





**MIAMI-DADE COUNTY
EMPLOYEE HEALTH PLAN
2024 OPEN ENROLLMENT
OCTOBER 17, 2023 –
NOVEMBER 6, 2023**




2024 BENEFIT GUIDE





View Your 2024
Benefit Guide Here.



2024 BENEFIT GUIDE
Miami-Dade County
Self-Funded Medical Program
For Employees and Dependents



Your Opinion Matters!
We would like to hear about
your experience with your 2023
Miami-Dade County AvMed
Health Plan. Take Survey here



Embrace better health®

2024 Open Enrollment

- Regional Meetings and Virtual Benefit Presentations will be held from **10/17/2023 – 11/04/2023**.
- The 2024 Open Enrollment website opens **10/23/2023 - 11/6/2023** at www.miamidade.gov/openenrollment
- Eligibility documents for newly enrolled dependents are due to the Plan **no later than 11/6/2023**, otherwise the dependent will not be enrolled for coverage.



2024 Open Enrollment Plan Features

Medical Plan Overview

- Advantage Plans
- MDC Select Advantage and First Choice Advantage Hospital List
- AvMed's New Pharmacy Benefit Manager (PBM)
- Non-hospital affiliated facilities for Hi-Tech imaging

Value Added Programs

- SmartShopper
- Sword Virtual Physical Therapy
- MD Live
- Bloom

Miami-Dade County Advantage Plans

- **First Choice Advantage HMO**
- **Select Advantage HMO**
- **HMO Advantage**
- **POS Advantage (out of network option)**

All medical plan options may not be available to employees hired on or after 1/1/2019. Refer to your union's collective bargaining agreement for more details.

Please view the 2024 Summary of Benefits at AvMed.org/MDC, or the 2024 Benefit Guide.



Participating hospitals under the MDC Select Advantage and First Choice Advantage Plans.

Members can now access Mount Sinai Medical Center under the MDC Select Advantage, HMO Advantage, and POS Advantage Plans.

MDC Select	
Miami-Dade	Broward
Baptist Hospital	Broward Health (Coral Springs)
Doctors Hospital	Broward Health (Imperial Point)
Baptist Homestead Hospital	Broward Health Medical Center
South Miami Hospital	Broward Health (North)
West Kendall Baptist Hospital	Northwest Medical Center
Kendall Regional	Cleveland Clinic
Mt. Sinai Medical Center	Holy Cross
Jackson Memorial Hospital	Memorial Hospital (Miramar)
Jackson North	Memorial Hospital (Pembroke)
Jackson South	Memorial Hospital (West)
Jackson West	Memorial Regional Hospital
Nicklaus Children's	Memorial Regional Hospital (South)
University of Miami	
Holtz Children's Hospital	
Bascom Palmer Eye Institute	

First Choice Advantage/MDC Jackson First Network	
Miami-Dade	
Jackson Memorial Hospital	Jackson South
Jackson West	University of Miami
Jackson North	Bascom Palmer Eye Institute
Holtz Children's Hospital	





AvMed is changing the Pharmacy Benefits Manager (PBM) to Express Scripts (ESI) effective January 1, 2024.

AvMed's new Pharmacy Benefit Manager (PBM)

Here is important information we want to share with you:

On January 1, 2024, a new pharmacy benefit manager, Expresscripts, will begin administering pharmacy benefits on behalf of AvMed. This includes mail-order home delivery services.

- **New Member ID Card:** Before January 1, 2024, you will receive a new Member ID Card containing updated pharmacy information. Please present this card at your pharmacy to obtain your medications on or after that date.
- **Formulary Changes:** If you are impacted by formulary changes, you will start receiving notifications beginning on November 1, 2023.
- **Prescription Fills:** We encourage you to fill your prescriptions before January 1, 2024. All active pharmacy pre-authorizations and existing mail-order prescriptions with remaining refills will be automatically transferred to Express Scripts on January 1, 2024. This ensures that you can continue to access your necessary medications without interruption.
- **Mail-Order Pharmacy:** Starting January 1, 2024, Express Scripts will become AvMed's mail-order pharmacy, offering you convenient options for prescription fulfillment, with a savings of 2x the copayments for up to a 90 day supply.
- **Specialty Pharmacy Services:** On January 1, 2024, Proprium Specialty Pharmacy (Proprium) will become AvMed's specialty pharmacy. If you are currently using specialty medications, you will be contacted directly by Proprium for assistance in getting these prescriptions filled.

