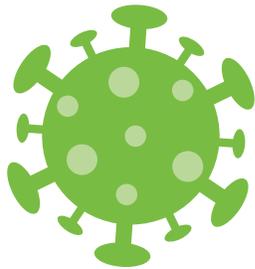




Stay Home, Stay Safe. We Are Here for You!



Health Choice
Generations
(HMO D-SNP)



is keeping up with the latest
developments about
the COVID-19 illness.



Below are some tips to protect your health.

- **Most important:** Stay home when you are sick.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Know the signs and symptoms of COVID-19: fever, cough and shortness of breath.
- If you must go out, cover your nose and mouth with a mask, bandana, scarf or similar material and be sure to stay at least 6 feet away from others.

Concerned about symptoms? Call Your Doctor

If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice. If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

Please remember: Don't delay calling your provider for any help or questions about ANY medical care needs. Our network providers are available for your healthcare needs.

We are here to help. If you have questions, please call Health Choice Generations (HMO D-SNP) at **1-800-656-8991**, TTY 711, 8 a.m. to 8 p.m., 7 days a week.



Telehealth Services

Telehealth lets you talk to a provider from the comfort of your own home. It's a great option for when you need a convenient alternative to going into your provider's office. These services are provided at NO COST to you by Health Choice Generations. We suggest first calling your own doctor. Many doctors are now doing appointments by video conference or sometimes even by phone. They have your medical history and can best direct your care, including ordering prescription refills.

The Buddy Program

Health Choice Generations understands the importance of individualized care. This is why we assign every member their very own health care buddy. Your health care buddy is available to help you with your health care needs including finding a doctor, help you make appointments and answering questions about your benefits.

Remember, during these difficult times, your buddy is just a phone call away! Just call us at **1-800-656-8991** (TTY 711).

Prescription Medications

This is a good time to think about changing prescriptions you take regularly from a 30-day supply to a 100-day supply. Health Choice Generations is allowing you to refill certain prescriptions early, to make sure you have enough on hand.

For more information about your prescriptions, visit Caremark.com, or call us at **1-800-656-8991** (TTY 711).





Transportation Services

If you need transportation to and from plan approved locations, including medical appointments, call **1-888-418-0903** (TTY 711), 24 hours a day, 7 days a week. Please call 72 hours before your appointment to schedule transportation. This service is provided at NO COST to you. If you have an urgent medical need, please call to arrange transportation. For emergency medical needs, please call 911.

Food Resources

We understand during these unprecedented times, our members may need additional resources to help feed their families. The statewide directory of food banks is available at the following link: <http://www.azfoodbanks.org/index.php/foodbank/index/>.

Before visiting an organization, call ahead to verify locations, hours and availability.

Over-the-Counter (OTC) Benefit

As a Health Choice Generations member, you have an Over-the-Counter (OTC) benefit every quarter (every three months). This benefit allows you to get OTC products you may need. Be sure to use your benefit amount before the end of every quarter. Orders can be placed by calling **1-844-457-8938**, TTY 711, 8 a.m. – 11 p.m. EST, Monday – Friday.

For COVID-19 Information and Updates

Please refer to these websites:

Centers for Disease Control and Prevention (CDC):
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Arizona Department of Health Services:
<https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php#novel-coronavirus-home>

AHCCCS Frequently Asked Questions:
<https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html>

Behavioral Health Resources

Crisis services are available to anyone, regardless of insurance coverage. If you or someone you know is experiencing a crisis, or need someone to talk to, please call one of the 24/7, free hotlines below.

Northern Arizona Crisis Hotline:
1-877-756-4090

Maricopa Crisis Hotline:
1-800-631-1314 or 602-222-9444

Southern Arizona Crisis Hotline:
1-866-495-6735

Silver&Fit Fitness Benefit

Health Choice Generations knows how important fitness is to our members. During this unprecedented health crisis, we want to support you with additional resources to keep you on track. With the Silver&Fit fitness benefit, we've got Something for Everyone® and is available right on the Silver&Fit website at www.SilverandFit.com.



At-Home Exercise Offerings

As a Health Choice Generations member, we're offering you the choice of a fitness wearable tracker to get you set up for at-home workouts. Go to the Silver&Fit website to choose one, at no cost to you.*

Also, please remember these other helpful Silver&Fit resources:

- Mobile App with Fitness On-Demand Exercise Videos
- Home Fitness Kits
- Fitness Tracking
- Healthy Aging Coaching

For more information, or to register, please call Silver&Fit Customer Service at **1-877-427-4788**, TTY 711, Monday – Friday, 8 a.m. to 9 p.m. EST.

**At-home exercise offerings available through June 30, 2020 to encourage the use of safe, at-home exercise programs for Medicare members during the COVID-19 pandemic. Limited to one offering per member.*

***Select either of these Fitbit or Garmin devices to be shipped right to your home at no charge! Or, use the \$50 credit to purchase a different device at Fitbit.com or Garmin.com. With the exception of the Fitbit Inspire and Garmin vívoFit 4, purchase of a wearable tracker or app may be required and is not reimbursed by the Silver&Fit program.*



Health Choice Generations (HMO D-SNP) 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 1-800-656-8991 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih 1-800-656-8991 (TTY: 711.)