

Social Services

The Social Services Department identifies our members who may be eligible for a broad range of government and other community assistance programs. Participating in these programs can help low-income beneficiaries improve their financial well-being and reduce financial barriers to healthcare, which may lead to better health outcomes.

Programs include:

- **Medicare Savings Programs (MSP):** Helps with paying Medicare Part B premiums
- **Extra Help (LIS):** A Social Security program that helps with prescription drug costs
- **Community Programs:** Programs that help with transportation, nutrition, energy, phone costs, and many more.

When it comes to understanding eligibility, policies, regulations, procedures, and forms, our experienced staff is here to help.

Members can contact our Social Services Department at no cost



833-264-9152 (TTY: 711)
or **305-420-3082**

Monday - Friday, 9:00 a.m. - 5:00 p.m.

socialservices@solishealthplans.com



Member Services

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.

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 from 8 a.m. to 8 p.m. 9:00 a.m. - 5:00 p.m.



844-447-6547 (TTY: 711)



Solis Health Plans is accredited as a Medicare-HMO Plan by NCQA. Rated 3.5 out of 5.

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 1-844-447-6547 (TTY: 711).