

Medicare Supplemental Benefits

THE OFFICE OF
RETIREMENT SERVICES
CITY OF SAN JOSE

Our Providers

Anthem. 

Group Medicare
Advantage

City of San Jose



Partnership in Health

Medicare Supplemental Benefits report

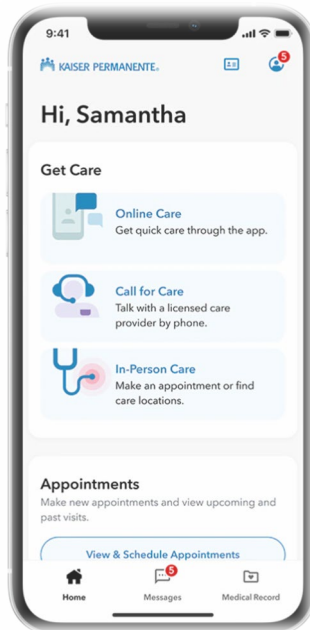
Created for City of San Jose
Medicare | Members
Report date: JAN-15-2026

Available From Both Plans

- 24/7 Nurse Line
- Annual Wellness Visit
- Apps – Sydney Health & Kaiser (various)
- Care While Away From Home
- Healthy Aging and Exercise Programs
- Hearing Care
- Home Lab Kits
- Meal Programs
- Transportation
- Video Visits
- Vision Care

Phone Apps

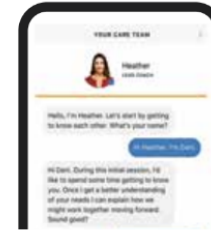
- Anthem Sydney App
- Kaiser Apps (Health, Calm, ginger, myStrength)



Calm

The #1 app for meditation and sleep. You can choose from hundreds of programs and activities, including:

- Guided meditations
- Sleep Stories
- Mindful movement videos



ginger

1-on-1 emotional support coaching and self-care activities to help with many common challenges.

- Coaches are available by text 24/7
- You can use Ginger's text-based coaching services at no cost, no referral needed^{4,5}



myStrength[®]
by Teladoc Health

Personalized programs designed to help you:

- Set mental health goals
- Learn coping skills
- Track your progress over time
- Make positive changes

Value Added Benefits to Better Support Overall Well Being



24/7 Nurseline, registered nurses are ready and waiting to help when you call with your health concerns* anytime day or night



Hearing Care, Anthem offers a TruHearing benefit where members can schedule a hearing exam, or a hearing aid evaluation at no charge. Additionally, **Kaiser** offers a hearing aid allowance every 3 years.



Foreign Travel, emergency or urgently needed care services while traveling outside the United States or its territories during a temporary absence of less than six months



Home Lab Kit Program, a continuing program that sends Home Lab Kits if you have an eligible condition.

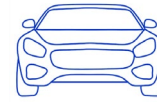
Value Added Benefits to Better Support Overall Well Being



Healthy Meal Programs, the delivery of nutritious meals post-hospital discharge or skilled nursing facility at no cost.



Healthy Aging and Exercise Programs, **Anthem** offers **SilverSneakers®** Fitness Program & **Kaiser** includes **One Pass®**



Transportation, **Kaiser** provides up to 24 one-way trips (up to 50 miles) per calendar year for medical appointments.

Anthem connects members to transportation assistance programs.



Vision Care, Both **Anthem Blue View Vision** & **Kaiser's Vision Essentials** offer an annual routine eye exam.

Exclusive From Anthem

- Cancer Concierge Care
- Extra Covered Prescription Drugs
- House Calls
- Medicare Community Resource Support
- Member Connect
- Routine Foot Care

Concierge Cancer Care

Cancer Care Navigator Program: A holistic, personalized, and digital approach to provide end-to-end, comprehensive support and advocacy.

Cancer Care Navigators are health educators specially trained to understand diagnoses and unique needs.

Navigators

- **Coordinate** your care and act as a single point of contact for your oncologist, and your care team.
- **Support** both your emotional and physical health.
- **Connect** you to community resources.
- **Answer** questions and provide education about treatment, medication, side effects, and plan benefits.
- **Help** prevent avoidable ER or hospital visits.



Extra Covered Drugs

Prescription drugs that are not covered under Part D, but they are provided under Senior Rx Plus benefits.

These appear on a separate list called “extra covered drugs” and are covered by Medicare.

This plan includes:

- Prescription drugs covered above and beyond the drugs in the plan’s Part D Formulary
- Cough and cold medications
- Vitamins and minerals

*To get over the counter drugs listed as covered under your drug plan, you must obtain a prescription from your provider and have it filled by a pharmacist



The House Call Program

The House Call program helps you stay on top of your healthcare between checkups — at no additional cost — from the comfort and convenience of home.*

A licensed clinician will perform a comprehensive health evaluation in-person or virtually to:

- Chat about any health questions and concerns.
- Provide basic health screenings.
- Take notes on your discussion and record evaluation results.
- Share the evaluation results with you and your personal doctors.
- Members who complete a visit will receive a \$50 gift card in the mail.



