

DON'T SKIP REGULAR DENTAL CLEANINGS

Did you know that your dental benefit covers a wide range of services at little to no cost to you? Visiting the dentist at least once a year is a terrific way to keep your mouth and whole body healthy. Regular visits also help find problems early when they are easier to treat.

Upper Peninsula Health Plan (UPHP) provides adult dental coverage through Delta Dental for:

- Healthy Michigan Plan members ages 19 and older
- UPHP Medicaid members ages 21 and older

For questions about your dental services call Delta Dental Customer Service at 1-866-558-0280 (TTY:711).

UPHP Medicaid members under age 21 have dental coverage through the Healthy Kids Dental (HKD) program.

- Either Delta Dental or Blue Cross Blue Shield of Michigan provide HKD benefits
- For questions regarding dental services call: **Delta Dental Customer Service** at 1-866-696-7441 (TTY: 711) or **Blue Cross Blue Shield of Michigan** at 1-800-936-0935 (TTY: 711)

Need help with a ride to the dentist or help finding a network provider? Call UPHP Customer Service at 1-800-835-2556 (TTY: 711).



DRUG WITHDRAWALS OR RECALLS

A drug recall or withdrawal is the best way to protect the public from a product that could cause harm.¹ Upper Peninsula Health Plan will let both members and their providers know about drug withdrawals and recalls that affect them.

This is the process UPHP uses:

1. A recall is published by a drug company.
2. Members affected by the recall are identified.
3. UPHP contacts affected members as below:
 - Class I recall – Reported within two business days.
 - Class II recall – Reported within 30 days.
 - Market withdrawal – Reported within 30 days.
4. Notification depends on the recall type and may be by telephone, mail, or social media.

¹: <https://www.fda.gov/drugs/drug-safety-and-availability/drug-recalls>

CLINICAL PRACTICE GUIDELINES

Clinical practice guidelines (CPGs) help providers stay up to date with expert opinions and scientific research. CPGs are available for a variety of conditions including:

- Asthma
- Diabetes
- High blood pressure

They are reviewed at least every two years by the UPHP Clinical Advisory Committee.

You can get a copy of these guidelines. Call UPHP Customer Service toll-free at 1-800-835-2556 (TTY 711), Monday through Friday from 8a.m. to 5 p.m. Eastern Time. CPGs are also available online at UPHP.com.

Lead can harm young children's growth and development.

Do not delay blood lead testing for children.



All children in Michigan need to be screened at 12 and 24 months of age. Talk with your child's health care provider or local health department to have this important screening done.

UPHP QUALITY IMPROVEMENT PLAN

Each year, Upper Peninsula Health Plan (UPHP) makes a quality plan with goals. The plan helps to increase the quality and safety of the care you receive. The activities for these goals aim to improve your health. Many of these activities are explained in these newsletters. They are also in your Member Handbook. At the end of the year, UPHP looks at progress in the plan. It also looks for ways to improve the next year's plan.

To request a copy of the plan summary or learn more about the goals, call UPHP Customer Service at 1-800-835-2556 (TTY: 711) or visit <https://www.uphp.com/about/quality-improvement-program/> for more information.

FORMULARY UPDATES: WHAT YOU NEED TO KNOW

We want to keep you informed about any updates to our formulary – the list of prescription drugs covered by your health plan. These updates may include additions, removals, or changes in coverage for certain drugs.

Why Formulary Updates Matter

Formulary changes happen throughout the year and can impact your access to certain drugs. Staying informed about these changes will help you to be able to make decisions with your provider about your healthcare.

How to Stay Updated

We're committed to providing you with timely information about any updates that may affect your drug coverage. If a drug you are taking has a change on our formulary that will affect your ability to get the drug in the future, we will send you a letter in the mail at least 30 days before the change goes into effect. This letter will explain the change and let you know what steps you should take next. If you get a letter about a formulary change and have questions about what that means for you, you can call UPHP Customer Service to get more information. You can also visit the online formulary at <https://www.uphp.com/pharmacy/medicaidformularies/> to get the most up-to-date information about what drugs are covered, to find information about step therapy, to view our prior authorization criteria and quantity limits, or to view formulary change history.



