



HEALTH PLAN

Keeping in Touch with our Members

September 2017



In This Issue

Child Tests & Screenings	3
Rx Drug Information	5
Taking It Off!	6
Fraud, Waste and Abuse	9
Healthy Behaviors	10-11
Smoking Cessation	12
Kids' Corner	14-16
And More!	

Introduction: This newsletter is for our McLaren Health Plan, Inc. Medicaid and our McLaren Health Plan Community Commercial Members. We often refer to our Members as “McLaren Members.”

Congratulations!

McLaren holds quarterly drawings for Members who tell us they saw their doctor or got needed care. McLaren congratulates all the winners of our quarterly drawings.

- ★ Well-Child Visit: 3-6 years old see their doctor for a well visit in 2017
Receive an entry into a Quarterly drawing for a LeapPad®
- ★ Access to Care: 7-21 years old see their doctor for a well visit in 2017
Receive an entry into a Quarterly drawing for an iPod®
- ★ Mammogram: Women who get their mammogram in 2017
Receive an entry into a Quarterly drawing for an iPad®



It's not too late! You still have a chance to win in 2017. Just get your annual well visit, mammogram, chlamydia screening or Pap screening in 2017.

You can register by calling McLaren at (888) 327-0671 or complete the drawing card that may have been sent to your home, and return it in the postage paid envelope.

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.

To find out 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. 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
- Slow Reflexes
- Constipation
- Diarrhea
- 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.



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 ages two and older should go to the doctor every year for a checkup. Children must have their 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 them if your child is due for a free well-child checkup and immunizations.

Don't hesitate to call your doctor today!

Diabetes Screening & Psychiatric Medications

Diabetes (high blood sugar) is common among people with some behavioral health illnesses, like 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 on a regular basis for diabetes.

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 why 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.

Diabetes & Asthma Newsletters

If you have Diabetes or Asthma we have some helpful newsletters for you! In the newsletters, there is helpful information about these diseases. There is also information about our Disease Management program. We tell you how you can become eligible to be a part of the program, how to use the services in our program and how you can 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.

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 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 if 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.

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 the way 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 things can cause the medicine not to work effectively. Some people decide on their own to stop taking a medicine and do not tell their doctors.

Here are some easy tips you can take 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 you.

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 (questions about your family health history, previous illnesses, etc.)
- Check on how well 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
- Actual examination to listen to and look at specific body parts
- 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.

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 help you 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 us at (888) 327-0671.



What is your BMI?

BMI stands for Body Mass Index. BMI is a measurement which compares a person's weight and height. Though it does not measure the percentage of body fat, it helps to estimate a healthy body weight based on a person's height. It is an easy way to measure and calculate healthy body weight. BMI is the most widely used tool to identify obesity problems. Next time you visit your PCP, make sure to ask them to check your BMI.

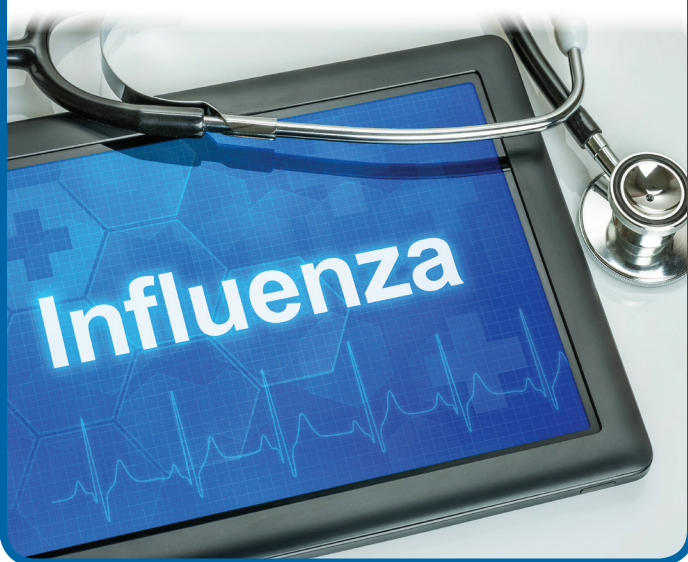
"Step Up" to a Healthier Lifestyle

McLaren's health risk assessment tool is free and easy to use. Just go to 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!

