

Health, Wellness and You

MARCH 2021

NO MEMBER COST SHARE FOR TESTING AND TREATMENT OF COVID-19 RELATED SERVICES EXTENDED THROUGH SEPT. 30, 2021.

 **McLaren**
HEALTH PLAN

 **McLaren**
HEALTH PLAN COMMUNITY

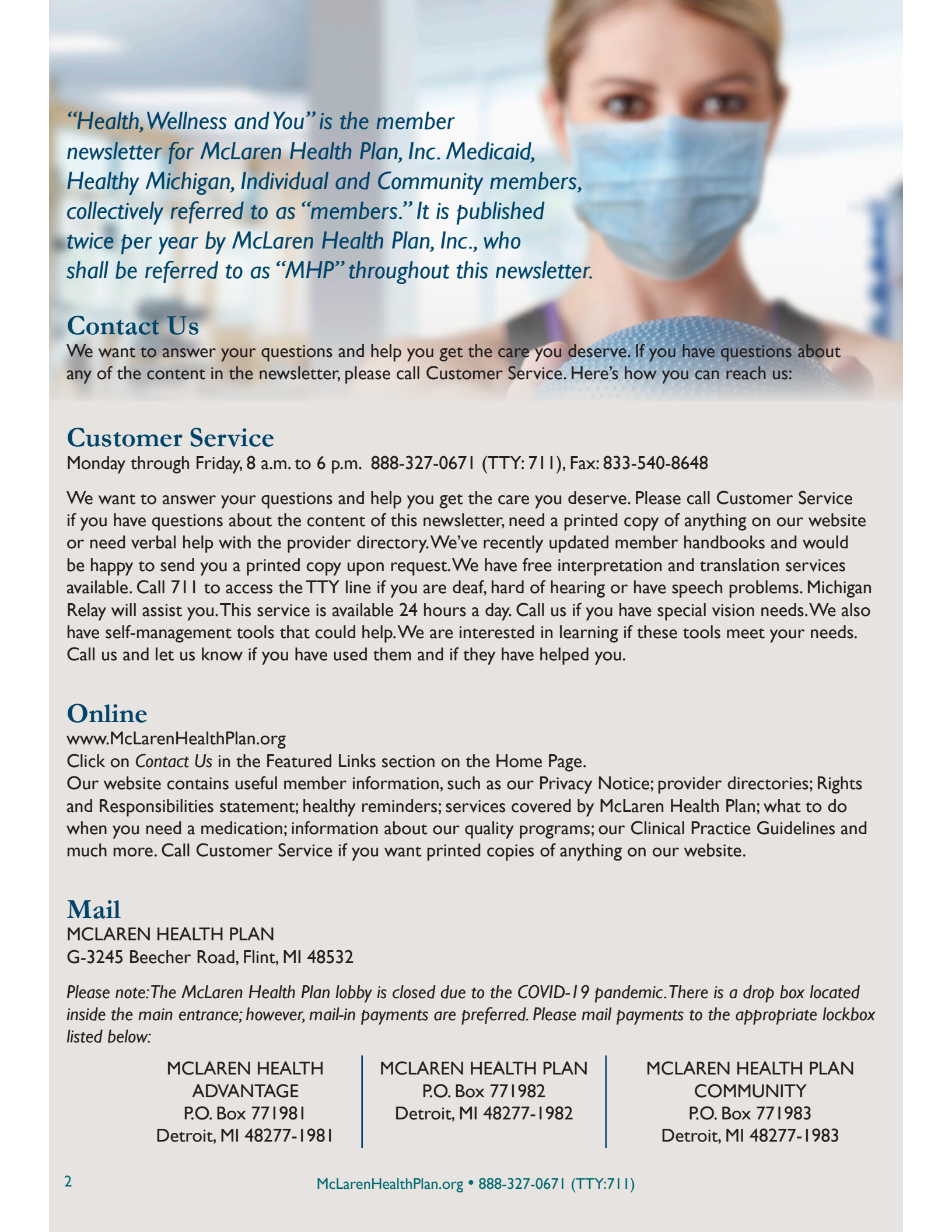
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“Health, Wellness and You” is the member newsletter for McLaren Health Plan, Inc. Medicaid, Healthy Michigan, Individual and Community members, collectively referred to as “members.” It is published twice per year by McLaren Health Plan, Inc., who shall be referred to as “MHP” throughout this newsletter.

Contact Us

We want to answer your questions and help you get the care you deserve. If you have questions about any of the content in the newsletter, please call Customer Service. Here’s how you can reach us:

Customer Service

Monday through Friday, 8 a.m. to 6 p.m. 888-327-0671 (TTY: 711), Fax: 833-540-8648

We want to answer your questions and help you get the care you deserve. Please call Customer Service if you have questions about the content of this newsletter, need a printed copy of anything on our website or need verbal help with the provider directory. We’ve recently updated member handbooks and would be happy to send you a printed copy upon request. We have free interpretation and translation services available. Call 711 to access the TTY line if you are deaf, hard of hearing or have speech problems. Michigan Relay will assist you. This service is available 24 hours a day. Call us if you have special vision needs. We also have self-management tools that could help. We are interested in learning if these tools meet your needs. Call us and let us know if you have used them and if they have helped you.

Online

www.McLarenHealthPlan.org

Click on *Contact Us* in the Featured Links section on the Home Page.

