



Upper Peninsula Health Plan
MI Health Link
(Medicare-Medicaid Plan)
Summary of Benefits
2017



If you have questions, please call UPHP MI Health Link at 1-877-349-9324 (TTY 711), 7 days a week from 8 a.m. to 9 p.m. Eastern time. The call is free. For more information, visit www.uphp.com/medicare.

UPHP MI Health Link: Summary of Benefits

 **This is a summary of health services covered by UPHP MI Health Link for 2017. This is only a summary. Please read the Member Handbook for the full list of benefits.**

- ❖ Upper Peninsula Health Plan (UPHP) MI Health Link is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. It is for people with both Medicare and Medicaid.
- ❖ Under UPHP MI Health Link you can get your Medicare and Michigan Medicaid services in one health plan. A Care Coordinator will help manage your health care needs.
- ❖ This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.
- ❖ Limitations, restrictions, and patient pay amounts may apply. This means that you may have to pay for some services and that you need to follow certain rules to have UPHP MI Health Link pay for your services. For more information, call UPHP MI Health Link Customer Service or read the UPHP MI Health Link Member Handbook.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ You can get this information for free in other languages. Call UPHP MI Health Link Customer Service at 1-877-349-9324 (TTY 711), 7 days a week from 8 a.m. to 9 p.m. Eastern time. The call is free.
- ❖ Puede obtener esta información de forma gratuita en otros idiomas. Llame a Servicio al cliente de Upper Peninsula Health Plan (UPHP) MI Health Link (Plan Medicare-Medicaid) al número 1-877-349-9324 (TTY 711) los 7 días de la semana, de 8 a. m. a 9 p. m., hora del este. La llamada es gratis.

يمكنك الحصول على هذه المعلومات بلغات أخرى مجاناً. اتصل بخدمة العملاء الخاصة ببرنامج MI Health Link (برنامج Medicare-Medicaid Plan) التابع للبرنامج الصحي لشبه الجزيرة العليا (Upper Peninsula Health Plan (UPHP)) على الرقم 1-877-349-9324 (TTY 711) والذي يعمل 7 أيام في الأسبوع من 8 ص إلى 9 م بالتوقيت الشرقي. المكالمات مجانية.

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- ❖ You can also get this information for free in other formats, such as large print, braille, or audio. Call Customer Service at 1-877-349-9324 (TTY 711), 7 days a week from 8 a.m. to 9 p.m. Eastern time. The call is free.
- ❖ Members can make a standing request to get materials, now and in the future, in a language other than English or in an alternate format by calling Customer Service at 1-877-349-9324 (TTY 711), 7 days a week from 8 a.m. to 9 p.m. Eastern time. The call is free.

The following chart lists frequently asked questions.

Frequently Asked Questions (FAQ)	Answers
What is a Medicare-Medicaid Plan?	A Medicare-Medicaid Plan is an organization made up of doctors, hospitals, pharmacies, providers of long term services, and other providers. It also has Care Coordinators to help you manage all your providers and services. They all work together to provide the care you need.
What is a Care Coordinator?	UPHP MI Health Link's Care Coordinator is one main person for you to contact. This person helps manage all your providers and services and makes sure you get what you need.
What are long term supports and services?	Long term supports and services are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

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Will you get the same Medicare and Michigan Medicaid benefits in UPHP MI Health Link that you get now?	<p>You will get your covered Medicare and Michigan Medicaid benefits directly from UPHP MI Health Link. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. If you are currently getting services for mental health, substance use, or intellectual/developmental disability needs, you will continue to get these services the same way you do now.</p> <p>When you enroll in UPHP MI Health Link, you and your care team will work together to develop an Individual Integrated Care and Supports Plan (IICSP) to address your health and support needs. You can keep seeing your doctors and getting your current services for up to 90 days, or 180 days depending on the service, while your IISCP is being completed. When you join our plan, if you are taking any Medicare Part D prescription drugs that UPHP MI Health Link does not normally cover, you can get a temporary supply. We will help you get another drug or get an exception for UPHP MI Health Link to cover your drug, if medically necessary.</p>
Can you go to the same doctors you see now?	<p>Often that is the case. If your providers (including doctors, therapists, and pharmacies) work with UPHP MI Health Link and have a contract with us, you can keep going to them. Providers with an agreement with us are “in-network.” You must use the providers in UPHP MI Health Link’s network. If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of UPHP MI Health Link’s plan.</p> <p>To find out if your doctors are in the plan’s network, call Customer Service or read UPHP MI Health Link’s <i>Provider and Pharmacy Directory</i>.</p> <p>If UPHP MI Health Link is new for you, you can continue seeing the doctors you go to now while your IICSP is being developed.</p>
What happens if you need a service but no one in UPHP MI Health Link’s network can provide it?	<p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, UPHP MI Health Link will pay for the cost of an out-of-network provider.</p>
Where is UPHP MI Health Link available?	<p>The service area for this plan includes: Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft Counties in Michigan. You must live in one of these areas to join the plan.</p>

