

# UPHP



## UPPER PENINSULA HEALTH PLAN

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## COVID-19 Vaccination: What You Need to Know

**Q: Will COVID-19 vaccination help keep me from getting COVID-19?**

A: Yes! Vaccines work with your immune system so it will be ready to fight the virus if you are exposed. Getting vaccinated yourself may also protect people around you.

**Q: Is there a cost to get vaccinated?**

A: No fees will be charged to get vaccinated.

**Q: How will I be reminded to get the second dose?**

A: COVID-19 vaccination record cards (reminder cards) will be provided when you receive the COVID-19 vaccine. The card provides room for a written reminder for a second-dose appointment. Reminder text messages are being developed that will be sent prior to your second dose. In addition, the Centers for Disease Control and Prevention (CDC) has the "V-safe After Vaccination Health Checker" application for

your phone that can send you a reminder. **To ensure the best protection from COVID-19, it is very important to not skip the second dose. The second dose must be from the same vaccine manufacturer, so it will be important to ensure that where you receive your second dose has the right vaccine. If you can, it would be best to follow up with the same provider who gave you your first shot.**

*Note: Additional COVID-19 vaccines currently in the development stages may only require one dose.*

**Q: Will people who have already had COVID-19 be able to get vaccinated?**

A: Yes. People who have had COVID-19 can still get a vaccine. The CDC recommends getting it after you have recovered. You should check with your health care provider if you have questions.

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# Vaccine Reminders: Not Just For COVID-19!

In addition to the COVID-19 vaccine, there are other very important vaccines that may be recommended for you:

Influenza (Flu)	<ul style="list-style-type: none"> <li>Helps protect you from getting influenza, an easily spread respiratory virus that infects the nose, throat, and lungs.</li> <li>Should get every year during flu season.</li> </ul>
Zoster	<ul style="list-style-type: none"> <li>Helps protect from getting shingles, a painful rash illness which can lead to long-term nerve pain.</li> <li>Recommended if you are 50 and older. You will need two doses two to six months apart.</li> </ul>
Pneumococcal	<ul style="list-style-type: none"> <li>Helps protect against pneumococcal disease or pneumonia.</li> <li>There are two different vaccines to protect you.</li> </ul>
Hepatitis B	<ul style="list-style-type: none"> <li>Helps protect against Hepatitis B virus, which causes a serious liver infection.</li> <li>Usually a covered benefit for those who are at high risk.</li> </ul>
Tdap	<ul style="list-style-type: none"> <li>Helps protect against three serious diseases: tetanus, diphtheria, and whooping cough.</li> <li>Should get the Tdap vaccine at least once in your lifetime and have a booster of the shot every 10 years.</li> </ul>

- Keeping up with recommended vaccines is important. As we get older our immune systems weaken.
- Vaccines can be given at your provider’s office, pharmacy, or local health department.
- Vaccines are a covered benefit.
- You will need to wait two weeks after getting the COVID-19 vaccine before getting other immunizations.
- Talk to your healthcare provider about what vaccines are right for you!



## COVID-19 Vaccination *continued from front page*

### Q: Is the vaccine safe?

A: While the COVID-19 vaccines are being developed as quickly as possible, routine processes and procedures remain in place to ensure the safety of any vaccine authorized or approved for use.

More information about the safety of the COVID-19 vaccine is available on the CDC website:

- CDC Vaccine Benefits website: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html>
- CDC Vaccine Safety website: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety.html>

### Q: Can this vaccine give me COVID-19?

A: No. This vaccine gives your body a code which helps it recognize the virus, so your body can fight it off in the future.

### Q: Does the vaccine have any side effects?

A: After COVID-19 vaccination, you may have some mild side effects. Your arm may be sore, red, or warm to the touch. You may experience a low-grade fever, headache, and just a general feeling of “not yourself.” These are signs that your immune system is doing exactly what it is supposed to, which is produce an immune response for you to have protection against this disease. This should only last a few days.

For more information on where to get the COVID-19 vaccine, please visit <https://www.uphp.com/coronavirus/vaccination/>, contact your care coordinator, or contact UPHP Customer Service at 1-877-349-9324 (TTY: 711), seven days a week from 8 a.m. to 9 p.m. Eastern Time.

Source: [https://www.michigan.gov/documents/coronavirus/COVID-19\\_Vaccine\\_Public\\_FAQ\\_FINAL\\_710077\\_7.pdf](https://www.michigan.gov/documents/coronavirus/COVID-19_Vaccine_Public_FAQ_FINAL_710077_7.pdf)

## Keeping You Safe

Upper Peninsula Health Plan (UPHP) is working with local pharmacies to help you during the COVID-19 pandemic. We are letting you have up to a 90-day supply of some drugs at your pharmacy. This will not apply to controlled substances and specialty drugs. We want to decrease how often you go to the pharmacy. If you do not want to go to the pharmacy or the drive-through, you can ask to be provided your drugs by mail. Drug shortages can occur in these uncertain times. Your pharmacy will not be able to give you a 90-day supply if they do not have enough stock.