Our website contains useful member information, such as our Privacy Notice; provider directories; Rights and Responsibilities statement; healthy reminders; services covered by McLaren Health Plan; what to do when you need a medication; information about our quality programs; our Clinical Practice Guidelines and much more. Call Customer Service if you want printed copies of anything on our website.

Mail

MCLAREN HEALTH PLAN

G-3245 Beecher Road, Flint, MI 48532

Please note: The McLaren Health Plan lobby is closed due to the COVID-19 pandemic. There is a drop box located inside the main entrance; however, mail-in payments are preferred. Please mail payments to the appropriate lockbox listed below:

MCLAREN HEALTH
ADVANTAGE
P.O. Box 771981
Detroit, MI 48277-1981

MCLAREN HEALTH PLAN
P.O. Box 771982
Detroit, MI 48277-1982

MCLAREN HEALTH PLAN
COMMUNITY
P.O. Box 771983
Detroit, MI 48277-1983

*FROM NANCY JENKINS,
PRESIDENT AND CEO OF MCLAREN HEALTH PLAN*



Well this is not what I expected! It was March of 2020 when we started working from home. I never thought one year later we'd still have our team of dedicated employees answering phones from home; nurses making calls from their kitchen tables to help you get to the doctor for needed care or how many times I'd hear, "You're on mute!"

But here we are, and the good news is things are looking up. According to the Michigan Department of Health and Human Services (MDHHS), Michigan's COVID-19 numbers are decreasing. And we have a vaccine! While I know it hasn't been easy – and we still have a long way to go – we're moving in the right direction. Please know we're doing everything we can to ensure you get the care you need so McLaren Health Plan will continue to waive member cost-share for testing and treatment for COVID-19 related services through Sept. 30, 2021.

There is a lot of information available about the COVID-19 vaccine – who can get it, where to get it, when it will be available to more people. Each of you needs to make an informed decision about whether the vaccination is right for you. I encourage you to talk to your doctor about it. Check out the website of your county's health department or go to www.cdc.gov/vaccines/covid-19.

McLaren Health Plan, in partnership with the Diversity & Inclusion committee at McLaren Flint, hosted a webinar Feb. 10 called "Take the Fight to COVID" that answered several questions about the vaccine. You can watch a recorded version of the webinar by putting this link into your browser: <https://www.mclarenhealthplan.org/mhp/coronavirus-update-mhp>.

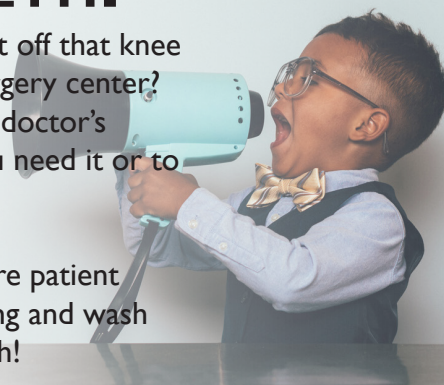
Every day that we continue to wear our masks, wash our hands, and maintain social distancing, we are protecting and saving lives. Thank you for doing your part. Please call one of our dedicated Customer Service team members at 888-327-0671 (TTY: 711) if there is anything we can do to help you get the care you need.

In good health,
Nancy

RE-ENGAGE WITH YOUR HEALTH!

Did you skip your mammogram in 2020 due to the pandemic? Did you put off that knee replacement because you didn't want to go to a hospital or outpatient surgery center? There is no reason to put your health on hold. It is safe to return to your doctor's office, to get health screenings, to get urgent or emergency care when you need it or to schedule surgery you may have put off.

Doctors, medical staff and facilities are all taking every precaution to ensure patient safety. Do your part, too. Continue to wear masks, practice social distancing and wash your hands often. Make those appointments you need for your good health!



Take a Look: FREE Programs from MHP

Call 888-327-0671 (TTY:711) for information about any of these programs or if you do not want to be in any of these programs. Go to mclarenhealthplan.org and click on health and wellness to learn more about these programs.

Stop Smoking Quit Line – MHP offers support for members who use tobacco or who smoke. Members can call 800-784-8669 for free counseling. Your PCP also offers stop smoking counseling services. There are several prescription medications available to help you. Talk to your doctor about what is best for you.

Here are some useful tips when you're trying to quit smoking.

List key triggers:

- Where and when do you smoke?
- Who do you smoke with?

Seek help:

- The more help you get, the better your chances of success
- Be motivated

Set a stop date:

- Make it a day with low stress
- Tell your family and friends you are quitting

Did you know that **AFTER** you quit smoking:

- Your blood pressure and pulse become normal within 20 minutes
- Your sense of smell and taste come back
- The smell of your breath gets better and stained teeth get whiter
- Your circulation will improve in 2 to 3 weeks
- Smoker's cough and shortness of breath decrease
- You'll live longer and have a lower risk of heart disease, stroke, lung disease and cancer
- You will feel more alive and full of energy

MEMBERSHIP IN THESE PROGRAMS IS YOUR CHOICE. THEY'RE FREE BENEFITS TO YOU AS A MEMBER OF MHP. YOU DO NOT HAVE TO JOIN. CALL US ANYTIME IF YOU DON'T WANT TO BE IN ANY OF THESE PROGRAMS.

Down with Hypertension — You can be part of this program if your doctor says you have high blood pressure. All identified members will be mailed information about the program. MHP's pharmacists and nurses offer support to you by phone.

