



HEALTH PLAN



HEALTH PLAN COMMUNITY

Keeping in Touch with our Members

September 2018



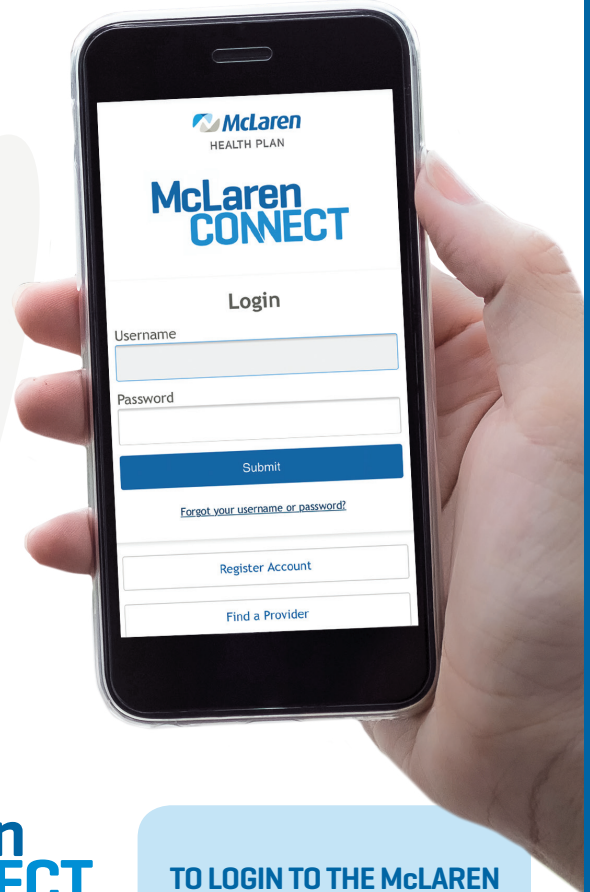
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EXCITING NEW MEMBER BENEFIT!

All Your Health Plan Information At Your Fingertips

Easy Online Access to All Your
Essential Health Plan Information.



Look it Up Online!

In our ongoing efforts to provide our members easy access to important McLaren Health Plan, Inc. information, we are pleased to announce McLaren CONNECT. McLaren CONNECT is a member portal that is available on our website and as a mobile application. It is a secure, web-based system that allows members to:

**McLaren
CONNECT**

- ▶ Review enrollment history
- ▶ Access claims history
- ▶ Request a PCP change
- ▶ View and print ID cards
- ▶ View and print EOBs
- ▶ Search for network providers
- ▶ View plan summaries
- ▶ Look up Rx claims history, prescription costs, drug interactions and generic equivalents
- ▶ Send Customer Service inquiries via secure email
- ▶ Use the mobile app with all the features from above (available through the Apple App Store and Google Play)

Security Statement: You must always sign in with your user name and password to access features of the portal and app. Without this information, no one can access your app. It is safe!

McLaren Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-327-0671 (TTY: 711).

ملحوظة: إذا كنت تتحدث أذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-327-0671 (رقم هاتف الصم والبكم: 711).

TO LOGIN TO THE McLAREN CONNECT PORTAL:

- ▶ Go to mclarenhealthplan.org
- ▶ Navigate to **McLaren CONNECT** located on the top left corner
- ▶ Choose the **McLaren CONNECT** member portal
- ▶ Once on the **McLaren CONNECT** landing page, click on Register Account
- ▶ Refer to your ID card to complete the registration

If you have any questions or need assistance with McLaren CONNECT, please call Customer Service at 888-327-0671 (TTY:711).

 **McLaren**
HEALTH PLAN

McLarenHealthPlan.org

MCL20180508

Developmental Screening

All children should have a chance to grow up healthy, but sometimes children have problems with their growth and learning. This may keep them from getting a good start in life.

Help your children by getting free well-child checkups regularly. These checkups may help your doctor find health and learning problems early. They can also stop future problems from happening. At every well-child checkup, the doctor should ask about your child's growth and development.