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Frequently Asked Questions (FAQ)	Answers
<p>Do you pay a monthly amount (also called a premium) under UPHP MI Health Link?</p>	<p>You will not pay any monthly premiums to UPHP MI Health Link for your health coverage.</p>
<p>What is prior authorization?</p>	<p>Prior authorization means that you must get approval from UPHP MI Health Link before you can get a specific service or drug or see an out-of-network provider. UPHP MI Health Link may not cover the service or drug if you don't get approval. If you need urgent or emergency care or out-of-area dialysis services, you don't need to get approval first.</p>
<p>What is a referral?</p>	<p>A referral means that your primary care provider must give you approval to see someone that is not your primary care provider. If you don't get approval, UPHP MI Health Link may not cover the services. There are certain specialists in which you do not need a referral, such as women's health specialists. For more information on when a referral is necessary, see the Member Handbook.</p>
<p>Whom should you contact if you have questions or need help?</p>	<p>If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call UPHP MI Health Link Customer Service:</p> <p>CALL 1-877-349-9324</p> <p>Calls to this number are free. 7 days a week from 8.m. to 9 p.m. Eastern time. Voicemail is available during weekend hours and non-working hours.</p> <p>Customer Service also has free language interpreter services available for people who do not speak English.</p> <p>TTY 711</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Calls to this number are free. 7 days a week from 8.m. to 9 p.m. Eastern time. Voicemail is available during weekend hours and non-working hours.</p>

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Frequently Asked Questions (FAQ)	Answers
Whom should you contact	<p>If you have questions about your health, please call the 24 Hour Nurse Advice line:</p> <p>CALL 1-844-411-3695 Calls to this number are free. 24 hours a day, 7 days a week.</p> <p>TTY 711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Calls to this number are free. 24 hours a day, 7 days a week.</p> <p>If you have questions about behavioral health services and resources, please call the PIHP General Information Line. If you need immediate behavioral health services, please call the Behavioral Health Crisis Line for the local Prepaid Inpatient Health Plan (PIHP).</p> <p>CALL PIHP General Information Line 1-888-333-8030 Calls to this number are free. Monday through Friday from 8 a.m. to 5 p.m. Eastern time. Voicemail is available during non-working hours.</p> <p>TTY 711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Calls to this number are free. Monday through Friday from 8 a.m. to 5 p.m. Eastern time. Voicemail is available during non-working hours.</p>

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Frequently Asked Questions (FAQ)	Answers
Whom should you contact if you have questions or need help?	<p>CALL Behavioral Health Crisis Line 1-888-906-9060 Calls to this number are free. 24 hours a day, 7 days a week.</p> <p>TTY 711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Calls to this number are free. 24 hours a day, 7 days a week.</p>

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The following chart is a quick overview of what services you may need, your costs and rules about the benefits.

Health need or problem	Services you may need	Your costs for <u>in network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You want to see a doctor	Visits to treat an injury or illness	\$0	Prior authorization is required for out-of-network provider services.
	Wellness visits, such as a physical	\$0	Prior authorization is required for out-of-network provider services.
	Transportation to a doctor's office	\$0	UPHP can provide transportation assistance. Please contact UPHP at least five (5) working days before scheduled visits or as soon as possible for an urgent visit.
	Specialist care	\$0	Prior authorization is required for out-of-network provider services.
	Care to keep you from getting sick, such as flu shots	\$0	Prior authorization is required for out-of-network provider services.
	"Welcome to Medicare" preventive visit (one time only)	\$0	Prior authorization is required for out-of-network provider services.
You need medical tests	Lab tests, such as blood work	\$0	Prior authorization is required for out-of-network provider services.
	X-rays or other pictures, such as CAT scans	\$0	Prior authorization is required for out-of-network provider services.
	Screening tests, such as tests to check for cancer	\$0	Prior authorization is required for out-of-network provider services.
You need drugs to treat your illness or condition	Generic drugs (no brand name)	\$0 copay for a 30-day supply.	There may be limitations on the types of drugs covered. Please see UPHP MI Health Link's <i>List of Covered Drugs (Drug List)</i> for more information.