Now would also be a good time to ask your pharmacist to align your medication refills. We call it medication synchronization. This means that your pharmacist can “sync” your medications. You will have a single pick-up for all of your drugs. Ask your pharmacist about this. Let them know UPHP encourages medication synchronization.

These temporary changes will decrease the burden on you, your provider, and pharmacy during the pandemic. Please be mindful when you do visit the pharmacy. Use a mask to minimize your risk to you and the pharmacy staff.



## Reminder: You Have an Assigned Care Coordinator!

All Upper Peninsula Health Plan (UPHP) MI Health Link members have their very own UPHP MI Health Link care coordinator. Your care coordinator will ask you about your health care needs and choices, and work with you to create a personal care plan based on your goals. Your care coordinator will help you get what you need, when you need it. This person will answer your questions and make sure that your health care issues get the attention they deserve. To reach your care coordinator or request a new care coordinator, please contact UPHP Customer Service at 1-877-349-9324 (TTY: 711).

### HELP WANTED

## UPHP Seeking Personal Care Workers



*Keep your benefits.*

*Help others.*

*Make a difference.*

Upper Peninsula Health Plan members are seeking part-time personal care workers to help with daily tasks in their homes.

For more info on how you can make a difference in the life of a community member in need, call us today at (906) 225-1174.



## Living with Diabetes? Help is Available!

- Did you know that Upper Peninsula Health Plan (UPHP) has a *Keeping UP with Diabetes* program?
- Your UPHP care coordinator can assist you with joining health and wellness programs and providing education. Please call your UPHP care coordinator with any questions.

## Improve Your Health by Getting Active

Getting a mix of exercise helps lower risk of injury. Each exercise has different benefits and doing one will help you to do the others. Here are some examples of exercises to try, but doing any movement you can is better than none. **If you are unsure of the level of activity that is safe for you, check with your health care provider.**

- Endurance improves breathing and heart rate. Exercises to build endurance are:

- Walking or jogging
- Yard work
- Swimming
- Dancing
- Biking



- Strength keeps your muscles strong, improves balance, and prevents falls. Exercises that help build strength are:

- Resistance bands
- Light weights

- Balance helps prevent falls. Exercises for balance are:

- Tai Chi
- Yoga
- Standing on one foot
- Heel-to-toe walking



- Flexibility will make it easier for you to tie your shoes or look over your shoulder while driving a car. Exercises for flexibility are:

- Stretching
- Yoga

## Never Quit Quitting!

If you use tobacco, the best time to quit is now! It's never too late to make a difference in your health and how you feel. Tobacco use is proven to increase your risk of developing many types of cancer and disease.

Quitting is hard; many people find that it takes several tries. Here are some **free** helpful resources for someone looking for support to make a plan and stick with it:

- Michigan Tobacco Quitline – Call 1-800-784-8669 to talk to a trained specialist
- [CDC.gov/quit](https://www.cdc.gov/quit) – This website gives information and hints on how to quit
- [Smokefree.gov](https://www.smokefree.gov) – This website offers information, texting, and an app for a smart phone

Talk to your health care provider about quitting; have the conversation and get support from someone who knows your medical history. This is also a good

time to discuss tobacco cessation medications, which can help as your body adjusts to being tobacco-free. Upper Peninsula Health Plan (UPHP) covers a variety of medications to assist you. Call UPHP Customer Service with questions at 1-877-349-9324 (TTY: 711).

Most people need to try more than once to quit. Use the resources above to help you make your plan and stick with your plan. Remember, it's never too late to quit.



## Get the Care You Need

Upper Peninsula Health Plan (UPHP) wants you to get the best health care available. Your UPHP *MI Health Link Member Handbook* describes your benefits and the rules to use them. UPHP must approve some benefits before you can use them. For example, you need approval to see a specialist out of network. The UPHP rule is that you can see a specialist out of network if the plan does not have that type of specialist.

UPHP uses the same rules for each member for approvals. They are based only on the medical need and the benefits. No one who makes decisions gets paid to say "no" or to limit services.

You can call UPHP Clinical Services-Utilization Management Monday through Friday from 8 a.m. to 5 p.m. (Eastern Time) to ask about the rules and the decisions. You can also leave a message if you are not able to call during those hours. The toll-free phone number is 1-877-349-9324 (TTY: 711). Language assistance is available. You can get this information for free in other languages.

If you are not happy with a health care decision, call UPHP first. You have the right to file an appeal with UPHP. After you appeal to UPHP, if you are not happy with the decision we made, you will be provided with further appeal rights. Call the number above to learn more.