Quarterly iPad Drawing – Every quarter, we randomly choose an entry from all eligible participants age 50 or older who get a mammogram. MHP sends eligible participants the entry form by mail. Fill out the form and send it back to us after you've received your mammogram and you'll be entered into the drawing.



Case Management/Complex Case Management

– Every MHP member has a case management nurse who will help you get the care and services you need to stay healthy and improve your health. Your nurse will help you with difficult health problems and connect you with community support services.

Call your nurse if you think you need a second opinion. You can get a second opinion from an in-network provider. Your nurse can help you if you want a second opinion from an out-of-network provider. An approval is needed for a second opinion from an out-of-network provider. MHP will pay for the services as if they were provided in-network if the second opinion has been approved to the out-of-network provider.

MHP will help you get needed services from an out-of-network provider in a timely manner if they are not available from an in-network provider. The services must be covered and medically necessary. If the services are available from an in-network provider but cannot be delivered timely, MHP will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary.

We want to talk to you if you have serious medical problems. Call Customer Service at 888-327-0671 (TTY:711) and ask to speak to your nurse.

Diabetes and Asthma Management Programs

– MHP has nurses who understand diabetes and asthma. They will work with you to help you understand your diabetes or asthma and provide you with support. Your nurse will keep your doctor informed of your condition and the services we are giving you. It is important you see your doctor regularly to discuss your care. You will get:

- Support from your nurse so you know the best ways to manage your condition and assess your health status
- Newsletters with the most up-to-date information about diabetes or asthma
- Materials that will help you understand and manage your medicine and plan visits to your doctor

You are enrolled in these programs as a free benefit of MHP. Membership in these programs is your choice. You do not have to join. Call us anytime if you don't want to be in the program. See your doctor regularly if you have **diabetes**. Ask your doctor to do the following every year:

- An A1c blood test at least twice a year to check how well your blood sugar is being controlled
- Dilated eye exam (this is a covered benefit for members with diabetes)
- Foot exam
- Cholesterol blood check
- Body Mass Index or BMI
- Urine test to check for kidney changes
- Blood pressure check

These tests are all covered by MHP.

You need a personal action plan to control your **asthma**. Go to www.webmd.com/asthma/guide/smoking-and-asthma for tips on how to handle your asthma challenges, asthma triggers and signs that an asthma attack is about to happen. (Note: Information on www.webmd.com does not replace medical advice from your doctor.)





McLaren Moms — If you're pregnant, call MHP to enroll in our McLaren Moms program and get a \$10 gift card. Then you can be entered into a quarterly drawing for an iPad or a Pack-n-Play if you receive timely care after your baby is born! You'll talk to a nurse about your pregnancy and your baby's growth and development. You'll learn how to take care of yourself and your baby. Here are some other important things you should know if you're pregnant:

- Take folic acid before and while you are pregnant to help prevent birth defects
- A flu shot is the best protection from illness for mother and baby
- Quit smoking and do not drink alcohol
- Check with your doctor to make sure you can take your current medications while pregnant
- Go to all your prenatal visits; these are very important to track the health of you and your baby
- See your doctor within six weeks after having a baby

If you are a McLaren Health Plan Medicaid member and are pregnant, you have dental coverage. Call us at 888-327-0671 (TTY: 711) for more information.

Taking it Off — Our MHP nurses are here to help you if you want to lose weight. Our "Taking it Off" program is for adults and children. Your nurse will provide you with:

- educational materials mailed to your home at your request
- phone calls to offer support
- coordination with your PCP

Do you know your BMI? BMI stands for Body Mass Index. It measures a person's weight and height. It helps to estimate a healthy weight based on how tall a person is. BMI is the most widely used tool to identify obesity problems. Ask to have your BMI checked next time you visit your doctor.



Wellness Classes and Events* — From Petoskey to Mount Clemens, Caro to Lansing and many places in between, McLaren Health Plan offers health and wellness classes to help you de-stress, strength train or find support when you need it. You'll find circuit training, cancer survivors support groups, healthy meal planning, smoking cessation and much more. Go to www.McLarenHealthPlan.org, click on Wellness Classes and check out the list of hundreds of classes and events available to MHP members!

*Most classes and events are free, some have a nominal fee to cover costs.



MHP, THE COVID-19 VACCINE AND YOU

Here are some of the most common questions being asked about MHP coverage and the COVID-19 vaccine. Call Customer Service at 888-327-0671 (TTY: 711) if you have questions about your personal situation. Information is changing daily. Contact your doctor or local health department for the most up to date information.

Who is eligible to get the COVID-19 vaccine?

The Michigan Department of Health and Human Services determines who can get the vaccine.

Click here for the most recent guidance:

https://www.michigan.gov/documents/coronavirus/MI_COVID-19_Vaccination_Prioritization_Guidance_710349_7.pdf

How do I register to get the vaccine?

You can register at your local health department, pharmacies or through health systems like McLaren:

<https://www.mclaren.org/main/coronavirus-vaccine>

What if I don't have a computer, how do I register?

Please call our Customer Service team at 888-327-0671 (TTY: 711) and we will help you.

Does it cost me anything to get the COVID-19 vaccine?

No. There is no cost for MHP members to get the vaccine.

Does MHP provide transportation for me to get the vaccine?

Yes, if you are an MHP Medicaid or Healthy Michigan Plan member.

Does the COVID-19 vaccine contain a live virus?

No.

Will I get COVID-19 if I get the vaccine?

No.

How many days do I have to wait between the first and second dose of the vaccine?

