

UPHP



UPPER PENINSULA HEALTH PLAN

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HEALTHY MICHIGAN PLAN WELLNESS PROGRAMS

Upper Peninsula Health Plan (UPHP) offers wellness programs as a benefit to Healthy Michigan Plan members.

As a Healthy Michigan Plan member, you can see your doctor for a well exam, get important screenings, and receive help to better your health. For example, quit smoking or chewing tobacco, lose weight, or live well with diabetes.

UPHP can help support you to live a healthier lifestyle. We offer the following wellness programs:

- Diabetes Care Coordination
- Diabetes Self-Management Education and Support
- Nutrition Therapy
- Quitting Tobacco

This can all be done at no cost to you while you are on plan with UPHP in the Healthy Michigan Plan.

Call Adele at (906) 225-4654 or Ashley at (906) 227-5691 for more information.





Complex Care Management May Be of Help

If you have complex health conditions, you qualify for the Upper Peninsula Health Plan (UPHP) care management program. This program helps you and your doctor with your plan of care. The program is free of charge.

UPHP can:

- Help you to better understand your disease
- Coordinate with your doctors or other providers when you need help
- Help to set goals to manage your disease
- Help with rides to and from doctor visits
- Connect you with needed services and resources

Complex care management can help to put you on the right track! If you join and decide that this program is not for you, you can take yourself out at any time and it won't affect your benefits.

Call UPHP Clinical Services at 1-888-904-7526 to see if this program is right for you.

Healthy Michigan Plan Member Cost-Sharing

UPHP Healthy Michigan Plan members are responsible for some of the costs of their health care. This is called cost-sharing, and includes costs such as:

- **Copays:** a fixed amount you pay for your health care services.
- **Contributions:** the amount of money you pay toward your health care coverage.

Since you receive your Healthy Michigan Plan benefits through UPHP, you will pay most of your copays and any required contributions through the MI Health Account. If you have a payment due, you will receive a quarterly statement. It will tell you what you owe for the next three months.

It is important that you pay your MI Health Account balance. Doing so ensures you receive any incentives you may have earned. Incentives include reduced contributions and/or copays for completing the Healthy Michigan Plan Health Risk Assessment and maintaining healthy behaviors.

For more information on the MI Health Account, call the Michigan Department of Health & Human Services Beneficiary Help Line at 1-800-642-3195 (TTY: 1-866-501-5656). If you have any other questions about your Healthy Michigan Plan benefits, please contact the UPHP Customer Service Department at 1-800-835-2556.

Practice Caution When Using Pen Needles to Inject Medicines

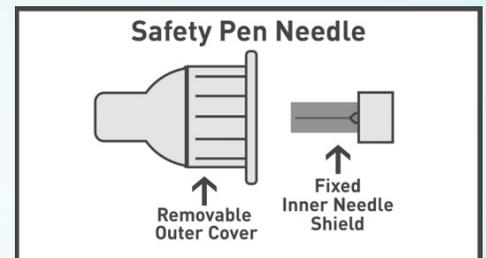
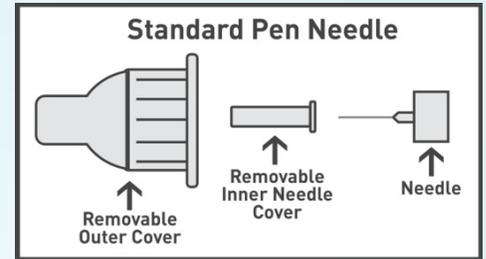
Pen injectors with pen needles are used to inject medications. Insulin is one of these medications. Common types of pen needles are standard pen needles and safety pen needles.

Standard pen needles often have an outer cover and a removable inner needle cover. Both are removed before the injection.

Safety pen needles are different. They have an outer cover that is removed. A fixed inner needle shield is NOT removed before the injection.

RECOMMENDATIONS:

- Each time you get a new box of pen needles, check to see if they are the same type as the ones you were trained to use. If not, ask your health care provider to show you how to use this new type properly.
- If you use a standard pen needle with an outer cover and an inner needle cover, be sure to remove both covers before use.
- If you feel like your medicine from the pen injector is not working, talk to your health care provider.
- For example, if you have diabetes and your blood sugar levels are high after insulin injections, contact your health care provider to talk about your injection technique, insulin dosage, and other things that can affect your blood sugar levels.
- If you have any questions about your pen needle, contact your health care provider.



Take Care of You

It can often feel like we are running in many directions all at once. That is often when our own health takes a back seat.

Upper Peninsula Health Plan would like to remind members to make time every year to take care of you. Scheduling that very important yearly exam with your doctor will provide the chance to discuss what care you need. Routine screenings such as colorectal cancer screening, Pap tests, and mammograms focus on finding cancer early. People with cancer may have no signs or symptoms in the early treatable stages.

Take the time to call your doctor today to see what screenings you need this year. You'll feel good about taking care of you.

