




*Upper Peninsula
Health Plan*

Medicaid Benefit Plan

Member Handbook

December 2010

www.uphp.com



**MICHIGAN DEPARTMENT OF HUMAN SERVICES
PHONE NUMBERS BY COUNTY**

Alger.....	387-4440
Baraga.....	353-4700
Chippewa.....	635-4100
Delta.....	786-5394
Dickinson.....	774-1484
Gogebic.....	663-6200
Houghton.....	482-0500
Iron.....	265-9958
Keweenaw.....	337-3302
Luce.....	293-5144
Mackinac.....	643-9550
Marquette.....	228-9691
Menominee.....	863-9965
Ontonagon.....	884-4951
Schoolcraft.....	341-2114

The Upper Peninsula Health Plan does not discriminate against any person or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs.



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I. GENERAL

Welcome to the Upper Peninsula Health Plan

Welcome to the Upper Peninsula Health Plan (UPHP). UPHP is a health plan for people covered by Michigan Medicaid. We want to help keep you and your family healthy. This book tells you about your benefits, how to get care, and how to have good health habits. UPHP is accredited as a managed-care organization by the National Committee for Quality Assurance.

Contact Information

UPHP Customer Service

Our Customer Service staff can answer your questions and help you get the health care you need. You can call UPHP Customer Service Monday through Friday from 8 a.m. to 5 p.m. (eastern time). The telephone number is:

1-800-835-2556

There is 24-hour voice mail. When you call, please leave:

- Your name
- Your member number
- Your phone number
- The reason for your call

Customer Service will return your call during office hours. If you have questions about your health care after office hours, call your primary care provider (PCP). Also read about after-hours care on page 14.

You can find out the name of your PCP after office hours. Call 1-800-835-2556. Listen for the prompt to ask about PCPs. Someone will answer to tell you your PCP's name and phone number.

Send things in writing to this address except where noted:

**Upper Peninsula Health Plan
228 West Washington Street
Marquette, MI 49855**



2. GETTING CARE

Your UPHP and mihealth Cards

After you enroll, you will get two identification (ID) cards.

1. **UPHP Card.** This card has your name, member ID number, and your primary care provider's (PCP's) name and phone number on it. Call UPHP Customer Service at 1-800-835-2556 if:
 - Your PCP's name is not on the card.
 - The PCP's name is not correct.
 - Your name is spelled wrong.

The card also has UPHP's phone number and helps explain how to get care.

2. **Michigan mihealth Card** (from the state). This card has your name and member ID number on it. Call the Medicaid help line at 1-800-642-3195 if your name is spelled wrong. This card is permanent, so always know where it is.

Carry both cards with you every time you get medical care or medicine. Without them, getting care or medicine might be hard.

Lost or Stolen Cards

Call UPHP Customer Service *and* Medicaid right away if your cards are lost or stolen. New cards will be sent to you.

Your Primary Care Provider (PCP)

A primary care provider (PCP) is someone you choose and call first when you need medical care. He or she will see you when you are well and when you are sick. Your PCP can send you to others for special care or services when needed. Depending on your medical needs, a specialist may be used as your PCP. This could be an obstetrician, gynecologist, pediatrician, or other specialist as needed. Call Customer Service at 1-800-835-2556 before choosing a specialist as your PCP. The name of your PCP is on your UPHP card. Call Customer Service if your PCP's name is not on your card or if the PCP's name is not correct.

Choosing a Primary Care Provider (PCP)

Providers are listed at www.uphp.com. You may also ask for a



3. BENEFITS

The following benefits and exclusions for the Upper Peninsula Health Plan's (UPHP's) Medicaid members should not be taken as all-inclusive. Limits and exclusions may apply to each item on this list. More benefits not listed here may be available. All services are based on medical need and are subject to review by UPHP Clinical Services. Approving care your doctor requests is also based on medical need. UPHP does not reward providers for denying care or underusing services. Providers in the UPHP network will provide all services unless UPHP approves services by a provider who is not in the network, except as otherwise stated in this handbook.

Services Covered by UPHP

✦ *Primary Care Provider Services*

Your primary care provider (PCP) can provide you with:

- Yearly well exams
- Care when you are ill
- Well-child services
- Immunizations
- Blood-lead testing and follow-up
- Testing and treatment for communicable diseases
- Testing and treatment for sexually transmitted infections
- Referrals to special doctors
- Health education
- Medicine

✦ *Medicine*

Your PCP will give you a prescription when you need medicine. Medicine prescribed by a specialist will be covered when your PCP has sent you to that specialist. A generic drug will be used when available. UPHP has a list of drugs for all of your doctors to use. All doctors must get permission to use drugs not on the UPHP list.