The Pfizer and Moderna vaccines require two doses. You must get your first and second dose from the same manufacturer. The Pfizer vaccine requires a second dose 21 days after the first dose. The Moderna vaccine requires a second dose 28 days after the first dose. The Johnson & Johnson vaccine is only one dose.

How many weeks after my second dose am I considered immune?

About two weeks. You still need to wear a mask, wash your hands and follow social distancing guidelines even if you got a vaccine.

Where can I find information about COVID-19 vaccine safety?

It's best to talk to your doctor or pharmacist.

Or click here:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html>

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety.html>

Use SaverPlus for Discounts on Items You Want and Use

SAVER | **PLUS**

McLaren Health Plan has a members-only program that offers valuable discounts on things you want and use, such as pizza, groceries, oil changes and more!

SaverPlus is a discount program you can start using right now! It's easy to use, either online or with the mobile app. It includes local and national retailers. You can browse by category or start with a search. Here are just a few of the discounts available:

- Oil changes, grocery coupons, home meal kits
- Papa John's, Cottage Inn Pizza, Applebee's
- T-Mobile, Sprint, Hewlett-Packard, Lenovo
- And more!

There's a wellness section with videos, exercise tips, nutrition information and healthy recipes. There's even a section to help you manage your money.

Login and start saving today!

Here's how to login to start saving:

- Go to www.McLarenHealthPlan.org
- Login to McLaren CONNECT, the member portal
- Click on SaverPlus, under Quick Links
- Click on Register

If you have not registered on McLaren CONNECT, now's the time! You'll need your McLaren Health Plan ID card to complete the registration.

- Go to www.McLarenHealthPlan.org
- Click on McLaren CONNECT in the top left corner
- Choose the McLaren CONNECT member portal
- Click on Register Account

You can download the mobile app by clicking on the icons in the top right corner of the SaverPlus home page or from your phone's app store. Set your location services to get notified of discounts near you. There's a Perks 101 page with "how to" videos and FAQs to help you get started.



YOUR OPINION MATTERS

For all McLaren Health Plan members “Staying in Touch” member survey

You may get a survey in the mail or you may get a phone call asking how you like the service MHP offers and how we can improve our services. What you tell us is important. Please take the time to answer the survey and let us know what you think.

You can complete this survey online if you want. Go to McLarenHealthPlan.org, click on “Are You a Member,” choose your plan, click on “Health & Wellness,” then “Staying in Touch Program.”

For Medicaid and Healthy Michigan Plan members New member survey

MHP is interested in hearing about your needs and finding ways we can better help you. If you haven't completed your survey yet, please visit <https://www.mclarenhealthplan.org/mhp/member-survey-mhp.aspx> to complete your survey.

McLaren Health Plan works hard to provide you with the best possible service. Customer service, personal attention, quality care, easy access to care and free health programs are some reasons members stay with MHP. Our case managers are happy to help you with your medical needs. Please call Customer Service at 888-327-0671 (TTY: 711) and tell us what we can do to better serve you!



The Flint Registry is a project that connects people to services and programs to promote health and wellness. It was created to help understand how the Flint water crisis has affected the Flint community. You should register if you lived, worked, attended school or daycare between April 25, 2014 and Oct. 15, 2015 at any address serviced by the Flint water system. Go to www.flintregistry.org/how-to-join.

Are you new to MHP?

If you are a new member, you can keep your out-of-network doctors and services for at least 90 days. This may help with your medical health, behavioral health and pharmacy drug needs.

You can keep seeing your current doctor through your pregnancy and for your postpartum needs. You can keep seeing your current doctor if you are getting care for certain chronic diseases.

MHP will **not** approve ongoing care by an out-of-network doctor if:

- Your doctor only wants to keep an eye on an illness
- The doctor has an issue that could cause you harm
- The doctor says he or she will not see you any longer
- You started seeing the doctor after you enrolled with MHP
- The doctor does not meet MHP's standards

MHP can help you choose new in-network doctors. We also can help you get the services you need. You or your doctor can call us at 888-327-0671 (TTY: 711) for help or if you have questions. Go to <https://www.mclarenhealthplan.org/Uploads/Public/Documents/HealthPlan/documents/transition-policy.pdf>

How to Choose a Primary Care Physician

You need to choose a primary care physician, or PCP, when you join MHP.

You can choose your own personal doctor from our list of family practice doctors, pediatricians or internal medicine doctors. This will be your assigned PCP.

Our online provider directory can help you search for a doctor.

- Community members, go to: www.McLarenHealthPlan.org/CommunityProviders
- Healthy Michigan Plan members, go to: www.McLarenHealthPlan.org/HealthyMichiganProviders
- Medicaid members, go to: www.McLarenHealthPlan.org/MedicaidProviders

Health Risk Assessments Due for Healthy Michigan Plan Members

MHP and Your Doctor Will Work Together to Help You

All MHP Healthy Michigan members must complete an annual Health Risk Assessment (HRA) and choose a healthy behavior. MHP and your Primary Care Physician (PCP) are here to help you choose, and work on, your healthy behavior.

Here's what you must do every year:

1. Watch for your HRA to arrive in the mail from MHP.
2. Call your PCP when you get your HRA and make an appointment for your annual well visit. Take the HRA form with you to this appointment.
3. Call MHP Customer Service if you need help filling out the first three sections of your HRA. Let us know when your PCP visit is so we can send your doctor a copy of your assessment.
4. Your doctor will complete section 4 at your visit. Ask for a copy with your doctor's signature on it. This is your record that you completed the HRA.
5. Talk to your doctor about the healthy behaviors you choose and ways to stay on track.