GO FOR GOLD WITH A WELL-CARE VISIT

It might seem that if your child can be cleared to play sports, they are healthy and good to go. But a sports physical doesn't cover all their health needs. That is where a well-care visit comes in. This yearly visit allows your child's health care provider to monitor all aspects of their health and ensure they are staying on track for growth and development.

Completing a well-care visit doesn't mean you still need an extra sports physical visit. Just bring the sports physical form to the well-care visit and your health care provider can complete it at the appointment. Two birds, one stone, and a healthy athlete – a slam dunk.

Each UPHP member 3 – 21 years of age who completes their annual well-care visit by December 31, 2024, will be automatically entered in a drawing for a chance to win a \$50 gift card. UPHP will do a random drawing each month. Must be on plan at time of service.

Well-Care Visit	Care Provided	Sports Physical
✓	Checking Vitals	✓
✓	Physical Exam	Limited
✓	Review Child's Health History	✓
✓	Review Family Health History	✓
✓	Developmental and Emotional Behavioral Screenings	X
✓	Discuss Developmental Milestones	X
✓	Immunizations	X
✓	Discuss questions or concerns you or your child might have	X
✓	Conversations about school	X
✓	Covered by UPHP	✓

PRIMARY CARE PROVIDER

When you are enrolled in our plan, you are given the opportunity to choose a primary care provider (PCP). Your primary care provider (PCP) is the health care provider who takes care of all your healthcare needs. If you do not choose a provider within 30 days of enrollment, UPHP will have selected one for you.

Your primary care provider (PCP) is listed on your white, UPHP ID card. Please review your ID card to make sure UPHP has the right primary care provider (PCP) listed. If you need to change the primary care provider (PCP) listed on your card or need help finding a new one, you can view and update online at any time by visiting the UPHP Assist Portal at <https://assist.uphp.com> or by calling UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern time. The call is free.

DOUBLE CHECK TO BE SURE

Time flies – it's already summer! Your child may have been up to date on their immunizations the last time you checked, but are they today? You might be surprised. Don't wait until their next well-care appointment to find out. Waiting puts your child and the community at risk of catching preventable diseases.

Call your child's health care provider today to double-check if they are due for any immunizations and schedule a visit to have them completed. You can also call your local health department to ask about your child's immunization status and get caught up. Find their phone number in the table listed to the right.

Vaccines are a covered benefit for children on Medicaid. Our UPHP Transportation department is happy to help assist if transportation is a concern. Call 1-800-835-2556 or visit uphp.com/transportation.

Health Department Phone Numbers

Alger 906-387-2297

Chippewa 906-635-1566

Delta 906-786-4111

Dickinson 906-774-1868

Iron 906-265-9913

Luce 906-293-5107

Mackinac 906-643-1100

Marquette 906-475-7844

Menominee 906-863-4451

Schoolcraft 906-341-6951

Baraga, Gogebic, Houghton,
Keweenaw, & Ontonagon
906-482-7382

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. Fraud is when you knowingly deceive someone. It can also be when you misrepresent yourself. Waste is an improper action or poor management resulting in needless expenses to you or UPHP. Abuse is any action that results in unneeded costs to UPHP.

Examples of fraud and abuse by a member include:

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

Examples of fraud, waste, and abuse 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 fraud. If you suspect possible fraud, report it today by calling or writing to:

Upper Peninsula Health Plan

Attn: Compliance Officer
853 W Washington Street
Marquette, MI 49855
1-800-835-2556 (TTY: 711)

Michigan Department of Health and Human Services- Office of Inspector General

Call Toll-Free: 855-MI-FRAUD (643-7283)
Online: <https://www.michigan.gov/mdhhs/doing%20business/providers/providers/billingreimbursement/report-medicaid-fraud-and-abuse>

Write: Office of Inspector General
PO Box 30062
Lansing, MI 48909

Health and Human Services-Office of Inspector General

HHS TIPS Hotline: 1-800-HHS-TIPS (447-8477)
Online: <https://oig.hhs.gov/fraud/report-fraud/index.asp>

Write: U.S. Department of Health and Human Services
Office of Inspector General
ATTN: OIG HOTLINE OPERATIONS
P.O. Box 23489
Washington, DC 20026

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

Notice of Privacy Practices

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws. The Notice of Privacy Practices provides more information. You can get this notice on our website at: <https://www.uphp.com/medicaid/memberresources/>.