## Take Some “Steps” to Prevent Falls



Are you afraid of falling? Does this hold you back from living your best life? Upper Peninsula Health Plan (UPHP) is proud to support Michigan State’s “A Matter of Balance” program. This program is designed to manage falls and increase activity levels. If you are interested in these free classes, go online and search “MSU A Matter of Balance” or contact us for more information.

Things you can do at home to lower your risk of falling:

- Fix loose or uneven steps and keep stairs free of objects to create a clear path.
- Fix loose handrails or put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs.
- Remove rugs or use double sided tape or a non-slip backing so the rugs will not slip.
- Coil or tape electrical cords to the wall so you do not trip over them.
- If you need to use a step stool, get one with an attached bar to hang on to. Try to keep commonly used items in drawers that are waist high so you do not need to use a step stool as frequently.
- Use nightlights in hallways and bedrooms. Find ones that turn on by themselves.
- Have grab bars put in next to and inside the bathtub and next to the toilet and put a non-slip rubber mat or self-stick strips on the floor of the tub or shower.

For more information call your UPHP care coordinator. If you are not sure who your care coordinator is, contact UPHP Customer Service at 1-877-349-9324 (TTY: 711).

## Annual Wellness Visit

An annual wellness visit with your primary care provider (PCP) is a yearly covered benefit. This visit has to be at least one year from your last yearly exam. This visit gives you a chance to:

- Discuss new concerns.
- Take care of any current health conditions.
- Complete routine screenings and vaccinations as needed.

Are you worried about going into the office? Talk with your health care provider to see if virtual or telehealth visits are right for you.

Do you need help scheduling your well care exam? If so, please call your care coordinator at Upper Peninsula Health Plan (UPHP), or contact UPUP Customer Service at 1-877-349-9324 (TTY: 711), seven days a week from 8 a.m. to 9 p.m. Eastern Time.



## Don't Ignore Urinary Incontinence!

Urinary Incontinence (UI) is the leakage of urine that occurs beyond your control. You may notice this when you sneeze, cough, or laugh. This is a common health problem in older adults; over 50 percent of Americans struggle with UI!

If you are having UI, talk to your health care provider. They can help figure out why this is happening and come up with a plan to treat or manage UI. Tips to help manage UI include:

- Tell your health care provider or caregiver that you are having UI.
- Use absorbent products:
  - These can be worn on the body, like Depends, or used to cover furniture or other items. There are many options. They can be disposable or reusable.
  - These products and other medical equipment may be covered, contact your Upper Peninsula Health Plan care coordinator for more information.
- Avoid using scented soaps and bubble baths.
- Stay hydrated:
  - When you are dehydrated your urine may have a stronger smell. This may lead to a urinary tract or bladder infection.

**Important: if you have been told to by your health care provider to restrict fluids, talk to them first before drinking more fluids.**

Tell your health care provider right away if you are experiencing UI so they can help you with a plan to treat or manage this common health problem!

## Non-Emergent Medical Transportation



Upper Peninsula Health Plan (UPHP) MI Health Link members may receive transportation assistance for covered UPHP medical visits. Once requested and approved for help, you receive a Transportation Request form that must be signed by office staff at the time of your appointment. This verifies you were at your appointment. It is very important to read the Transportation Request form in its entirety and have providers sign it correctly as this ensures correct and timely reimbursement to you, or our volunteer drivers.

- There are two dates to note:
  - Date of appointment: the date you were seen.
    - If the appointment was rescheduled, you must notify UPHP and we will allow you to adjust the form.
  - Date signed: the date the doctor signed the form.
- You can ask for proof of the appointment if you don't have a form.
  - If you've left your form at home, or have not received it yet, simply ask for proof of the appointment, such as an office note, appointment or discharge summary, and send it in with your transportation form.

UPHP reviews all transportation forms upon receipt. If filled out incorrectly, there may be a delay or denial in reimbursement. If you have any questions or want to learn more, please call UPHP Transportation at 1-877-349-9324 (TTY: 711), Monday through Friday 8 a.m. to 5 p.m. Eastern Time.

## Your Member Handbook

Your Upper Peninsula Health Plan (UPHP) *MI Health Link Member Handbook* has answers! For more information, you can access the *UPHP MI Health Link Member Handbook* at [www.uphp.com/medicare](http://www.uphp.com/medicare). The handbook includes:

- Benefits and services included and excluded in your health plan.
- Copayments and other charges members must pay.
- The prescription drug formulary and pharmacy procedures.
- How to obtain primary care, specialty care, behavioral health, and hospital services.
- How to obtain care after-hours care, including emergency care or 911 services.
- How to obtain care and coverage when outside UPHP's service area, as well as benefit restrictions that apply.
- How to file a complaint or appeal, including information on independent external reviews.
- How to obtain language assistance.
- Information about your providers.