Flu Shots

It's that time of year-time for your annual flu (influenza) shot! Flu shots are a covered benefit when you get them from a participating doctor. 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.



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

McLaren uses our website as a way to inform, educate and engage our members.

Visit our website often for the most up to date information regarding:

- Provider Directory
- Member Handbook
- Pharmaceutical Management Information and Procedures
- Drug Formulary (Including a Full Positive List)
- Preauthorization Request Form & Guidelines
- Privacy Policy
- Many 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

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 rated highly were:

- Members getting care quickly
- Members are 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.

Preventing Unintended Pregnancy

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

- Birth control pills designated on the Formulary as “preventive”
- Spermicide
- Hormone patches
- Vaginal ring
- Diaphragms
- Implants
- Injections (“Depo” shot)
- Permanent sterilization is also available when certain requirements are met

Make sure to talk to your doctor about the proper use of the contraceptive(s) 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.



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 have shown 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 up for you as your advocate
- Know what medications you take and why you take them
- Participate in your care and be 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.



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
- Billing for care not given
- Billing more than once for the same service
- Performing services that are not needed
- Not ordering services that are medically necessary
- 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@mclaren.org

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

Healthy Michigan Members Choose a

We want to help keep you healthy!

McLaren participates in a Healthy MI 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.



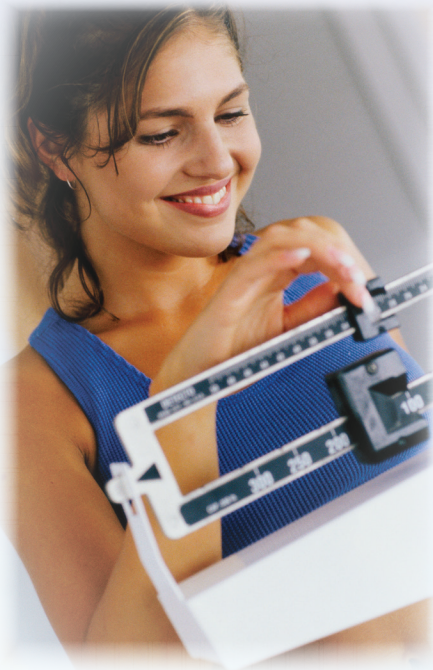
Increase physical activity, learn more about nutrition and improve diet and/or weight.

- 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 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 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 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.



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 us at (888) 327-0671, and allow us to help you in this transition.

Member Handbook Update

The McLaren Medicaid and Health Michigan Plan Member Handbooks are being updated. The updated versions of the Member Handbooks will be available at:

www.McLarenHealthPlan.org/MedicaidHandbook

www.McLarenHealthPlan.org/HealthyMichiganHandbook

The most important update in the Member Handbook is about your outpatient mental health visit benefit. Starting 10/1/17, you will no longer have a limit on the amount of your outpatient mental health visits. This means McLaren will pay for all of your outpatient mental health visits, not just the 20-visit limit you had before. You can still see any in-network or out-of-network mental health provider for this care. You do not need a referral from your PCP for these visits.

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

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 or give 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

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

To find out more about WIC call your local WIC agency for more information 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.

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! As a McLaren Healthy Michigan member, you should use your dental benefit to receive the dental care you need.

You must go to a dentist participating with Healthy Michigan Plan. 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.

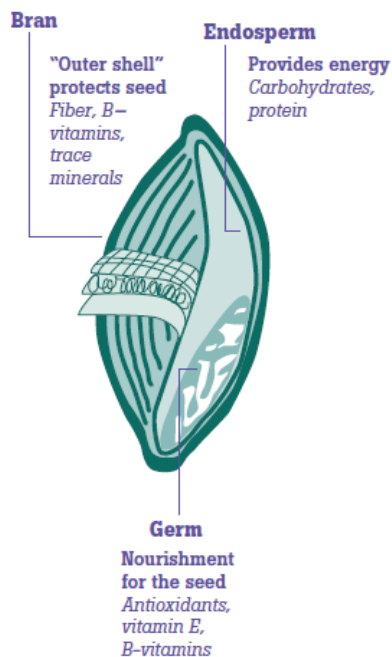


If you have any questions about Healthy Michigan Plan, or if you need the name of a participating dentist in your area, call the Delta Dental Customer Service department at (800) 524-0149. This call is free. You can also look on their website at www.deltadentalmi.com.









