

Connection

Issue 1, 2022





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Thank You for Choosing Braven Health.



Luisa Charbonneau
CEO, Braven Health

The New Year is the perfect time for you to focus on your health care goals – and we're here to help you achieve them. Braven HealthSM has the support you need and the benefits you want.

This issue of Braven Health Connection has information about your 2022 plan benefits, tips for getting care and information on health topics you may find interesting. Plus, just for fun, we included a healthy recipe for your heart and a word search for your brain.

If you have questions about your benefits or health-related topics, we are always happy to hear from you. Call us at **1-833-272-8360 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m., Eastern Time (ET).

Wishing you good health,

Luisa Charbonneau

Take Advantage of Your OTC Benefits

Every three months, you get an allowance on your **Over-the-Counter (OTC) Benefit Card** to purchase eligible OTC items, including toothbrushes, diabetic socks, thermometers, hot/cold packs and more. Your OTC Benefit Card will be automatically loaded on the first day of the quarter; unused dollars will not carry over. You have to use your allowance before the end of each three-month period. Your card is active and ready to use as soon as you receive it in the mail.

Three Ways to Shop

1. Buy in person at participating stores like CVS, Walgreens, Walmart and Dollar General. Pay for your items at the cashier, not the pharmacy window. Please select "CREDIT" when making an in-store purchase at a participating store.
2. Order online at ConveyBenefits.com. Convey is your new vendor to order your OTC items online. If you previously bookmarked the OTC site, you'll need to update it to this new one. You will need to set up a new account the first time you order online from this website.
3. Call **1-855-858-5937** (TTY **711**).

Orders placed online or over the phone are delivered to your home at no cost to you.

For a full list of eligible items and participating stores, visit OTCNetwork.com. Call **1-888-682-2400** (TTY **711**) to check your balance. Enter your 19-digit OTC card number. When asked, enter your Braven Health member ID number. **Instead of using 3HZN, please use the corresponding numbers 3496.** You can also check your balance at OTCNetwork.com.



You're Invited to an Exclusive Members-Only Event

Join a virtual session with our Medicare specialists to learn more about your plan and how to get the most from your benefits. We'll cover topics like your:

- OTC Benefit Card
- In-Home Support Services with Papa
- Comprehensive Dental Benefits
- \$200 Flex and \$200 Fitness Reimbursements
- Insulin Savings Program
- Rx Benefits, including home delivery

Sessions will be held through **Thursday, April 28**. Call **1-888-444-0393** (TTY **711**) or visit BravenHealth.com/find-events to reserve your spot today.



Manage Your Braven Health Benefits Online



You can quickly and easily find everything you need to know about your Braven Health plan through our online tools. Register and sign in at BravenHealth.com to view and download your member ID card, learn about your benefits and claims information, view your Explanation of Benefits (EOB) and more.

To get started:

1. Go to BravenHealth.com/register.
2. Enter and verify your personal information, including your member ID number, which is on your member ID card. Click **Continue**.
3. Follow the steps to verify your email address, and then click **Continue**.
4. Create a username and password, read the disclaimer and check the box.
5. Click **Create Account**.

Access your member ID card online

Sign in at BravenHealth.com to print, download or request a new member ID card.

If you want a hard copy of your Explanation of Benefits, please call Member Services at **1-833-272-8360 (TTY 711)**.





Stay Healthy With Preventive Care



Preventive care is the best way to maintain your health. It helps your doctors find any issues early, when they are easier to treat.

Are you due for any of these health screenings or vaccines?

- Blood pressure
- Blood glucose
- Bone mass
- Cancer: breast (mammogram), prostate, colorectal (colonoscopy), lung
- Cholesterol
- Diabetes: diabetic eye exam, microalbumin, A1C
- Vaccines: flu, pneumonia, shingles, COVID-19

Annual Wellness Visit

The beginning of the year is a great time to schedule your annual wellness visit. During this visit, you should ask your doctor about:

- Falls and your risk for a fall
- Blood pressure, cholesterol and body mass index (BMI)
- Vaccines you may need
- Any medicines you are taking
- Preventive health screenings
- Health concerns or questions

Need to find a doctor?

