November | 2026

GlobalHealth
MEDICARE ADVANTAGE PLANS

GlobalHealth**Beat**

A Newsletter for GlobalHealth Medicare Advantage Members



Annual Notice of Changes (ANOC) Q4 2026

Be sure to review your Annual Notice of Change (ANOC) booklet. It tells you about the important changes to your plan starting on **January 1, 2027**. Call Customer Care with any questions about the changes. You still have the great benefits you are used to glasses, hearing aids, over the counter (OTC) benefits, transportation, fitness tracker and gym membership, and meals following inpatient stays for all members. Many members also get benefits for gasoline, groceries, utility assistance, dental services, and home support help. **Remember, to stay in your current plan, you don't need to do anything.**

Protect yourself against flu by following these 3 steps

1. Get vaccinated every year at the beginning of the flu season, between August and September. One dose of the vaccine is recommended each season. Remember that the annual flu shot is covered 100% by GlobalHealth (GH), with a $0 copay! Contact your primary care physician to schedule your flu shot or visit an in-network pharmacy. Be sure to call the in-network pharmacy to confirm vaccine availability and when an immunization-certified pharmacist can give you the shot.

2. Practice preventive measures:

- Wash your hands regularly with soap and water for 20 seconds.
- If soap is not available, use a hand sanitizer with at least 60% alcohol.
- Clean and disinfect surfaces or objects that may be contaminated.
- Avoid touching your eyes, nose, or mouth.
- Avoid close contact with sick people.
- Cover your mouth and nose with a tissue when coughing or sneezing and throw it away after.



3. If you have the flu:

- Seek medical attention and follow your doctor's instructions.
- Rest at home and avoid contact with others to prevent the spread of the virus.

At GlobalHealth, we want you to be healthy! Get vaccinated against the flu to protect you and your loved ones. For more information: Key Facts About Seasonal Flu Vaccine | CDC.



Automated Pharmacy Calls

GlobalHealth is using automated calls to send timely reminders for prescription refills based on the date your medication was last filled. If you have questions about your medications during the call, you will be routed to a live representative to answer questions right away. The automated calls follow strict privacy rules to keep your information safe. You can opt out of this receiving the automated calls during the call or by calling our Customer Care Team at 1-844-280-5555 or 711 (TTY, for the hearing impaired). From 8:00 a.m. – 8:00 p.m., 7 days a week, (October 1 – March 31), and 8:00 a.m. – 8:00 p.m. from Monday through Friday (April 1 – September 30).

Remember to Take Your Medication



Taking your medications as prescribed is very important for your health. Even if you may not feel a difference, your medications are working to keep you healthy. Talk with your primary care provider (PCP) to understand what medication(s) you are taking and why it is important to take them as directed. If you are ever unable to fill a medication due to cost or pharmacy supply issues, contact your doctor immediately to discuss alternative options.

As a GlobalHealth member*, you can get help around the house or running errands.

- Technology assistance (home devices only).
- Transportation to and from appointments and errands.
- Pets.
- Light household/yard chores.
- Socialization.

All visits involve some face-to-face interaction between the member and Pal. Members must be present and should provide anything needed for the visit. Members are eligible for 25, 30, 45, or 55 hours per calendar year, depending on the benefit plan.

- There is no copay or coinsurance.
- Members may choose when to use the hours, a minimum of 1 hour per visit.
- Members can call to schedule a Pal visit. Members should call 72 hours in advance to ensure that a Pal is available.

For Papa Pals scheduling call 1-855-485-9692 or 711 (TTY, for the hearing impaired). From 8:00 a.m. to 8:00 p.m., Central Time, 7 days a week.

*Generations State of Oklahoma Retiree (HMO) members not covered.

24/7 Nurse Line



As a member of any GlobalHealth Medicare Advantage Plan, you can talk to a skilled, registered nurse to assist you with your health concerns at no cost to you. The nurse can help you decide if you need to make an appointment with your primary care provider (PCP), go to urgent care, or seek emergency care.

You do not need a referral or prior authorization to call. Call the CareNet 24/7 Nurse Line at 1-800-554-9371 or 711 (TTY, for the hearing impaired).

Please remember that calling the 24/7 Nurse Line is not a replacement for primary care physician visits and should not be used in an emergency. Call 911 in emergency situations.

Where do I go for care?

When you are not feeling well or are having an acute health episode, it can be confusing to know where you should seek care, especially if you need care quickly.