You have a right to get a copy of this notice at any time. Call UPHP Customer Service at 1-800-835-2556 (TTY: 711) or write to us at Upper Peninsula Health Plan, 853 W Washington St, Marquette, MI, 49855 to ask for a copy.



UPHP MEMBER RIGHTS AND RESPONSIBILITIES

Upper Peninsula Health Plan (UPHP) upholds a set of rights and responsibilities for its members concerning their health care and related services. Providers working with UPHP members should acknowledge and respect these rights and responsibilities.

MEMBER RIGHTS

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| <ul style="list-style-type: none"> • Receive information about UPHP, its services, its practitioners and providers and member rights and responsibilities. • Be treated with respect and recognition of your dignity and right to privacy. • Participate in making decisions about your health care, including the right to refuse treatment and express preferences about treatment options. • Participate in candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. • Receive information on available treatment options and alternatives, presented in a manner appropriate with your condition and ability to understand. • Make recommendations regarding UPHP's member rights and responsibilities policy. • Receive Culturally and Linguistically Appropriate Services (CLAS). | <ul style="list-style-type: none"> • Right to Confidentiality. • Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation. • Request and receive a copy of your medical records, and request they be amended or corrected. • Get high-quality health care services consistent with our Medicaid contract and state and federal regulations. • Be free to exercise your rights without adversely affecting the way UPHP, providers, or the state treats you. • Be free from other discrimination prohibited by state and federal regulations. • Direct access to network women's health specialists and pediatric providers for covered services necessary to provide routine and preventive health care services without a referral. | <ul style="list-style-type: none"> • Receive Federally Qualified Health Center (FQHC) and Rural Health Center (RHC) services. • Voice complaints or grievances about UPHP, the care provided, those providing care and access to care. • File an appeal about an adverse decision made by UPHP, including service coverage determinations, administrative denials, and claims denials (must be received within 60 days of denial notification). • Report problems to the State. • Request information about: <ul style="list-style-type: none"> ▶ Physician Incentive Arrangements, including those that cover referral services that place the physician at significant financial risk (more than 25%), other types of incentive arrangements, and whether stop-loss coverage is provided. ▶ The structure and operations of UPHP. |
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MEMBER RESPONSIBILITIES

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| <ul style="list-style-type: none"> • Supply information (to the extent possible) that UPHP and its practitioners and providers need in order to provide care. • Understand their health problems and participate in developing mutually agreed upon treatment goals, to the degree possible. | <ul style="list-style-type: none"> • Follow plans and instructions for care that they have agreed to with their practitioners. • Contribute to their health by behaving in an appropriate manner to their providers, all health care staff, other patients, and UPHP staff. Take responsibility for their inappropriate behavior. |
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Please call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.

UPPER PENINSULA HEALTH PLAN MANAGEMENT COMMITTEE

UPHP needs your input! If you, or someone you know, is interested in representing UPHP members and helping inform UPHP operations, please consider filling out an application to serve on the UPHP Management Committee.

To be eligible to serve on the UPHP Management Committee, you, or your nominee, must be:

- A current UPHP Medicaid member.
- At least 18 years old.
- A member of UPHP for at least three consecutive months.

The UPHP Management Committee meets four times a year and representatives may attend virtually. Applications are available at www.uphp.com/medicaid/importantdocumentsforms/. You may also call UPHP Customer Service to request a paper copy be mailed to you. Completed applications should be returned to:

UPHP Customer Service
853 W. Washington Street
Marquette, MI 49855



LEND YOUR EXPERIENCE TO IMPROVE HEALTH CARE FOR ALL PEOPLE

One current topic in medicine is the idea of health equity. Health Equity can be defined as "...the fair, just and equitable distribution of and access to public services, social resources and implementation of public policy necessary to achieve well-being and thrive."