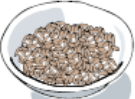
Make Half of Your Grains Whole

Whole grains contain the entire grain kernel: the bran, germ, and endosperm.

Whole grain kernel



Some Examples of Whole Grains:

- brown rice 
- buckwheat 
- bulgur (cracked wheat)
- oatmeal 
- popcorn 
- whole-wheat cereal
- muesli
- whole-grain barley 
- whole-grain cornmeal
- whole rye
- whole-wheat bread 
- whole-wheat crackers 
- whole-wheat pasta
- whole-wheat sandwich buns and rolls 
- whole-wheat tortillas
- wild rice 
- whole cornmeal
- shredded wheat cereal

Whole Grain Tips— Check the ones you already do:

- Choose a whole grain, such as oatmeal, when you have hot cereal.
- Read the label on a cereal box to find the word "whole" listed with the first ingredient.
- For a change, try brown rice or whole-wheat pasta.
- When baking, substitute whole-wheat or oat flour for at least half of the flour in a recipe.
- Eat whole-grain crackers.
- Serve and eat whole grains every day with meals or as snacks. Popcorn, a whole grain, can be a healthy snack.

KIDS' CORNER

be a fit kid

10 tips for being active every day



Fit kids are physically active and play for at least 1 hour every day. Look for ways to make physical activity a part of your day. Do activities that build your muscles, get your heart pumping, and make you feel good about yourself.

1 tie up your laces and walk

Go for a walk around your neighborhood or walk to your friend's house instead of taking the bus or asking for a ride. Forget the elevator and take the stairs every chance you get! Remember to be safe by using sidewalks and crosswalks.

2 turn up the music

Shake, rattle, and roll to your favorite songs. Turn on some hip hop, country, salsa, or pop music and move your body. Dancing is a great way to get some physical activity.



3 ride a bike

Grab your helmet and safety gear and go for a bike ride. Ride your bike to school or grab your friends and enjoy a ride in the neighborhood.

4 join a team

Show your team spirit and join a sport at your school or community center. There are tons of fun teams such as basketball, baseball, gymnastics, dancing, soccer, swimming, and tennis. Choose an activity that you like and have fun!

5 go out and play

Ditch the TV and go outside with friends, family, and even your pets! Walk your dog. Make a snowman. Fly a kite. Have a Hula-Hoop contest. Play basketball with friends. Try jumping rope. Or simply play a game of tag.



6 dive right in!

Go to your local indoor or outdoor pool and swim. Swim laps, play water games with friends, or have diving contests for fun.

7 get paid to be fit

Earn extra cash by mowing lawns, washing cars, shoveling snow, or walking dogs for your family or for your neighbors. Listen to music while you work to keep you going.

8 try skating or skateboarding

Grab your friends and go to a local park or indoor skating rink! It's easy to learn and a great way to be active while still having fun! Remember to wear your helmet and safety pads.



9 plant a garden

Plant and grow flowers, fruits, and vegetables with your family, or even with your friends! Creating a garden is tough work and a good way to keep fit. Be sure to check on your plants and water them every day!

10 stuck inside?

Play a game of hide-and-seek or plan a scavenger hunt in your house with friends and family. Another great way to stay active indoors is by doing crunches and jumping jacks—see how many you can complete!





MyPlate Word Blanks

"Cook-Off Craze"

How to play: Fold the paper in half so that the story is hidden. Read the Word Blanks below and fill in a word for each one. Match the numbered words from your word list with numbered blanks in the story. When you've finished, read your funny story out loud! You can also play with friends by writing down their choices for the word list, adding their words to the story, and then reading their special story to them.