Hi-Tech Imaging at Non-Hospital Affiliated Facilities under Advantage Plans

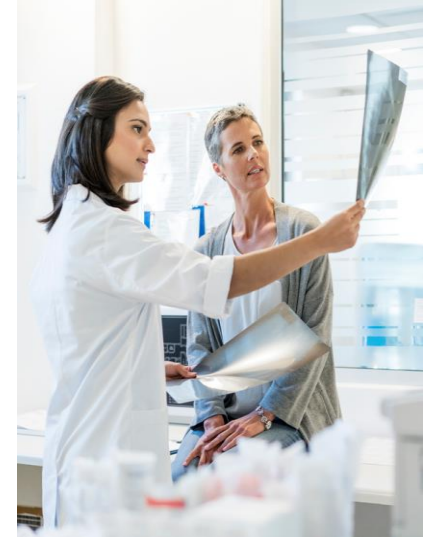
What is Hi-Tech Imaging?

- Hi-Tech diagnostic imaging tests are radiology procedures to diagnose or treat a condition, for which providers must request a prior authorization to the Plan
- This does not include preventive radiology such as mammograms, or other diagnostic x-rays and ultrasounds

What is the goal?

To promote the use of more cost effective non-hospital affiliated facilities

- Non-emergency Hi-Tech imaging procedures (outpatient MRIs, PET, CTs) have to be performed at non-hospital affiliated facilities, instead of hospital-affiliated facilities (exception-you may use any JHS facility)



SmartShopper

SmartShopper can help you lower your out-of-pocket costs for healthcare AND earn rewards at the same time.

- Save money when you choose a cost-effective location and earn cash incentive rewards. Healthy you, healthy wallet!
- Outpatient medical procedures or diagnostic tests can qualify you or your dependents for a CASH REWARD when you shop with SmartShopper!

To access SmartShopper, go to **AvMed.org/SmartShopper.com** or call **1.866.285.7453** to quickly and easily shop healthcare services in your area.

***Excludes First Choice Advantage HMO**

The four steps to savings for any shoppable procedure

How It Works





AvMed's Virtual Visits, powered by MDLIVE, allows you to see a health care provider from your computer or smart phone—anytime, anywhere.

Avoid the wait. Your life is 24/7. Now your doctor is too—see a provider for non-emergency medical conditions.

No waiting for appointment—Board certified health care providers are available to you 24/7.

Three easy ways to sign up:

1. Go to www.AvMed.org/virtual-visits
2. Call (888) 834-1532
3. Download the app.

Virtual visits billed by AvMed participating network providers are subject to the cost share for PCP/Specialist visit.

On-demand care for illness and injuries is part of your health plan.

MDLIVE. Anytime. Anywhere.

Getting sick is always a hassle. When you need care fast, talk to a board-certified MDLIVE doctor in minutes. Get reliable care from the comfort of home instead of an urgent care clinic or crowded ER. MDLIVE is open nights, weekends, and holidays. No surprise costs.

MDLIVE cares for more than 80 common, non-emergency conditions, including:

- Allergies
- Cold & Flu
- Cough
- Ear Pain
- Headache
- Prescriptions
- Pink Eye
- Sinus Problems
- Sore Throat
- UTI (Females, 18+)
- Yeast Infections
- And more

***Check plan benefits for applicable copayments.**

Convenient and reliable care.
MDLIVE doctors have an average of 15 years of experience and can be reached 24/7 by phone or video.

Affordable alternative to urgent care clinics and the ER.
MDLIVE treats 80+ common conditions like flu, sinus infections, pink eye, ear pain, and UTIs (Females, 18+). By talking to a doctor at home, you can avoid long waits and exposure to other sick people.

Prescriptions.
Your MDLIVE doctor can order prescriptions¹ to the pharmacy of your choice. MDLIVE can also share notes with your local doctor upon request.



Meet Sophie, your personal assistant.
Text AVMED to 635483 to create an account.

