

your **ADVANTAGE**

A newsletter exclusively for
FIDELIS MEDICARE ADVANTAGE AND FIDELIS DUAL ADVANTAGE MEMBERS

Spring Into Better Health!

As the days get longer, spring is a great time to focus on your health and wellness. [Here are some key ways to help you get started!](#)

Get Moving. Be physically active. Most adults should exercise 30 minutes a day, 5 days a week. Ask your primary care provider what exercise program is right for you. Regular exercise can help you improve your sleep, and reach and maintain a healthy weight.

Eat Healthy. Focus on eating plenty of fruits, vegetables, lean proteins, whole grains, and low-fat dairy.

Talk with Others. Speak with friends and family regularly. Staying in touch with loved ones helps maintain emotional health. It also helps keep your mind sharp.



To learn more about helpful health topics, visit our Healthwise page at [fideliscare.org/Healthwise-Knowledgebase](https://www.fideliscare.org/Healthwise-Knowledgebase)

COVID-19 Vaccine Update

There are now vaccinations available that will give you the best chance of protecting yourself and your loved ones from getting COVID-19 in the future.

The vaccine is being given to different populations in a tiered approach. While the vaccination process is underway, you should wear a mask, social distance, and avoid small and large gatherings.

When you are able to get the vaccine, call your doctor with any questions.



To learn more and get the latest vaccine updates, visit: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) or [ny.gov/vaccine](https://www.ny.gov/vaccine)



FIDELIS CARE®

SPRING 2021

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24/7 Access to Your Benefits

The Member Portal gives you access to your Fidelis Care account 24 hours a day, 7 days a week. Log in at members.fideliscare.org to order member ID cards, change your PCP, see your claims history, and more!



Questions? We Are Here to Help!

Call us today at:
1-800-247-1447 (TTY: 711)



We Value Your Opinion

Every year, surveys are sent to randomly selected members. If you receive one, please complete and return it. Your feedback helps us improve member care and services.

Have a Wellness Visit with Your PCP

Your primary care provider (PCP) is your health care partner. If you haven't done so already, make an appointment for your annual wellness visit this year. You can expect to be seen within 12 weeks of your appointment request. **Remember: there is no copay for your annual wellness visit.**

During your visit, talk with your PCP about the health topics that are most important to you. Here are some key topics to discuss:

COVID-19. Ask your PCP any questions you may have about COVID-19 testing and vaccines, as well as keeping yourself and those around you safe.

Screenings. Ask your PCP what screenings are right for you. Regular screenings can help find health concerns early, giving you the best chance for successful treatment.

Pain. Let your PCP know if you have aches and pains, even if you don't experience them during the visit.

Medications. Let your PCP know about all the medications you are taking, and ask if they are right for you. It's important to review all your medications each year, especially if you have a chronic health condition like high blood pressure. You can also ask your PCP for tips about how to remember to take your medications as prescribed.

Daily Living. Let your PCP know if you have any problems when you eat, get dressed, go to the bathroom, or do other daily activities.

Advance Care. Talk with your PCP about the care you would want to receive should you become unable to speak for yourself. You can leave written instructions (also called a "living will") or you can choose a person to speak with health care staff in your place (also called a "health care proxy").



Looking for a PCP or pharmacy in your area?

Our Find a Doctor online tool can help. Visit www.fideliscare.org/findadoctor to get started.



Need a Telehealth Visit?

Ask your PCP if a telehealth visit is right for you. You may be able to talk to your PCP by phone or video.



Telehealth visits are also available to you through our Teladoc service. To get started:



Download the Teladoc app (from the App Store or Google Play)



Visit www.teladoc.com/fideliscare



Call 1-800-835-2362 (TTY: 711)

Personalized Help for You

Care Management is available for all Fidelis Care Medicare members. Our Care Managers provide you with personal support for your health and wellness. **They can help you:**

- Find the health care provider or specialist that is right for you
- Get the preventive care you need to stay healthy
- Coordinate the care between all your providers
- Find resources in your community
- Get medical supplies or durable-medical equipment (DME)
- Recover after a hospital stay
- And more!



Your Care Manager can answer any questions you have, and will stay in touch with you to make sure your health care needs are met.

How Can I Get Help from a Care Manager?

To get started, fill out a Health Risk Assessment (HRA), and we will assign you a Care Manager who will help create a care plan that is right for you. **There are two ways to fill out your HRA:**

- Fill out the paper version and mail it back in the enclosed prepaid, self-addressed envelope (you should have received it when you signed up for your coverage with us), or
- Call 1-800-247-1441, extension 16518, Monday-Friday, 8:30 AM – 5 PM, and we will complete your HRA together over the phone



Questions?

Call our Care Management Department at 1-800-247-1441, option 3.

Landmark In-Home Care

Fidelis Care has a program to give extra support to Medicare members with more than one chronic condition. We have joined with Landmark to offer these services.

If you qualify, you will be notified by letter or phone call. You will also receive more information about Landmark's services.



If you received the information and still have questions, call 1-833-229-0954 (TTY: 711).

Be Rewarded for Taking Care of Your Health

You may be able to receive a **wellness incentive (gift card)** for having certain health screenings in 2021.



To learn more, please visit fidelisrewards.novu.com/intake. You can also call 1-888-425-2828 (TTY: 711), Monday – Friday, 8 AM – 10 PM; or Saturday, 10 AM – 3 PM

The last day to have a qualifying screening is **December 31, 2021**. The last day to submit a wellness incentive claim for a screening you received in 2021 is **January 31, 2022**.



FIDELIS CARE®

480 CrossPoint Parkway
Getzville, NY 14068

The content provided is for informational purposes only and does not constitute medical advice. If you have questions about your health, please talk to your doctor.

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Health and wellness or prevention information

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There's Still Time to Get Your Flu Shot!

Join the millions of people who get their yearly flu shot. You'll get peace of mind and thanks from those close to you!



Getting the flu shot this year, during the COVID-19 outbreak, is extra important.

Did You Know?

We offer an incentive for members who have their annual flu shot. To learn more, visit [fidelisrewards.novu.com/intake](https://www.fidelisrewards.novu.com/intake)

Our immune defenses weaken with age, and people 65 and older — or those with a weak immune system — are at higher risk for severe effects of the flu. Getting a yearly shot helps protect yourself and those around you. **Plus, it's available at no cost to you.**

Create a healthy environment for yourself and those close to you. Talk to your doctor or pharmacist and get your yearly flu shot soon!



Looking for a PCP or pharmacy in your area?

Our Find a Doctor online tool can help. Visit www.fideliscare.org/findadoctor to get started.

Fidelis Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. For assistance, please call 1-800-247-1447 (TTY: 711).

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

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