Earn Your $50 Gift Card with Healthy Living

If you haven’t earned your $50 gift card yet, there’s still time. Healthy Living℠ is an incentive program that rewards you for keeping up with wellness activities like annual wellness visits (AWV) and flu shots. Here is how it works:

1. You need 70 points to earn your $50 gift card. Your AWV is required (and worth 40 points), but you choose the rest of the activities.

2. Choose how to track your wellness activities and redeem your points:
   > Go to My Health to access the “Activities and Rewards Balance” page of the Healthy Living portal.
   > Mail or fax the paper tracker in the Healthy Living Advantage flyer.
   > Call Member Services at 855-442-9900 (TTY: 711).

### 2018 Healthy Living Wellness Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Wellness Visit</td>
<td>40</td>
</tr>
<tr>
<td>Colonoscopy</td>
<td>20</td>
</tr>
<tr>
<td>Mammogram</td>
<td>20</td>
</tr>
<tr>
<td>Flu Shot</td>
<td>20</td>
</tr>
<tr>
<td>Eye Exam</td>
<td>10</td>
</tr>
<tr>
<td>Enroll in My Health</td>
<td>10</td>
</tr>
<tr>
<td>Physical Activity</td>
<td>10</td>
</tr>
<tr>
<td>Your Choice</td>
<td>10</td>
</tr>
</tbody>
</table>

**EARN 70 POINTS TO REDEEM YOUR REWARD!**

Visa Gift Card

$50.00

Remember:
Redeem your gift card by December 30, 2018.

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Advantage Living is a trademark of SelectHealth®.
For many, summer is the time to travel. Peace of mind when you’re traveling is priceless, but what if you get sick or have a medical emergency? You may wonder if you are covered or where to go if you need medical care. Here are some common questions and answers.

Q: Am I covered while traveling around the United States?
A: Throughout the United States, you have benefits for urgent care, emergency care, and renal dialysis. You also have access to participating retail pharmacies and lab facilities nationwide. Visit selecthealthadvantage.org to search for pharmacies and lab facilities near you.

Q: Am I covered while traveling outside of the United States?
A: SelectHealth Advantage® covers emergency care and emergency hospital admission no matter where you go. If you are traveling outside of the country and need emergency care, visit the nearest provider or hospital. You may need to pay for treatment at the time of service and submit a claim to SelectHealth for reimbursement.

Q: Do I have prescription drug coverage?
A: Yes, you can access participating retail pharmacies nationwide. If you are traveling where there are no network pharmacies and you receive your drugs at an out-of-network pharmacy, your drugs may be covered in special circumstances, BUT you may have to pay more than your normal cost-sharing amount. In addition, you will likely have to pay the pharmacy’s full charge for the drug and submit documentation to receive reimbursement from SelectHealth Advantage.
This Is Not a Bill—It’s an EOB

Each time we process a claim, we create an Explanation of Benefits (EOB) that explains information about the claim and how we processed it. It is important to understand that the EOB is not a bill; it is a helpful tool that shows:

**Date of Service**  
When you received the service.

**Service Code**  
A description of the service.

**Billed Charges**  
How much the provider billed.

**Allowed Amount**  
The dollar amount allowed for a covered service.

**Plan Paid**  
The amount we paid.

**Totals**  
The total amount for each service after the billed charges, allowed amount, and what we pay has been calculated.

**Plan Year Accruals**  
The totals you have accrued towards your Medical Out-of-Pocket Maximum.

**Total Member Responsibility**  
The amount that you are responsible to pay the provider. This amount does not reflect any payments that you’ve already made.

An EOB explains how your Total Member Responsibility was calculated. Depending on the service you received and where you received it, you could be required to pay a copay, coinsurance, or another dollar amount—if it isn’t a covered charge.

Understanding your claims can be difficult. The EOB is a tool that can help you determine which claims we’ve received and how they were paid.

Eliminate some mail from your growing pile: Visit My Health to sign up for paperless EOBs. Your EOBs are always available online and in our mobile app.