Create your account today.
MDLIVE.com/AvMed | 800-400-MDLIVE

¹Prescriptions are available at the physician's discretion when medically necessary. A renewal of an existing prescription can also be provided when your regular physician is unavailable, depending on the type of medication.

Copyright © 2023 MDLIVE Inc. All Rights Reserved. MDLIVE may not be available in certain states and is subject to state regulations. MDLIVE does not replace the primary care physician, is not an insurance product and may not be able to substitute for traditional in person care in every case or for every condition. MDLIVE does not prescribe DEA controlled substances and may not prescribe non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Healthcare professionals using the platform have the right to deny care if based on professional judgment a case is inappropriate for telehealth or for misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit <https://www.MDLIVE.com/terms-of-use/>.

Relieve aches + pain
from the comfort of
your home

Meet Sword, a digital physical therapy program for joint, back, and muscle pain that you can do from home — or anywhere.



Track your progress and
get **real-time feedback**
with our tablet.

Pain doesn't wait. Why should you?
Enroll today to get started!

join.swordhealth.com/avmedmdc/register



Available to Miami-Dade County enrolled employees and their dependents 18 and older at no additional cost as part of your health plan.

Sword Virtual Physical Therapy Program

- Your dedicated physical therapist will design an exercise program just for you.
- Sword will ship you a tablet to guide you and provide real-time feedback.
- Complete your exercise sessions at home when it is convenient for you.
- Your physical therapist is there to support you virtually and is available at any time.

Available to Miami-Dade County enrolled employees and their dependents 18 and older at **no additional cost** as part of your health plan.



Bloom Digital Pelvic Therapy Program

Powered by Sword Health, Bloom is a digital pelvic therapy solution for women in all stages of life including pregnancy, postpartum, and menopause.



Bloom is your no-cost,
digital pelvic health program.

1 in 4 women suffer from pelvic health disorders¹ including bladder issues, bowel dysfunction, and pelvic pain. Sword Health developed Bloom to give you relief with an easy-to-use, at-home pelvic therapy solution.



Here are some signs you may need pelvic therapy:



Leakage (bladder or bowel)



Pain or difficulty emptying bladder



You are, were, or are planning to be pregnant



Pain or pressure in the lower abdomen



Pain during or after intimacy

What you get with Bloom



Expert Care

Bloom's Pelvic Health Specialists all have Doctor of Physical Therapy degrees and provide guidance throughout the program.



Innovative Tech

Women perform short pelvic-therapy sessions from home, using a safe, intravaginal pod that connects to a mobile app.



Real Results

Bloom sessions are fun and interactive. Members track progress and receive guidance through the app.

Activate your no-cost program today:

join.hibloom.com/avmedmdc

Bloom pelvic-health care is now available to Miami-Dade County enrolled employees and their spouses and dependents age 18+ with vaginal anatomy—at no additional cost as part of your health plan.

1 - Source: Nygaard IE, Shaw JM. Physical activity and the pelvic floor. Am J Obstet Gynecol. 2016;214(2):164-77. doi:10.1016/j.ajog.2015.08.067



Scan to enroll

AvMed's dedicated website for Miami-Dade County Employees

AvMed.org/MDC

[WHY AVMED?](#) [MDC-PLANS](#) [TOOLS AND RESOURCES](#) [EVENTS CALENDAR](#) [MY ACCOUNT](#)

AVMED > MIAMI DADE COUNTY > [MIAMI DADE](#)

QUICK LINKS

[FIND A BEHAVIORAL HEALTH PROVIDER](#)

[FIND A PROVIDER](#)

[FIND A PHARMACY](#)

[PREFERRED MEDICATION LISTS](#)

[PHCS DIRECTORY](#)

[VIRTUAL VISITS](#)

[IHEALTH RECORD](#)

[SMARTSHOPPER™](#)

[ACTIVE&FIT](#)

[BLOOM](#)

[SWORD HEALTH](#)

[TAKE YOUR PHA](#)

[WELLNESSWORKS PROGRAM](#)

2024 OPEN ENROLLMENT PERIOD IS HERE!

We're proud to offer Miami-Dade County (MDC) employees health plans that fit your needs and the needs of your family, and all the resources you need to help you embrace better health every day—at home, at work, or wherever life takes you at every stage of your life.