✦ *Certified Pediatric and Family Nurse Practitioner Services*

These services are covered when given by providers in plan. Check with your PCP about family nurse practitioner services outside your PCP's office.





✦ **Health-Department Services**

If you do not get these services from your PCP, your local health department may give you:

- Blood-lead testing and follow-up for those younger than 21 years
- Immunizations
- Testing and treatment for communicable diseases
- Testing and treatment for sexually transmitted infections
- Health education

✦ **Hospital Services**

Your local hospital can give you:

- Inpatient services
- Outpatient services
- Emergency care
- Diagnostic lab, X-ray, and other imaging services
- Information about childbirth and parenting classes
- Education and support groups

Hospital admissions that need prior approval include:

- Bariatric surgery
- Cosmetic and reconstructive surgery
- Elective admissions out of plan

✦ **Emergency Care**

An emergency is an injury or illness for which a delay in treatment may result in death or permanent damage to your health. An emergency could be a broken bone, severe bleeding, or severe and unfamiliar pain. Problems such as back pain, headaches, colds, or slight fevers are not considered emergencies. If you are not sure that you have an emergency, call your PCP to talk about your problem. Emergency rooms and ambulances are for emergencies only. *See your PCP or go to an urgent care center for all other care.*

If you have a problem that could cause you to die or have permanent damage to your health, go to your nearest emergency room or call the nearest emergency or ambulance number listed on the inside back cover of this handbook right away.

✦ **Urgent Care**

Urgent care is care you need sooner than a routine office visit but is not an emergency. If you need urgent care during office hours,



after office hours, or on weekends, call your PCP for directions. Your PCP may tell you to get services at an urgent care center in plan or may see you personally.

✦ **Transplant Services**

If you have a medical need for an organ or tissue transplant, your doctors will work with UPHP to plan the transplant and related services.

✦ **Hospice Care**

Hospice care is special care for people who are dying. Your primary care provider (PCP) will talk with you about this care and refer you if you need it.

✦ **Vision Care**

If you need an eye exam or glasses and you do not have an eye doctor, Customer Service can help you get one. If you already have an eye doctor for your eye care, ask if he or she is a UPHP doctor before making an appointment. If you have diabetes, see an eye-care specialist every year for a dilated eye exam.

✦ **Durable Medical Equipment**

If you need durable medical equipment (DME), such as crutches or a wheelchair, your primary care provider (PCP) will write a prescription to a DME provider. You may have to pay for any DME not covered by UPHP.

✦ **Medically Necessary Weight-Reduction Services**

Your PCP can help you to reduce your weight when needed for medical reasons. Sometimes your PCP might refer you to another provider for other services.

✦ **Mental Health Care**

You may have up to 20 mental health care visits per calendar year if (a) you are covered by Michigan Medicaid and UPHP *and* (b) your condition is deemed mild or moderate by your mental health provider. You may call a mental health provider listed at www.uphp.com or in the *Provider Directory*. Care for serious conditions is covered by your local community mental health agency and the Medicaid Fee-for-Service Program.

✦ **Outreach Services**

UPHP provides outreach services for covered services, especially for pregnancy and well-child care.



Upper Peninsula Health Plan

WELL-EXAM, VACCINE, AND LEAD-TESTING SCHEDULE

Please schedule these visits for your children. Place this in a visible area in your home for a quick reference. Use the check box to keep on track.

A WELL EXAM IS EXPECTED AT EACH OF THESE AGES.

The well exam will include:

- A physical exam
- A health and developmental history
- A blood-lead test at ages 12 and 24 months
- *Screening exams, such as:
 - Developmental testing at ages 9, 18, and 30 months
 - Autism screening at ages 18 and 24 months
 - Dental assessment at ages 12, 18, 24, and 30 months and 3 and 6 years
 - Vision screening at ages 3, 12, 15, and 18 years
 - Hearing screening at birth
 - Vision and hearing screening at ages 4, 5, 6, 8, and 10 years
 - Cholesterol screening at age 18 years
- Education and counseling, such as nutrition and accident prevention
- Routine vaccinations
- Answers to your questions or concerns

Routine vaccinations given.

Vaccines may be needed at any visit if not up-to-date.

Source: American Academy of Pediatrics and Michigan-specific EPSDT components

AGE	<input checked="" type="checkbox"/>
Birth*	
2-3 days after discharge	
1 month	
2 months	
4 months	
6 months	
9 months*	
12 months* Lead Test	
15 months	
18 months*	
2 years* Lead Test	
2 1/2 years* (30 months)	
3 years*	
4 years*	
5 years*	
6 years*	
7 years*	
8 years*	
9 years*	
10 years*	
11 years	
12 years*	
13 years	
14 years	
15 years*	
16 years	
17 years	
18 years*	
19 years	
20 years	

- Take your child's immunization records to every doctor visit.
- Ask your doctor or nurse to make a copy for the chart.

