




*Upper Peninsula
Health Plan*

Medicaid and MIChild Benefit Plan

Member Handbook

January 2016

www.uphp.com



DEPARTMENT OF HEALTH AND HUMAN SERVICES NUMBERS BY COUNTY

Alger	387-4440
Baraga	353-4700
Chippewa	635-4100
Delta	786-5394
Dickinson	774-4100
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 or MICHild. 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 12.

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**



For questions about:

- Case management
- Clinical practice guidelines
- Medical decisions by UPHP
- Disease Management Programs

⇒ **Call UPHP Clinical Services, 1-888-904-7526.**

For questions about:

- Your mihealth card from the State of Michigan
- Services covered by the Medicaid Fee-for-Service Program but not UPHP

⇒ **Call the Beneficiary HelpLine, 1-800-642-3195.**

To order a mihealth card:

⇒ **Call Call the Beneficiary HelpLine, 1-800-642-3195.**

To change your name, address, or telephone number:

⇒ **Call your local Michigan Department of Health and Human Services office as soon as you know your new address and telephone number.**

For a complete list of UPHP providers and services, including:

- Primary care providers (PCPs) and specialists
- Hospitals
- Medical equipment providers
- Family-planning services
- Health departments
- Eye care (exams and glasses)

⇒ **Visit www.uphp.com, see the *UPHP Provider Directory*, or call UPHP Customer Service at 1-800-835-2556.**



- To make suggestions about member rights, UPHP policies, or what UPHP expects of you.

What UPHP Expects of You

- Be respectful to your doctors, all health care staff, and the UPHP staff.
- Tell your doctors your full health and social history.
- Follow the advice of your doctors.
- Get care if you are pregnant.
- Call UPHP Customer Service as soon as you know that you are pregnant.
- Ask questions about your care.
- Make and keep appointments.
- Cancel your appointments **24 hours ahead of time** if you cannot go.
- Follow UPHP rules.
- Tell your local Department of Health and Human Services office about name, address, and telephone number changes.
- Always carry your current mihealth and UPHP identification cards.
- Call UPHP if your UPHP card is lost or stolen.
- Tell UPHP, Michigan Medicaid, your local Department of Health and Human Services office, and your doctors if you have other insurance.
- Work with your primary care provider (PCP) to manage your health.
- Understand your health problems so that you and your doctors can set treatment goals.
- Work with your UPHP Clinical Services nurse to help manage an ongoing health problem.
- Provide information needed by UPHP or your doctors.
- If you have more than one doctor, ask them to communicate about your care.

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 of Michigan). This card has your name and member ID number on it. Call the Beneficiary HelpLine 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** the Beneficiary HelpLine 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 to 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 UPHP 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 UPHP 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





office staff will tell you how to make an appointment or to get urgent care. If you have an emergency, go to the nearest hospital emergency room.

Getting Care When Out of Town

If you get sick when you are out of town, go to the nearest **urgent care** clinic. You can find one in the local telephone book's yellow pages. Show your UPHP card **and** your mihealth card. The clinic must be willing to bill UPHP. Have the clinic staff call UPHP Customer Service at 1-800-835-2556 if you have problems getting care. (See Section 3 of this handbook to learn about urgent care.) If you have an emergency, go to the nearest hospital emergency room. Ask that information about your care gets sent to your PCP.

Co-Payments

There are no co-payments or deductibles for UPHP covered services for UPHP Medicaid or MICHild members.





3. BENEFITS

The following benefits and exclusions for the Upper Peninsula Health Plan's (UPHP's) Medicaid and MICHild 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 (EPSDT) 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
- Family planning
- 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, UPHP 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. UPHP also covers bedwetting alarms; please contact the plan for details.

❖ **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. UPHP also covers nutrition therapy; please contact the plan for details.

❖ **Mental Health Care**

You may have up to 20 mental health care visits per calendar year if (a) you are covered by 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.