Your doctor may have you fill out a form with questions about your child's development. This happens around the 9, 18, 24 or 30-month visit, but may happen more often.

Children develop in their own way. If you are concerned about how your child is growing and learning, don't worry, but don't wait. Call your child's doctor to talk about your concerns.

For more information on developmental screenings visit:

www.cdc.gov/ncbddd/autism/ActEarly/screening or call (800) CDC-INFO (232-4636).

Lead Testing

All children should be tested for lead at 12 months and 24 months of age. Many people do not understand how important it is to check for lead in children's blood. Lead poisoning is hard to see. Many things can cause blood lead levels to be high, such as old pipes and ordinary dirt and dust. Lead poisoning can cause health and behavioral problems.

Some symptoms of high lead levels are:

- Irritability
- Diarrhea
- Constipation
- Slow Reflexes
- Poor Appetite
- Weight Loss

If your children have missed these screenings, it is not too late. They can be tested at any age to be sure they have safe levels. Ask your doctor to test your children. It is a simple finger stick and **IT IS FREE!** Call your Primary Care Provider (PCP) or McLaren Customer Service at (888) 327-0671 for more information.



Diabetes Screening and Psychiatric Medications

Diabetes (high blood sugar) is common among people with some behavioral health illnesses, such as schizophrenia or bipolar disorder. Some psychiatric medications people take for these illnesses increase the chance of developing type 2 diabetes or insulin resistance. This is when the body can't use insulin properly and sugar builds up in the blood. It is important that you tell your doctor(s) that you take these kinds of medications. Your doctor should test your blood for diabetes on a regular basis.

Not everyone taking psychiatric medications will develop diabetes. Instead, people who use certain medications are at an increased risk. The weight gain caused by many psychiatric medications is one reason people who take them are at greater risk for diabetes. Not getting enough exercise is another reason. You can lower your risks by watching your weight and exercising. If you take psychiatric medications, diabetes screening is important for you. Please talk with your doctor.

Know Your Diabetes Core Measures

Diabetics need to have their core measures completed every year. It is very important to make sure you have these tests. You should also know and understand your results, so that you can work on improving them.

Every year diabetics need to have these core measures taken and reviewed:

- Hemoglobin A1c Blood Test (two times per year)
- Dilated Eye Exam
- Urine Test
- Foot Exam
- Blood Pressure Check
- Body Mass Index (BMI)
- Physical Exam

These services are covered benefits for McLaren members. Make sure to see your doctor regularly and talk about your diabetic core measures!



Glucometers Available

McLaren covers your diabetic supplies! Our nurses will help you decide whether the Bayer Contour Next®, Bayer Contour Next E2® or the Contour Next USB® is the best glucometer for you. Call us at (888) 327-0671 if you need a glucometer.

You will need a prescription from your doctor for testing strips and supplies. By getting your diabetic supplies through mail-order, Medicaid members can get 30 days of supplies, and commercial members can get 90 days of supplies.

Diabetes and Asthma Newsletters

If you have diabetes or asthma we have helpful newsletters for you! In the newsletters, there is useful information about these diseases. There is also information about our disease management program. You will learn how you can become eligible for the program, how to use the services in our program and how to opt in or opt out of the program.

Go to McLarenHealthPlan.org. Follow these steps:

- Click on *Are you a member?*
- Choose your type of insurance
- Click on *Member Information*
- Click on *Newsletters*
- Choose *Asthma Awareness or Diabetic Newsletter*

If you do not have computer access, call Customer Service at (888) 327-0671 and ask for a copy to be mailed to you.

Medication Safety

Every time you go to the doctor you should bring a list of the medications you are taking. This list should have prescription medications, over-the-counter medicines and vitamins.

Here are some additional drug safety tips:

- Always remember to keep medications in their original containers.
- Never take another person's medication.
- Make sure your doctor knows about any of your medication allergies.
- Store medications where children can't see or reach them.
- If you are unsure why you are taking a medication or how often you should take it, ask your doctor.

What is a Formulary?