If you need assistance deciding where to go, you can speak with a registered nurse at no cost to you. The nurse can help you decide if you need to make an appointment with your primary care physician (PCP), go to urgent care, or seek emergency care. You can call the CareNet 24/7 Nurse Line at 1-800-554-9371 or 711 (TTY, for the hearing impaired) with questions about which level of care is appropriate for you.

Primary Care Physician's (PCP) Office

For routine or minor medical issues, start with your PCP. Your PCP knows your health history, knows what medications you take, and has a more complete picture of your overall health. They are your partner in health, assisting you in navigating the healthcare system. You have unlimited visits for sick or well visits at a **$0 copay when visiting your PCP.**

Urgent Care (or Walk-in Clinic)

Urgent Care centers can conveniently treat urgent minor medical issues if your PCP cannot schedule a same-day appointment. Please note that Urgent Care copays are higher than your PCP copay, but much lower than visiting an emergency room. Wait time at Urgent Care centers is much shorter than the wait time at the emergency room. Examples of minor acute needs include:

- Minor burns, wound care, or small cuts that may require stitches.
- Flu, cold, or mild asthma attacks.
- Nausea, vomiting, diarrhea, or dehydration.
- Fever, earache, headache, abdominal pain, or skin rashes.
- Sprains, muscle pulls, back pain, or minor fractures.

Emergency Room (ER)

The Emergency Room (ER) can treat the most severe symptoms when emergency care is needed, and 911 should be called. It is the most expensive option and should not be used in place of your PCP or an urgent care facility. It is for situations when you believe that you need immediate medical attention to prevent loss of life or bodily function. For example, the ER is appropriate for:

- Choking, difficulty breathing, or stopped breathing.
- Suffering from a head injury, particularly if it's causing fainting or confusion.
- Having severe chest pain or pressure lasting more than two minutes.
- Having a seizure(s) that lasts between three and five seconds.
- Severe burns.
- rashes.
- Sprains, muscle pulls, back pain, or minor fractures.
- Stroke symptoms (slurred speech or sudden numbness/weakness in any area of your body, facial drooping, loss of balance or vision, changes in mental status).
- Suffering from a neck or spine injury, especially when it's accompanied by loss of feeling.
- Severe allergic reaction (swelling lips, difficulty swallowing or breathing).

How to avoid a hospital readmission

Being hospitalized can be physically and mentally exhausting for both you and your caregiver. Many times, people are admitted or readmitted due to complications caused by their health conditions. In some cases, admissions could be prevented and managed in your Primary Care Physician's (PCP's) office. Here are a few suggestions to avoid another hospitalization shortly after your discharge from the emergency room or hospital.

While you are in the hospital:

- Make sure you and your caregiver understand the instructions about the specific care you will need at home.
- Ask your doctor if you should continue taking any medications that you have at home in addition to any new prescriptions given at the time of discharge.
- Ask specific questions: don't leave any questions unanswered.

As you head to your home:

- Fill your prescriptions at the pharmacy right away.
- Schedule a visit with your primary doctor or specialist to be seen within 3 days. Take all your medications and discharge paperwork to the visit with your doctor.

When you get home:

- Follow all your doctor's instructions upon discharge.
- Contact your physician with any concerns and new or worsening symptoms to minimize the risk of having to go back to the hospital.

Taking Care of Myself: A Guide for When I Leave the Hospital | AHRQ



What is a Prior Authorization? For certain services or prescription drugs, you will need to get approval in advance from your insurance provider before obtaining the services or drugs. Your Primary Care Physician (PCP) or specialist may submit prior authorization to your insurance for the prior authorization. Refer to Evidence of Coverage for more information.

What is a Referral? A written order from your primary care doctor for you to visit a specialist or get certain medical services. Without a referral, our plan may not pay for services from a specialist. Refer to Evidence of Coverage for more information.

Can I opt out our GlobalHealth calls? The health plan may call current enrollees, including those in non-Medicare products, to discuss plan business (examples of this include calls to enrollees aging into Medicare from commercial products offered by the same organization's existing Medicaid plan enrollees to talk about its Medicare products, and calls to current Medicare Advantage enrollees to promote other Medicare plan types or to discuss plan benefits). If you do not wish to receive these calls, you may opt out by calling us on the number listed on the back of your Member ID card.