UPHP wants every member to reach their full health potential. Social factors and attitudes can impact a person's health care. Income, race, and level of ability are a few examples.

Health disparities are defined as "...the unfair and avoidable differences in health and social well-being..." that disproportionately impact a group of individuals. UPHP works with partners at the Michigan Department of Health and Human Services to find solutions that decrease these differences.

Current Health Equity Programs

- **Improve the rate of dental care for American Indian/Alaskan Native members enrolled in the MI Health Link program**
White members get dental care more routinely than American Indian/Alaskan Native members
- **Improve the rate of American Indian/Alaskan Native members enrolled in the MI Health Link program having an annual primary care office visit**
White members have an annual primary care office visit more routinely than American Indian/Alaskan Native members
- **Improve the rate of Black members having an annual primary care office visit**
White members have an annual primary care office visit more routinely than Black members

UPHP welcomes your feedback to inform our Health Equity Programs. Submit comments to Janey Joffee, Director of Population Health at (906)226-4286 or jjoffee@uphp.com.

ADVANCE DIRECTIVES

Michigan law lets you make an advance directive. An advance directive says what you want to happen with your health care if you cannot make health care decisions for yourself due to an accident or illness. An advance directive is a written document that allows an adult 18 years of age and older to name a patient advocate(s).

Your advocate(s):

- Will tell what your wishes for care are if you are unable to speak for yourself.
- Is someone you trust to talk with the providers about your choices for care.
- Must agree in writing to accept this role and to honor your wishes.
- May be called a Durable Power of Attorney for Health Care (DPOA-HC).

You may include information about treatment choices to help guide your advocate(s) in your advance directive.

Providers who treat UPHP members can refer to an advance care planning facilitator for help or may offer to directly help with advance directives. If you do not have an advance directive but would like one, call your provider's office or UPHP Customer Service for help. You should check your advance directive plan with your provider every year.

It is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether you have signed an advance directive.

If you have complaints about advance directives, call UPHP Customer Service.

In Michigan, your advance directive has a binding effect on doctors and hospitals. However, if you believe that a doctor or a hospital did not follow your advance directive, you may file a complaint with the Michigan Department of Licensing and Regulatory Affairs, Bureau of Community and Health Systems at 1-800-882-6006.

If you have complaints about your provider, you can also write or call:

Department of Licensing and Regulatory Affairs/ BPL Investigations & Inspections Division

P.O. Box 30670
Lansing, MI 48909-8170
(517)241-1431
bplhelp@michigan.gov

You can also make a complaint at <https://www.michigan.gov/lara/i-need-to/make-a-complaint-about-a-licensed-professional-or-business#HealthProfessionals>.

If you have complaints about UPHP call the Michigan Department of Insurance and Financial Services (DIFS) at 1-877-999-6442 or visit www.michigan.gov/difs.

For more information, you can find the UPHP Member Handbook at <https://www.uphp.com/wp-content/uploads/medicaid/MemberHandbook.pdf> or if you would like a paper copy of the UPHP Member Handbook, please call UPHP Customer Service at 1-800-835-2556 (TTY: 711) Monday through Friday from 8 a.m. to 5 p.m. Eastern Time and we will mail you a copy at no charge.

GET THE CARE YOU NEED

The Upper Peninsula Health Plan (UPHP) wants you to get the best health care available. Your *UPHP 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. Network providers and decision-makers at UPHP are not rewarded for denying services. No one who makes decisions gets paid to say “no” or to limit services.

If you are not happy with a health care decision, call UPHP first. You have the right to file an appeal with UPHP. After your appeal to UPHP, if you are not happy with the decision we made, you can ask for an external appeal with the Department of Insurance and Financial Services under the Patient’s Rights to Independent Review Act (PRIRA) and/or ask for a State Fair Hearing. Call the number below to learn more.