A formulary is a list of medications McLaren uses for your pharmacy benefit. The medications on the formulary are reviewed by a group of doctors and pharmacists. Most of the time your doctor can find the medication they want to give you on McLaren's formulary. Sometimes after using McLaren's formulary medications, your doctor may want you to try another medication. If that happens your doctor will send a form to McLaren for review. If you have any questions about the formulary you can call Customer Service at (888) 327-0671.



Medication Compliance

Have you ever found it difficult to take a prescription medicine as it has been prescribed?

Have you ever stopped a prescription medicine without telling your doctor?

If you answered “yes” to either of these two questions, you are not alone. Many people forget to take some of their doses. Others do not take the medicine correctly. Both of these can cause the medicine to not work effectively. Some people decide on their own to stop taking a medicine and do not tell their doctors.

Here are some easy tips to manage your medicines safely:

- Read all the information about your medication before you take it. Ask your doctor if you do not understand.
- Always keep enough of your medication on hand. Get refills before you run out of your medication.
- Develop a schedule to take your medicines on time.
- Remind yourself with notes, checklists, diaries and other self-reminders.
- Have a supportive network – let your family and friends help.



Facts About Chlamydia

Chlamydia can cause serious problems in men and women. Chlamydia is easy to get but also easy to detect and treat.

All sexually active women should get tested each year. It's even more important for women younger than 25 and males 16-18 to be tested. Chlamydia can make women unable to get pregnant. It can harm newborn babies of infected women. Most people with chlamydia have no symptoms. Your doctor can give you a test for chlamydia. The test is fast, easy and painless. You can get tested through a simple urine test.

Chlamydia is treated with antibiotics. Talk to your doctor about this important test. Expedited partner therapy is important, and services can be provided by your doctor or at your local health department. Your partner should get tested and treated if necessary. To prevent chlamydia use a condom every time you have sex.

“Step Up” to a Healthier Lifestyle

McLaren's health risk assessment tool is free and easy to use. Just go to [McLarenHealthPlan.org](https://www.mclarenhealthplan.org); select the *Are you a Member?*; select your health coverage type; select *Health & Wellness*; select *Staying In Touch Program* from the box on the left. Click on the document *SIT Survey*. One of our nurses will review your survey and assess your health. No computer? No problem! Call McLaren Customer Service at (888) 327-0671 and ask to speak with your nurse case manager. You will be connected with your nurse and you can complete the survey over the phone. We can also mail you a survey to complete and return by mail.

Step up to good health!

For Women Only



A free checkup or physical exam will help you and your PCP find out about your health. It allows you to ask questions. It also helps you find out if you have a health problem you don't know about. Some diseases may not have any symptoms. Tests can be given to find problems you don't know are there. When you have your checkup or physical, here are a few things your PCP may do:

- A complete medical history (including questions about your family health history, previous illnesses, etc.)
- Check on how well your body organs are working, such as your eyes, ears, heart, skin
- Check your vital signs, such as blood pressure, pulse, breathing rate, temperature, height and weight
- Listen to and look at specific parts of your body
- Discuss specific health concerns

During your checkup, ask questions to make sure you understand what your PCP is saying to you. Don't forget to ask your PCP about scheduling tests for you, such as a mammogram, Pap screening or blood tests. If you need help making an appointment for your checkup or physical, call Customer Service at (888) 327-0671.

Consumer Assessment of Health Care Providers and Systems (CAHPS)

Every year some McLaren members get a member survey. The results of this survey help us find:

- What we do best
- What we need to work on
- How happy you are with us

If you were part of the survey, thank you for your time. McLaren is pleased to announce that we saw many of our scores increase this year.

Some of the areas you rated highly were:

- Members getting needed care
- Members being treated with courtesy and respect by McLaren Customer Service
- Overall rating of personal doctor

We are very excited about these results and we are glad you are our Member! We work hard every day to meet your health care needs.

Benefits and Exclusions from Coverage

For a complete listing of your covered benefits and exclusions from coverage, please refer to your Certificate of Coverage and any applicable riders or call Customer Service at (888) 327-0671.

Check it Out!