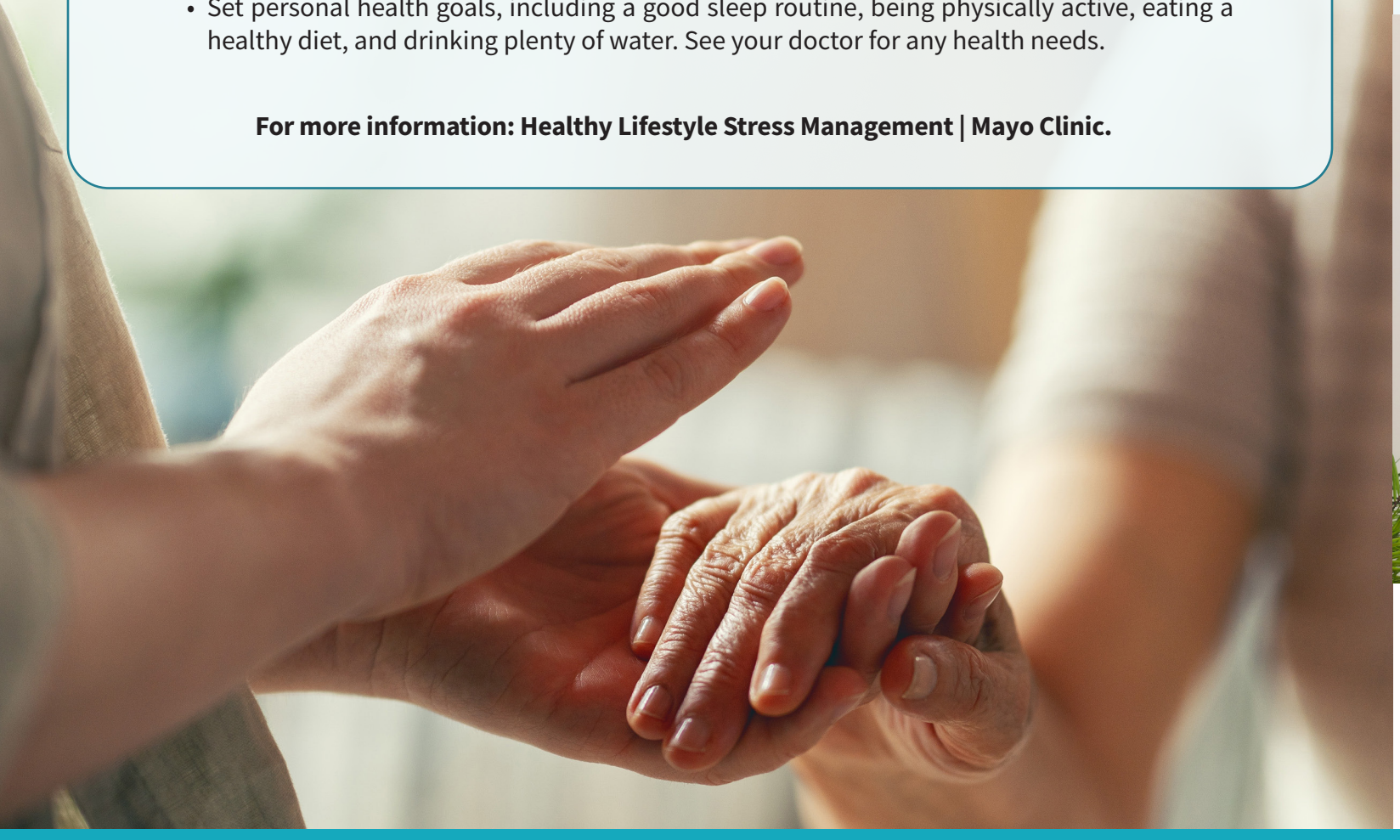
Caring for a Family Member

About one in three adults in the United States provides care to other adults as an informal caregiver of an ill spouse or partner, a disabled child, or an aging relative. As a caregiver, you may be so focused on your loved one that you can become emotionally and physically stressed, making you vulnerable to changes in your own health.

If you don't take care of yourself, you won't be able to care for anyone else. It is important to take advantage of the many resources and tools available to help you provide care for your loved one. To help manage caregiver stress:

- Plan to get everyone on the same page to focus on what is best for your loved one.
- Complete advanced directives and end-of-life plans, keeping important personal, medical, and financial documents ready to know what to do in an emergency.
- Focus on what you can provide. Understand that no one is perfect so believe that you are doing the best you can and making the best decisions you can at any given time.
- Get connected. Learn about caregiving resources in your community.
- Accept help by being prepared with a list of ways that others can help you and let the helper choose what they would like to do.
- Seek social support. Try to stay well-connected with family and friends who can offer emotional support.
- Set personal health goals, including a good sleep routine, being physically active, eating a healthy diet, and drinking plenty of water. See your doctor for any health needs.