You choose from a large network of doctors, hospitals and other providers throughout the state of New Jersey, including all Hackensack Meridian *Health* and RWJBarnabas Health doctors and facilities, plus many more.

To Find a Doctor in New Jersey

Search our *Doctor & Hospital Finder* at BravenHealth.com/find-doctor or call Member Services at **1-833-272-8360** (TTY 711).

To Find a Doctor Outside of New Jersey*

- Visit Provider.BCBS.com.
 - Choose your location.
 - Enter the first three digits of your Member ID number: B7U. Then click **Continue**.
 - You can change your search parameters to search doctors by name, specialty, places by name or type.
 - Enter the information into the search bar and click the magnifying glass.
 - Once your search results appear, you can view additional details or choose more search options.

* Braven Medicare Choice (PPO) and Braven Medicare Freedom (PPO)



Your Voice Matters



You may get **a survey soon in the mail** asking about your experience with your health care. This survey will be sent out in **March** to a random sample of Braven Health members.

The **CAHPS survey** is developed by the Centers for Medicare & Medicaid Services (CMS). It's your chance to voice your opinion about your health care, health plan, drug plan, doctors and hospital network. Your answers will help us learn what we are doing well or how we can improve our services.

As our member, we hope we are meeting your expectations. We are continually striving to improve your health care and the services you receive.

Please take the time to answer the survey. Your opinions matter to us!



Are You a Caregiver? Follow These Tips to Take Care of Your Health

Caring for someone with a chronic illness is a labor of love that can be stressful. Taking care of yourself is the most important thing you can do as a caregiver. Use these tips to help you manage your own health and well-being.

- Acknowledge your feelings. Feeling frustrated and angry at times is a common experience. When this happens, take a break. Go for a walk, talk to friends or rest. Try to do something for yourself.
- Make healthier food choices, exercise regularly and get enough sleep.
- Don't be afraid to ask for, and accept, help from others.
- Ask questions of the doctors and health care team who are caring for your loved one so you have all the information you need.
- Watch for signs of depression, and get professional help when you need it.
- Join a caregiver support group.
- Give yourself credit for doing the best you can in one of the toughest jobs there is.

If you are a caregiver, you can call your loved one's Care Manager for additional help and support at **1-888-621-5894** (TTY **711**). Select option **2** and then option **1**. We are here weekdays, between 8 a.m. and 5 p.m., ET.

Source: nia.nih.gov/health/taking-care-yourself-tips-caregivers

In-Home Support Services With Papa



Papa is a program that can help you with life's daily demands, like housework, grocery shopping, rides to appointments and even technology lessons. And, it's included with your Braven Health plan.

Who are Papa Pals?

Papa Pals offer assistance and support to help you with everyday tasks — outside of medical or assisted-living needs. Once you connect with a Papa Pal, you will talk about which day-to-day activities you need help with, either in your home or virtually. Best of all, you pay \$0 for up to 24 hours of service per year. You can use your Flex Benefit Reimbursement if you want to purchase additional hours.

You can get help with services* such as:

- **House help:** light cleaning, laundry, cooking, and taking care of your pets
- **Grocery shopping:** including picking you up at home, taking you to the supermarket, carrying your shopping bags and taking you home again
- **Technology education and support:** learn how to use technology, like a computer, smartphone, tablet, social media, telehealth or video chats with your grandkids and/or other loved ones
- **Transportation:** rides to and from provider appointments and the pharmacy
- **Physical activity:** help with gardening or attending exercise classes

Schedule a Papa Pal

Papa Pals are background checked and eager to help with the many activities described above. Visits are for at least one hour and can take place seven days a week, between 8 a.m. and 10 p.m., ET.

Call Papa toll free at **1-888-345-2849 (TTY 711)**, weekdays, between 8 a.m. and 11 p.m., and Saturday and Sunday from 8 a.m. to 8 p.m., ET. You can also visit joinpapa.com/BravenHealth, or download the **Papa Care App** in the App StoreSM or Google PlayTM to enroll.