The State of Michigan has a great website for all Michigan residents

MI Healthier Tomorrow

www.michigan.gov/mihealthiertomorrow

Visit the site for all kinds of great information and to take the pledge to become a "Healthier You".

What's on the Web

At McLaren we use our website to inform, educate and engage our members.

Visit our website often for the most up-to-date:

- Provider Directory
- Member Handbook
- Pharmaceutical Management Information and Procedures
- Drug Formulary (Including a Full Positive List)
- Preauthorization Request Form and Guidelines
- Privacy Policy
- Clinical Practice Guidelines about:
 - Asthma
 - Depression
 - Diabetes
 - Prenatal
 - Preventive Services
- Member Rights and Responsibilities
- Fraud and Abuse
- Developmental Screening for Your Child
- Disease Management Programs (How to Access Programs)
- Diabetes, Asthma and Women's Health Newsletters
- Quality Performance Improvement Plan (Summary and Updates)
- Health and Wellness
- Complaint and Appeals Process
- Utilization Management
 - Criteria Availability
 - Denial Process
 - Incentive Statement
 - Referral Process

If you would like a printed copy of anything on our website, please contact Customer Service at (888) 327-0671.



HEALTH PLAN

Flu Shots

It's time for your annual flu (influenza) shot! Flu shots are a covered benefit when you get them from a participating doctor or health department. If your doctor does not give flu shots, they are available at your local retail pharmacy. If you have any questions, please call Customer Service at (888) 327-0671.



Preventing Unintended Pregnancy

Contraceptives should always be used when you are sexually active and want to avoid an unplanned pregnancy. Talk to your doctor about which contraceptive choices are best for you. Most contraceptives are covered 100 percent by McLaren:

- Birth Control Pills when designated as “preventive” on our formulary
- Spermicide
- Hormone Patches
- Vaginal Ring
- Diaphragms
- Implants
- Injections (“Depo” shot)
- Permanent Sterilization (When certain requirements are met)

Make sure to talk to your doctor about the proper use of the contraceptive that is right for you.

Do You Know the Warning Signs of an Asthma Attack?

Talk to Your Provider About an Action Plan!

You can help avoid the emergency room by managing asthma daily. With your doctor's help, you can create an at-home asthma action plan to help reduce triggers.

Make sure you and your doctor discuss:

- Your asthma triggers
- The asthma medications you are taking - how much and how often
- What to do if you have an asthma attack
- When to call your doctor
- Who to call in an emergency

Be sure to fill your inhaler medications on a regular basis.



Free Well-Child Checkups

Having a baby is one of the most exciting things that can happen to a person. Along with the fun a child brings comes added responsibility. Children depend on us for many things. One of the most important things is good health. This begins by taking your child to see their doctor for regular checkups and immunizations.

Babies and Toddlers

Babies should have **six** checkups and several immunizations by the time they are 15 months old. This will help keep your baby healthy and find any problems you would not know about unless you took your baby to the doctor.

Children 2 and older should go to the doctor **every year** for a checkup. Children must have their free well-child checkup and immunizations to start school.

Adolescents

Did you know your adolescent children still need immunizations? These immunizations are very important to their health and safety. Plus, all children must have immunizations to play sports. Next time you are at your doctor's office, ask if your child is due for a **free well-child checkup** and immunizations.

Don't hesitate to call your doctor today!

Keeping You Informed

You play an important part in making your health care safer and more effective by being an active, informed member of your health care team. Studies show that patients that participate in decisions about their health care are more likely to have better results. We want you to know your rights as a patient and to be more informed in your care. Here are some simple guidelines to help you know your rights and choices:

- If you don't understand the answers you are given, ask again
- Learn about your illness or injury
- Ask a trusted family member or friend to speak as your advocate
- Know what medications you take and why you take them
- Participate in your care and be a part of all decisions about your treatment

Appeal Process

You have the right to be satisfied with the way McLaren has handled your complaint or concern. You can appeal any decision we may have made about your care. We will contact you about our decision about your appeal. If you are still not satisfied, you have the right to request an independent review. Someone from the State of Michigan will do your review. You or your designated representative must make the request with the State of Michigan for an independent review. You can call the Department of Insurance and Financial Services for a review at (877) 999-6442. Your independent review has time frames. They can be shortened if a delay can seriously hurt your life or health. If you have questions about the McLaren appeal process or the independent review process, please call Customer Service at (888) 327-0671.