- All referrals to a specialist in plan, except for pediatrics, obstetrics, and annual female checkups
- End-stage renal disease services
- Home health services
- Occupational therapy
- Outpatient testing
- Physical therapy
- Sleep studies
- Speech and language services
- Sterilization services
- Surgical weight-loss services
- Transplant services

⊛ ***Services That Do Not Need Your PCP's Approval***

- Emergency care
- An ambulance for emergency care
- Family planning: You can get care from your PCP or your local health department.
- Pregnancy care: You can get care from your PCP, an obstetrician, or a certified nurse midwife.
- Annual female checkups (Pap smears and mammograms): You can get care from your PCP or a gynecologist in plan.
- Care for your children: You can get care from your child's PCP or a pediatrician in plan.
- Child and Adolescent Health Center services
- Eye exams once every 24 months from a provider in plan
- Eyeglasses from a provider in plan
- Hearing services (including hearing aids) from a provider in plan
- Foot care (podiatry) from a provider in plan
- Artificial limbs (prosthetics) and orthotics from a provider in plan
- Mental health care from a provider in plan (20 visits per calendar year)
- Chiropractic care from a provider in plan (18 visits per calendar year)
- Federally Qualified Health Center (FQHC) services
- Indian Health Center services



4. HEALTHY CHILDREN

Regular Well Exams

Children are special people with special needs that are always changing. That is why children need health checkups, which are called **well exams** by the Upper Peninsula Health Plan (UPHP). Your primary care provider (PCP) can give these free exams. Short visits with a provider when your child is sick are not the same as a well exam. Tests that your child gets from a health department or the Women, Infants, and Children (WIC) program do not replace these exams.

Even if your child looks healthy, he or she may have problems that you cannot see. Well exams, or EPSDT (early and periodic screening, diagnosis, and treatment) exams, can help find problems early. They can be treated before they get worse. If a health problem is found, the PCP may take care of it. The PCP may also refer your child to another, special provider.

Babies change quickly, so they need eight visits before 15 months of age. Children and young adults from 3 to 21 years should get a well exam every year. A well exam can be done when your child is ill.

The schedule on page 22 shows what to expect at these exams.

Lead Poisoning

Many things in our daily lives put infants, children, and adults in danger of lead poisoning. Lead poisoning can cause behavior and health problems. Brain damage—even death—can also happen. Lead poisoning can affect a child for a lifetime.

Lead-based paint was used in many homes built before 1978. The older the home, the more likely that windows, cupboards, doors, porches, and outdoor surfaces contain lead-based paint. Children must have a blood test for lead poisoning at 1 and 2 years of age. The test may be done by a child's PCP or your local health department.

Immunizations

Immunizations (shots) keep young children from getting sick with measles, mumps, chicken pox, polio, pneumonia, hepatitis, pertussis, influenza, and other diseases.

Older children need immunizations too. Children can get shots to



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		

help protect against whooping cough, influenza, meningitis, human papillomavirus (HPV), cervical cancer (for girls), and other cancers (for boys).

- **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 Health and Human Services. These suggestions are subject to change based on U.S. Centers for Disease Control suggestions and any current vaccine supply shortages.

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)	All persons starting at 6 months 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

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.

5. PREGNANT WOMEN

Prenatal and Postpartum Care

When you are pregnant, you have a choice of doctors for your prenatal care. If your primary care provider (PCP) gives prenatal care, you can stay with your PCP. If your PCP does not give prenatal care, you can see a different doctor who does. You can see your regular PCP for other medical needs. Call UPHP Customer Service to let them know that you are pregnant, whom you see for your prenatal care, and your due date if known.

Things you can do to have a healthy baby are:

- Eat good foods.
- Be active.
- Avoid smoking.
- Avoid alcohol.
- See your doctor as soon as you are pregnant or think about getting pregnant.

UPHP covers postpartum time in the hospital. Coverage is consistent with standards of the American Academy of Pediatrics and the American College of Obstetricians and Gynecologists.

After you have your baby, you must see your doctor for a six-week postpartum visit. You can schedule it before you leave the hospital. This visit is crucial to:

- Check your physical health.
- Talk about family planning.
- Talk about “baby blues” or depression.

Family Planning

Family planning lets you decide when the time is right for you to have a baby. It lets you decide the number and spacing of your children. Talk to your PCP about what you can do before you get pregnant to have a healthy pregnancy and baby. See your doctor as soon as you think that you are pregnant to start early prenatal care.

