



Retiree Assistance Program

Part of Your 2024
Retiree Healthcare
Coverage

  **MANAGE**
  **MY HEALTH**

AMWINS[®]

What is Manage My Health?

Retirement can be an exciting time for taking up new hobbies and activities, however this period can be marked by family, social, financial, and mental health challenges. **Manage My Health can help**, with valuable senior-centric services designed to help improve your physical and personal wellbeing. This program is included with your Medicare supplemental coverage and is available to you and your spouse.



What's Included in Manage My Health?

There are seven services included in Manage My Health. Additional information on each service is provided in this packet, and available online at managemyhealth.amwins.com.

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Eligibility, Cost and Confidentiality

Access to Manage My Health is included with your Medicare supplemental coverage and usage of the program is 100% confidential. Some of the services—like food delivery— are offered at an exclusive discounted rate; however, the majority are available with no additional out-of-pocket costs.



Online Access

To access the online portal, managemyhealth.amwins.com, you will need to register prior to logging in by selecting the “Create New Account” button on the website to create your account. You’ll be asked for the following information:

Registration ID: <XXXXXXXXXX>

Please select the “Create New Account” button on the bottom of the screen. You’ll automatically receive an email confirming your registration.

Congratulations! You are now registered and able to access the array of benefits.



Amwins Customer Care

If you have questions about the program or how to access your benefits, please call our Customer Care Center. Representatives are available Monday through Friday, 8:00 AM–8:00 PM.

1-800-346-7919



Fitness Program

silverandfit.com

We all know the importance of exercise in maintaining a healthy lifestyle. Through the Silver&Fit® program, you have access to more than 15,000 popular fitness centers across the country at no additional cost.

You are eligible to receive a Home Fitness Kit that may include a fitness tracker from brands like Fitbit® and Garmin®. In addition, members have access to personal Healthy Aging Coaching a Well-Being Club with live virtual classes and events and exclusive member resources. You also have access to a digital workout library where you can view on-demand videos.

Retirees looking to access unique fitness experiences such as swimming and rowing can take advantage of these activities at an exclusive discounted member rate.

“I am so grateful for Silver&Fit! You helped me through the pandemic with the online videos and the home kits. I’m fortunate to be able to access my local fitness club too! You are a big part of my life! Thank you!” - Elizabeth

The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein. Other names may be trademarks of their respective owners. Kits are subject to change. Participating facilities and fitness chains may vary by location and are subject to change. The persons in this piece are not Silver&Fit members.



24/7 Doctor's Visits by Phone

Direct Access: 1-855-636-3669

Receive 24/7 care for illnesses and injuries from the comfort of your home. Highly qualified, board-certified doctors and medical providers can diagnose and prescribe medication for coughs, colds, allergies and infections, as well as sprains and other minor injuries, right over the phone. This can be a fast, convenient alternative to making an appointment with your physician.

“This was the most convenient “medical appointment” I’ve ever had. The app is very self-explanatory . My callback from the physician was fast and easy and my prescription was sent to my pharmacy within five minutes of our consultation over the phone. I’m feeling much better and thank you for this service!! - Christopher”

When medically necessary, MeMD's providers (except therapists) can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, MeMD providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances. MeMD's providers are each licensed by the appropriate licensing board for the state in which they are providing services and all have prescriptive authority for each of the states in which they are licensed.



Counseling & Intervention

Direct Access: 1-800-531-0200

If you suffer from depression or anxiety, you're not alone. Our counseling and intervention program provides seniors and their family members with confidential, 24/7 access to professional counselors, ready to support you over the phone or by email. From alcohol or drug abuse, depression, smoking cessation or receiving elder care, CNAssociates, Inc can help resolve many issues you face today. Counselors possess either a Master's degree or Ph.D. and have five or more years of experience in the counseling field.

“When I was feeling overwhelmed and isolated, I was hesitant to seek help. However, contacting the eldercare phoneline proved to be the best decision I could have made. The kind and understanding reception I received was truly heartwarming. It's a safe haven where I can always find someone to listen and offer compassion. I am grateful for your presence and support. Thank you for being there for me.” - Susan W.





Food Delivery Service

magickitchen.com

Direct Access: 1-877-516-2442

Our food delivery program helps provide freshly prepared meals delivered right to your or a loved ones' home. Meals are specially developed by dieticians for members who may be on dialysis, diabetic, have trouble with weight management, or are fully healthy. Meal frequency and options can be customized and there is no commitment and no contract. This service is ideal for anyone who needs some help in the kitchen and also provides a great opportunity for family members to care for their loved ones anywhere in the country.

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“Wow! I can't believe that I finally found a reputable company that will be able to fulfill my dad's renal diet requirements. He will be coming home soon from the hospital and I can't wait to get him started on eating healthy foods just for him.” Beverly from Omaha, NE

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Discounts and Rewards

managemyhealth.amwins.com

BenefitHub is your single-source site where you can find extensive savings through an easy-to-use, exclusive discount marketplace. BenefitHub negotiates the best reduced prices on the market and many of the offers include additional cash back, to make it the best overall value to you.

Not only saving you money, but time and hassle, too. The diverse platform includes discounts on an array of products, services, restaurants, hotels, car rentals, your favorite local establishments and much more!

“Our favorite thing about BenefitHub is the flexibility that it provides our retirees. We have seen a recent uptick in retiree engagement with the introduction of BenefitHub ... and ultimately happier retirees as a result. — Tony M.”



Health and Wellness Support

managemyhealth.amwins.com

Leading a healthy lifestyle can be a challenge. This program provides personalized exercise routines and healthy eating tips for members of all ages. As a result, members are able to lead healthier, happier lives and delay or prevent the onset of many acute and chronic medical conditions. This wealth of health knowledge is available online, 24/7 for you to access at your convenience.

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“On demand videos were a Godsend through the pandemic & I’m still using them on a daily basis. Great motivation!”

-Sara

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Hearing Services

Direct Access: 1-833-312-1235

Hearing loss is prevalent and difficult to manage for seniors and their families. Diagnosis is often delayed—on average between five and seven years—compounding problems. Medicare often falls short in helping those with hearing loss. Even more concerning, recent studies have shown that hearing loss can be linked with cognitive decline.

Our hearing services can help you improve your home and social life, and mental/cognitive ability, with valuable member benefits. We help members and their families get started on the road to better hearing by offering a free online hearing assessment, access to a nationwide network of 7,000 locations, and an average savings of \$1,250 off per hearing aid.

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“It felt like the whole world was mumbling. I was a kind of skeptical...so I called up TruHearing and it was definitely the real deal. If you have any questions, TruHearing can actually walk you through the whole process. Now with hearing aids I can finally hear all the little things I was missing out on” - Dean

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