Healthy Michigan Members Choose a

We want to help keep you healthy!

McLaren participates in a Healthy Michigan incentive that encourages you to keep healthy. By taking part in this incentive, you could receive a \$50 gift card or a reduction in your cost sharing. To take part in the Healthy MI incentive, McLaren Healthy Michigan members are required to complete a standard Health Risk Assessment (HRA) annually during their primary care provider (PCP) visits. The HRA is a questionnaire form that will help you and your PCP choose a healthy behavior to work on together. The member and provider each have separate sections to fill out.

McLaren and your PCP are here to help you choose and work on your healthy behavior. Take the first step toward a healthier you!

- Call your PCP to make an appointment for your annual well visit.
- Call Customer Service and we will help you complete the first three sections of your assessment. Let us know when your appointment with your PCP is so we can send them a copy of your Health Risk Assessment.
- At your appointment your PCP and you will complete section four. You will also discuss with your PCP the healthy behavior you choose and ways to keep on track.



Healthy Michigan Plan members: If you have paid your copays and/or contributions and have selected a healthy behavior you will be eligible to receive a reward. Call Customer Service at (888) 327-0671 to learn more!

You can log into your MI Health Account or check your MI Health statement for any outstanding balances owed on your Healthy Michigan copays and/or contributions. Simply go to www.michigan.gov/healthymiplan. If you are not up to date on your copays and/or contributions you will not qualify for a reward.

Below you will find your choices of health behaviors and some tips to help you keep on track.



Increase physical activity, learn more about nutrition and improve diet and/or weight.

- Increase your physical activity. Things like brisk walking, biking or swimming are good activities to try. Do what you can to increase your activity even by a few minutes a day.
- Maintain a healthy diet. The current dietary guidelines for Americans recommends adults eat between 1.5 and 2.5 cups of fruit and between 2.5 and 4 cups of vegetables daily, depending on age, gender and amount of regular physical activity.
- At your annual well visit, talk with your PCP about the best types of physical activity and diet for you. For more information on diet, nutrition, weight loss and physical activity visit www.WebMD.com or the MI Healthy Tomorrow website at www.michigan.gov/mihealthiertomorrow.

Healthy Behavior for a Healthier You

Reduce/Quit Tobacco

Did you know with a prescription from your doctor you have a choice of several prescription medications to help you stop smoking? You and your doctor should decide on the best option for you. Some of your choices are nicotine gum, lozenges, patches, inhalers and nasal sprays. Other covered medications include Zyban® or Chantix®. Some of these medications may require prior authorization, so make sure you talk to your doctor. In addition, McLaren offers a free stop smoking program. All you have to do is call (800) 784-8669 to get started!



Annual Influenza (Flu) Vaccine

You can get your flu shot at your doctor’s office or at your local pharmacy. It only takes a few minutes to get your annual shot, and it will help you avoid getting the flu this year.

Have Your PCP Run Tests For:

- Hypertension (high blood pressure) - “Down with Hypertension” is a McLaren program that helps our members with high blood pressure. Just call Customer Service at (888) 327-0671 to enroll in the program.
- Cholesterol - Have your cholesterol checked regularly, follow a low cholesterol diet and visit your doctor regularly. You can visit www.WebMD.com for tips to lower your cholesterol.
- Diabetes - McLaren has a free diabetes disease management Program. Call Customer Service at (888) 327-0671 to learn more.

Reduce/Quit Alcohol Consumption

Taking the first step to reducing or quitting alcohol consumption is an important one, and McLaren is here to help. It is always a good idea to have regular appointments with your doctor when making lifestyle changes. Your doctor will help keep you on track. If you want to learn more about reducing/quitting alcohol consumption visit www.WebMD.com. Select the “Health A-Z” section; choose the letter “A”, then “Alcohol Abuse.” You may also call Customer Service (888) 327-0671 and ask to speak to your Nurse Case Manager.