For more information: Healthy Lifestyle Stress Management | Mayo Clinic.



Member Outreach



GlobalHealth's mission is to provide you with genuine care and to help you reach your optimal health. We may reach out to you throughout the year to support your health. We may reach out for any of the following reasons:

Prescription Drugs*

Taking your medications as prescribed can significantly help control long-term chronic conditions and improve your overall health and well-being. If you are currently taking or have recently been prescribed one or more prescription drugs, GlobalHealth may contact you to ensure you are receiving and taking your prescription drugs as prescribed by your physician. We may discuss:

- Preferred or mail-order pharmacies.
- $0 copay for 100-day supply on multiple medications in Tiers 1 and 2*

Preventive Screenings & Chronic Care Management

Staying up to date with your preventive screenings and receiving the care management assistance you may need is key. GlobalHealth may contact you to help coordinate the following:

- Annual Wellness Visit.
- Mammogram.
- Colonoscopy.
- Bone density test.
- Diabetes care.



We are committed to building a strong partnership with you by providing you with personalized, engaging, and responsive services.

*Applicable to 100-day supply at preferred retail and mail-order pharmacies. Not applicable for all medications for all tiers as coverage varies by plan. Only applicable to plans with prescription drug coverage. Generations State of Oklahoma Retirees (HMO) members have a 90-day supply. Not applicable for Generations Valor (HMO).

Breast Cancer Screening



It is important for your primary care physician (PCP) to know why you went to the emergency department or hospital and what happened while you were there. It is recommended that you schedule an appointment with your PCP within 3 to 5 days after your visit. This follow-up is important for several reasons:

While some people never experience any symptoms, there are some health changes to watch for:

- Any change in the size or the shape of the breast.
- Pain in any area of the breast.
- Nipple discharge other than breast milk (including blood).
- A new lump in the breast or underarm.

If you have any signs that worry you, talk to your PCP. If you would like assistance in scheduling a screening mammogram, please contact one of our GlobalHealth Clinical Quality team members at 1-844-280-5538 or Customer Care at 1-844-280-5555 or 711 (TTY, for the hearing impaired). From 8:00 a.m. – 8:00 p.m., 7 days a week, (October 1 – March 31), and 8:00 a.m. – 8:00 p.m. from Monday through Friday (April 1 – September 30).

For more information: **Breast Cancer Awareness | CDC**

It's never too late for preventive health screenings

Preventing and identifying diseases requires regular well checks and other non-emergency medical appointments that can help you maintain your best health through earlier detection and treatment of diseases.

The GlobalHealth Clinical Quality Team reaches out to members throughout the year to assist you in scheduling preventive screening exams and testing. We partner with your Primary Care Provider (PCP) to identify the best screening services for you. These are recommended services that are covered by Medicare and cost you nothing!

If you have questions or would like assistance in scheduling preventive services, please contact one of our GlobalHealth Clinical Quality team members at 1-844-280-5538 or our Customer Care at 1-844-280-5555 or 711 (TTY, for the hearing impaired). From 8:00 a.m. – 8:00 p.m., 7 days a week, (October 1 – March 31), and 8:00 a.m. – 8:00 p.m. from Monday through Friday (April 1 – September 30).

Check Your **Blood Pressure**

Checking your blood pressure at home is an important part of managing high blood pressure to help determine if treatment is working. To get the most accurate measurement:

- Take your blood pressure at the same time every day.
- Measure your blood pressure before you take your medication.
- 30 minutes before taking your blood pressure, avoid food, caffeine, tobacco, alcohol, and exercise.
- Empty your bladder before taking your blood pressure.
- Try to use the same arm each time, rest your arm at the level of your heart on an armrest or a table.
- Sit in a comfortable chair with your back supported for five minutes with your legs uncrossed and feet flat on the floor.
- Place the correct size cuff above your elbow on bare skin, not over clothing.
- Don't talk and avoid distractions while taking your blood pressure.
- Take at least two readings, one or two minutes apart.
- Use a blood pressure log to record your blood pressure measurements.

