



Issue 3  
Spring 2024

# Better Health Matters

Practical tips and information for a healthier lifestyle



## What's Inside:

Because better health matters, this edition is filled full of valuable information on living a healthier lifestyle, and getting the most from your plan membership.

- **Medications covered**  
What's different in 2024
- **Wellness checklist**  
A guide to conversations with your primary physician
- **Preventative screening**  
Maintain a healthy lifestyle with regular wellness visits and screenings
- **Supplemental Benefits**  
For Farm Bureau Advantage HMO Members

## We want to hear from you

Farm Bureau Health Plans' mission is to provide affordable health insurance choices and **exceptional service** to individuals and families with integrity, fairness, and compassion. In order to provide and continually improve that exceptional service to our members, we want to hear from you. You may be asked to participate in an upcoming survey that is designed to improve the interaction and experiences you have with your plan. Your participation will be greatly appreciated. If you have questions or concerns and would like to speak with someone from our member experience team, please refer to the numbers below.

**MHIC Part D Plan members:**

**Member Services:**  
**1-855-540-4744**  
(TTY/TDD: 711)

8 a.m. through 8 p.m. local time, seven days a week, October 1 through March 31.

8 a.m. through 8 p.m. local time, Monday through Friday, April 1 through September 30.



[mhinsurance/part-d](https://mhinsurance/part-d)

**Farm Bureau Health Plans Part D Plan members:**

**Member Services:**  
**1-866-643-6924**  
(TTY/TDD: 711)

8 a.m. through 8 p.m. local time, seven days a week, October 1 through March 31.

8 a.m. through 8 p.m. local time, Monday through Friday, April 1 through September 30.



[fbhp.com/part-d](https://fbhp.com/part-d)

**Farm Bureau Advantage HMO members:**

**Member Services:**  
**1-833-999-0103**  
(TTY/TDD: 711)

8 a.m. through 8 p.m. local time, seven days a week, October 1 through March 31.

8 a.m. through 8 p.m. local time, Monday through Friday, April 1 through September 30.



[fbhp.com/medicare-advantage](https://fbhp.com/medicare-advantage)

[fbhp.com](https://fbhp.com)

# Medication Formularies

At the start of a new benefit year, formularies change so your medications may or may not be covered going forward. Many members have asked **“Do I qualify for a temporary supply or transition fill of my medications?”**



**It is important to understand that this is a temporary supply for a refill only and not applicable for new prescriptions.**

If your doctor or other prescriber determines there is not a safe and/or effective alternative drug that is on our formulary, you or your prescriber may ask us for a Formulary Exception. If a Formulary Exception is approved, you will be able to obtain the non-formulary drug for a specified period of time during that benefit year.

## New Members:

- **Does your medication require prior authorization?**
- **Does the medication require step therapy?**
- **Does the medication have a quantity limit?**
- **Is the medication NOT covered on the 2024 formulary or drug list?**

If you answered yes to any of the questions above, you are eligible for a temporary supply of the medication. A temporary supply or transition fill is a month's supply of your medication during the first 90 days of the calendar year. This allows you and your doctor time to secure a prior authorization or find a replacement medication included on the formulary.

## Existing Members:

- **Is the medication NOT covered on the 2024 formulary or drug list?**

Existing members may receive a temporary supply or transition fill if your medication was removed from the 2024 formulary or drug list. During the first 90 days of the calendar year, you may receive a temporary, month's supply of your drug. If your doctor or other prescriber determines there is not a safe and/or effective alternative drug that is on our formulary, you or your prescriber may ask us for a Formulary Exception. If a Formulary Exception is approved, you will be able to obtain the non-formulary drug for a specified period of time during that benefit year.

**To request a formulary exception, a type of coverage decision, you can call, write or fax. Your doctor can request a coverage decision for you.**

### **PDP - FBHP:**

#### **Farm Bureau Health Plans Prior Authorization Dept.**

P.O. Box 25183  
Santa Ana, CA 92799  
Phone: (866) 643-6924  
Fax: (844) 403-1028

### **PDP - MHIC:**

#### **Members Health Insurance Company Prior Authorization Dept.**

P.O. Box 25183  
Santa Ana, CA 92799  
Phone: (855) 540-4744  
Fax: (844) 403-1028

### **MAPD:**

#### **Farm Bureau Advantage HMO Prior Authorization Dept.**

P.O. Box 25183  
Santa Ana, CA 92799  
Phone: (866) 868-2495  
Fax: (844) 403-1028

A standard coverage determination request will be reviewed, and a decision made within 72 hours of receiving your request or your prescribing doctor's statement.