*Excluded services: Assistance with Activities of Daily Living (ADLs), such as walking, bathing, dressing, personal hygiene, grooming, mouth care, toileting and transferring from a bed/chair.



Did You Get Your Flu Shot?



If not, you still have time. Flu season can last until May. The flu vaccine prevents millions of illnesses and flu-related doctor's visits each year. And, it can reduce the risk of hospitalization if you get the flu.

People 65 and older and adults with chronic health conditions, such as asthma, heart disease and stroke, diabetes, and chronic kidney disease, are at higher risk of developing serious complications from the flu.



Talk to your doctor or pharmacist about getting a flu shot. While you're there, check to see if you need any other vaccines, such as shingles, pneumonia and COVID-19.

Source: [cdc.gov/flu/prevent/keyfacts.htm](https://www.cdc.gov/flu/prevent/keyfacts.htm)

Your Prescription Coverage

This year, a sixth tier was added to your Part D prescription coverage to make it easier for you to get the medicine you need. The **Select Care** tier includes more than 50 generic drugs – at no cost to you – for chronic conditions, such as hypertension, diabetes, cholesterol and osteoporosis. Copays for tier six medicines will not count toward your Part D deductible.

Coverage Stages

Remember, your coverage for Part D prescription medicine has four stages. How much you pay for your prescription depends on each coverage stage.



Stage 1: Yearly deductible

You pay the full cost of your medicines until you reach your prescription drug deductible amount. If your plan has no deductible, you will start in Stage 2.

Stage 2: Initial coverage

You pay a copay (a fixed amount) or coinsurance (a percent of the cost) for your share of the medicine. **How much you pay depends on your plan, your medicine tier and the pharmacy you use.** Check your Evidence of Coverage for your copay and coinsurance information.

You stay in Stage 2 until your year-to-date “total drug costs” reach \$4,430. Your total drug costs equal what you pay plus what your plan pays.



Stage 3: Coverage gap or “donut hole”

You will pay more for your medicine because there is a temporary limit on your plan’s payments. You will pay 25% of the cost of your medicine.

You stay in Stage 3 until your total out-of-pocket costs reach \$7,050. This amount is set by Medicare.



Stage 4: Catastrophic coverage

Once you reach \$7,050 in total out-of-pocket costs for the year, your plan will pay most of the costs for your medicines, until **December 31**. You will pay a copay (\$3.95 for generic and \$9.85 for brand name) or a 5% coinsurance, whichever is more. On **January 1**, you will return to Stage 1.



For more information about your pharmacy benefits, visit [MyPrime.com](https://www.MyPrime.com). Prime Therapeutics manages your pharmacy benefits on behalf of Braven Health.

What to do After a Hospital Stay



If you were hospitalized, treated in an Emergency Room (ER) or visited an Urgent Care Center for an illness or injury, you may be at greater risk for complications.

After you've been in the hospital, expect a call from one of our Registered Nurses, who will check to see how you're feeling. This phone call can help you move forward with your recovery. It is important that you follow up with your Primary Care Physician (PCP) or specialist within seven days.

If you can't call your doctor, ask a friend or family member to call for you. Your doctor knows your health history and can help you understand what you need to do next. This is important if you want to stay healthy and independent. Talk with your doctor about tests that were ordered for you or any additional testing you might need, as well as your current medicine and any new medicine that may have been prescribed for you.

You can even ask to schedule your follow-up visit via telehealth, so you can meet with your doctor from the comfort and safety of home.

Medication Reconciliation

It's important to work with your doctor to review the list of medicine that you take, including any new medicine you were prescribed during your hospital stay. Reviewing your medicine with your doctor can help you reduce your chance for a hospital readmission.

How we can help

Our team of specially-trained nurses can complete your Medicine Reconciliation. We call you within 30 days of discharge to review the medicine your doctor wants you to take at home. We make sure you are taking the right medicine and dose at the right times. We can answer your questions, discuss any concerns and connect you with our Care Management team, if you need it. During this call you will also be offered enrollment in our post-discharge meal program (Mom's Meals). We offer this benefit to make sure you have the healthy food you need as you transition home. If you need to reach one of our Care Managers, call **1-888-621-5894** (TTY **711**), option **2**, then option **1**.