■ Transportation Help Available

Did you know that as an Upper Peninsula Health Plan (UPHP) member, you have transportation benefits? It is important to make it to your scheduled medical and dental appointments, but sometimes knowing how you'll get there can be hard. We offer our members transportation help through mileage reimbursement, bus tickets, taxi service and volunteer drivers. You can get transportation help through our UPHP website at <http://www.uphp.com/transportation> or you can call us directly at 1-800-835-2556 (TTY: 711) and press the prompt for transportation.

Please have the following information ready when you call for help:

- Your name and Medicaid ID number.
- A phone number where you can be reached.
- Appointment date and time.
- The provider's first and last name that you are seeing.
- Address and phone number of provider.
- What transportation help is needed.

If you need transportation help, please also remember:

- The UPHP transportation benefit is for UPHP-covered services only.
- Appointments can be called in as soon as they are scheduled.
- Call UPHP at least three business days before your appointment if you need reimbursement only.
- Call UPHP at least five business days before your appointment if you need a ride (i.e. bus, taxi, driver).
- Requests for urgent appointments may qualify for reimbursement only and can be processed without a three business day notice.

For more information on your transportation benefit, please review your UPHP Member Handbook online at www.uphp.com.



■ Member Surveys

The federal government asks health plans to survey Medicare and Medicaid members once a year. Surveys are done to check on the quality of care our members are getting and help the health plans know what services need improvement.

UPHP members might receive one or two surveys. The surveys may look similar but ask different questions. Members are picked at random and get the surveys in the mail.

If you receive a survey (or both surveys) in the mail, please fill it out. Your feedback is important to us!

YOU WOULDN'T LET YOUR CHILDREN HAVE

SIX DONUTS

IN ONE DAY.

SO, DON'T LET THEM DRINK THAT POP.



20 oz.

POP

6

DONUTS

18

COOKIES

Source from USDA.gov

rethinkyourdrinkmi.org

Know UPHP Member Rights and Responsibilities

As a member of the Upper Peninsula Health Plan (UPHP), you are entitled to specific rights regarding your health care and related services. UPHP also expects you to be responsible for certain aspects of your health care and related services. Our staff and affiliated providers will respect your rights. We will not discriminate against you for using your rights.

YOU HAVE THE RIGHT TO:

- Receive information on beneficiary and plan information.
 - To get high-quality health care services that complies with our contract with the State and all State and Federal laws.
 - To be treated with respect and with due consideration for his or her dignity and privacy.
 - Ask for and be sent information about:
 - Upper Peninsula Health Plan
 - Out structure and operations
 - Our services
 - Our providers
 - Our provider incentive programs
 - Member rights and responsibilities
 - To have full discussions with your doctors about your treatment options and decisions, whether covered or costly, in a manner appropriate to your condition and ability to understand.
 - To work with your doctors to make health care decisions including the right to refuse treatment.
 - To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
 - To choose or change your primary care provider (PCP).
 - To know the names and backgrounds of your health care providers.
- To have your medical and personal information kept private.
 - To request and receive a copy of your medical records, and request those be amended or corrected.
 - To look at your records or those of your minor dependents at the office of your doctor during the doctor's normal work hours.
 - To have your problems taken care of quickly by filing a complaint or appeal.
 - To have a fair hearing with the State of Michigan.
 - To get your questions answered about your bills.
 - To have medical benefits even if you have or had a long-term illness or problems before you enrolled with UPHP.
 - To get help with any special disability needs you may have.
 - To get help with any special language or cultural needs you may have.
 - To be free from other discrimination prohibited by State and Federal regulations.
 - To get information about how your PCP is paid.
 - To have the UPHP staff and its providers comply with all of your rights and responsibilities.
 - To make suggestions about member rights, member responsibilities and UPHP policies.

YOU HAVE THE RESPONSIBILITY TO:

- 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 UPHP and your local Department of Human Services office about name, address, and telephone number changes.
- Always carry your current mihealth and UPHP ID cards.
- Call UPHP if your UPHP card is lost or stolen.
- Call the Beneficiary Helpline if your mihealth card is lost or stolen.
- Tell UPHP, your local Department of Health and Human Services, the Beneficiary Helpline (1-800-642-3195), and your doctors if you have other insurance.
- Work with your 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.

If you have questions about your rights or responsibilities, please see your UPHP Member Handbook, located on the UPHP website at www.uphp.com, or call UPHP Customer Service at 1-800-835-2556.



UPPER PENINSULA HEALTH PLAN

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www.uphp.com

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UPHP Website Resources



Did you know that Upper Peninsula Health Plan (UPHP) has a website? It can be found at www.uphp.com.

You can locate helpful tools on the website, such as:

- Your list of covered drugs, also known as a medication formulary
- Your Member Handbooks and Newsletters
- The online transportation assistance request form

You can also search for a UPHP provider by visiting our online provider search. The provider search can help you find:

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

Having up-to-date information helps us. Please tell us if you have information that does not match the provider search. If you have any questions or need help navigating the website, please contact Customer Service at 1-800-835-2556.



**Keep up-to-date on
what's happening at UPHP!**

@UpperPeninsulaHealthPlan