Talk with your primary care physician to determine how often you should measure your blood pressure at home and what to do if your blood pressure numbers are too high. Don't stop your medication or skip any doses without talking to your doctor first.



For more information:

Measure Your Blood Pressure | CDC

How to Accurately Measure Blood Pressure at Home | Heart.org

Monitoring Your Diabetes

Diabetes can affect every part of your body or put you at risk for many health problems, including vision loss, nerve damage, and kidney disease. If you have diabetes, there are several tests that you should have at least annually or more often if your doctor recommends it based on your medical condition, risk factors, and goals.

- HbA1c blood test at least annually to measure your average blood sugar over the past three months.
- Retinal or dilated eye exam at least once a year by an eye care professional to find and treat eye problems early to protect your vision.
- Kidney disease screening at least once a year by blood, eGFR test, and urine protein (albumin) levels to evaluate kidney function.
- Foot exam at least annually for skin conditions, circulation, and to screen for nerve damage.
- Discuss with your doctor if you should be considered for statin medications to lower your risk of heart disease and strokes.

If you haven't seen your doctor this year to manage your diabetes, call to get scheduled as soon as possible.

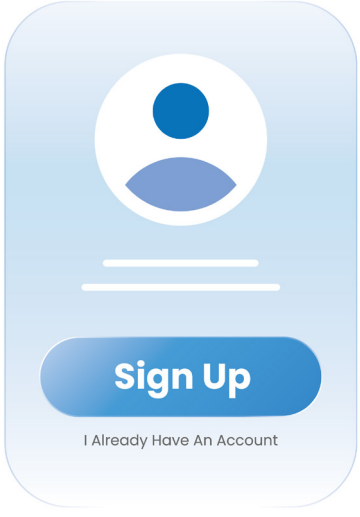
If you would like assistance in scheduling any of these services, please contact one of our GlobalHealth Clinical Quality team members at 1-844-280-5538 or Customer Care at 1-844-280-5555 or 711 (TTY, for the hearing impaired). From 8:00 a.m. – 8:00 p.m., 7 days a week, (October 1 – March 31) , and 8:00 a.m. – 8:00 p.m. from Monday through Friday (April 1 – September 30).



Have you signed up for the GlobalHealth Medicare Advantage Member Portal yet?

If you haven't already signed up for the member portal*, visit www.GlobalHealth.com under the Member Tools section. To register, you will need:

- Access to the internet and your email address*.
- Your GlobalHealth Member ID card.
- Your Medicare Health Insurance card.
- Your name and date of birth.
- The zip code associated with your Medicare Advantage enrollment.



Using GlobalHealth's Medicare Advantage Member Portal will allow you to:

- Update your permanent or mailing addresses.
- View or change your Primary Care Physician.
- View, order, or print member ID cards.
- View, order, or print materials of your current benefits and plan materials.
- Send secure messages to the GlobalHealth Customer Care Team.
- Complete your Health Risk Assessment.
- Review approved clinical guidelines on recommendations on how to diagnose and treat a medical condition.
- View your medical claims and Explanation of Benefits (EOB) from the last 365 days.
- View your referrals and authorizations.
- View Smart Wallet Benefit** balance for dental, hearing, vision, over the counter (OTC) products, grocery[1,2], gasoline[1,2], and/or utility allowance(s)[1,2].
- View the catalog and order OTC and grocery products.
- Learn the latest GlobalHealth news through Alerts.

To help protect you, GlobalHealth will send a verification code in an email or text message each time you log into the portal as a second step to confirm your identity.

For any questions about the member portal, please call GlobalHealth at 1-844-280-5555 (toll free) or 711 (TTY, for the hearing impaired). From 8:00 a.m. to 8:00 p.m., 7 days a week (October 1 – March 31), and 8:00 a.m. to 8:00 p.m. from Monday to Friday (April – September 30).

* We encourage you to use Google Chrome, Microsoft Edge, or Mozilla Firefox.

