

Vendor Management

MedStar Medicare Choice is dedicated to offering optimal products and services to its members. Below, please find information about certain MedStar Medicare Choice vendors offering additional services to patients to support behavioral health, vision, dental and more.

Covered Benefits

Behavioral Health - Optum Behavioral Health

Optum Behavioral Health provides comprehensive mental health and substance abuse services for MedStar Medicare Choice.

For more information or to access a provider, please call Member Services at **800-230-4978** or visit the link below and select “Find a behavioral health provider” from the menu on the left.

<https://secure.togetherforyourhealth.com/ProviderDirectory/ProviderSearch.aspx?K=3&CLIENTID=000101&TPAID=000001&TPADIV=0001>

Supplemental Benefits

The following benefits are additional offerings that MedStar Health has decided to offer your patients. These are not CMS-required benefits.

- **Vision - Avesis**

MD Provider Services **833-241-4248**

DC Provider Services **833-554-1013**

- **Dental - Avesis**

MD Provider Services **833-241-4248**

DC Provider Services **833-554-1013**

- **Transportation - Access2Care**

855-859-1714

- **Fitness - Silver&Fit**

The Silver&Fit program is a product of American Specialty Health Fitness, Inc., aimed at helping members on their healthy aging journey. MedStar is happy to offer this program to Medicare Choice and Medicare Choice Care Advantage patients. Members can choose from any fitness center included in the Silver&Fit network or they have the option to select up to two (2) home fitness kits per calendar year (Cardio Kit, Walking Kit, Tai Chi Kit, etc.). Kits may include DVDs, guides, and other items to assist members with getting fit at home.

Eligible members should enroll in the Silver&Fit program by calling or registering online.

877-427-4788

Monday through Friday, 9 a.m. to 9 p.m. EST

www.silverandfit.com

- **Over the Counter Medications - OTC Health Solutions (OTCHS)**

MedStar MD:

OTC Health Solutions (OTCHS) provides retail healthcare services for MedStar Medicare Choice Dual Advantage (HMO SNP) members, distributing business-to-consumer technology and over-the-counter supplies. HMO SNP members in the Maryland area receive a credit of \$16 per month allocated for OTC products. The monthly benefit allowance must be used each month as it does not carry over. There is no additional shipping charge for patients.

MedStar DC:

OTC Health Solutions (OTCHS) provides retail healthcare services for MedStar Medicare Choice Dual Advantage (HMO SNP) members, distributing business-to-consumer technology and over-the-counter supplies. HMO SNP members in the Washington, DC, area receive a credit of \$23 per month allocated for OTC products. The monthly benefit allowance must be used each month as it does not carry over. There is no additional shipping charge for patients.

MedStar (DC or MD):

There are four simple ways for patients to use their OTC benefit:

1. **Order by mail.** Members may use the order form received via mail to select OTC products and have them delivered to their homes.
2. **Order by phone.** Members may call **844-358-4459** from 9 a.m. to 5 p.m., Monday through Friday, to place their OTC orders.
3. **Order by fax.** Members may fax their completed order form to **866-682-6733**.
4. **Order online.** Members may order OTC products online at <https://mshealthstore.otchs.com/>.

- **24 Hour Nurse Line**

MedStar Medicare Choice, Medicare Choice Care Advantage and Medicare Choice Dual Advantage members have access to a 24 hour, seven days a week, nurse line. The line is staffed with registered nurses trained to provide clinical assessment and healthcare information using a clinical decision tree. The nurses can provide health education and treatment options but will not provide a diagnosis. The nurses will direct members to the appropriate level of care or provide self-care instructions.

The nurse line number is **855-242-4873**.