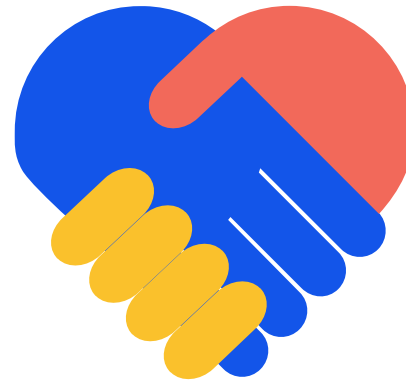
* The House Call program is administered by an independent vendor and is only available to those who qualify.

Medicare Community Resource Support (MCRS)

Connect with social workers to help bridge the gap between medical needs or benefits and available community resources.*

Available support and resources may include:

- Food pantries
- Home maintenance programs
- Copay assistance programs
- Social activities
- Help around the home
- Transportation assistance



Call member services and ask to speak with a Medicare Community Resource Support social worker.

* Eligible individuals are identified for assistance through case management, health risk assessment completion, customer service, network relations, care guides, and self-referrals.

Member Connect Program

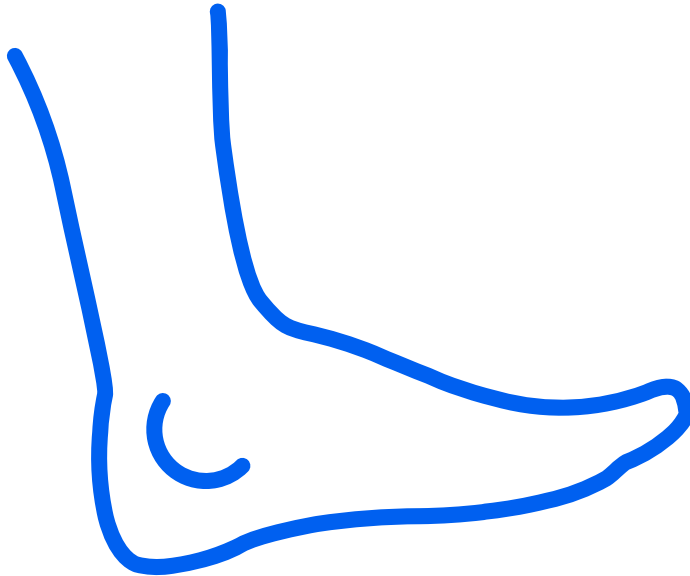
The Member Connect team includes a Social Care Partner and Phone Pal that together build authentic connections with members leading to behavior changes to reduce isolation and loneliness.

Member Connect Team



If you'd like to join, please call 844-451-2102 Monday–Friday 5 a.m. to 3 p.m.

Routine Foot Care



The plan also provides routine foot care coverage not covered by Original Medicare. You can get up to 12 covered visits per year combined in-network and out-of-network. Routine foot care includes the cutting or removal of corns and calluses, the trimming, cutting, clipping or debriding of nails, and other hygienic and preventive maintenance care at no cost to you

Exclusive From Kaiser

- \$500 Hearing Aid Allowance
- \$70 Over-the-Counter (OTC) Quarterly Allowance
- Transportation Services
- Vision Benefit

Hearing Centers & Available Allowance



Kaiser's Hearing Benefit covers hearing tests to check if you need hearing correction or to make a diagnosis when you think you're having a hearing problem. You'll receive a \$500 hearing aid allowance every 3 years to be used at a Kaiser Hearing Center.

Over-the-Counter (OTC) Wellness Benefit

As a Kaiser Permanente Medicare health plan group member, you can get OTC health and wellness products delivered to your home. And all at no cost. Your health plan includes \$70 quarterly benefit for OTC products.

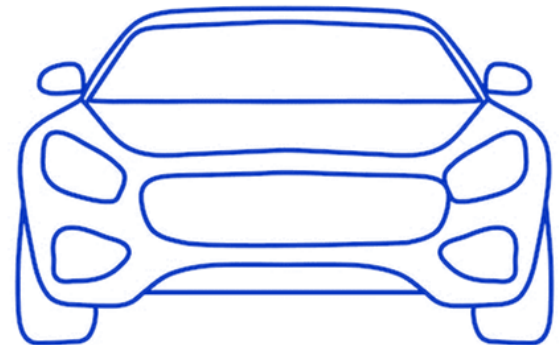
You can use your benefit to order:



- Vitamins and minerals
- Allergy, cough, and cold remedies
- Antacids, laxatives, and stomach aids
- Pain relievers and fever reducers
- First aid kits, joint supports, and incontinence products
- Blood pressure monitors and thermometers
- Diabetic supplies such as compression stockings and sharps containers

Visit kp.org/otc/ca

Kaiser's Transportation Services program offers up to 24 one-way trips (50 miles per trip) to and from medical appointments, per calendar year, at no charge.



Vision Services

Kaiser Permanente Members receive an allowance to use toward the purchase of eyeglasses or contact lenses. The total allowance is for a single eyewear purchase every 2 years. If you don't use the entire allowance when you first buy your glasses or contact lenses, you can't use it later. If your eyewear costs more than the entire allowance, you'll need to pay the difference.