Here are some ideas for healthy behaviors that you can choose to work on for your better health!

INCREASE PHYSICAL ACTIVITY, LEARN MORE ABOUT NUTRITION, 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 recommend that 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.
- Talk to your doctor 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 www.Michigan.gov/mihealthiertomorrow

REDUCE/QUIT TOBACCO. Did you know that 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 and inhalers. In addition, other covered medications include Zyban® or Chantix.® There's also tobacco cessation counseling from your doctor or a free Stop Smoking Quit Line; all you have to do is call 800-784-8669 to get started!

ANNUAL FLU SHOT. You can get your flu shot at your doctor's office or at your local pharmacy. It only takes a few minutes and will help you avoid getting the flu.

PCP TESTING.

- Hypertension (high blood pressure) - MHP has a program called "Down with Hypertension" (see page 4). Call Customer Service at 888-327-0671 (TTY:711) for information about this program.
- Cholesterol - Have your cholesterol checked regularly. If you've been told you have high cholesterol, follow a low cholesterol diet and visit your doctor regularly. Visit www.webmd.com* for tips to lower your cholesterol.
- Diabetes - MHP has a free diabetes management program. Call Customer Service to learn more.

REDUCE/QUIT ALCOHOL CONSUMPTION or SEEK TREATMENT FOR SUBSTANCE USE DISORDER.

Taking the first step to reduce or quit alcohol consumption or to seek treatment for a substance use disorder is an important one, and MHP 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 how to reduce or quit alcohol consumption, visit www.webmd.com* and select the Health A-Z section; choose Common Topics; then Alcohol Abuse. Information about substance use disorders can be found at www.webmd.com/mental-health/addiction/tc/drug-abuse-and-dependence-treatment*

You also can call MHP Customer Service and ask to speak to your nurse.

*www.webmd.com does not replace medical advice from your doctor.

SCHEDULE A WELL-VISIT WITH YOUR PCP

You need to see your PCP for an annual well visit within 60 days of joining MHP. This way, when you do get sick, your PCP will already know important information about you. Call Customer Service if you do not know who your PCP is or if you need help scheduling an appointment. We will help you.

How MHP Makes Medical Decisions About Your Care

McLaren Health Plan makes decisions about the use of medical services based on whether they are appropriate and a covered benefit. No one at MHP is rewarded in any way for making decisions to deny you medical services. That means doctors or employees. They are not rewarded in any way for encouraging underuse of your benefits. We want you to get the care you need. We will always look out for your best interests. Please call Customer Service if you have any questions.

You Have Health Care Rights at MHP

You play an important part in making your health care safer and more effective by being an informed member of your health care team. Patients who participate in decisions about their health care are more likely to have better results. We want you to know your rights as a patient. We want you to be informed about your care.

Here are some simple guidelines to help you know your rights and choices:

- If you don't understand the information 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
- Actively participate in your care and be part of all decisions about your treatment.

COVID SHOT? OTHER SHOTS NEEDED, TOO

While the COVID-19 vaccine is getting all the attention right now, it's not the only vaccine you should consider.

Flu season occurs in the fall and winter in the U.S. Most flu activity happens between December and February, but activity can last as late as May. It's not too late to get a flu shot if you haven't already got one. The Centers for Disease Control (CDC) and the Michigan Department of Health and Human Services (MDHHS) both recommend anyone over the age of six months should get a flu shot every year. *There is no member cost-share for any MHP member for a flu shot.*

While the COVID-19 vaccine is getting all the attention right now, it's not the only vaccine you should consider as an adult.

Pneumonia can cause serious complications in people age 65 and older. The Centers for Disease Control (CDC) recommends you get vaccinated if you are over age 65. There are two pneumonia vaccines licensed for use in the United States by the Food and Drug Administration. Talk to your doctor about which one is right for you.

- PCV13 (Pneumovax 13®) - This vaccine helps protect against the 13 types of pneumococcal bacteria that most commonly cause serious infections in children and adults. Adults who need this vaccine only get one shot.
- No member cost-share for MHP Medicaid members if you receive the shot at an in-network provider office or at an in-network pharmacy.
- PPSV23 (Pneumovax 23®) - Doctors give a single shot of this vaccine to people who need it. The CDC recommends one or two additional shots for people with certain chronic medical conditions. This vaccine helps protect against serious infections caused by 23 types of pneumococcal bacteria.
- No member cost-share for any MHP member if you receive the shot at an in-network provider office or at an in-network pharmacy.

The CDC also recommends healthy adults age 50 years and older get two doses of the shingles vaccine – called Shingrix – separated by two to six months, to prevent shingles and the complications from the disease.

- No member cost-share for any MHP member if you receive the shot at an in-network provider office or at an in-network pharmacy.

Please call customer service at 888-327-0671 (TTY: 711) if you have any questions.

Source: www.cdc.gov/vaccines/vpd/shingles, www.cdc.gov/vaccines/vpd/pneumo, www.cdc.gov/flu

Online Tools Help to Manage Your Health

There are self-management tools online that can help you manage your health. They help provide insight about risk factors you may have for certain conditions. They can help reduce that risk and maintain low risk. The tools are interactive and focus on wellness and prevention.

MHP offers self-management tools at McLarenHealthPlan.org, then click on Health and Wellness. Call 888-327-0671 (TTY: 711) and ask to speak to your nurse for additional support.