If you would like to request a paper copy of the *UPHP MI Health Link Member Handbook*, please call UPHP Customer Service at 1-877-349-9324 (TTY: 711) seven days a week from 8 a.m. to 9 p.m. Eastern Time and we will mail you a copy at no charge.

## Need Help? Try Connected Communities for Health

Do you need help finding resources? If yes, Upper Peninsula Health Plan (UPHP) has a program to help you! The Connected Communities for Health (CC4H) help desk will help you find things like:

- Food
- Childcare
- Clothing
- Transportation
- Housing
- Utilities
- Employment
- Education



The UPHP CC4H help desk has committed community health workers that can help find the resources you need. They will also follow up with you to ensure your needs are met and offer any extra assistance. If you need help, please call (906) 225-5964 to enroll in this free program.

## Fraud, Waste & Abuse

Upper Peninsula Health Plan (UPHP) works with federal and state agencies to prevent, detect, and correct health care fraud, waste, and abuse (FWA). Fraud is when you knowingly deceive someone. It can also be when you misrepresent yourself. Waste is inappropriate action or poor management resulting in unnecessary expenses to you or UPHP. Abuse is any action that results in unneeded costs to UPHP.

Examples of FWA by a member include:

- Letting someone else use your UPHP ID card.
- Changing a prescription written by a doctor.
- Lying about your medical condition.
- Selling your prescription drugs to others.
- Not telling providers you have other insurance.

Examples of FWA by a provider include:

- Billing for medical services not performed.
- Prescribing medicine that is not needed.
- Providing unnecessary services.
- Billing more than once for the same service.
- Billing for more expensive services than what were provided.

You can help stop health care FWA. If you suspect possible FWA, report it today by calling or writing to:

UPHP Customer Service  
853 W Washington Street  
Marquette, MI 49855  
1-877-349-9324 (TTY: 711)

Office of Inspector General  
HHS TIPS Hotline  
PO Box 23489  
Washington, DC 20026  
1-800-HHS-TIPS (447-8477)

If you choose to remain anonymous, the best method to transmit your complaint would be via regular mail to either address listed above. Calls to numbers above are toll-free.

### NOTICE OF PRIVACY PRACTICES

The UPHP Notice of Privacy Practices is available on our website at: <http://www.uphp.com/uphp-mi-health-link/your-rights-and-privacy-notice/>

You have a right to get a copy of this notice at any time. Call UPHP Customer Service at 1-877-349-9324 (TTY: 711) or write to us to ask for a copy at:

Upper Peninsula Health Plan  
853 West Washington Street  
Marquette, MI 49855



## Integrated Denial Notice



It is the goal of Upper Peninsula Health Plan (UPHP) to keep you as healthy as possible and informed about your care and health care coverage. As a member of UPHP MI Health Link, the Centers for Medicare and Medicaid Services (CMS) requires that UPHP send you a letter when a service, item or prescription drug is not covered. These letters are specific and called an Integrated Denial Notice (IDN). It will tell you if UPHP has had to deny a request for a:

- Medical service or item
- Medicare Part B drug
- Medicaid drug
- Request for payment of a medical service/item or Part B drug or Medicaid drug that you have already received

The denial may be for part of the request or the whole request. The letter will explain this to you and tell you of your right to appeal if you do not agree.

If you have questions, please call UPHP Customer Service at 1-877-349-9324 (TTY: 711), seven days a week from 8 a.m. to 9 p.m. Eastern Time. The call is free.



UPPER PENINSULA HEALTH PLAN

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### Important Plan Information

Upper Peninsula Health Plan (UPHP) MI Health Link (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

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### Follow Us



#### Discrimination is against the law.

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-349-9324 (TTY: 711).

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-349-9324 (TTY: 711).

**العربية (Arabic):** ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-877-349-9324 (رقم هاتف السمع والبصر: 711).

## Healthy Recipe – Fried Rice

Makes three servings

### Ingredients

- 1 cup of long grain brown or white rice
- 1 egg
- 1 carrot, washed and shaved
- ½ of a cucumber, washed and chopped
- ½ cup of black beans, rinsed
- ½ cup of any frozen mixed vegetables

### Steps

1. Cook rice as directed.
2. In a medium pan cook frozen vegetables until thawed.
3. Add cooked rice to vegetable mixture, add egg.
4. Scramble egg with rice and vegetables.
5. Add to bowl and top with black beans, cucumber, and carrots.



#### Total Nutritional Content per Serving

Calories	168.7 Cal
Total Fat	2.6 g
Cholesterol	62.3 mg
Total Carbohydrates	29.7 g
Fiber	6.3 g
Sugars	3.3 g
Protein	13.8 g
Sodium	275 mg