**Smart Wallet Benefit coverage varies per plan.



Don’t leave your benefits on the table

GlobalHealth members have the Smart Wallet Benefit, a benefits Mastercard prepaid benefits card, through our partnership with NationsBenefits.[1,2]

What is covered and how to access benefits:

Over the counter (OTC) items and products[1,2]

- See the product catalog for eligible items like vitamins and minerals, first aid supplies, pain relievers, blood pressure monitors, supports, braces, adult incontinence, eye and ear care, foot care, bathroom safety products, and nicotine replacement therapy products, among other categories.
- Order through the NationsBenefits Portal or visit certain retail locations – **https://globalhealth.nationsbenefits.com/login.**

Groceries[1,2]

- Use to purchase healthy foods like meat, fruits and vegetables, dairy products, and bread, among others. Do not use it for sodas, chips, cookies, baby formula, alcohol, desserts, coffee shop items, fresh baked goods, or non-food items.
- Order through the NationsBenefits Portal or visit certain retail locations – **https://globalhealth.nationsbenefits.com/login.**

Gasoline assistance[1,2]

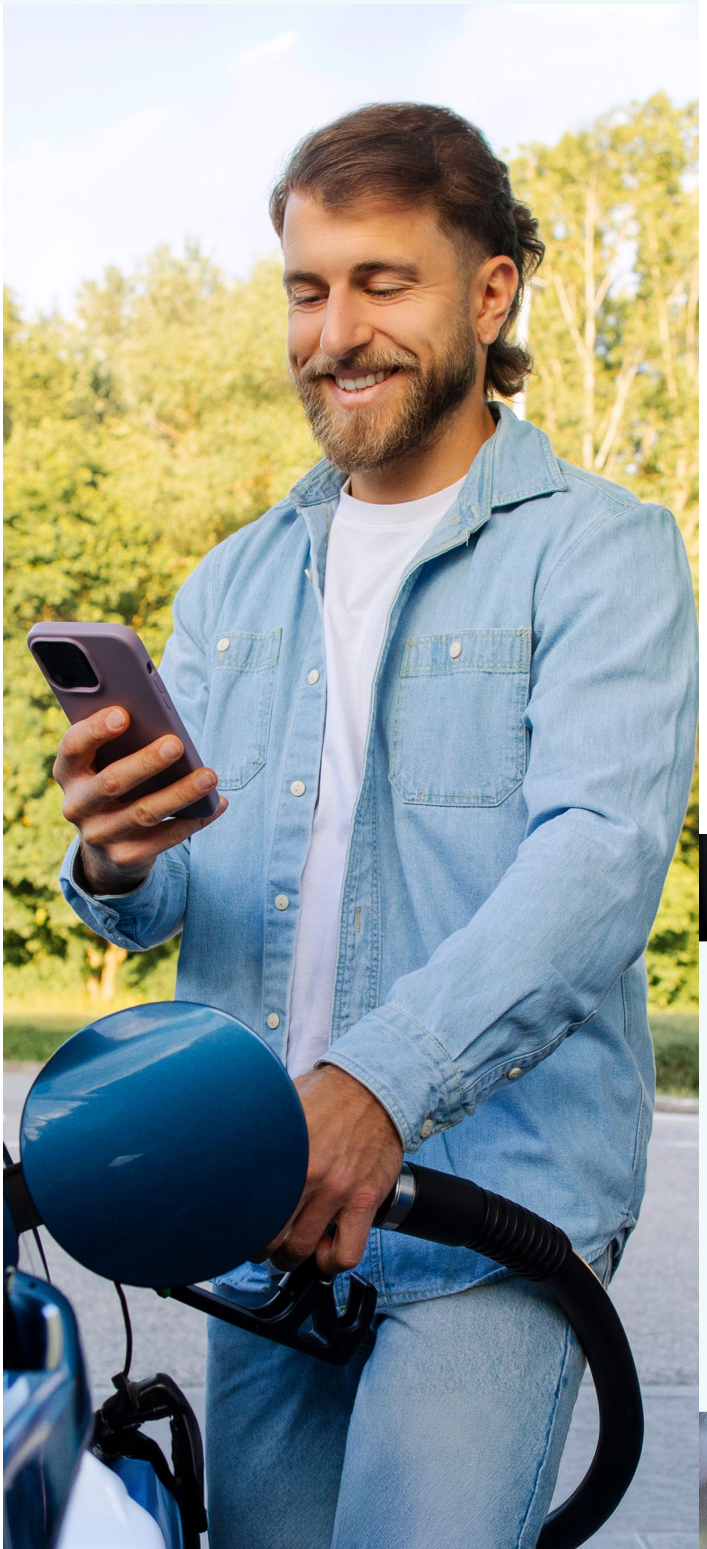
- Pay at the pump unless you get a message to see the cashier.
- Use for gasoline purchases only. Other convenience store items will be declined.

Utility assistance[1,2]

- Utility assistance is for electric, gas, sanitary, and/or water.