The table below is a guide to immunizations that every child should have, as advised by the Michigan Department of Community Health. These suggestions are subject to change based on U.S. Centers for Disease Control suggestions and any current vaccine supply shortages.

Nutrition

Children need to be active and eat low-fat foods. They should also stay away from food and drinks high in sugar. Once children reach 2 years of age, their provider will measure the body mass index (BMI) percentile each year. Talk to your provider about what this percentile means for your child. This is also a good time to discuss nutrition and exercise needs.

If you are pregnant or have children younger than 5 years and need help to buy food, call your local health department. Ask about the Women, Infants, and Children (WIC) program. WIC services are a Medicaid benefit not covered by the Upper Peninsula Health Plan

Smoking and Children

Children whose parents smoke have more health risks. They can have more problems with ear infections and asthma. There is a higher rate of sudden infant death syndrome (SIDS) in smoking homes. Ask your provider for advice on how to quit any type of tobacco use. Keep trying until you succeed.

Immunization	Age									
	Birth	2 Mos.	4 Mos.	6 Mos.	12 Mos.	15 Mos.	18 Mos.	4 Yrs.	11 Yrs.	
Hepatitis B (Hep B)	✓	✓		✓						
Diphtheria, tetanus, and pertussis (DTaP)		✓	✓	✓		✓		✓		
Haemophilus influenza Type B (HIB)		✓	✓	✓	✓					
Polio (IPV)		✓	✓	✓				✓		
Pneumococcal conjugate (PCV)		✓	✓	✓	✓					
Rotavirus		✓	✓	✓						
Measles, mumps, and rubella (MMR)					✓			✓		
Varicella or chicken pox					✓			✓		
Hepatitis A					✓		✓			
Tetanus and diphtheria booster (Td or Tdap)										✓
Meningococcal										✓
Human papilloma virus (HPV)*										✓
Influenza (flu)	Each year from 6 months to 18 years of age.									

* Girls only: More doses are needed 2 and 6 months after first dose is complete.
Sources: U.S. Centers for Disease Control and Prevention and Michigan Department of Community Health

Heart Attack, Stroke, and Blood Vessel Disease Prevention

Starting at age 18, you should have your cholesterol measured. If you are more at risk, your primary care provider (PCP) may want to do this earlier. Talk to your PCP about what the results mean. Your PCP should measure your cholesterol at least every five years, or more often if you are more at risk.

Ask to have your blood pressure checked at every visit. Talk to your doctor about what the numbers mean for you. Compare your readings with the categories in the chart on this page. If your blood pressure is high, talk to your doctor about how often to check it.

Health habits that help reduce the risk of heart disease include exercise, weight control, limiting alcohol, limiting salt, and taking medicine as your doctors instruct.

Blood Pressure Levels in Adults (18 Years and Older)

Category	Blood Pressure (mm Hg)		
	Systolic (top number)	and	Diastolic (bottom number)
Normal	Less than 120	and	Less than 80
Prehypertension	120–139	or	80–89
High Blood Pressure			
• Stage 1 Hypertension	140–159	or	90–99
• Stage 2 Hypertension	More than or equal to 160	or	More than or equal to 100

Quitting Smoking and Other Tobacco Use

Adults who smoke have higher health risks. They can have more problems with ear infections and asthma. Ask your health care provider for advice on how to quit any type of tobacco use. Keep trying until you succeed. For more help, talk to your doctor or call the Michigan Tobacco Quitline at 1-800-QUIT-NOW (1-800-784-8669) or 1-800-480-QUIT (1-800-480-7848).

Diabetes Prevention

Diabetes is increasing at epidemic rates. This is because we are gaining more weight and exercising less. It has been proven that a 5 to 10 percent weight loss and 30 minutes of exercise per day can cut the risk of getting diabetes by more than half. Talk to your doc-

tor about prevention. This is important if you are overweight, have high blood pressure, use tobacco, or have a family history of diabetes. Call Customer Service to see clinical guidelines.

Drug and Substance Abuse

Drug abuse means using alcohol or drugs in a way that hurts you. Alcohol and drugs can cause many problems. A person's feelings and actions can change. Money problems may arise. UPHP wants to help its members with drug and alcohol problems. If you or a member of your family has a problem, talk to your primary care provider (PCP). Your PCP can help you get treatment. Call UPHP Customer Service to get a phone number for more help.