If you want to talk to a Care Manager, call **1-888-621-5894** (TTY **711**), option **2**, then option **1**. We are here to help you, weekdays, from 8 a.m. to 5 p.m., ET.

Long COVID: What Is It?



Although most people who get COVID-19 will feel better after a few weeks, some people experience long-term symptoms, called “long COVID.” A common long-term symptom is joint pain.

“As more people are infected with COVID-19 and recover, more is known about the different ways it affects the human body,” says Ahmed Siddiqi, DO, an orthopedic surgeon at Hackensack Meridian *Health*.

What to do If You Are Experiencing Joint Pain

If you are experiencing pain in your knees, hips or other joints — whether or not you have had COVID-19 — talk to your doctor.

“If your doctor determines that you have infectious arthritis, they might prescribe medicine or suggest having joint fluid drained,” Dr. Siddiqi says.

Other Options for Treating Joint Pain Include:

- Applying ice and heat and resting
- Physical therapy
- Staying active
- Over-the-counter medicine
- Prescription medicine
- Supplements
- Losing weight

Other COVID-19 Effects

People recovering from COVID-19 may also experience other long-term symptoms, like chronic exhaustion, shortness of breath, racing heartbeat, brain fog, anxiety and depression.

“Most people say symptoms come intermittently and in waves,” says Christina Migliore, MD, Director of Pulmonary Hypertension and Advanced Lung Disease at Newark Beth Israel Medical Center and a member of RWJBarnabas Health Medical Group. “Even when seated, they may feel fine one minute, and the next they can’t breathe.”

If you had COVID-19 and are still experiencing symptoms, talk to your doctor. COVID-19 recovery programs are available to you.

Get Heart Healthy During American Heart Month



Many heart diseases, like congestive heart failure and atrial fibrillation, can be caught early and treated, and people can continue to lead an active lifestyle. It's important to stay on top of blood pressure and cholesterol levels, which can be warnings of potential heart disease development.

"For most men and women in this country, cardiovascular disease is still a leading cause of death," says Riple Hansalia, MD, who specializes in cardiology and electrophysiology at Hackensack Meridian *Health*.

Gary J. Rogal, MD, FACC, Medical Director for RWJBarnabas Health Cardiovascular Services, agrees. "We know that the things you do day-to-day can decrease the chances you'll need hospital care in the future, or at least reduce the amount of care you might need," says Dr. Rogal. "Recommended lifestyle changes do play a big role in overall heart health."

There are many small things we can do every day that add up to better heart health over the years.

- 1. Get a minimum of 150 minutes of moderate exercise every week.** For example, a half-hour walk around lunch would tune up your heart and refresh you for your afternoon.
- 2. Watch your sodium/salt intake.** The recommended amount of salt a person should eat daily is 1,500 mg, but it's very easy to eat more. Read the labels on foods, and opt for fresh versions of foods rather than canned ones.
- 3. Cook at home as much as possible.** Home cooking makes it easier to control sodium content and portion sizes.
- 4. When eating at restaurants, look for "heart healthy" options on the menu.**
- 5. If you smoke, get help to quit.** Smoking is bad for your heart and may increase your urge to snack on high-sodium foods.
- 6. Limit your alcohol intake.**
- 7. Focus on maintaining a healthy weight.**
- 8. Work with your doctor** to ensure that other health conditions, like diabetes, are under control.

Try this heart healthy recipe this winter.

Slow Cooker Harvest Beef Stew

Servings: 6

Serving size: 2 cups

Nutritional facts:

- **Calories: 311 per serving**
- **Protein: 24g per serving**
- **Fiber: 7g per serving**

Directions

1. Add the beef, russet potato, and flour to a 4- to 6-quart slow cooker, stirring well to combine.
2. Add the sweet potato and carrots to the slow cooker. Top with the onions, tomatoes, broth, water, thyme and pepper.
3. Cover and cook for 10 to 12 hours on low heat or 5 to 6 hours on high heat. Just before serving, quickly stir in the peas and parsley. Re-cover. Cook for 5 to 10 minutes.

