

My 2026 Passport to Health.

Guiding your journey to your healthiest self.

My care starts here

1

Schedule your in-person or telehealth Yearly Health Check-Up.



2

Complete your Health Risk Assessment (HRA).



3

Get your recommended preventive screenings.



4

Keep track of your care in this Passport.



Look for your HRA survey in the mail.

Fill out your yearly HRA survey to help your doctor create a care plan that meets your individual needs. It's quick and easy.

Complete your HRA survey:

- Within 90 days of enrolling.
- Yearly, to meet your changing needs.

Submit your HRA survey:

- By mail: use the prepaid envelope.
- By phone: call **1-800-331-6769 (TTY 711)**, Monday – Friday, 8 a.m. – 5 p.m. CT.



This book belongs to

Name: _____

Phone: _____

My emergency contact

Name: _____

Phone: _____

My allergies

My medical history

My primary care provider (PCP)

Name: _____

Phone: _____

My pharmacy

Name: _____

Phone: _____

My other health care professionals

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Preventive screenings	How often needed	Date completed
Health risk assessment (HRA)	Every year	
Yearly Health Check-Up	Every year	
Flu shot	Every year	
Pneumonia shot	2 shots given 6 to 12 months apart*	
Diabetes management		
Blood sugar monitoring (HgbA1c)	At least once a year	
Kidney health evaluation tests (uACR and eGFR)	Both tests every year	
Retinal eye exam	Every year	
Colon health (4 options)		
Colonoscopy OR	Every 10 years	
Flexible sigmoidoscopy OR	Every 5 years	
In-home stool DNA test (Cologuard) OR	Every 3 years	
In-home stool test	Every year	
Women's health		
Mammogram	At least every 2 years	
Bone density test	At least once after age 67 or within 6 months after a fracture	
Heart health		
Blood pressure screening	At least once a year	
Cholesterol treatment with statin medication	Ongoing/Continuous	



HealthSpring Incentives program

You can earn rewards for completing select preventive screenings including the Yearly Health Check-Up**. See page 5 for more details.

Check the items you'd like to talk about at your next doctor's visit.



My health

- ☐ Balance/fall prevention
- ☐ Bladder control
- ☐ Emotional health



My follow-ups

- ☐ Blood test results
- ☐ Medications I'm taking
- ☐ Visits with specialists



My vaccinations

- ☐ Flu and/or pneumonia
- ☐ COVID-19 (shot or booster)



My health goals

- ☐ Exercising/eating healthy/managing weight
- ☐ Taking my medications
- ☐ Reducing stress
- ☐ Expanding my social circle



My preventive care

- ☐ Colorectal cancer screening
- ☐ Bone density (osteoporosis) screening
- ☐ Breast cancer screening (mammogram)
- ☐ Diabetes-related tests
(blood sugar, retinal eye exam,
cholesterol, kidney screening)

My other health questions

Behavioral health services

For members with behavioral health issues, such as depression, anxiety or substance abuse, we're here to support you. Get help finding behavioral health care providers and understand costs and your care choices. To learn more about behavioral health services, call Customer Service at the phone number listed on the back of your member ID card. All calls are private. MDLIVE providers also offer virtual mental health therapy by appointment. Go to myHealthSpring.com to get started using telehealth services.

Let your doctor know if you have:

- Issues with or concerns about your medications.
- Questions about your test results.
- Received care from specialists or other providers since your last visit.

Check the box if you're having trouble with any of the following activities:

- ☐ Walking without support
- ☐ Bathing and using the toilet
- ☐ Getting in and out of chairs easily
- ☐ Getting dressed by yourself
- ☐ Eating and preparing meals



Incentives program

Participate in the **HealthSpring Incentives** program. You can improve your health and earn rewards on your **HealthSpring Flex** card by completing preventive screenings and healthy activities, such as:

- Yearly health check-up
- Routine vision exam
- Routine hearing exam
- Preventive dental care visit
- Additional doctor-recommended activities, such as a colorectal screening, a mammogram and diabetes management

You can also earn rewards by connecting with others and HealthSpring.



Start earning now

- **Schedule** your yearly health check-up with your provider. If you are a new participant to the program, complete the Opt-in form that was mailed to you and is available at myHealthSpring.com.
- **Ask** your provider if you qualify for additional screenings.
- **Engage** online at myHealthSpring.com to learn about health and wellness topics and continue earning rewards.

You can earn up to **\$200** in incentive rewards.



Learn more at myHealthSpring.com.

Telehealth through MDLIVE®

All members except AZ:

1-866-918-7836 (TTY 1-800-770-5531),

AZ members:

1-866-301-8658 (TTY 1-800-770-5531)

myHealthSpring.com

Connect with a board-certified doctor by phone or video, 24 hours a day, 7 days a week.

HealthSpring Customer Service

Call the number on your member ID card.

October 1 – March 31, 7 days a week,
8 a.m. – 8 p.m. local time.

April 1 – September 30, Monday – Friday,
8 a.m. – 8 p.m. local time.

Our automated phone system may answer your call during weekends, on holidays and after hours.

Urgent care

Search the provider directory at **myHealthSpring.com** to find a center near you. Get care for minor health concerns when your doctor is unavailable and you need care right away.

Emergency care

For emergencies or symptoms that can't wait, go to the nearest ER if you have chest or abdominal pain, shortness of breath or difficulty breathing, sudden numbness, major burns or broken bones.



**Log in to your account
at myHealthSpring.com,**



**or download the
myHealthSpring app.**

Access tools to manage your plan and select your communication preferences, including the option to **go paperless**.

List the medications you take	Health condition	Dosage	Times per day

Always talk to your doctor about ALL of your medications, especially if you:

- Experience side effects.
- Forget to take your medication.
- Can't afford your medication.



Your prescription costs may be lower if you can get a 90-day supply.

Write down any medication questions you want to ask your doctor.



*Even if you received your pneumonia shot in the past, ask your doctor about the most up-to-date recommendations.
**Incentive rewards are intended to be used on health and wellness products only. Confirmed rewards will be added to your HealthSpring Flex card.
HealthSpring products and services are provided exclusively by or through operating subsidiaries of Health Care Service Corporation, a Mutual Legal Reserve Company. © 2025 Health Care Service Corporation. All Rights Reserved.