You can request an expedited (fast) coverage decision if you or your doctor believe that your health could be seriously harmed by waiting up to 72 hours for a decision. If your request to expedite the decision is granted, we must give you a decision no later than 24 hours after we receive your request or prescribing doctor's supporting statement



# Making changes for a healthier lifestyle

It's a new year and many of us are thinking about making changes for better health. Farm Bureau Health Plans is here to support you in feeling better and staying healthy. Why? Because, **Better Health Matters!** It matters to you and it matters to us. We are on a mission to support you and your health and well-being.

For most of us, better health requires a change from our current choices and habits. What stage are you in? Are you contemplating or have you made up your mind? Have you already started to make changes and possibly even created some new routines? Even little steps, like scheduling a wellness exam or increasing your activity level, can make a big difference in your overall health.

Adopting new, healthier habits may protect you from serious health problems like obesity and diabetes. New habits, like healthy eating and regular physical activity may also help you to have more energy and manage your weight. Old habits are hard to break but if you stick with changes, they will soon become your new, healthy habits. Sometimes it is helpful to track your progress and even reward yourself after reaching a milestone.

In addition to eating healthy and physical activity, getting routine or regular checkups can be one way to track your progress and “journal” your health.

Farm Bureau Health Plans wants to be an active partner in getting you scheduled for your Annual Wellness Visit and provide you with a more convenient and cost-effective way to receive maintenance medications!

**Please discuss routine screening recommendations with your primary health care provider.**

Additionally, keep an all-inclusive list of your medications handy for appointments with all your providers. And, finally, discuss changes to your physical activity with your provider prior to making any big changes.

**Here's to the year 2024 filled with much happiness and better health.**

**Better Health Matters,  
Brenda Hogan, MBA, RN, ACM**





2024

# Annual Wellness Checklist

**This year Farm Bureau Health Plans is introducing its first Annual Wellness Checklist!**

The first key to achieving Better Health, is scheduling an Annual Wellness Visit to kick off your year. This is an opportunity for your Primary Care Provider to develop, or update, your personalized prevention plan.

This plan is customized to address your personal needs and ensure you're on the path to better health. Your Annual Wellness Visit is provided at no cost to you and should facilitate a timeline for scheduling preventative screenings and exams to manage chronic conditions.



Scan with your smartphone to download your checklist

## Supplemental benefits to consider

A few other supplemental benefits to keep in mind if you are a Farm Bureau Advantage HMO member:



Routine Dental Benefits  
**Delta Dental 1-866-327-0274**

[www.providers4you.com/nationalmedicareadvantageppo](http://www.providers4you.com/nationalmedicareadvantageppo)



Hearing Aids  
**TruHearing 1-888-939-9557**

[www.truhearing.com](http://www.truhearing.com)  
(TTY 711)



Routine Vision Services  
**VSP 1-800-428-4833**

[www.vsp.com/advantageonly](http://www.vsp.com/advantageonly)



Fitness Program  
**Silver&Fit®\* 1-877-427-4788**

[www.silverandfit.com](http://www.silverandfit.com)  
(TTY 711)

# Farm Bureau Health Plans is excited to partner with Optum Rx

## to feature Optum's Home Delivery Service as the preferred method for filling prescriptions in 2024!

Enrolling into Optum's Auto-Refill Home Delivery Program will conveniently deliver a 100 Day Supply of all eligible maintenance medications to your door. This will save you trips to the pharmacy, money throughout the year, and keep you on track with your medications by lowering your refill rate to only 3 – 4 times per year!

Before your first order can be shipped, you'll need to complete the steps to enroll. Scan the QR Code below to start setting up your

account and provide your preferred method of payment (credit card, debit card or bank account). This account will allow you to go online or use the mobile app to place and track orders, check prices, and more!



# Optum

## Let us bring your medications to you!



### Skip the trips

We deliver your medication to your door. You don't even have to leave home or wait in the pharmacy line.



### Save money

You may pay less than what you do at in-store pharmacies. And, standard shipping is free.



### Stay on track

With a 3-month supply, you may be likely to miss a dose. You can sign up for automatic refills.

### Ready for home delivery?

Here are the ways to sign up.

- **optumrx.com** or with the Optum Rx app.
- Or ask your doctor to send an electronic prescription to Optum Rx.
- Or call the number on your member ID card.



Scan code.  
Log in.  
Sign up.