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# Highmark's Medicare Advantage New Supplemental Benefits

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# Medicare Advantage

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## New Supplemental Benefits and Innovative Programs

### New Benefits & Programs for 2022:

- **Papa Pals**
- **Diabetic Testing Supplies**
- **Senior Savings Insulin Model**
- **Onduo**

# NEW: Papa Pals

- Members in select plans will have access to **\$0 copay for 36 hours of services annually**
- **Plans with Papa Pals benefit:** CB HMO Signature (CPA/NEPA), FB Standard & Deluxe (CPA/NEPA), FB Standard & Distinct (WV), FB Distinct (DE)

## Benefit Overview:

- **Home visits & Respite Care**
  - Augment IADLs, companionship, light housework, etc.
- **Essential Transportation**
  - Short-distance travel for errands and appointments
- **Fitness & Activity**
  - Health club visits, walking, gardening
- **Social Connections**
  - Targeted actions to reacquaint members to their community
- **Task-Driven Objectives (“push” messaging via Papa app)**
  - Review benefits, take HRA, personal safety, etc.

## Papa Pals vs. Current Highmark PALS Volunteer Program

	Papa Pals	PALS Volunteers
<b>Geography</b>	CPA/NEPA, WV, DE	Primarily WPA, some CPA, NEPA, WV
<b>Offering</b>	Guaranteed to all members; can market 36 hours/year limit	Not a plan benefit, can't guarantee; can't market; unlimited use
<b>MA Plans w/ Service</b>	Select plans	All MA plans
<b>Staffing</b>	Paid “pals” are primarily college student in HC field	Unpaid volunteers, mainly Highmark Sr. members
<b>Services offered</b>	In person & virtual Companionship and Assistance for Daily Activities	In person & virtual Companionship, ADL support, other social activities
<b>Additional services</b>	App based “push” messaging like gap closures, surveys, etc.	Walking, book, & quilt clubs, Forever Learning lectures

*\*Papa Pals does **not** replace the PALS program*

# NEW: Differentiated Diabetic Experience



## \$0 Diabetic Testing Supplies

### Diabetic Testing Supplies Eligible for \$0

- Glucose Meters/Monitors
- Test Strips
- Lancet and Lancet Devices
- Other Glucose Solutions

### What's Changing?

- Member cost share was previously 20% coinsurance
- At DME suppliers where testing supplies are filled today, all products will be \$0
- Members can get supplies at pharmacies for \$0
  - Lifescan & Abbott supplies are preferred and bill at \$0
  - Other brands will require a Physician Auth but will be \$0 if approved



## Senior Insulin Savings Model

### Senior Savings Model (SSM) Overview

- \$35 copay during initial coverage phase (31-day supply)
- Coverage Gap (copay remains at \$35)
- ~90% of insulins on Highmark's formularies are in the model:
  - Eli Lilly, Novo Nordisk, Sanofi-Aventis

### Which plans will participate?

- Community Blue Medicare HMO Signature plans in CPA/NEPA
- All Distinct plans across the three states and varying regions (Community Blue Medicare PPO/Plus PPO, Complete Blue PPO, and Freedom Blue PPO)
- Freedom Blue PPO Standard in West Virginia

# NEW: Differentiated Diabetic Experience -Onduo

## Onduo Virtual Diabetes Program

### What is Onduo?

- An enhanced disease management program for Type 2 Diabetics
- Virtual care center that provides eligible, participating members with daily access to tools and diabetes experts

### Provides:

- Access to endocrinologists, to provide additional support between regular doctor visits
- Access to coaches and diabetes experts from the Onduo team, work with the member and provider to optimize a diabetes care plan
- An FDA-cleared blood glucose meter with an unlimited supply of test strips
  - If additional eligibility criteria is met, some members will receive access to a continuous glucose monitoring system (CGM)

### Who is it available to?

- All Highmark Direct Pay Medicare Advantage members diagnosed with Type 2 diabetes



# Existing Sr. Markets Direct Pay Supplemental Benefits



## Dental - Preventive & Comprehensive

- \$0 - \$15 Office Visit + X-Rays
- Comp Dental allowances from \$250-\$3.5k (50% coins.)
  - Prosthodontics, Restorative Services, Extractions, Endodontics Services, Single crowns and inlays, onlays (only on select plans)



## Vision

- Annual Exams
- Standard eyewear at no cost
- \$100-150 toward non-standard eyewear & contacts
- \$200 limit for upgrades after cataracts



## Hearing

- Annual Exams
- Hearing Aid Costs: \$499-\$799 or \$699-\$999 for TruHearing network providers/devices
- \$500 allowance for non-TruHearing aids on PPO plans



## Fitness - SilverSneakers

- Members are eligible for a basic gym membership and amenities at participating fitness centers at no cost



## OTC (Over-The-Counter) Allowance

- Quarterly allowances of \$25-\$150 on select plans
- Orders via mail, web, or phone



## Post Discharge Meals

- For members admitted to an inpatient medical facility and then discharged home (on select plans)
  - Pre-made frozen meals are delivered directly to a member's home at no additional cost
  - 2 meals per day / 14 days



## Transportation

- \$0 copay per ride - 24 trip / 50-mile limits
- Limited to Freedom PPO PA and WV plans and Security Blue HMO-POS plans (not on FB Distinct/Signature plans in WV)



## Healing at Home

- For members eligible for SNF stay (on select plans)
- Up to \$1k in DME at no cost, 28 hrs of non-skilled home care

**Covid-19 Inpatient Hospital Cost Share Waiver will continue throughout 2022:** IP copays for Covid-19 treatment waived for the entire 2022 plan year.