UPHP MI Health Link: Summary of Benefits

Health need or problem	Services you may need	Your costs for in network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Brand name drugs	\$0 copay for a 30-day supply.	There may be limitations on the types of drugs covered. Please see UPHP MI Health Link's <i>List of Covered Drugs (Drug List)</i> for more information.
	Over-the-counter drugs	\$0	There may be limitations on the types of drugs covered. Please see UPHP MI Health Link's <i>List of Covered Drugs (Drug List)</i> for more information.
	Medicare Part B prescription drugs	\$0	Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the <i>Member Handbook</i> for more information on these drugs.
You need therapy after a stroke or accident	Occupational, physical, or speech therapy	\$0	Prior authorization is required for out-of-network provider services.
You need emergency care	Emergency room services	\$0	Out-of-network and in-network emergency room services are covered without prior authorization requirements.
	Ambulance services	\$0	Out-of-network and in-network ambulance services are covered without prior authorization requirements.
	Urgent care	\$0	Out-of-network and in-network urgent care services are covered without prior authorization requirements.

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Health need or problem	Services you may need	Your costs for <u>in network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>You need hospital care</p>	<p>Hospital stay</p>	<p>\$0</p>	<p>Prior authorization is required for out-of-network pre-scheduled inpatient hospital admissions.</p> <p>Notification is required prior to admission for all in-network pre-scheduled inpatient hospital admissions.</p> <p>Notification is required within one (1) business day of all in-network and out-of-network urgent/emergent inpatient hospital admissions.</p> <p>Notification is required within one (1) business day of all in-network and out-of-network urgent/emergent observation hospital admissions.</p> <p>Notification is required within one (1) business day of all in-network and out-of-network swing bed hospital admissions.</p>

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Health need or problem	Services you may need	Your costs for in network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Doctor or surgeon care	\$0	<p>Prior authorization is required for medically necessary weight reduction services.</p> <p>Prior authorization is required for medically necessary reconstructive surgery services.</p> <p>Prior authorization is required for out-of-network provider services.</p> <p>Prior notification is required for transplant services.</p>
You need help getting better or have special health needs	Rehabilitation services	\$0	<p>Prior authorization is required for out-of-network provider services.</p> <p>Notification is required within one (1) business day for Inpatient Rehabilitation services.</p>
	Medical equipment for home care	\$0	<p>Prior authorization is required for any equipment that does not meet MDHHS and/or CMS guidelines and for the items listed under “Durable Medical Equipment” on page 12.</p>
	Skilled nursing care	\$0	<p>Notification is required within one (1) business day of all in-network and out-of-network skilled nursing facility admissions.</p>
You need eye care	Eye exams	\$0	<p>One (1) routine eye exam every year.</p>
	Glasses	\$0	<p>One (1) pair of glasses (lenses and frames) every year.</p>

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Health need or problem	Services you may need	Your costs for in network providers	Limitations, exceptions, & benefit information (rules about benefits)
You need dental care	Dental check-ups, exams, x-rays, cleanings, fillings, tooth extractions, dentures and partial dentures	\$0	Root canals and crowns are not covered. You must obtain services from in-network providers.
You need hearing/auditory services	Hearing screenings	\$0	Prior authorization is required for out-of-network provider services.
	Hearing aids	\$0	Not covered.
You have a chronic condition, such as diabetes or heart disease	Services to help manage your disease	\$0	Prior authorization is required for out-of-network provider services.
	Diabetes supplies and services	\$0	Prior authorization is required for out-of-network provider services.
You have a mental health condition	Behavioral health services	\$0	Provided through the Prepaid Inpatient Health Plan (PIHP).
You have concerns related to substance use	Substance use services	\$0	Provided through the Prepaid Inpatient Health Plan (PIHP).
You need durable medical equipment (DME)	BiPAP	\$0	Prior authorization is required
	CPAP	\$0	Prior authorization is required
	Hospital beds – semi-electric	\$0	Prior authorization is required.
	Negative pressure wound therapy	\$0	Prior authorization is required.
	Non-powered advanced pressure reducing mattresses and overlay for mattresses	\$0	Prior authorization is required.
	Pneumatic compression devices	\$0	Prior authorization is required.
	Powered air floatation bed	\$0	Prior authorization is required.
	Powered air overlay for mattresses	\$0	Prior authorization is required.

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Health need or problem	Services you may need	Your costs for in network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Powered wheelchairs and accessories	\$0	Prior authorization is required.
	Powered pressure-reducing air mattress	\$0	Prior authorization is required.
	Lightweight wheelchairs	\$0	Prior authorization is required.
	Ventilators	\$0	Prior authorization is required.
	Wearable Cardio-Defibrillators	\$0	Prior authorization is required.
	Osteogenic bone stimulators	\$0	Prior authorization is required.
	Transcutaneous Electrical Nerve Stimulation (TENS) Devices	\$0	Prior authorization is required.
	Miscellaneous DME items	\$0	Prior authorization is required.
	Orthotics and Prosthetic devices	\$0	Prior authorization is required for items \$1000 and over
	All other Medicare and/or Michigan Medicaid covered DME products (Oxygen, canes, crutches, manual wheelchairs, walkers, etc)	\$0	Prior authorization is only required for items that do not meet CMS and/or MDHHS coverage guidelines. Prior authorization is required for out-of-network services.

