

CARE CONNECTION

News for a Healthy You

SPRING
2025
NEWSLETTER

INDIVIDUAL &
FAMILY PLANS



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Health Plans

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GET MORE FROM YOUR PLAN

THANK YOU for being a valued member of Jefferson Health Plans.

Inside our 2025 spring newsletter, you'll find tips and resources to help you make the most of your Individual and Family Plan.

OUR MEMBER PORTAL: THE INFO YOU NEED AT YOUR FINGERTIPS

Looking for quick and easy access to your plan details? Sign up or log in to our member portal today!

To create your account, follow these steps:

1. Visit JeffersonHealthPlans.com/Account.
2. Click the Register button.
3. Enter your information.

Start using the member portal to make the most of your plan!

Once you're logged into the member portal, you can safely and securely:

- View plan medical and prescription drug benefits
- Request a replacement ID card
- Update your primary care provider
- Find in-network providers
- View claims and deductible balance
- And more!

STEP INTO SPRING WELLNESS: FIRST PCP VISIT FREE

Spring is the perfect time for a wellness check. And, your first primary care provider (PCP) visit is free!*

A routine check-up is a good way to stay on top of your health, discuss your history and habits, and ask your doctor questions. Even if you feel great, it's good to build a relationship with your doctor and take steps to stay healthy!

Don't have a primary care doctor? Looking for a specialist or hospital? We have a strong network of doctors that make it easy and affordable to get high-quality care! By staying in-network, you can save more on your out-of-pocket costs.

Visit JeffersonHealthPlans.com/Providers or call **1-833-422-4690 (TTY 1-877-454-8477)** for help finding a doctor.

**When choosing a Tier 1 provider for HMO plans and an in-network provider for PPO plans. 1 free visit per plan year.*



CURIOUS ABOUT YOUR HEALTH? TAKE THIS SURVEY.

Take the first step toward your wellness goals by completing your health survey. In just a few minutes, you'll gain valuable health insights and information. Get started today at JeffersonHealthPlans.com/HealthSurvey.

Already finished? Access your results anytime using the link above or by logging into the member portal.



JOIN OUR UPCOMING EVENTS

Did you know we offer free events at our Community Wellness Center? Whether you prefer to attend in person or virtually, there's something for everyone!

Here's what's coming up:



YOGA FRIDAYS AT 11AM

Start your weekend off with balance and relaxation. Join our yoga class for people of all ages and experience levels.



SELF-DEFENSE FITNESS THURSDAYS AT 11AM

Our weekly self-defense fitness class helps you develop skills, build confidence, and feel empowered.

These are just a few of the exciting events we have planned this year!

Check www.JeffersonHealthPlans.com/WellnessPartners for the full calendar and more details on how to participate.



Community Wellness Center (CWC)
6232 Market Street, Philadelphia PA



4 EXPERT TIPS TO MANAGE SPRING ALLERGIES

With warmer weather around the corner, seasonal allergies are on the rise. Symptoms like congestion, itchy and watery eyes, and sneezing can make this time of year challenging. Jefferson Health allergist Dr. Monica Gupta shares these tips to help you prepare and manage your allergies this spring:



Prepare in advance

Begin taking a daily allergy medication now to help ease symptoms.



Improve indoor air

Consider using a HEPA filter to improve indoor air quality and reduce allergens in your home.



Explore other options

If you're not able to control your symptoms with over-the-counter medication, talk to your doctor about other treatments like immunotherapy.



Pay attention to your body

Severe allergies can lead to sinus infections. If you notice a fever or worsening symptoms, it's time to talk to your doctor.

Visit JeffersonHealth.org/LivingWell to read more on managing seasonal allergies.



MEMBER REMINDERS

GET TO KNOW YOUR HEALTH PLAN

Want to learn more about all the benefits your plan has to offer? You will find more information in your member handbook and on our website, including:

- Benefits and access to medical care
- Estimated out-of-pocket costs like copays and coinsurance
- How to access programs to improve your health and request a Care Coordinator to assist you with your health care needs
- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list
- Online provider directory tool to search for providers, specialists, and hospitals in your plan, including how to get care outside of your plan
- Member rights and responsibilities and our Notice of Privacy Practices
- Updates on new medical treatments, health procedures and policies
- Health education
- How to file an appeal, grievance, or request an external review
- How to get help in a language other than English

Visit JeffersonHealthPlans.com/MemberHandbook



Need more information about your plan?

Need help finding an in-network provider?

Have questions?

Call us at **1-833-422-4690 (TTY 1-877-454-8477)** to speak with one of our friendly Member Relations representatives.

Want to learn more about your drug coverage?

Visit JeffersonHealthPlans.com/Prescriptions.



Jefferson Health Plans is underwritten by Health Partners Plans, Inc., and Partners Insurance Company, Inc., which hold Pennsylvania Licenses as a Health Maintenance Organization, Insurer, and Preferred Provider Organization, Insurer, respectively, and Qualified Health Plan Issuers in the Pennsylvania Health Insurance Marketplace.