Value Added Benefit Utilization

Anthem 

Group Medicare
Advantage

City of San Jose



2408 Anthem MAPPO Members
1210 Federated



Partnership in Health

**Medicare Supplemental
Benefits report**

2766 Kaiser KPSA Members
1941 Federated

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Anthem Value Added Benefits Utilization Summary

2408 MAPPO Members (1210 Federated)

Additional Benefits	Description	Completed
Annual Wellness Visit	An annual wellness visit to develop or update a personalized prevention plan based on current health and risk factors.	1,139
Healthy Meals	Discharge from inpatient stay, Elevated A1C or BMI	280 meals
Home Lab Kits	Home test kits mailed to eligible members to complete screenings in their home	Targeted: 601 Completed: 117
House Calls	Member health evaluation in the member's home	210 visits
SilverSneakers	No cost access to fitness equipment and group exercise classes at more than 16,000 SilverSneakers® locations across the nation.	Enrollees: 457 Visits: 10,463
Sydney Health	Register on anthem.com/ca/csj or download the Sydney Health app to stay connected to your health plan anytime.	Registered: 1,414 Visits: 10,809
24/7 Nurseline	Access to a 24-hour nurse line, seven days a week, 365 days a year	41 calls



KAISER PERMANENTE®

Medicare Supplemental Benefits Report

- Post-Discharge Meal Delivery
- Over-the-Counter (OTC) Health & Wellness
- One Pass® health and wellness program
- Transportation

2766 Kaiser KPSA Members
(1941 Federated)

Post-Discharge Meal Delivery

Immediately following discharge from a Kaiser hospital or skilled nursing facility, Members are eligible to receive up to 4 weeks of meals (84) delivered to their home, once per calendar year to support their recovery.

	Your group Q3 2025	Your group YTD 2025
Number of members qualified	89	214
Number of unique members	17	44
Utilization rate	19.1%	20.6%
Number of meals shipped	1,092	3,027
Average meals per member	64.2	68.8

Top menu selections (# of meals)	Your group YTD 2025
General Wellness	1,704
Lower Sodium	462
Renal Friendly	336
Heart Friendly	315
Diabetes Friendly	147
Protein plus*	42
Gluten	21

*Formerly Cancer Support

Over-the-Counter (OTC) Health & Wellness

Members qualify for a \$70 quarterly allowance to purchase common OTC products from our online catalog.

	Your group Q3 2025	Your group YTD 2025
Number of members eligible	2,744	2,744
Number of unique members	548	632
Utilization rate	20.0%	23.0%
Number of products ordered	3,682	9,358
Average products per member	6.7	14.8

Top 10 products	Your group Y/TD 2025
Medline Deluxe Toilet Paper Roll 4.5x3.25 1Ct	338
Medline Facial Tissue Pocket Pack 1Ct	205
Medline Premium Facial Tissues 8x8.3 100Sheet/Box 1Ct	161
Medline FitRight Aloe Personal Wipes Scented, Soft Pack with Flip Top 100Ct	111
Medline FitRight Bladder Pads 3.5x9 Light 20Ct	103
Loratadine 24-Hr Non-Drowsy Allergy Relief Tablets 30Ct	95
Medline 70% Isopropyl Alcohol 16oz 1Ct	86
Medline Remedy Essentials Shampoo & Body Wash Scented 2oz 1Ct	83
U by Kotex Security Regular Daily Panty Liners 64Ct	78
ReadyBath Fresh Bathing Wipes Unscented 8Ct	78

One Pass[®] health and wellness program

Members are supported on their healthy aging journey with access to gyms, fitness locations, studios, online workouts, brain health tools, and social events and activities.

	Your group Q3 2025*	Your group YTD 2025
Number of members eligible	2,744	2,744
Fitness center number of visits	3,029	8,481
Fitness center number of unique members	173	364
Cognitive health platform engagement, number of unique members	6	9
Digital platform engagement, number of unique members	76	151
Social activities engagement, number of unique members		6
Total engagement, unique active members	235	464

Transportation

Your members are eligible for up to 24 one-way rides per calendar year to network medical appointments.

Top 10 Trip Reasons	YTD 2025
Discharge	94
Dialysis	65
Clinic Appointment	59
Return Ride	54
Specialist	27
Repatriation - EPRP	13
High Level of Care	12
Primary Care Physician	7
Radiation Therapy	6
Diagnosis/Therapeutic Procedure	6

	Q3 2025	YTD 2025
Number of members eligible	2,744	2,744
Number of unique members	43	100
Utilization rate	1.6%	3.6%
Number of completed trip legs	147	382
Average trips per member	3.4	3.8
Non-medical transportation such as sedan rides	26.5%	29.8%
Nonemergent medical transportation such as wheelchair or gurney van rides including regular and bariatric	73.5%	70.2%

Resources for Assistance

- **ORS Website:** www.sjretirement.com
- **ORS Staff**
 - retirement.health@sanjoseca.gov
 - (408) 794-1000
 - (800) 732-6477
- **Anthem Medicare:** **1-833-848-8730**
- **Kaiser:** **1-800-464-4000**

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Questions?