

Providence Medicare Dual Plus (HMO D-SNP) Enrollee Advisory Committee (EAC)

Summary of 2025 Activities

Thanks to the valuable feedback shared by our EAC members throughout 2025, we were able to make some improvements to how we serve our D-SNP membership. Here are some changes and improvements we have made or are exploring based on what they told us.

Improving How We Communicate with Our Members

Feedback:

Many members did not recall receiving notification about their qualification for the food allowance (SSBCI) for 2025 or didn't understand how to know if they qualified.

What we did:

- Sent out communication to current members earlier regarding their qualification for this benefit in 2026.
- Updated the qualification process to increase the chances that a member would qualify.
- Continue to work on improvements to make the process easier and more accurate.

Feedback:

Some members wanted help identifying legitimate calls vs. scam calls.

What we did:

- Customer Service provides additional verification steps, such as providing the street name for the address on file and asking the member to confirm the street

number, to help those who are hesitant feel more comfortable that it's a legitimate call.

- They remind members that they can always call back through the main Providence number for peace of mind.

Feedback:

Members wanted more chances to speak with their care team.

What we did:

- Explained Care Management reminds members of this opportunity during every conversation.
- Invitations to care team meetings (ICT meetings) are included in each care plan. It's important to review your care plan.

Feedback:

Some members shared that website information about prescriptions was hard to locate.

What we did:

- Updated parts of our website to make pharmacy information easier to navigate.
- Continue to work with marketing and digital teams to identify further improvements.

Feedback:

Many members had not heard about the RxSavings Solutions, also referred to as the real-time benefit tool in member materials.

What we did:

- Will add RxSavings Solutions information to future materials where appropriate. There is much more that can be done with this tool than just determine how to save money on prescriptions.
- Included the link to this tool in the 2026 Evidence of Coverage document where the real-time benefit tool is described, making the connections between the two more apparent.

Improving Your Experience with Health Services

Feedback:

Some members said it was confusing to know where vaccines were available.

What we did:

- The online provider directory now tells you which pharmacies provide vaccines. We also added tips on our Pharmacy Resources page to help you have a smooth visit, like calling ahead to make sure the pharmacy has the vaccine you need.
- Continued providing vaccine education across our materials and websites.

Feedback:

There was confusion between an **Annual Wellness Visit** and an **Annual Physical Exam**.

What we did:

- Simplified the process so either type of visit counts toward your annual wellness incentive.
- This means you don't need to worry about the difference.

Supporting Mobility, Safety & Fall Prevention

Feedback:

Many members did not know which medications or conditions increased fall risks, or what mobility supports were available.

What we're doing:

- Reviewing what additional education might be needed after gathering more feedback about member awareness of how medications can affect fall risk.
- Looking at ways to provide more information on mobility equipment and exercise resources.

Improving Member Events

Feedback:

Our members shared ideas for making member events more accessible and enjoyable. Ideas shared:

- Adjust timing and locations of events—include mid-day and weekend options.
- Use community partnerships to reach more members.
- Send event information earlier and by email, when possible.

What we did:

- Implemented these ideas at our October community event and invited EAC members to provide feedback to help shape future events.