Ingredients

- 1 pound bottom round beef roast (cut into 1-inch cubes)
- 1 large russet potato, cut into 1/2-inch dice (about 2 cups)
- 1/4 cup all-purpose flour
- 1 medium sweet potato, cut into 1/2-inch dice (about 2 cups)
- 2 cups peeled, thinly sliced carrots
- 10-ounce package frozen pearl onions
- 14.5-ounce can no-salt-added diced tomatoes
- 14.5-ounce can fat-free, low-sodium beef broth
- 1 cup water
- 3/4 teaspoon dried thyme
- 1/2 teaspoon ground pepper
- 10-ounce package frozen peas
- 2 tablespoons dried parsley

Grocery Benefit for Eligible Members

If you participate in the Care Management program and have a chronic health condition like cardiovascular disease, chronic heart failure or diabetes, you will receive an additional allowance of \$75 per quarter to purchase healthy foods and produce. If you qualify, you will be automatically enrolled and will receive a letter with more information.

Eligible members can also use their allowance to buy fresh fruit and produce boxes for home delivery from FarmboxRx. Visit FarmboxRx.com/BravenHealth to learn more.

If you have questions about the grocery benefit, call our Care Management team at **1-888-621-5894 (TTY 711)**, option **2**, and then option **1**, weekdays, from 8 a.m. to 5 p.m., ET.

Source: recipes.heart.org/en/recipes/slow-cooker-harvest-beef-stew

Diabetes and Your Weight



Being overweight can increase a person's risk for many health conditions, including type 2 diabetes. Losing weight can help prevent and manage it.

"You don't have to lose all your excess weight," says Naveen Ballem, MD, Director of Bariatric Surgery at Clara Maass Medical Center. "Even 10 to 20 percent will help improve type 2 diabetes."

What You Can Do

If you are trying to lose weight, limit certain foods, including pasta, bread, rice, and high-sugar snacks and soda. Exercising regularly can also help.

"Strength and cardiovascular exercise burn calories and improve oxygenation of your heart and lungs," he says. "Working out also builds muscle mass, which increases your metabolism and releases feel-good, energy-boosting endorphins," Dr. Ballem says.

If you have or are at risk for diabetes, talk to your doctor about the best way to protect your health.



You can get reimbursed up to \$200 each calendar year towards memberships at a health club, yoga studio and/or virtual fitness program you use at home or eligible fitness equipment like a yoga mat, hand-held free weights, exercise bands and more. Visit BravenHealth.com/reimbursement to learn more.

Do You Have a Personal Representative?

Planning ahead is important, especially if you become sick or have a serious health condition.

A personal representative can act on your behalf and can help you with your benefits and coverage, claims, bills, and grievances and appeals. Your personal representative can be a husband, wife, son, daughter, relative, friend, doctor, attorney or someone chosen by a court.

Because your personal representative will have access to your private health care information, you must authorize us to release the information. Visit BravenHealth.com to download a form.

Please send your completed form to:

Braven Health
Attn: HIPAA Team
PO Box 1458
Newark, NJ 07101-1458

Know the Signs of a Blood Clot



Have you ever sat on a long flight, then noticed that your leg hurt when the flight was over? Prolonged sitting may increase the risk of developing a blood clot in the leg, which is also called deep vein thrombosis (DVT).

DVT typically forms deep within a vein in the leg. When a blood clot forms, it can obstruct blood flow, leading to uncomfortable symptoms. If a clot breaks free from the spot where it formed, it may cause a potentially life-threatening condition known as pulmonary embolism, when the clot travels through blood vessels and enters the lung.

Not all blood clots in the leg lead to pulmonary embolism; some resolve on their own. But, if you notice signs that you may have DVT, seeing a doctor right away may help you avoid dangerous complications.

"There are effective treatments for a blood clot in the leg, most notably blood thinners, which hinder clotting ability while they're being used," says Katherine Armstrong, MD, MS, a hematologist-oncologist at Hackensack Meridian Health. "Getting medical help early when you think that you may have a blood clot is always the right decision, even if it turns out to be nothing. It's better to be safe than sorry when pulmonary embolism could be a possibility."