Go to www.webmd.com for health tips and wellness updates. Click on Health A-Z for risks, symptoms and treatments about how to maintain a healthy weight or how to quit smoking. There's also information about physical activity, eating healthy, how to manage stress, at-risk drinking and depression.

Please remember, the advice received online does not replace the medical advice from your doctor.

Source: www.webmd.com

RESEARCHING NEW MEDICAL CARE FOR YOU

McLaren Health Plan knows that new medical care options become available. To do our best for our members, we have a process to look at these options. MHP researches the procedures, medications and devices involving new medical care. A special medical committee also reviews and considers the following:

- Is the care safe?
- Is the care approved by the FDA?
- Is there a more cost-effective option?

The committee then decides whether the new care is covered by MHP. Call our Medical Management team at 888-327-0671 (TTY: 711) if you or your doctor have questions about new medical care.

CHECK OUT YOUR MEMBER HANDBOOK

You get a member handbook when you become a new MHP member. It has a lot of great information in it. We recently updated the member handbook. Please call Customer Service if you've been a member for a while and would like a copy of the updated handbook. It's also available at www.McLarenHealthPlan.org

WHEN TO GO TO URGENT CARE OR THE EMERGENCY ROOM

The flu, a sprain and an earache are NOT emergencies. They do NOT require a visit to a hospital emergency room. None of these situations are life-threatening. Always call your primary care physician first with non-life-threatening illnesses or injuries. Your PCP will tell you what to do, even if his or her office is closed. The answering service can direct you to an urgent care center.

Urgent care is a good option for non-life-threatening illnesses or injuries. Other examples where you should call your PCP before getting treatment include:

- A fever without any seizures or shaking
- Sore throat
- Skin rashes
- Sunburn or minor burn
- A cold

This is a short list of examples of when you should go to an urgent care center. A list of urgent care centers can be found in the provider directory at www.mclarenhealthplan.org or by calling Customer Service at 888-327-0671 (TTY: 711).

When should you go to the emergency room? Call 911 or go to the nearest emergency room when you need immediate treatment to save your life or advanced treatment (such as surgery) that is only available in a hospital setting. Call 911 or go to the nearest emergency room if:

- You can't breathe
- You have chest pain
- You fainted
- You are suddenly dizzy, weak or have sudden, severe pain
- You are bleeding and the bleeding won't stop
- You feel like you might hurt yourself
- You feel like you might hurt someone else
- You swallowed poison

A dental emergency is when you need a service to prevent tooth death, the imminent loss of teeth and the treatment of injuries, pain or infection. Call your dentist's office if you are having a dental emergency.

This information is not meant to take the place of your doctor's medical advice. Follow what your doctor tells you to do. Remember to contact your PCP after you go to the urgent care center or the emergency room.

A Reminder for Women

Time to Take Care of Yourself!

Put these important health and wellness appointments on your calendar

You may have delayed getting regular checkups due to the pandemic, but now's the time to call your doctor and get back on track! Call Customer Service at 888-327-0671 (TTY: 711) if you need help scheduling any appointment. And don't forget – MHP members can see an in-network OB/GYN or Certified Nurse Midwife for routine and preventive health care services without a referral. Women's routine and preventive health care services include prenatal and postpartum care, breast exams, mammograms and Pap tests.

ANNUAL CHECK-UP

- Make this appointment every year around your birthday. This way you won't forget to do it. Ask your PCP questions. Your PCP will ask you questions about your family history and previous illnesses. Your vital signs will be taken, and your eyes, ears, heart and skin will be checked. Discuss specific health concerns you have. Schedule a mammogram, Pap screening or any blood tests you might need.

PAP SCREENING FOR CERVICAL CANCER

- Cervical cancer can affect any woman who is or has been sexually active. It occurs in women who have had the human papilloma virus or HPV. Many people who are infected have no symptoms. HPV is passed during sex and is most common in women ages 20-24. You can reduce your chances of getting cervical cancer by getting routine Pap screenings and the HPV vaccine. This is a series of two shots given during a 6 to 12-month period. If you or your daughter(s) are between the ages of 9-26, it is important to consider getting this series of shots. Ask your doctor if the HPV vaccine is right for you.

GET TESTED FOR CHLAMYDIA

- All sexually active women should get tested every year for Chlamydia. Why? It's a common sexually transmitted disease that can make women unable to get pregnant. It can harm newborn babies of infected mothers. It can cause serious problems. It's a disease both women and men can get. It's even more important for women under age 25 and males age 16-18 to be tested. It is easy to get but the good news is it's easy to detect and treat. Most people with Chlamydia have no symptoms. Your doctor can give you a simple urine test for Chlamydia. The treatment for Chlamydia is antibiotics. Your partner also should get tested and treated if necessary. Use a condom every time you have sex to help prevent Chlamydia.

BREAST HEALTH

- Do a monthly self-exam of your breasts. Tell your doctor immediately if you notice any changes. For general breast health, maintain a healthy weight, limit alcohol and exercise regularly. All women can get breast cancer, even those with no family history of the disease. You have a higher chance of surviving when the cancer is diagnosed early. Get a mammogram every year beginning at age 50.

Learn About Healthy Kids Dental

At no cost to you, your children on McLaren Health Plan Medicaid can receive oral exams, teeth cleanings, fluoride treatments, X-rays and more through a program called Healthy Kids Dental. And it comes with access to one of the largest dental networks in Michigan—ensuring there’s a dentist who’s convenient for every single family. In fact, eight out of 10 dentists accept Healthy Kids Dental.

