



HealthWise



# WELCOME NEW MEMBERS

## Exciting 2020 Health Plan Highlights

We value all of our members in the SAMBA Health Plan! We're committed to providing you affordable, quality health care coverage and excellent customer service.

This year, we are pleased to offer:

- › *Reduced premiums*  
For the 2nd consecutive year, we lowered your premiums
- › *Primary care office visit copays reduced by \$10*  
Pay only \$20 Standard Option or \$15 High Option
- › *Two free Teladoc visits per year*  
Beginning with your 3rd visit, you pay \$15 under Standard Option or \$10 under High Option
- › *Reduced prescription drug copays for enrollees with Medicare Part B*  
Pay less out of pocket for your generic and preferred brand name prescriptions

Find the latest information about the SAMBA Health Benefit Plan and our other products, including Dental & Vision, Life Insurance, Personal Accident Insurance, and Long Term Disability Insurance at [www.SambaPlans.com](http://www.SambaPlans.com) or contact our Customer Service team at **800.638.6589**.

## Enhancing Your Member Experience

SAMBA has listened to your feedback and is making improvements.

- Do you have a question or concern that needs SAMBA's attention? You can contact us by sending a secure email via the SAMBA website. From our home page, just click on the "Contact Us" link at the top of the page to get started.

- Need a copy of an EOB or want to check the status of a claim? Get access to the SAMBA Member Portal by registering on our secure website to access all of the options. Start by choosing "Member Login/Register" from the home page and follow the instructions.
- Can't remember your login information to **SambaPlans.com**? You now have the ability to use a User ID or your SAMBA ID number to log in to the SAMBA Member Portal. Go to the "Member Login/Register" page for more details.
- Away from your computer and need to find a Cigna network provider? Our mobile-friendly web site makes it easy for you to navigate to the right place to find what you need. Check it out today!
- Concerned about the protection of your personal information? Effective this January, a new SAMBA ID number was issued to all members. The new ID number will improve the security of your health plan information.

Account	3330972	RxBIN	003858
Effective	1/1/2020	RxPCN	A4
ID	S00010003	RxGrp	SAMBARX (80840)
Name	JOHN T SAMPLE	PCP Visit	\$20
	Standard Option	Specialist	\$30
	Open Access Plus	Urgent Care	\$20
	No Referral Required	Hospital ER	20%

SAMBA primary members

Medicare A&B primary members

Account	3330972	RxBIN	003858
Effective	1/1/2019	RxPCN	A4
ID	S00010004	RxGrp	SAMBARX (80840)
Name	JOHN V SAMPLE		
	Standard Option		



## Affordable Dental Coverage — with Vision Benefits Included!

SAMBA offers you and your family a choice of two comprehensive dental plan options: the **DMO** Plan or the **PPO** Plan. You pay the same low premium for either option and both plan options include vision benefits at no additional cost.

### **Choose the dental plan option that works best for you.**

The **DMO** plan lets you choose an Aetna primary care dentist, your key to maximum coverage – managing your overall dental care. There are no deductibles, no claim forms, no waiting period, and no annual maximum benefit.

The **PPO** Plan gives you the flexibility to choose any dentist, however, you will generally pay less if you choose an Aetna PPO dentist. No referrals are needed and you have access to both in-network and out-of-network benefits.

Regardless of which dental plan option you choose, Plan members receive vision care benefits, too.

You have access to the EyeMed network of providers to receive benefits for routine eye examinations, eye dilation, frames and lenses, or contact lenses. Discounts on additional vision care services and products are also available.

You can enroll at any time, change dental plan options at any time, **and your children are covered up to age 26!**

ENROLL ONLINE TODAY  
IT'S FAST & EASY!

Visit **SambaPlans.com**

- › Choose *Dental & Vision Plan* on the home page
- › Click “Online Enrollment” under the Enrollment Center to get started

## SAMBA Health Benefit Plan Member Rights and Responsibilities

Learn about your rights and responsibilities in the management of your health care.

As a SAMBA Health Benefit Plan member, we are committed to your health and wellness and we want to ensure that you are receiving the best care and service.