Signs of a Blood Clot

Blood clots are more common after surgery and for people on bed rest or who sit for long periods without stretching.

Symptoms include:

- Leg pain or discomfort that may feel like a pulled muscle, tightness, cramping or soreness
- Swelling
- Redness or discoloration of the sore spot
- Feeling warm to the touch
- Throbbing sensation

When to Get Care

If you think that you may have a blood clot in your leg, call your doctor right away. If you have symptoms of a pulmonary embolism, you should get care immediately. Symptoms include:

- Sudden difficulty breathing or shortness of breath
- Chest pain that worsens when you try breathing deeply
- Sudden cough, especially if you produce bloody mucus
- Fast heartbeat
- Dizziness or losing consciousness

Brain Teaser

Keep your brain sharp with this word search.

Find and circle the hidden words related to your Braven Health plan. Words can go in any direction and can share letters as they cross over each other.

Words

Benefit

Braven

Coinsurance

Copayment

Deductible

Enrollment

Network

Prescription

Provider

Wellness

L	H	U	M	A	A	I	Y	Z	Z	R	W	E	V	E
H	Q	Z	S	I	J	Q	E	F	E	E	Y	O	F	N
T	I	F	E	N	E	B	W	S	C	D	O	T	Q	R
N	A	K	W	U	P	P	S	G	N	I	E	S	I	O
N	E	T	G	U	M	E	P	T	A	V	D	Q	X	L
V	D	V	O	E	N	Z	N	K	R	O	J	C	R	L
S	D	U	A	L	Z	E	E	N	U	R	K	F	I	M
K	Z	X	L	R	M	C	E	J	S	P	G	G	K	E
K	D	E	U	Y	B	T	X	S	N	O	H	G	L	N
W	W	Q	A	I	W	U	D	Z	I	S	B	D	M	T
T	M	P	F	O	J	Q	I	T	O	M	W	A	B	X
O	O	T	R	K	D	E	D	U	C	T	I	B	L	E
C	E	K	N	O	I	T	P	I	R	C	S	E	R	P
R	L	A	J	E	S	R	K	R	S	P	L	Z	V	A
F	Y	O	W	Q	V	V	P	Y	N	T	M	T	C	D

Your Private Information

If you want to know more about how we use, disclose and protect your personal information, as well as your rights regarding protected health information, please read our Notice of Privacy Practices at [BravenHealth.com/privacy-center](https://bravenhealth.com/privacy-center).

If you want a hard copy of this information, please call Member Services at **1-833-272-8360** (TTY **711**).

Notice of Nondiscrimination

Braven Health complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Braven Health provides free aids and services to people with disabilities (e.g. qualified language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

Contacting Member Services

Call Member Services at **1-833-272-8360 (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for **all other Member Services issues**.

Filing a Section 1557 Grievance

If you believe that Braven Health has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Braven Health's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to:

Braven Health

Civil Rights Coordinator

Three Penn Plaza East, PP-12L

Newark, NJ 07105-2200

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697 (TDD)**. OCR Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Language assistance

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-833-272-8360 (TTY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-833-272-8360 (TTY 711)**。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-833-272-8360 (TTY 711) 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-833-272-8360 (TTY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન

કરો **1-833-272-8360 (TTY 711)**.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer

1-833-272-8360 (TTY 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-833-272-8360 (TTY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-833-272-8360 (رقم هاتف الصم والبكم 711)**.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-833-272-8360 (TTY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните

1-833-272-8360 (телетайп 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-833-272-8360 (TTY 711)**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मु त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-833-272-8360 (TTY 711)** पर

कॉल करें।

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Our Commitment to Quality

We want to make sure that the care and services you get are appropriate, necessary and properly administered. That's why we have a Quality Improvement (QI) Program that works to improve the quality of care and services provided to our members. Our QI Program monitors areas that affect the care our members receive, such as access to care, preventive screenings and member satisfaction.

For more information about this program and its progress toward goals, please call Member Services at **1-833-272-8360** (TTY **711**), weekdays, from 8 a.m. to 8 p.m., ET and ask for the Quality team.

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