Sexually Transmitted Diseases and Infections

Sexually transmitted diseases (STDs) are the most common diseases (infections) in the United States. They are becoming more frequent. Chlamydia is the most prevalent. Most of these diseases have no warning signs until late in the disease process. It is easy to spread STDs to other people and not know it. Some of these diseases, like AIDS, can cause death. Others, like chlamydia, if not treated, can prevent a woman from having children. Genital warts, if not treated, can cause cervical cancer. The only sure way to know if you have an STD is to be tested at least yearly. Testing can be as simple as a urine test. Ask your doctor which test is right for you. Your partner should be tested too.

To prevent a sexually transmitted disease:

- Do not have sex.
- Have sex with only one partner (who is not infected).
- Use a condom every time you have sex.

Antibiotic Resistance

Ask your doctor about *antibiotic resistance* if you are not sure what the term means. Antibiotics should be used for bacterial infections and not viruses.

Body Mass Index

Ask your primary care provider (PCP) what your current *body mass index* (BMI) means for you. Adults should review this at least every two years.

CHRONIC DISEASE PREVENTION CHECKLIST

ISSUE	ASK YOURSELF ...	REASON
EXERCISE and ACTIVITY	Do you routinely get 30 minutes of activity or exercise in a day?	If “no” ... Moderate activity for 30 minutes a day can help to stop you from getting diabetes or high blood pressure. It also helps lower your cholesterol and stress levels.
WEIGHT CONTROL and NUTRITION	<ul style="list-style-type: none"> • Are you overweight? • Do you know your body mass index (BMI)? 	<p>If “yes” . . . Losing just 5-10% of your body weight can lower your risk of diabetes. It will lower your risk for heart disease and stroke, too.</p> <p>BMI measures total body fat. It can help predict your risk for problems related to obesity.</p>
STRESS MANAGEMENT	Do you <i>frequently</i> feel symptoms of: <ul style="list-style-type: none"> • depression, • anxiety, or • anger? 	Everyone has these feelings some-time. If you notice them <i>often</i> , your health may be harmed. This is especially important if you are at risk for chronic disease.
TOBACCO CESSATION	Do you use any sort of tobacco?	If “yes” . . . You are at risk for future health problems. If you are <i>already</i> at risk for a chronic disease, then using tobacco increases your risk.
CARDIAC FITNESS A blood pressure or cholesterol level closest to “ <i>best</i> ” means the lower your risk! If you have diabetes, aim for the “ <i>best</i> .”	<ul style="list-style-type: none"> • Do you know what your last <i>blood pressure</i> reading was? • Do you know your <i>cholesterol</i> levels? 	<p><i>Best</i> / Normal = less than 120 / less than 80 Prehypertensive = 120-139 / 80-89</p> <p>HDL (good cholesterol) Normal = above 40 <i>Best</i> = 60 or above</p> <p>LDL (bad cholesterol) Normal = below 130 <i>Best</i> = below 100</p>

CHRONIC DISEASE PREVENTION CHECKLIST

Take action... RESOURCES
<ul style="list-style-type: none"> • Talk to your primary care provider (PCP) before beginning an exercise program. He or she can tell you what will work best for you. • Check with your local heart association for group activities. • Check with your local health department for group activities. • Contact UPHP for help if local help is not available.
<ul style="list-style-type: none"> • Talk to your PCP about life changes that can help you eat better and lose weight. Also ask about your BMI and if there is a risk to your health. • Check with your local health department for programs. • Contact UPHP for help if local help is not available.
<ul style="list-style-type: none"> • Ask your PCP for tips on how you can deal with your stress. • Contact your local community mental health center. • Contact UPHP if you need help to find local resources or to see clinical guidelines.
<ul style="list-style-type: none"> • Ask your PCP for help in changing your habits so that you can get rid of any of this risk. Ask about medicine that may help you. • Your local health department may give help to stop tobacco use. • Call the Michigan Tobacco Quitline at 1-800-QUIT-NOW or 1-800-480-QUIT. • Contact UPHP if you need help to find local resources.
<ul style="list-style-type: none"> • Ask to have your blood pressure checked on every visit to your PCP. • Talk to your PCP about cholesterol panel testing if you are older than 18 years and never had these levels tested. • Talk to your PCP about what your blood pressure and cholesterol numbers mean for you. If they are too high, ask what you can do to lower them. If your results stay high, ask what <i>all</i> of your risk factors mean for your heart. • Check with your local heart association to learn more. • Contact UPHP for help if local help is not available.



**EMERGENCY OR AMBULANCE
NUMBERS BY COUNTY**

Alger	911
Baraga.....	353-6789
Chippewa	911
Delta	911
Dickinson	911
Gogebic	932-4444 or 667-0203
Houghton	911
Iron	911
Keweenaw	911
Luce.....	911
Mackinac.....	911
Marquette	911
Menominee.....	911
Ontonagon	911
Schoolcraft.....	911

POISON CRISIS LINE

1-800-222-1222