WORD LIST

1. Noun: _____
2. Your name: _____
3. Friend's name: _____
4. Verb (ending in "ing"): _____
5. Verb (ending in "ing"): _____
6. Green vegetable: _____
7. Noun (plural): _____
8. Noun (plural): _____
9. Color: _____
10. Orange/red vegetable: _____
11. Grain food: _____
12. Lean protein food: _____
13. Dairy food: _____
14. Noun (plural): _____
15. Adjective: _____
16. Fruit: _____
17. Verb (ending in "ing"): _____
18. Verb (past tense): _____

----- Fold Here -----

"Cook-Off Craze"

It was the end of the school year, and summer was just around the corner. It was almost time for the annual (1) _____ County School End-of-Year Cook-Off! (2) _____ and (3) _____ entered themselves in the cook-off. They knew they had a good chance of winning if they used fresh veggies from Grandma and Grandpa's garden — the secret to their recipe! They were ready to start (4) _____!

Once they got the pot of water (5) _____, they began adding the ingredients. While (2) _____ chopped up the (6) _____, (3) _____ washed the (7) _____. (8) _____ and (9) _____ cabbage were next. After this, they threw in some grated (10) _____, going crazy with all of their yummy fresh veggies! Making sure they didn't forget some grains, they added some whole wheat (11) _____, and for protein power, chopped (12) _____. For a finishing touch, they sprinkled some low-fat (13) _____ on top. *Voilà!* Summer Garden Soup!

The day of the cook-off finally arrived and they were ready. The event was a huge success! At the end of the day, it came time for the group of (14) _____ to announce the winners. After Runner-Up went to a (15) _____ (16) _____ frozen yogurt, (2) _____ and (3) _____ were (17) _____ their breath. "And first place, with the highest score, goes to (2) _____ and (3) _____'s Summer Garden Soup!!!" They were so happy that they (18) _____ all day long!



Word Blank #1

Discrimination is against the law

McLaren Health Plan, MHP Community, McLaren Advantage (HMO) and McLaren Health Advantage (collectively McLaren) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. McLaren does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

McLaren:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact McLaren's Compliance Officer. If you believe that McLaren has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- McLaren's Compliance Officer
 - Write: G-3245 Beecher Rd., Flint, MI 48532
 - Call: (866) 866-2135, TTY: 711
 - Fax: (810) 733-5788
 - Email: mhpcpliance@mclaren.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, McLaren's Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019, (800) 537-7697 (TTY)

Complaint forms are available at <http://hhs.gov/ocr/office/file/index.html>.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-327-0671 (TTY: 711).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة (رقم هاتف 888-327-0671 اللغوية تتوافر لك بالمجان. اتصل برقم 1- (رقم هاتف 888-327-0671) الصم والبكم: 711).

Syriac/Assyrian: ܐܘܪܝܝܢܐ/ܣܝܪܝܐܝܐ: ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ. ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ. ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ ܝܘܨܬܝܢܐ ܕܥܘܠܡܐ ܕܡܚܘܒܝܢܐ. (TTY: 711) 1-888-327-0671

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-327-0671 (TTY: 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-327-0671 (TTY: 711).

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-327-0671 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-327-0671 (TTY: 711)번으로 전화해 주십시오.

Bengali: লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৮৮-৩২৭-০৬৭১ (TTY: ৭১১)।

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-327-0671 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-327-0671 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-327-0671 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-327-0671 (TTY:711) まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-327-0671 (телетайп: 711).

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-327-0671 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-327-0671 (TTY: 711).



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

G-3245 Beecher Road
Flint, MI • 48532

PRSR STD U.S. POSTAGE PAID FLINT, MI PERMIT NO. 859

MHP20160812 Rev.9.12.17

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.

Appeal Process

You have the right to be satisfied with the way McLaren has handled your complaint or concern. You can appeal any decision that we may have made about your care. We will contact you about our decision on 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. Medicaid members can also ask for a State Fair Hearing. If you have questions about the McLaren appeal process or the independent review process, please call Customer Service at (888) 327-0671.