Maternal and Infant Health Program

Michigan has a Maternal and Infant Health Program. It is a preventive health service for pregnant women, mothers, and their infants. To learn more, contact your primary care provider (PCP), your local health department, or the Medicaid Fee-for-Service Program.





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 page 29. 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.

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 doctor about prevention. This is important if you are overweight, have high blood pressure, use tobacco, or have a family history of diabetes. Call UPHP Customer Service for more information.

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 infections (STIs) are the most common infections in the United States. They are becoming more frequent. Chlamydia is the most prevalent. Most of these infections have no warning signs until late in the infection process. It is easy to spread STIs to other people and not know it. Some of these infections, like

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 frequently feel symptoms of: <ul style="list-style-type: none"> • depression, • anxiety, or • anger? 	Everyone has these feelings some-time. If you notice them often , 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 already at risk for a chronic disease, then using tobacco increases your risk.
CARDIAC FITNESS A blood pressure or cholesterol level closest to “ best ” means the lower your risk! If you have diabetes, aim for the “ best .”	<ul style="list-style-type: none"> • Do you know what your last blood pressure reading was? • Do you know your cholesterol levels? 	<p>Best / Normal = less than 120 / less than 80 Prehypertensive = 120-139 / 80-89</p> <p>HDL (good cholesterol) Normal = above 40 Best = 60 or above</p> <p>LDL (bad cholesterol) Normal = below 130 Best = below 100</p>



CHRONIC DISEASE PREVENTION CHECKLIST

Take action... RESOURCES

- 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 if you need help to find local resources.**

- 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 if you need help to find local resources.**

- 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.**

- 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.**

- 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 **all** of your risk factors mean for your heart.
- Check with your local heart association to learn more.
- **Contact UPHP if you need help to find local resources.**



8. NOTICE OF PRIVACY PRACTICES

Effective August 2013

This notice explains how facts about you are used and given out. It is for all personal and medical facts about you. This means all facts that are in oral, written, or electronic form. The notice also tells you how you can get these facts and review them carefully.

Facts We Have

We have enrollment facts about you. They include your date of birth, sex, identification number, and other personal facts. We also get bills, doctor reports, and other facts about your health care.

Our Privacy Policy

We care about your privacy and guard your facts carefully. By law, we have to keep them private. We also must give you this notice of our legal duties and our privacy practices. We will not sell any facts about you. Only people who have both the need and the legal right may see them. Unless you give us written approval, we will only give out your facts for purposes of care, payment, or business operations, or when we have to do so by law.

Care

We may give out medical facts about you to coordinate your health care. For example, we may tell your personal doctor about the care you got in an emergency room.

Payment

We may use and give out medical facts about you so that the medical services you get can be properly billed and paid for. For example, we may ask a hospital emergency room for details about your care before we pay for it.

Business Operations

We may need to use and give out medical facts about you in regard to our business operations. For example, we may use medical facts about you to review the quality of services that you get.





As Required by Law

We will give out facts about you when we have to do so. Examples of such releases could be for:

- Law enforcement
- National security
- Subpoenas
- Other court orders
- Communicable disease reporting
- Review of our activities by government agencies
- Averting a serious threat
- Other kinds of emergencies

Approvals

If you give us a written approval to do so, we may use and give out your personal facts at other times. If you give us a written approval, you have the right to change your mind and revoke it. Any disclosures made outside of federal privacy rules will only be made with your written approval. You may revoke this approval.

Unless you give us written approval, we will not use or give out facts about you for:

- Marketing
- Sale of your facts
- Most psychiatric notes
- Other uses not noted here

Copies of This Notice

You have the right to get another copy of this notice at any time. Even if you have agreed to get it electronically, you still have a right to a paper copy of it. Please call or write to us to ask for a copy.

Changes to This Notice

We reserve the right to revise this privacy notice. A revised notice will be effective for medical facts we already have about you, as well as any facts we may get in the future. By law, we have to comply with whatever notice is currently in effect. Any changes to our notice will be published in our member newsletter.



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

