

Member Connections



A Monthly Newsletter from HealthTeam Advantage

November 2023 Edition



Giving Thanks

Each year at this time, we are reminded of all there is to be thankful for in our lives.

All of us at HealthTeam Advantage are especially thankful for each one of you as members. We know 2023 has had its challenges, but we appreciate that you continue to stand by us as we work through each challenge together, showing that we only become stronger for those we serve.

As we head into this holiday season and new year, we hope that you are happy, healthy, and surrounded by love. Our teams here at HTA will continue to be of support to you as we all navigate the closing of 2023 and the beginning of 2024.



Sincerely,
Ashley Velez
 Director of Operations
 Member Services & Enrollment

Know Your Benefits: 2024 Reminders

We want to keep you informed about your plan benefits. Here are some important reminders for next year:

Dental

- In 2024, the combined maximum benefit amount for Preventive and Comprehensive Dental services is \$3,000.
- The maximum benefit for out-of-network dental services is \$500. **Please note: This is part of the overall \$3,000 combined maximum for Preventive and Comprehensive Dental services.** You must see in-network providers to use the full \$3,000 benefit.
- There is a \$50 deductible for Comprehensive Dental services.
- We have added coverage for Endodontics, Bridges (fixed), and Core Build-ups (to support dental crowns).

Prescriptions

- For 2024, we are introducing Preferred Pharmacy Locations. These pharmacies will offer a lower copay for Tiers 1 and 2, and they include CVS, Harris Teeter, Walmart, and Cone Health Community Pharmacy locations. Many independent pharmacies are also included on our preferred list.
- The long-term supply of drugs (also called an "extended supply") has been increased from 90 to 100 days.

Additional Reminders for 2024

- We have reduced copays for Urgent Care visits. Please refer to your 2024 [Evidence of Coverage](#) for details.
- All plans will have a Memory Fitness benefit (BrainHQ) and Papa Pals, a new benefit that offers companionship and in-home support with everyday tasks such as running errands, folding laundry, grocery shopping, transportation to and from the doctor, and more.
- We added a lower-cost option for hearing aids. TruHearing Standard Hearing Aids have a \$299 copay per hearing aid.
- All plans will include an Over-the-Counter debit card with a quarterly allowance for OTC products. Debit cards will be mailed to members with a catalog of eligible OTC products. Look for these materials in your mailbox in late December.



Caring for Your Skin as You Age

Some older adults may overlook one aspect of healthy aging — taking care of your skin. November is [National Healthy Skin Month](#)[®], and it's a great time to focus on skin health.

[Take Care of Your Skin](#)

Tips for Managing Diabetes

November is American Diabetes Month. Some 37 million Americans are affected by the disease, so it's important to know how to prevent or manage diabetes. Learn more with these [tips](#) from the National Institutes of Health.

Did you know that our Diabetes & Heart Care HMO CSNP plan will be available in seven counties in 2024? Get all the details on our [website](#).

HTA in the Community

Come be a part of the excitement this November!

HealthTeam Advantage invites you to join us for a series of enjoyable and informative events in our community! We can't wait to see you there!



[November Community Events](#)

Fall Artisan Showcase

November 11 from 10 am to 4 pm
 Greensboro Performing Arts, 7200 Summerfield Rd., Summerfield
 Open to all. Local craft vendors — get some early holiday shopping done!

Greensboro Elks Lodge Senior Breakfast

November 16 at 9 am
 Greensboro Elks Lodge, 2201 W. Cornwallis Dr., Greensboro
 Open to all. Enjoy some great fellowship and fun!

Holiday-themed Crafters Corner

November 17 at 1 pm
 Roy B. Culler Senior Center, 921 Eastchester Dr., Unit 1230, High Point
 To RSVP, call 336-883-2584.

A Moment in Time Memory Café

November 21 at 1:30
 Jamestown UMC Campus, 403 E. Main St., Jamestown (Park and enter at Fellowship Hall)
 People with dementia and their caregivers are invited to play games, enjoy snacks, listen to music, and socialize in a relaxing environment. This month's theme is the County Fair. To register, call Laura Gullede at 336-906-0430.

Running of the Turkeys

November 23 at 9 am
 Jaycee Park, 3802 Jaycee Park Drive, Greensboro
 Pick your FUN on Thanksgiving morning:

- Run Turkey RUN: 3.5 miles
- Gobble Gobble: Family Fun Walk and Run (Untimed)
- Run or Walk ANYWHERE: virtual 3.5 miles

[Register NOW](#) since the race is capped at 2,000 participants!



Healthy Recipes

As the holiday season approaches, it's good to have some new recipes on hand. Visit our [YouTube channel](#) to see **Chef Rocky Cordova** create healthy dishes with our **health coach and dietitian, Jennifer Weyrauch**. Recipes include easy shrimp and broccoli, mouthwatering turkey burgers, and roasted chicken and ratatouille.

Have a compliance concern or suspect fraud, waste, or abuse?
 Contact the Compliance Helpline (anonymously, if you wish) at:
[1-855-741-4518](tel:1-855-741-4518) or www.hta.ethicspoint.com