Dental, vision, and hearing expenses[1,2]

- Use for expenses above the regular plan benefits or non-covered items (e.g., dental implants or lens upgrades).
- Use in dental, vision, or hearing locations. Don’t use it at general locations (e.g., hospital outpatient departments).



General rules

- Over the counter (OTC) catalogs are available at **www.GlobalHealth.com**, or you can request a printed copy from Customer Care.
- **Don't throw away your card.** The new benefit amount is loaded into your same Smart Wallet Benefit card for each new period. Funds are not available until accrued.
- Select "CREDIT." Transactions are declined when "debit" is selected.
- Any leftover balance **does NOT roll over** to the next month, quarter, or year.
- The benefit cannot be used for cash withdrawal nor purchase the following services or products: cosmetic procedures, hospital indemnity insurance, funeral planning and expenses, life insurance, alcohol, tobacco, cannabis products, broad membership programs inclusive of multiple unrelated services and discounts, and non-healthy food.
- Can only be used at certain online or retail stores. Go to the NationsBenefits Portal for a list of locations – **https://globalhealth.nationsbenefits.com/login**
- Reimbursement is only available when:
  - The Smart Wallet Benefit card was first attempted at the point-of-sale for approved items in a retail setting.
  - GlobalHealth/NationsBenefits is able to verify that the card was used, or an attempt was made to use it, prior to any out-of-pocket payment method being utilized.
  - You have submitted itemized receipts for consideration.
  - You have funds available for the month/quarter in which the purchase was made. You cannot use funds until they are accrued and you cannot request reimbursement for items purchased during a period for which funds have already been used.
  - Refer to your Evidence of Coverage, chapter 7, section 2, for information on reimbursement requests. Follow the instructions for Medical Claims.



Not all types of services are covered under every plan. See plan-specific Evidence of Coverage for benefit amount and types of services covered.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated, and the card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access.

Beware of Phone Scammers Pretending to Be Medicare or Your GlobalHealth (GH) Insurance Health Plan

Scammers are becoming increasingly sophisticated and often pretend to be representatives of Medicare or your GlobalHealth (GH) health insurance plan. Their goal is to trick you into sharing personal or financial information that can be used to commit fraud or identity theft.

Common scam tactics, scammers may:



- Claim your Medicare or GH insurance card needs to be replaced or updated.
- Offer free medical equipment, genetic testing, or gift cards.
- Ask you to "verify" your Medicare or GH member ID number, Social Security number (SSN), banking information, or other personal details.
- Pressure you to act immediately by saying your coverage will end or your benefits will be affected.
- Spoof "trick" caller ID so it appears they are calling from Medicare or GH.

How to Protect Yourself:

- Never provide your Medicare or GH member ID number, Social Security number (SSN), banking information, or passwords to an unsolicited caller.
- Be cautious of anyone who pressures you to make an immediate decision.
- Hang up if something doesn't seem right. You can always call the customer service number on the back of your GH member ID card to verify whether the call was legitimate.
- Do not respond to requests for payment or personal information from unexpected phone calls, text messages, or emails.

If You Think You've Been Targeted

If you believe you received a suspicious call or may have shared personal information regarding your Medicare or GH member ID card with a scammer: Report to GlobalHealth (GH).

If you see suspicious charges or think your Medicare number or GlobalHealth member ID number has been misused, contact the GlobalHealth Compliance department immediately.

Reports may be submitted openly or anonymously by calling the GH Confidential Reporting Lines: ACTright Hotline (available 24 hours/7 days) at 1-877-627-0004 or Web Reporting Line at globalhealth.eithicspoint.com, Email: **compliance@globalhealth.com** or by mail to: ATTN: Compliance Officer, GlobalHealth, 210 Park Avenue, Suite 2900, Oklahoma City, OK 73102-5621.

Together we can Fight FWA!

GlobalHealth Supplemental Benefits

GlobalHealth partners with great companies to provide extra benefits, including dental, vision, hearing, home support services, transportation, fitness, meal delivery, 24/7 nurse line, advance care planning, and personal emergency response system. When using these benefits, you must stay in the network of providers and take your GlobalHealth ID card to the participating network facility on your first visit or have it ready when you call. Check your plan's EOC to verify coverage for the services below.



DENTAL - DentaQuest 1-833-955-3423 or 800-466-7666 (TTY, for the hearing impaired). From 8:00 a.m. to 8:00 p.m. CST, 7 days a week (October 1 – March 31), and Monday to Friday (April – September 30).