Who is eligible? In Michigan, Healthy Kids Dental is available to children who have Medicaid and are under the age of 21.

If you are a McLaren Health Plan Medicaid or Healthy Michigan Plan member who becomes pregnant, you are eligible for dental benefits throughout your pregnancy and for three months after. Call Customer Service at 888-327-0671 (TTY:711) to notify us of your pregnancy or for questions about your dental benefits.

What is covered?

Through a Healthy Kids Dental dentist, covered services include:

- oral exams
- teeth cleanings
- fluoride treatments
- X-rays
- screenings and assessments
- fillings
- sealants
- stainless steel or resin crowns
- crown buildup, including pins
- space maintainers
- re-cementing of crowns, bridges and space maintainers
- root canals
- extractions
- complete, partial and temporary partial dentures
- denture adjustments and repairs
- denture rebases and relines
- emergency treatment to reduce pain
- IV sedation (when needed)

Why use it?

Children with oral health issues miss 51 million hours of school each year. Students who have experienced recent oral health pain are four times more likely to have lower grade point averages than their counterparts who have not. That’s why maintaining good oral health may improve children’s school attendance, grades, self-confidence and help them succeed.

How to get started?

If eligible, your children will be enrolled in Healthy Kids Dental and will automatically receive a welcome kit with their ID cards in the mail. To start using the benefits, you can find a Healthy Kids Dental dentist at HealthyKidsDental.org. When calling to make an appointment, tell the dental office your child has Healthy Kids Dental.



10 FACTS ABOUT GOOD DENTAL HEALTH

- 1** People with diabetes are more likely to have gum disease.
- 2** People with diabetes may have very dry mouths. This could allow plaque to build up on teeth which leads to tooth decay and cavities.
- 3** Untreated dental problems can lead to serious health problems like infection, damage to a bone or a nerve, or tooth loss.
- 4** Proper care of the mouth, including treatment of gum disease, may even help people with diabetes achieve better blood sugar control.
- 5** Pregnant women are at an increased risk for both gum disease and gestational diabetes due to a change in hormone levels.
- 6** Gum disease and heart disease have similar underlying causes such as age, tobacco use, genetics, stress, medications, poor nutrition and obesity.
- 7** Another heart disease factor is the buildup of dental plaque over time.
- 8** Gum disease happens when bacteria in the mouth grow into plaque. This causes swelling and bleeding in the gums. The plaque can spread below the gum line if not treated. This allows bacteria to enter the bloodstream.
- 9** It's important to maintain regular dental care if you're pregnant. You may put yourself and your baby at risk if you wait to get dental treatment. In fact, high maternal levels of the bacteria that cause cavities may contribute to low infant birth weight.
- 10** Dental care during pregnancy is 100% safe – including x-rays, pain meds and local anesthesia.

So what should you do?

Brush twice a day for two minutes. Floss daily and rinse with mouthwash. Get regular dental cleanings and checkups, especially while pregnant. These visits can catch hidden dental emergencies early and lower your risk for tooth decay.

McLaren Healthy Michigan Plan members and pregnant women on McLaren Medicaid have dental benefits through Delta Dental. Call us at 888-327-0671 (TTY: 711) if you don't have a dentist or if you have questions about your coverage.



Kids and Teens Need 'Well' Check-Ups

It might feel as though you're taking your kids to the doctor a lot because they are sick or not feeling well. But did you know your young children and teens need to go to the doctor even when they're not sick? A well-child checkup should start when they're young. The early visits should take place around the nine, 18, 24 and 30-month ages, but may happen more often.

At every well-child checkup, the doctor:

- should ask you about your child's growth and development
- may ask you to fill out a form with questions about your child's development

Children develop in their own way. If you are worried 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 more information on developmental screening, visit www.cdc.gov/ncbddd/childdevelopment/screening.html or call (800) CDC-INFO (232-4636).

Your pre-teen and teen needs to see the doctor for well-visits, too. Getting vaccines (shots) and staying protected from serious diseases is a lifelong job. Protect your children by making sure they are up-to-date with their shots. Every pre-teen and teen should receive the following:

Type of shot	Covers Against	When and How often to Receive
Tdap	Whooping cough, Diphtheria, tetanus	One dose between the ages of 10 and 12
Meningococcal	Meningitis	One dose between the ages of 11 and 12 and again at age 16
Human Papillomavirus	Cervical Cancer	Two doses at least six months apart or three doses between the ages of 9 and 12

As your teen moves into adulthood, the thought of moving care from his or her pediatrician to an adult PCP can seem challenging. MHP can assist you and your teen with choosing an adult PCP. Please call us at 888-327-0671 (TTY:711) and allow us to help with this transition of care.

MHP HELPS YOUR KIDS GET THE EXTRA CARE THEY NEED

Children who qualify for Children's Special Health Care Services (CSHCS) can get the extra care they need as an MHP member. We work with your local Health Department and your doctor to provide full service care. We help you get access to community resources, case management, transportation, doctor visits and other services. Call Customer Service at 888-327-0671 (TTY:711) to find out more.



Men's Cancer Screenings: Which Ones are Right for You?

Cancer screening means looking for cancer before it causes symptoms. Many men wonder if they should get screened for prostate cancer. Each man must decide for himself. Talk to your doctor about what is right for you.