Treatment for Substance Use Disorder

Taking the first step to seek treatment for a substance use disorder is an important one, and McLaren is here to help you along the way. It is always a good idea to have regular appointments with your doctor when making lifestyle changes. Your doctor will help keep you on track. If you want to learn more, you can visit www.WebMD.com, select the “Health A-Z” section, choose the letter “A”, then “Addiction and Substance Abuse for Adult or Teen.” You may also call Customer Service (888) 327-0671 and ask to speak to your nurse case manager.



WIC - Women, Infants and Children Supplemental Nutrition Program

McLaren wants moms and babies to be healthy, and the WIC program can help! WIC is a special food program for women, infants and children. Women and children can receive milk, cheese, yogurt, eggs, soy beverages, juices, hot and cold cereals, peanut butter, fresh fruits and vegetables, brown rice, whole wheat/whole grain breads, buns, pasta, soft corn and whole wheat tortillas, canned or dry beans, peas and lentils. Breastfeeding women may also receive canned fish.

The WIC program is for women and children who are:

- Pregnant (and up to six weeks after the infant's birth or end of pregnancy)
- Breastfeeding (and up to infant's first birthday)
- Post-partum (and up to six months after infant's birth or end of pregnancy)
- Birth to infant's first birthday
- One year of age to fifth birthday



To find out more about WIC, call your local WIC agency OR:

Call (800) 26-BIRTH (800) 262-4784 to find your nearest WIC clinic.

Visit Michigan WIC: www.michigan.gov/wic; Email Michigan WIC: MichiganWIC@michigan.gov.

Pregnancy and Dental Care

Proper care during your pregnancy can help ensure a healthy mom and baby. It is important to contact us when you find out you are pregnant so we can help you get the care and benefits you need. Medicaid members who are pregnant are now eligible for dental benefits. Call Customer Service at 888-327-0671 to inform us of your pregnancy and to enroll in dental benefits.



Need to Know – Opioid Legislation Changes

At the end of 2017, Lieutenant Governor Brian Calley signed legislation that will change prescribing practices including the way Michigan physicians interact with the Michigan Automated Prescription System (MAPS). These bills were part of a multi-bill package targeting Michigan's growing opioid misuse and overdose problem. Many of the provisions have been the subject of intense discussion among Michigan's physician community. Beginning June 1, 2018, the following provisions will go into effect:

June 1, 2018 – Mandatory Michigan Automated Prescription System (MAPS) check if prescribing controlled substances in a quantity that exceeds a three-day supply; must be registered in MAPS before prescribing controlled substances; and must comply with specific informed consent provisions when prescribing opioids.

July 1, 2018 - Providers cannot prescribe more than a seven-day supply of an opioid within a seven-day period if treating a patient for acute pain.

March 31, 2019 or sooner if administrative rules enacted- Must have a bona fide prescriber-patient relationship prior to prescribing controlled substances and a mechanism for following-up directly with the patient or by referral.

If you have questions please call your doctor or Customer Service at 888-327-0671



Transitioning from Your Pediatrician to an Adult Primary Care Provider (PCP)



As adolescents move into adulthood the thought of moving care from their pediatrician to an adult PCP can seem challenging. McLaren can assist you with choosing an adult PCP. Please call Customer Service at (888) 327-0671, and allow us to help you in this transition.

As a McLaren Health Plan Healthy Michigan Member, You have Delta Dental Coverage.

Good dental health plays a very important part in keeping your entire body healthy! Poor dental health care can cause gum disease and is associated with diabetes, cardiovascular disease and Alzheimer's.

As a McLaren Healthy Michigan member, you should use your dental benefit to receive the dental care you need. Your dental benefit includes: cleanings, x-rays, fluoride treatments, fillings, crowns and other dental services. Please remember that if you qualify for transportation, McLaren Health Plan can give you a ride to your dentist.