VISION - EyeMed 1-800-884-6321 or 711 (TTY, for the hearing impaired). From 7:00 a.m.-10:00 p.m. CST. Monday - Saturday from 10:00 a.m. - 7:00 p.m. CST.



HEARING - Nations Hearing 1-877-241-4736 or 711 (TTY, for the hearing impaired) 8:00 a.m.- 8:00 p.m. CST, 7 days a week.



Home Support Services - Papa Pals 1-855-485-9692 or 711 (TTY, for the hearing impaired) 8:00 a.m. - 8:00 p.m. CST. 7 days a week (Closed on Thanksgiving, Christmas Day, and New Years Day).



Transportation - Roundtrip 1-877-565-1612 (24/7).



Fitness - Silver & Fit 1-877-427-4788 from 7:00 a.m. - 8:00 p.m. CST, Monday – Friday.



Meal Delivery - Independent Living Systems (must be coordinated with GlobalHealth Case Managers) 1-844-280-5555 or 711 (TTY, for the hearing impaired). From 8:00 a.m. -8:00 p.m. CST. 7 days a week (October 1 – March 31), and Monday to Friday (April – September 30).



24/7 Nurse Line - CareNet 24/7 Nurse Line 1-800-554-9371 or 711 (TTY, for the hearing impaired). 24/7.



Personal Emergency Response System - NationsBenefits 1-877-241-4736 or 711 (TTY, for the hearing impaired). From 8:00 a.m. - 8:00 p.m. CST. 7 days a week.

Benefits may vary by plan. Call us or refer to your Evidence of Coverage available on our website www.globalhealth.com for benefit information, periodicity, limitations, and exclusions. Other pharmacies, physicians, and providers are available on our network. Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations.

GlobalHealth
MEDICARE ADVANTAGE PLANS

GlobalHealthBeat

210 Park Ave. Suite 2900
Oklahoma City, OK 73102-5621

Health and wellness or prevention information

Information to help you achieve your optimal health

GlobalHealth**Beat**
A Newsletter for Medicare Advantage members

GlobalHealth
MEDICARE ADVANTAGE PLANS

GlobalHealth is an HMO plan with Medicare and Oklahoma Medicaid program contracts. Enrollment in GlobalHealth depends on contract renewal. GlobalHealth is a plan offered by GlobalHealth, Inc. [1]For Generations Chronic Care (HMO C-SNP); Generations Chronic Care Savings (HMO C-SNP) The Smart Wallet Benefit includes your monthly Dental, Hearing, and Vision allowance. Enrollees who meet the eligibility criteria for Special Supplemental Benefits for the Chronically Ill (SSBCI) may use the same Dental, Hearing, and Vision allowance, to acquire other SSBCI-eligible items and services. Eligible enrollees with chronic conditions, such as Diabetes Mellitus, Chronic Heart Failure, and Cardiovascular Disorders, may be eligible for the SSBCI program. Eligibility for the benefits described is not guaranteed solely based on the presence of a listed chronic condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us. For Generations Dual Premier (HMO D-SNP); and Generations Dual Support (HMO D-SNP)The Smart Wallet Benefit allowance includes your monthly OTC allowance. Enrollees who meet the eligibility criteria for Special Supplemental Benefits for the Chronically Ill (SSBCI) may use the Smart Wallet allowance to purchase OTC items and other SSBCI-eligible items and services. Eligible enrollees with chronic conditions, such as Diabetes Mellitus, Cardiovascular Disorders, Chronic hypertension, Overweight, obesity, and metabolic syndrome, Autoimmune Disorders, Chronic Heart Failure and other conditions not listed may be eligible for the SSBCI program. Eligibility for the benefits described is not guaranteed solely based on the presence of a listed chronic condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us. [2]Benefits may vary by plan. Call us or refer to your Evidence of Coverage available on our website www.globalhealth.com for benefit information, periodicity, limitations, and exclusions. A Benefits Mastercard® Prepaid Benefits Card, through our partnership with NationsBenefit. The benefit cannot be used for cash withdrawal nor purchase the following services or products: cosmetic procedures, hospital indemnity insurance, funeral planning and expenses, life insurance, alcohol, tobacco, cannabis products, broad membership programs inclusive of multiple unrelated services and discounts, and non-healthy food. **H3706_0018801026_M**