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Health need or problem	Services you may need	Your costs for <u>in network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need help living at home	Meals brought to your home	\$0	Services are only available to individuals on the MI Health Link 1915(c) waiver.
	Home services, such as cleaning or housekeeping	\$0	Personal Care Services Assessment is required.
	Changes to your home, such as ramps and wheelchair access	\$0	Services are only available to individuals on the MI Health Link 1915(c) waiver.
	Personal care services (You may be able to choose your own personal care assistant. Call Customer Service for more information.)	\$0	Personal Care Services Assessment is required.
	Home health care services	\$0	Prior authorization is required.
	Adult day services or other support services	\$0	Services are only available to individuals on the MI Health Link 1915(c) waiver.
You need a place to live with people available to help you	Nursing home care	A patient pay amount may be required for non-skilled days of service.	Notification within (1) business day of admission for in-network facilities. Prior Authorization required for out-of- network facilities. Services are only available to individuals who meet the Michigan Medicaid Nursing Facility Level of Care Determination standards.
Your caregiver needs some time off	Respite care	\$0	Prior authorization is required.

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Benefits covered outside of UPHP MI Health Link

This is not a complete list. Call Customer Service to find out about other services not covered by UPHP MI Health Link but available through Medicare or Michigan Medicaid.

Other services covered by Medicare or Michigan Medicaid	Your costs
Prepaid Inpatient Health Plan (PIHP) services: Inpatient behavioral health care, outpatient substance use disorder services, and partial hospitalization services	\$0
Some hospice services	\$0

Services that UPHP MI Health Link, Medicare, and Michigan Medicaid do not cover

This is not a complete list. Call Customer Service to find out about other excluded services.

Services <u>not</u> covered by UPHP MI Health Link, Medicare, or Michigan Medicaid	
Elective abortions and related services	
Experimental/investigational drugs, procedures, or equipment	
Elective cosmetic surgery	
Services for treatment of infertility	

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Your rights as a member of the plan

As a member of UPHP MI Health Link, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the Member Handbook. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness and dignity.** This includes the right to:
 - Get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay, or ability to speak English
 - Get information in other formats (e.g., large print, braille, audio)
 - Be free from any form of restraint or seclusion
 - Not be billed by network providers
- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:
 - Description of the services we cover
 - How to get services
 - How much services will cost you
 - Names of health care providers and care managers
- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:
 - Choose a primary care provider (PCP) and change your PCP at any time
 - See a women's health care provider without a referral
 - Get your covered services and drugs quickly
 - Know about all treatment options, no matter what they cost or whether they are covered
 - Refuse treatment, even if your doctor advises against it
 - Stop taking medicine
 - Ask for a second opinion. UPHP MI Health Link will pay for the cost of your second opinion visit.
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
 - Get medical care timely
 - Get in and out of a health care provider's office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
 - Have interpreters to help with communication with your doctors and your health plan.

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- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
 - Get emergency services without prior approval in an emergency
 - See an out of network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
 - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected.
- Have your personal health information kept private.
- **You have the right to make complaints about your covered services or care.** This includes the right to:
 - File a complaint or grievance against us or our providers
 - Ask for a state fair hearing
 - Get a detailed reason for why services were denied

For more information about your rights, you can read the UPHP MI Health Link Member Handbook. If you have questions, you can also call UPHP MI Health Link Customer Service.

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If you have a complaint or think we should cover something we denied

If you have a complaint or think UPHP MI Health Link should cover something we denied, call UPHP MI Health Link at 1-877-349-9324 (TTY 711). You may be able to appeal our decision.

For questions about complaints and appeals, you can read Chapter 9 of the UPHP MI Health Link Member Handbook. You can also call UPHP MI Health Link Customer Service.

Complaints and appeals can be submitted in writing to the following address:

Complaints:

Upper Peninsula Health Plan
Attn: Membership Coordinator
853 W. Washington Street
Marquette, MI 49855
Fax: 1-906-225-7720

Appeals:

Upper Peninsula Health Plan
Attn: UM Review and Appeals Coordinator
853 W. Washington Street
Marquette, MI 49855
Fax: 1-906-225-9269

If you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.

- Call us at UPHP MI Health Link Customer Service. Phone numbers are on the cover of this summary.
- Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
- Or, contact the Michigan Attorney General's Health Care Fraud Division Hotline by phone at (800) 24-ABUSE [800-242-2873], by e-mail at hcf@michigan.gov or use the on-line Michigan Medicaid Fraud Complaint Form found at <http://www.michigan.gov/ag/0,1607,7-164-17331-46928--,00.html>.



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