If you ever have questions about an EOB, call Member Services at 855-442-9900 (TTY: 711) and we can help.
PLANT A TREE WITH ONE CLICK.
SIGN UP TO GO PAPERLESS!

OVER 5,800

That’s how many trees we planted at the Bibb County Preserve last year.

We partnered with the Arbor Day Foundation to plant trees for members who signed up to go paperless.

We felt so good about helping restore a habitat, we’re doing it again!

Sign up to go paperless and we’ll plant a tree to help restore another forest.

Here’s how: Visit selecthealth.org/trees and log in to My Health.
Do You Have a My Health Account?

My Health is your personal dashboard for managing your plan and your health. Visit selecthealthadvantage.org to sign up and explore everything you can do:

- View your ID card and Explanation of Benefits (EOBs)
- Track and record your Healthy Living™ wellness activities
- Look up prescription drug costs
- Get quick answers to your questions through our online chat
PRIVACY NOTICE
You can find the SelectHealth Notice of Privacy Practices at selecthealth.org. You can also ask for a hard copy by calling the Intermountain Privacy Office at 800-442-4845, emailing privacy@imail.org, or writing to this address:

Attn: Privacy Office
SelectHealth
P.O. Box 30192
Salt Lake City, UT 84120-8212

IMPORTANT INFORMATION
The content presented here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your healthcare provider if you have any questions or concerns. The information that is contained in this newsletter does not guarantee benefits. If you have questions or want to confirm your benefits, contact Member Services toll-free at 855-442-9900 (TTY: 711). SelectHealth is an HMO plan sponsor with a Medicare contract. Enrollment in SelectHealth Advantage depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premium, and/or copayments/coinsurance may change on January 1 of each year. SelectHealth complies with 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 1-855-442-9900 (TTY: 711).
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-442-9900 (TTY:711).

Getting to know us!
EMPLOYEE SPOTLIGHT

Meet Autumn
Medicare Quality Assurance Specialist

How long have you worked at SelectHealth?
4.5 years

What's your role here at SelectHealth?
I help our phone representatives offer the best service and make sure we are taking care of our members in the best way possible.

What's your favorite part about your job?
Being able to help our members with their concerns and figuring out a solution for them.

When you are not working, what do you like to do in your free time?
I like being outside with my family. I enjoy fishing, kayaking, biking, and camping.

What is your favorite summer activity?
Kayaking and camping.
Dairy-free Fudgesicles

Avocados replace the dairy in this frozen treat.

**Ingredients**

- 2 ripe avocados, peeled and diced
- 2/3 cup cocoa powder
- 1/2 cup maple syrup
- 1/2 cup full-fat coconut milk
- 1/4 tsp. cinnamon
- 1/2 tsp. vanilla extract
- 1/4 tsp. sea salt

**Directions**

1. Add all ingredients to a food processor and process until completely smooth. You may need to stop the processor and scrape the sides with a rubber spatula to incorporate all ingredients.
2. Spoon the fudgesicle mixture into a popsicle mold. Tap the molds gently on the counter to ensure the molds are filled and to avoid air pockets.
3. Insert popsicle sticks and freeze for at least 3 hours, or until completely set.
4. When frozen, thaw the popsicles 5 to 8 minutes, or run the molds under hot water to release the fudgesicles.

**Nutrition Facts:** Calories: 194; Fat: 8 g; Carbohydrates: 28 g; Protein: 3 g


For more healthy recipes, visit selecthealth.org and read our blog.
Have a Concern or Compliment? Call Us!

If you have a concern, complaint, or compliment, we want to know about it. Call us with any feedback you may have (good or bad). We want to hear about your experience. More importantly, if there’s a problem, we want to fix it.

OUR CONTACT INFORMATION

Call your Member Services team at 855-442-9900 (toll-free):

> **October 1 to February 14:**
  Weekdays 7:00 a.m. to 8:00 p.m., Saturday and Sunday 8:00 a.m. to 8:00 p.m.

> **February 15 to September 30:**
  Weekdays 7:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 2:00 p.m., closed Sunday.

Outside of these hours of operation, please leave a message and your call will be returned within one business day. TTY users, please call 711.