There is no standard test to screen for prostate cancer. Two tests that are commonly used to screen for prostate cancer are a blood test called a prostate specific antigen (PSA) test and a digital rectal examination.

If you are thinking about being screened, you and your doctor should consider:

- If you have an increased risk of getting prostate cancer
- If you have any health problems that may make it harder for you to be treated for prostate cancer if it is found or that may make you less likely to benefit from screening
- How you feel about the possible benefits and harms of screening, diagnosis and treatment

What about colon cancer or colorectal cancer? The U.S. Preventive Services Task Force recommends screening beginning at age 50. If you are age 50 to 75 years old, you should get screened for colorectal cancer. Many new cases of colorectal cancer – about 90% - occur in people who are age 50 or older.

Screening tests can find precancerous polyps that can be removed before they turn into cancer. They also can find colorectal cancer early, when treatment works best.

If you think you may be at increased risk for colorectal cancer, learn your family health history and ask your doctor if you should begin screening before age 50.

ASK YOUR DOCTOR THESE **3** QUESTIONS

Every time you talk with a doctor, nurse or pharmacist, ask these three questions to better understand your health:

- **WHAT IS MY MAIN PROBLEM?**
- **WHAT DO I NEED TO DO?**
- **WHY IS IT IMPORTANT FOR ME TO DO THIS?**

If you ask these questions and still don't understand, let your doctor, nurse or pharmacist know you don't understand what you need to do. You might say, "This is new to me. Will you please explain that to me one more time?" It is also important to bring all medicines you take with you when you visit your doctor or pharmacist. Even over-the-counter medicines, like vitamins and supplements. Put the actual medicine bottles into a sealed baggie and bring it with you to your doctor appointments. This way, your medical team can see the dose, how often you take the medicine and who prescribed it. Like many people, you may see more than one doctor. It is important that your doctors know all the medicine you take.

HELP PREVENT FRAUD, WASTE AND ABUSE

McLaren Health Plan works hard to prevent fraud, waste and abuse. We follow state and federal laws about fraud, waste and abuse. Examples of fraud, waste and abuse by a **member** include:

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

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

- *Falsifying his or 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*

Call MHP's Fraud and Abuse line at 866-866-2135 if you think a doctor, other health care provider or member might be committing fraud, waste or abuse. You can email MHP's Compliance department at MHPcompliance@McLaren.org.

You also can write to MHP at:

McLaren Health Plan, Inc.

Attn: Compliance

P.O. Box 1511

Flint, MI 48501-1511

Contact the State of Michigan if you think a member has committed fraud, waste or abuse. Here's how:

- *Fill out a fraud referral form at <https://mdhhs.michigan.gov/Fraud> OR*
- *Call the MDHHS office in the county where you think the fraud, waste or abuse took place OR*
- *Call the MDHHS office in the county where the member lives*

Contact the Michigan Department of Health and Human Services Office of Inspector General if you think a doctor or other health care provider has committed fraud, waste or abuse. Here's how:

- *Call them at 855-MI-FRAUD (855-643-7283) OR*
- *Send an email to MDHHS-OIG@michigan.gov OR*
- *Write to them at Office of Inspector General, P.O. Box 30062, Lansing, MI 48909*

HELP PROTECT YOURSELF FROM FRAUD

You might be the target of a fraud scheme if you receive medical supplies that you or your doctor did not order.

Take action to protect your benefits:

- *Refuse medical supplies you did not order*
- *Return unordered medical supplies that are shipped to your home*
- *Report companies that send you these items*

Identity theft can lead to higher health care costs and personal financial loss. Don't let anybody steal your identity. Current fraud schemes to be on the lookout for include:

- *People using your health plan number for reimbursement of services you never received*
- *People calling you to ask for your health plan numbers*
- *People trying to bribe you to use a doctor you don't know to get services you may not need*

You are one of the first lines of defense against fraud. Do your part and report services or items that you have been billed for but did not receive.

- *Review your plan explanations of benefits (EOBs) and bills from physicians*
- *Make sure you received the services or items billed*
- *Check the number of services billed*
- *Ensure the same service has not been billed more than once*

DO YOUR PART!

- *Never give out your Social Security number, health plan numbers or banking information to someone you do not know*
- *Carefully review your MHP Explanation of Benefits (EOBs) to ensure the information is correct*
- *Know that free services DO NOT require you to give your MHP number to anyone*

Share this information with your friends. Please call Customer Service at 888-327-0671 (TTY: 711) to discuss benefit, coverage or claims payment concerns.

Discrimination is against the law

McLaren Health Plan, McLaren Health Plan Community, McLaren Health Advantage and McLaren Medicare Supplement (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: mhpcompliance@mcclaren.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 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 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 اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-327-0671 (رقم هاتف الصم والبكم: 711).

Syriac/Assyrian:

ܡܠܚܘܙܬܐ: ܐܕܐ ܟܢܬ ܬܬܚܕܬ ܐܕܟܪ ܐܠܘܡܬܐ، ܦܐܢ ܟܕܡܬ ܡܫܥܘܕܬܐ ܠܠܘܓܝܬܐ ܬܬܘܐܦܪ ܠܟ ܒܡܟܘܢܐ. ܐܬܘܘܠ ܒܪܦܩܡ 1-888-327-0671 (ܦܘܢܘܡܪܐ ܬܘܦܐܬܐ: 711).

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: 711)।

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.

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 or authorization.

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 www.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 www.MclarenHealthPlan.org.



HEALTH PLAN

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MHP20150202 03/2021