Retiree Assistance Program

Part of Your 2021 Concordia Medicare Supplemental Coverage
What is Manage My Health?

There are times in life when you might need a little help coping with family, social, financial and mental health challenges. Manage My Health can help, with valuable senior-centric services designed to help improve your personal wellbeing. The program is included with your Concordia Medicare supplemental coverage and is available to you and your spouse.

What’s Included in Manage My Health?

There are eight services included in Manage My Health. Additional information on each service is provided in this packet, and available online at managemyhealth.amwins.com.

- Food Delivery Service
- 24/7 Physician Consultations by Phone
- Caregiver Resources
- Specialty Physician Network
- Health & Wellness Support
- Counseling & Intervention
- Hearing Services
- Identity Theft Support
Eligibility, Cost and Confidentiality

Access to Manage My Health is included with your Concordia Medicare supplemental coverage and usage of the program is 100% confidential. Some of the services—like food delivery—have an additional expense; however the majority are available with no additional out-of-pocket costs.

Online Access

To access the online portal, managemyhealth.amwins.com, you will need to register prior to logging in by selecting the “SIGN UP” button on the website to create your account. You’ll be asked for the following information:

Registration ID: Call for your registration ID
Registration Password: Call for your password

Once you’ve completed the registration process, you may use your newly-created credentials (i.e. member name and password) to access the site.

Amwins Customer Care

If you have questions about the program or how to access your benefits, please call our Customer Care Center. Representatives are available Monday through Friday, 8:00 AM–8:00 PM.

1-800-346-7919
My elderly mother always does the cooking for my dad. When she had surgery and required bed rest I wanted to help. Unfortunately, I live 1,500 miles away. Fortunately, I was able to order healthy, freshly prepared meals delivered right to my parents home! —Melanie L.
Receive 24/7 care for common illnesses and injuries from the comfort of your home. Highly qualified, board-certified doctors and medical providers can diagnose and prescribe medication for coughs, colds, allergies and infections, as well as sprains and other minor injuries, right over the phone. This can be a fast, convenient alternative to making an appointment with your physician.

“Making a rush appointment with my doctor isn’t always easy. Thank goodness I could talk to a doctor right over the phone. —Sophia P.”
The right caregiver fulfills an important role in the health and vitality of our loved ones. But, deciding where to start can be a challenge.

Our caregiver resources program provides access to professional, in-home caregivers you can trust and at savings of up to 50%. Caregivers are vetted through in-depth background checks and undergo a client matching process to match with client personality and care needs.

“When my mom needed a full-time caregiver I didn’t know where to start. This service has been a blessing. I’m confident I made the right decision for her well-being.”
—John D.
Navigating the specialty physician network can be confusing. When chronic illness hits home, it’s reassuring to know specialized help is available. The service matches your needs to healthcare specialists and primary care physicians qualified to treat specific medical conditions, including your preference for physician age, location, languages spoken and other factors.

You will receive at least three recommendations for primary care physicians and/or specialists based on specific needs and preferences. These detailed profiles include insurance acceptance, appointment availability and a list of any necessary medical records or tests required prior to an office visit.

This service is available at no additional cost and can save hundreds or thousands of dollars.

“Your care navigator asked the relevant questions and understood my needs. I will always use SpecialtyCare Connect when I need a specialist referral. I feel that I am getting objective advice. —Scott R.”
We all know the importance of exercise and healthy nutrition. Our health and wellness support provides personalized exercise routines and healthy eating tips geared for persons aged 65 and older. As a result, you can lead a healthier, happier life and delay or prevent the onset of many acute and chronic medical conditions.

This wealth of health knowledge is available online, 24/7 for you to access at your convenience.

“What a difference! My parents are exercising more and eating better. They really enjoy the tips and it has given them a boost of energy! Thank you, Manage My Health!”

—Ava S.
If you suffer from depression or anxiety, you’re not alone. Our counseling and intervention program provides seniors and their family members with confidential, 24/7 access to professional counselors, ready to support you over the phone or by email. From alcohol or drug abuse, depression, smoking cessation or receiving elder care, we can help resolve many issues you face today.

Counselors possess either a Master’s degree or Ph.D. and have five or more years of experience in the counseling field.

“My dad was feeling down so I tried the counseling service. The person at the other end of the line was smart, respectful and easy to talk to. They gave me valuable advice to get him moving again. —Dan G.”
Hearing loss becomes more prevalent as we age and can be difficult to manage for ourselves and our families. Diagnosis is often delayed—on average between five to seven years—compounding problems. Medicare often falls short in helping those with hearing loss. Even more concerning, recent studies have shown that hearing loss can be linked with cognitive decline.

Our hearing services can help you improve your home and social life, and mental/cognitive ability, with valuable benefits. From free hearing screenings, access to a nationwide network of 2,500 locations, discounts of as much as 70% off MSRP on top hearing aids, and much more, we can help you get started on the road to better hearing—and better health.

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My adult children convinced me to use this service and I’m glad they did. I saved money and I can hear better. Everyone treated me so well throughout the process. Don’t wait any longer! Call them today! —Art G.”
ID Theft Support
Direct Access: 1-866-291-6508

In 2020, Americans lost a total of nearly $1.2 billion to imposter scams with $850 lost per victim on average. Those on a fixed income are often most vulnerable to these scams and may be unprepared to manage the potentially extensive—and expensive—process to restore their identity.

This program provides a trusted advisor to help you identify fraudulent solicitations sent through email, websites, mailings, phone calls or text messages. Within 24 hours of notification, a specialist will review the solicitation and provide a written assessment of the offer legitimacy. Support is also available after an identity theft claim to help the retiree navigate the identity restoration process.

This service is available at no additional cost and can save hundreds to thousands of dollars.

“When I saw that my parents’ health insurance came with fraud protection it just made sense to take advantage. I enrolled my parents and showed them how to use the service. I’m sure this will save them money in the near future. LOL! My parents are too trusting!” —Jeff D.

Amwins Group Benefits, Inc. reserves the right to make changes to this program at any time.