[REVIEW 2024 MDC BENEFIT GUIDE FOR ACTIVE EMPLOYEES](#)

[REVIEW 2024 ADVANTAGE PLANS FOR ACTIVE EMPLOYEES](#)

[REVIEW 2024 PLANS FOR PRE-65 RETIREES AND/OR DEPENDENTS](#)

[REVIEW 2023 ADVANTAGE PLANS FOR ACTIVE EMPLOYEES](#)

[REVIEW 2023 PLANS FOR PRE-65 RETIREES AND/OR DEPENDENTS](#)

[REVIEW 2023 PLANS FOR MEDICARE ELIGIBLE RETIREES](#)

[REVIEW 2023 MDC BENEFIT GUIDE](#)

AvMed

Embrace better health™


MIAMI DADE COUNTY

Stroll into improved well-being.






How to Register to the Member Portal AvMed.org/MDC



How to Register to the MEMBER PORTAL



1. Go to www.AvMed.org/MDC and click on "Log in" in the upper right-hand corner and select "Members."

Menu

AvMed

Log in

Hello, Neighbor

Welcome to better health.


[Compare Health Plans](#)

All Members: Every home in the U.S. is able to obtain free at-home COVID-19 tests through the U.S. government at [COVIDtests.gov](https://www.covidtests.gov).

Individuals & Families/Health Plans Through Work Members: At-home COVID-19 over-the-counter tests are now covered at no charge for eligible AvMed Members when purchased at an AvMed in-network pharmacy, or for up to \$12 per test after claim reimbursement when purchased at any other location. [Learn More](#).

Medicare Members: Medicare covers up to eight free at-home COVID-19 over-the-counter tests per month. Medicare Part B recipients, including Medicare Advantage plan Members, may visit a participating pharmacy and other locations found [here](#) to access the tests directly. [Learn More](#).

2. Register by clicking on either of the Register links on the Member Portal log in screen.



Member Registration

Whether you're new or previously had an account, you have to register by [clicking here](#).

Member Log In

Log in below to access coverage information, as well as useful member tools and resources.

[Forgot User ID?](#)

[Forgot Password?](#)

Log in

Better healthcare starts with better management of your benefits.

Accessing and understanding your coverage and benefits is now easier than ever.

Log in to access your account to:

- View specific coverage and benefits
- Track payments toward your deductible
- View your claims
- Request and view a digital copy of your ID Card
- View authorization or referrals
- Pay a bill (for Individual and Family Plan premiums)
- Access wellness and savings tools
- View your Explanation of Benefits

Access to your health plan when you need it. AvMed gives you a secure way to look at your plan benefits and other health information online.

Don't have an account? [Register here](#)

How to Reach Us

MDC DEDICATED MEMBER ENGAGEMENT CENTER

Our Member Engagement Center is available to answer questions regarding benefits, claims, changing physicians or anything involving your AvMed membership. You can call the Member Engagement Center toll-free at **1-800-682-8633, 24 hours a day/7 days a week for Miami-Dade County employees.**

AvMed Member Portal: www.avmed.org/mdc

AvMed On-Site Team Direct Contacts for Q & A:

Belkis Alsina-Bosch 305-375-2457 or 305-375-5306 email: Belkis.Alsina-Bosch@avmed.org

Nichelle Irias 305-375-4119 or 305-375-5306 email: Nichelle.Irias@avmed.org

Rachel Fernandez 305-375-5408 or 305-375-5306 email: Rachel.Fernandez@avmed.org

Vanessa Feliciano 305-375-5583 or 305-375-5306 email: Vanessa.Felician@avmed.org

Miami-Dade County's HR/Benefits Website:

www.miamidade.gov/humanresources/benefits.asp

Open Enrollment Website:

10/23/2023 to 11/6/2023: www.miamidade.gov/openenrollment



AvMed's Employee Satisfaction Survey is now open!

Please visit AvMed.org/mdc or use the QR code to tell us how you feel about your Plan.



Your Opinion Matters!
We would like to hear about
your experience with your 2023
Miami-Dade County AvMed
Health Plan. Take Survey here

QUESTIONS...