You must go to a dentist participating with Delta's Healthy Michigan Plan EPO Network. This plan does not cover treatment if the dentist does not participate in the Healthy Michigan Plan dental program, except for dental emergencies when you are outside the State of Michigan. Please see "What should I do in case of a dental emergency?" in your Delta Dental handbook.

If you have any questions about Healthy Michigan Plan, or if you need the name of a participating dentist in your area, call the Delta Dental Customer Service department at (800) 524-0149. This call is free. You can also look on their website at www.deltadentalmi.com.

Stop Smoking

Do you smoke? Do you want to quit? If you answered yes, we are here to help! First, check with your PCP to see the best way for you to stop smoking. Try using these useful tips:

Pick a quit date:

- No more than two weeks out
- Avoid picking a busy, stressed day
- Circle the date on your calendar
- Let your family know your quit date, tell them how they can help

Remove reminders of smoking:

- Throw away cigarettes, ashtrays, matches, lighters and E-cigarettes
- Don't save a pack of cigarettes "just in case"
- Tell family and friends not to smoke around you or in your house or car

Develop a plan to cope:

- Phone a friend when cravings hit
- Go for a walk
- Keep your hands busy with other tasks
- Talk to your doctor about medications that may help



Tobacco Cessation Benefits for McLaren Members:

- Free Tobacco Quit Line (800) 784-8669
- Tobacco cessation counseling from your doctor
- Choice of several prescription medications; you and your doctor should decide the best option for you

Fraud, Waste and Abuse

McLaren works hard to prevent fraud, waste and abuse. McLaren follows state and federal laws about fraud, waste and abuse.

Examples of fraud, waste and abuse by a member include:

- Changing a prescription
- Changing medical records
- Changing referral forms
- Letting someone else use your McLaren ID card to get health care
- Resale of prescriptions

Examples of fraud, waste and abuse by a doctor include:

- Falsifying his/her credentials
- Performing services that are not needed
- Billing for care not given
- Not ordering services that are medically necessary
- Billing more than once for the same service
- Prescribing medicine that is not needed

To report a possible violation, call the McLaren Compliance Hotline at (866) 866-2135 (you do not need to give your name.)

You may also write to:

**ATT: Compliance Officer
McLaren Health Plan
G-3245 Beecher Road
Flint, MI 48532**

Or email: MHPcompliance@mcclaren.org

Medicaid members may also report fraud, waste and abuse (you do not need to give your name) by writing to:

**Michigan Department of Health and Human Services
Office of Inspector General
P.O. Box 30062
Lansing, MI 48909**

Or email: MDHHS-OIG@michigan.gov (you do not need to give your name.)

Or you may call the Office of Inspector General at (855) MI-FRAUD (643-7283) (you do not need to give your name.) You can also report suspected fraud, waste or abuse at www.michigan.gov/fraud.



Taking It Off!

“Taking It Off” is McLaren’s Weight Management Program! It is a free program for all McLaren Members. The program will help you manage food choices and provide ideas for a healthy lifestyle.

The program includes:

- Support from your McLaren nurse case manager to find the best ways to manage your nutrition and assess your health status
- Educational materials and the latest information on nutrition and exercise
- Tools to understand and manage your nutritional needs, snacks and physical activity
- Frequent visits with your primary care doctor

McLaren members can join our “Taking It Off” program by calling Customer Service at (888) 327-0671.



Member Handbook Update

The McLaren Medicaid and Healthy Michigan Plan Member Handbooks are being reviewed and updated in October 2018. The updated versions of the Member Handbooks will be available at:

www.McLarenHealthPlan.org/MedicaidHandbook

www.McLarenHealthPlan.org/HealthyMichiganHandbook

If you have any questions or if you would like a printed copy of a member handbook, call Customer Service at (888) 327-0671.





HEALTH PLAN



HEALTH PLAN COMMUNITY

Notice of Privacy Practices for McLaren Health Plan, Inc. and McLaren Health Plan Community

MCLAREN HEALTH PLAN, INC. AND MCLAREN HEALTH PLAN COMMUNITY ARE AFFILIATED COVERED ENTITIES. THIS NOTICE DESCRIBES HOW PERSONAL AND MEDICAL INFORMATION ABOUT MEMBERS OF THOSE PLANS MAY BE USED AND DISCLOSED AND HOW A MEMBER CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Understanding the Type of Information We Have. We get information about you when you enroll in our health plans that is referred to as Protected Health Information or PHI. It includes your date of birth, gender, ID number and other personal information. We also get bills and reports from your doctor and other data about your medical care which are also PHI.