The **SAMBA Health Benefit Plan Member Rights and Responsibilities** define specific rights and responsibilities that you have as a member and patient.

### **Your Member Rights include:**

- › Choosing your own health care providers
- › Having your medical information kept confidential
- › Voicing suggestions, complaints, grievances, or appeals about our Plan, care provided, or your health care provider
- › Receiving necessary primary and preventive care
- › Being treated with respect and dignity by your health care providers and our plan.

### **Your Member Responsibilities include:**

- › Paying applicable copays, coinsurance and deductibles
- › Providing information that our Plan or your health care provider needs
- › Treating your health care professionals and their staff with dignity and respect
- › Knowing what medicines you take, why, and how they are taken
- › Showing your member ID card to health care providers before getting care



View a copy of the SAMBA Health Benefit Plan Member Rights and Responsibilities.

Visit **SambaPlans.com**.

- › Click on the *Health Benefit Plan* link
- › Choose “Member Rights & Responsibilities” under the Information Center.



Request a paper copy or learn more about your rights and responsibilities.

Contact SAMBA's customer service: **800.638.6589**.



## February is American Heart Month

It's a perfect time to think about your heart health

Sometimes heart disease may be “silent” and go undiagnosed until a person experiences signs or symptoms of a heart attack, heart failure, or an arrhythmia. Symptoms of these events may include:

- chest pain or discomfort
- upper body discomfort
- upper back or neck pain
- dizziness, and shortness of breath
- indigestion, heartburn, nausea or vomiting
- swelling of the feet, ankles, legs, abdomen, or neck veins
- extreme fatigue

Key risk factors for heart disease may include high blood pressure, high blood cholesterol, diabetes, and smoking. About half of Americans<sup>1</sup> (47%) have at least one of these three risk factors. Several other medical conditions and lifestyle choices can also put people at a higher risk for heart disease.

By living a healthy lifestyle, you can help keep your blood pressure, cholesterol, and blood sugar levels normal and lower your risk for heart disease and heart attack.

Choose healthy habits to help prevent heart disease.

- › Choose healthy foods and drinks
- › Keep a healthy weight
- › Get regular physical activity
- › Don't smoke

Take charge of your medical conditions – you can take steps to lower your risk for heart disease.

- › Check your cholesterol
- › Control your blood pressure
- › Manage your diabetes
- › Take your medicines as directed
- › Work with your health care team

### Let SAMBA help you reach your goals

Your SAMBA Health Benefit Plan offers resources to help you reduce your risk factors. You and your covered dependents have access to programs such as:

- › Your Health First® Program – to help manage chronic health conditions

- › Tobacco Cessation Program – help to become and remain tobacco free
- › Weight Management Program – lose weight and improve your health through a personalized weight loss program

With your SAMBA Health Benefit Plan, you also qualify for the Healthy Rewards® Program, which offers discounts on many health and wellness products and services.

Visit **SambaPlans.com** to get started today!

Or contact SAMBA Customer Service for more information; **800.638.6589**.



### Begin Your Journey to Better Health and Earn a \$25 Deductible Credit

Assess your current health and potential health risks using an online health assessment tool. You'll receive individualized feedback and specific recommendations on how to promote health and prevent disease.

After you complete the health assessment, SAMBA will apply a \$25 credit toward your calendar year deductible. This incentive is limited to two covered individuals per family (over age 18) and allowed once per calendar year.

To complete your Health Assessment:

Go to **SambaPlans.com**

- › Choose “Health Benefit Plan” from the home page.
- › Click on the **Health Assessment** link to be directed to the SAMBA/myCigna page.
- › Register as a new user or sign in to your myCigna Account

<sup>1</sup> www.cdc.gov; National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention

This information is for educational purposes only and is not intended as medical advice. Always consult with your doctor for appropriate examinations, treatment, testing, and care recommendations.



Earn a \$25 Deductible Credit  
See Inside!



<Firstname> <Lastname>  
<Address Line 1>  
<Address Line 2>  
<Cityname>, <XX> <00000-0000>

11301 Old Georgetown Road  
Rockville, MD 20852-2800