You can call UPHP Clinical Services-Utilization Management Monday - 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 1-800-835-2556 (TTY: 711). Language assistance is available free of charge.

TRANSITION OF CARE PROGRAM

If you are new to UPHP, we want to ensure that you have continued access to care that you were getting before joining UPHP. This care could include:

- Out-of-network providers
- Durable Medical Equipment/Medical Supplies
- Medications

UPHP has a care team to help you with your health care needs. To request continued care, you, your authorized representative, or your treating provider can contact UPHP by writing or calling:

Upper Peninsula Health Plan

Attn: Utilization Management
853 West Washington St.
Marquette, MI 49855
Phone: Toll Free 1-800-835-2556 (TTY: 711)
Fax: 906-225-9269

If you are working with a UPHP care coordinator, you can also notify them.

When contacting UPHP, give us details that will help UPHP with your requests such as:

- Provider name(s)
- Phone number(s)
- Appointment date(s) (if applicable)

Our UPHP care team will review your care needs and enter in any needed authorizations.

KEEP YOUR KIDNEYS HEALTHY

In Michigan, 1 in 3 adults are at risk for kidney disease, and people living with diabetes are a large part of that group. Risk factors include high blood pressure, being 60 years or older, having a family member with kidney disease, diabetes, or high blood pressure, and being African American/Black, Hispanic, Asian, Pacific Islander, American Indian, or Alaska Native. Find out if you are at risk of kidney disease at: www.kidney.org/kidney-quiz/.

It is recommended that everyone living with diabetes have an evaluation of their kidney health every year. The evaluation is done by a blood test and a urine sample ordered by your provider. Early discovery of kidney disease is important to decrease the risk of severe complications.

Kidneys are important because they filter blood, help make red blood cells, and help keep blood pressure under control by adjusting the amount of fluids in the body.

Some ways to protect your kidneys are controlling your blood sugar, blood pressure, and cholesterol. You should also maintain a healthy diet, exercise regularly, limit alcohol and avoid smoking. It is also recommended to take all medicines as prescribed and avoid some over-the-counter medicines (such as aspirin, naproxen, or ibuprofen) because they can harm your kidneys.

Go to www.kidney.org/prevention for more information on how you can protect your kidney health!

Source:

<https://www.kidney.org/prevention/your-kidneys-do-you-know-these-facts>

MAKE TIME FOR A YEARLY WELLNESS VISIT

Did you know it is suggested to see a primary care provider (PCP) for a yearly wellness visit? Seeing your PCP for a yearly visit is helpful for reviewing your health history, and any changes, or concerns from the last year. When you see a provider for a specific concern or an urgent care visit, there may be important things not discussed like vaccinations and cancer screenings.

What is addressed at a yearly exam?

- Counseling on health topics.
- Help with chronic conditions.
- Referrals to specialists.
- Recommended vaccinations.
- Age-recommended cancer screenings.
- Medications you are taking.

Even if you are feeling well, it's important to see your PCP for a yearly visit. Call your provider's office today to make sure you are up to date, along with others in your home. If your PCP has changed or if you need help finding a new PCP, you can call UPHP Customer Service at 1-800-835-2556 (TTY 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. The call is free.



MICHIGAN HAS RESUMED MEDICAID REDETERMINATION

Medicaid renewals resumed in June 2023. You may have to complete the redetermination process yearly. Here is what you need to do to prepare:

1. Make sure your address, phone number and email address are up to date at www.michigan.gov/MIbridges. You can also call your local MDHHS office.
2. Report any changes to your household or income. You can report changes at www.michigan.gov/MIbridges or by calling your local MDHHS office.
3. If you get a renewal packet, be sure to fill it out, sign the forms and return it by the due date with any proof needed. NOTE: If you do not complete and return the renewal, you may lose Medicaid coverage.