Our Privacy Commitment to You. We care about your privacy. The PHI we use or disclose is private. We are required to give you this Notice of Privacy Practices and describe how your PHI may be used and disclosed. Only people who have both the need and the legal right may see your PHI. Many uses and disclosures require your permission or authorization. For example, most uses and disclosures of psychotherapy notes (where appropriate), uses and disclosures of PHI for marketing purposes and disclosure that constitute a sale of PHI require your authorization. Other uses and disclosures not described in this Notice of Privacy Practices will be made only with your permission or authorization.

Uses and Disclosures That Usually Do Not Require Your Authorization:

- **Treatment.** We may disclose medical information about you to coordinate your health care. For example, we may notify your doctor about care you get in an emergency room.
- **Payment.** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may ask an emergency room for details before we pay the bill for your care.
- **Health Care Operations.** We may need to use and disclose information for our health care operations. For example, we may use information for enrollment purposes or to review the quality of care you get.
- **As Required by Law.** We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.

MHPCC20151106-1 Rev. 12/2015

With Your Permission. In most cases, if you give us permission in writing, we may use and disclose your personal information to the extent you have given us authorization. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, too. We cannot take back any uses or disclosures already made with your permission.

Note: We are prohibited from and will not use your genetic information for underwriting purposes even with your permission or authorization.

Your Privacy Rights

You have the following rights regarding your PHI that we maintain.

Your Right to Inspect and Copy. In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying your records.

Your Right to Amend. You may ask us to change your records that are in our possession if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.

Your Right to a List of Disclosures. You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment or health care operations. The list will not include information provided directly to you or your family or information that was disclosed with your authorization.

Your Right to Request Restrictions on Our Use or Disclosure of your PHI. You have the right to ask for limits on how your PHI is used or disclosed. We are not required to agree to such requests.

Your Right to Receive Notification of a Breach. If our actions result in a breach of your unsecured PHI we will notify you of that breach.

Your Right to Request Confidential Communications. You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send you information at your work address instead of your home address.

Genetic Information. Genetic information is health information. We are prohibited from and do not use or disclose your genetic information for underwriting purposes.

Who to Contact. To exercise any of your rights, to obtain additional copies of this Notice or if you have any questions about this Notice please write to:

McLaren Health Plan
Attn: Privacy Officer
P.O. Box 1511
Flint, MI 48501-1511

Additional Information:

Find the Notice on Our Website: You can also view this Notice of Privacy Practices on our website at McLarenHealthPlan.org.

Changes to this Notice. We reserve the right to revise this Notice. A revised Notice will be effective for PHI we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever Notice is currently in effect. Any changes to our Notice will be published on our website at McLarenHealthPlan.org.



HEALTH PLAN

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MHP Privacy Notice to Members

We care about your privacy. McLaren has policies and procedures in place that keep your information private. McLaren's policies protect your protected health information (PHI), whether in an oral, written or electronic format. Every year, all employees receive training on keeping your information private. Only employees who need to manage your care are allowed to see your personal information. Paper information is stored in secure places. Additional information about McLaren's policies relating to its use and disclosure of PHI, use of authorizations, access to PHI and internal protection of oral, written and electronic PHI is available in McLaren's Notice of Privacy Practices, which is located in this newsletter, your Member Handbook and on our website. If you have any questions or would like a copy of McLaren Privacy Notice, please call Customer Service at (888) 327-0671.

For our Non-Medicaid Members: To Group Health Plans and Plan Sponsors – We give these plans and employers or other group sponsors enrollment information, which is PHI. Certain plans and plan sponsors may receive other PHI from us. When we disclose PHI to plans, they must follow all state and federal laws having to do with the use and disclosure of your PHI.