If you need computer access to complete the process, you have options:

1. Local Department of Health and Human Services offices have kiosks to access MIbridges. County office information can be found on <https://www.michigan.gov/mdhhs/inside-mdhhs>.
2. Local libraries in your area have computer and internet access.
3. UPHP has a kiosk in the lobby (Marquette) that members are welcome to use.

If you have any questions, you can call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. The call is free.



COMPLEX CARE MANAGEMENT CAN HELP

Do you need help with:

- A complex health condition like diabetes, asthma, or heart disease?
- Managing multiple conditions?
- Finding food or other resources?
- Coordinating services?
- Handling a critical event like a new diagnosis or loss of a caregiver?

If you answered "yes" to any of the above, you qualify for the Upper Peninsula Health Plan (UPHP) care management program. This program helps you and your provider with your plan of care. The program is free of charge.

UPHP can:

- Help you to better understand your condition.
- Coordinate with your doctors or other providers when you need help.
- Help to reach goals to manage your condition.
- 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 will not affect your benefits.

Call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time and ask to speak to a UPHP care manager to see if this program is right for you.

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)

Children's Special Health Care Services (CSHCS) is a program for children and some adults with health care needs and their families. UPHP has a designated CSHCS care coordinator to help with the following:

- Complex Care Management.
- Finding provider's services.
- Transitioning moving to adulthood.
- Care Coordination.
- Questions/Concerns.

To speak with a UPHP CSHCS care coordinator, contact UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time and ask to speak with the CSHCS care coordinator. The call is free. For more information on UPHP CSHCS services visit:

<https://www.uphp.com/medicaid/cshcs/>

You can also stay connected through UPHP's Facebook page for CSHCS events, newsletters and forums.





UPPER PENINSULA HEALTH PLAN

853 West Washington Street
Marquette, MI 49855

906-225-7500 • 1-800-835-2556
Fax 906-225-7690

www.uphp.com



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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).

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

تنبيه: إذا كنت تتحدث اللغة العربية، نوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم 1-877-349-9324 (خدمة الهاتف النصي: 711) من الاثنين إلى الجمعة من الساعة 8 صباحًا حتى الساعة 9 مساءً بتوقيت المنطقة الشرقية، علمًا بأن المكالمات مجانية.

TRANSPORTATION HELP IS AVAILABLE

Do you have trouble getting to your appointments? As an Upper Peninsula Health Plan (UPHP) member, you have a non-emergent medical transportation benefit for covered appointments and services. UPHP can offer mileage reimbursement, to those who have a vehicle, a friend, family, or neighbor, or can arrange a transport, such as bus and taxi services or a volunteer driver. It is important to make it to your scheduled medical and dental appointments, UPHP is here to help you get to those appointments!

Did you know you can:

- Status your mileage reimbursement on UPHP Assist. Register today at <https://assist.uphp.com> or by scanning the QR code below. Through this portal, you can also view your UPHP coverage, claims history, benefit information and more!
- Opt in to receive your mileage reimbursement payment via direct deposit by filling out the UPHP direct deposit form with a copy of a voided check or letter from your bank and mail it to UPHP.
- Submit your UPHP mileage reimbursement request forms online at <http://www.uphp.com/transportation>. Contact the UPHP transportation department at 1-800-835-2556 if you would like forms mailed to you.



Scan Me!

You can request transportation help online at any time at www.uphp.com/transportation or you can call transportation at 1-800-835-2556 (TTY: 711).

CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

As a Medicaid enrollee, you have the right to receive quality healthcare that considers the unique aspects of your identity. UPHP reviews how well we are following national CLAS standards. These standards help provide healthcare that meets your needs or the needs of your family. Call 1-800-835-2556 for more information on the services UPHP offers.

CLAS helps ensure we take into account your:

- Cultural health beliefs
- Preferred languages
- Health literacy levels
- Communication needs

CLAS helps ensure the services you receive are:

- Respectful
- Understandable
- Effective
- Equitable

Where can you learn more?

<https://thinkculturalhealth.hhs.gov>
www.MinorityHealth.hhs.gov

Source: Culturally and Linguistically Appropriate Services (CLAS) (hhs.gov)