

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 our decision, 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 or UPHP Clinical Services - Appeals Monday through Friday from 8 a.m. to 5 p.m. Eastern Time to ask about our rules, our decisions, and/or how to file an appeal. 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.



CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

You have the right to receive quality health care that considers the unique aspects of your identity. The CLAS standards help provide health care 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 make sure we take into account your:

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

Examples of UPHP offered CLAS services:

- Free language assistance and translation services
 - Offers multiple languages including sign language
- Diverse provider network
 - Allows you to find a provider that shares similar cultural health beliefs
- UPHP Care Coordinators trained in cultural competency yearly
 - Assists your Care Coordinator to speak to you in a way that is respectful of your identity, culture, and beliefs
- Annual review of community race and language data
 - Helps UPHP prepare services based on not just current membership, but the U.P. as a whole

PUBLIC BENEFITS PROGRAMS

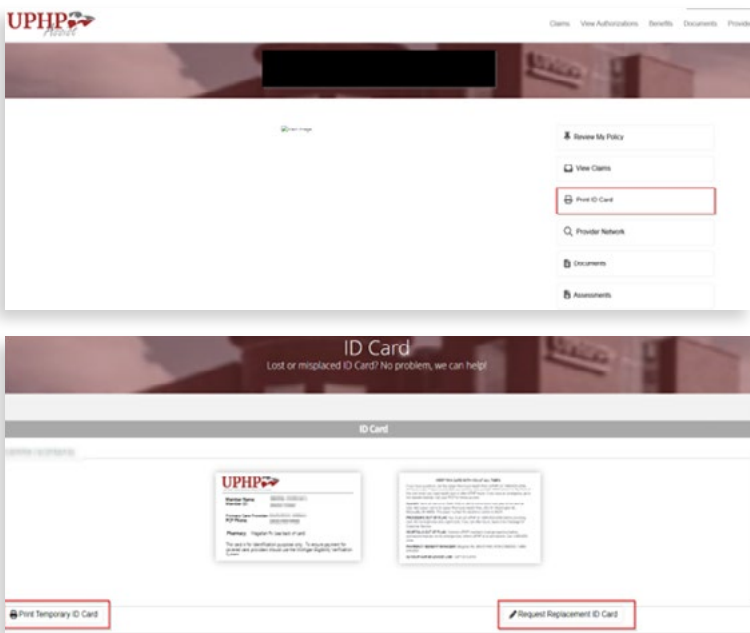
In addition to your Upper Peninsula Health Plan (UPHP) health benefits you may be eligible for other public health benefits that are available to help you and your family. You can use the Connected Communities link found here: <https://uphp.findhelp.com/> to search for specific resources in your zip code. You can also visit <https://www.uphp.com/public-benefit-programs/> for links to resources such as:

- MI Bridges
- Women, Infants and Children (WIC)
- Cash Assistance
- Weatherization Assistance Program
- Michigan Energy Assistance Program
- Home Heating Credit

If you would like to speak with someone, call 906-225-5964 to get connected to our dedicated team of Community Health Workers. They will help ensure your needs are met and offer any extra assistance you need.



Did you know the UPHP Assist portal features an exact replica of member's UPHP ID Card? Just select the "Print ID Card" button on the home page. If you lost your ID card, request a new ID card by selecting "Request Replacement ID Card" button in the lower right side of the page. All ID cards will go to the address UPHP has on file. You can also print off a temporary copy of your card using the "Print ID Card" button on the lower left side of the page. Register today at <https://assist.uphp.com>.



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 Coordinator to see if this program is right for you.



Keep your adolescent healthy and strong this summer! A yearly well-care visit and staying up to date on immunizations are crucial for their overall health. Not sure if they've had their visit or all of their immunizations? Give their primary care provider a call to check and get scheduled. Help them build toward a healthy future!

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 or not you have signed an advance directive.

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 health care.
- **How to Stay Updated:** We're committed to providing you with timely information about any

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 State of Michigan Bureau of Survey and Certification at 1-800-882-6006.

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

Department of Licensing and Regulatory Affairs/ Bureau of Survey and Certification Complaint Intake Section

P.O. Box 30838

Lansing, MI 48909

1-800-882-6006

<https://www.michigan.gov/lara/bureau-list/bsc/file-a-complaint-with-bsc>

You can also make a complaint at www.michigan.gov/lara/. Click on "File A Complaint" and then "Health Care Professionals."

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/2025MemberHandbook.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.

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.

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 RESPONSIBILITIES

- 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.
- 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.

**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.**

MEMBER RIGHTS

- 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).
- 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.
- 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:
 - ▶ 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.

UNDERSTANDING KIDNEY DISEASE

Kidneys play a vital role in your health. They remove the toxins, waste and extra fluid from your blood to make urine. Most people have two kidneys, which are located in the middle of the back, just under the ribs.

Chronic Kidney Disease (CKD) is when your kidneys gradually stop working well. This can cause serious issues such as the need for dialysis, heart attacks, strokes, infections, anemia, and even death. You can find out if you are at risk by taking this quiz: www.kidney.org/kidney-quiz/.

Early stages of CKD usually do not show any signs or symptoms. This is why yearly blood and urine kidney tests are very important. There is no cure for CKD, but if detected early, the following steps may slow its progress and prevent future health problems:

- Control your blood sugar, blood pressure, and cholesterol
- Eat a healthy diet
- Exercise regularly
- Avoid alcohol and smoking
- Take all medicines as prescribed. Avoid over-the-counter medicines which can harm your kidneys (such as aspirin, naproxen, or ibuprofen)

Please call with any questions:

Mary Walters, Diabetes Clinical Coordinator
906-227-5691

Source: [Kidney Disease | National Kidney Foundation of Michigan](http://www.kidney.org/kidney-quiz/)

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. UPHP has updated its privacy practices effective April 1, 2025. 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 Street, Marquette, MI 49855 to ask for a copy.

A HEALTHY MOUTH HELPS OVERALL HEALTH

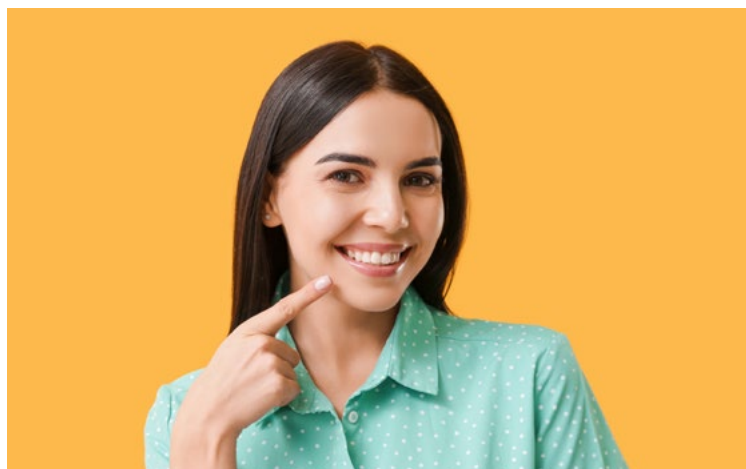
Good oral health helps your overall health, and good overall health, helps your oral health. Follow the tips below for strong teeth and a healthy body.

- Do not use tobacco products. If you do, talk to your provider for help to quit. UPHP members can call the FREE MI Tobacco Quitline at 1-800-784-8669 or try FREE digital support by visiting the web at <https://www.exprogram.com/create-profile/>.
- Limit your alcohol. Higher alcohol consumption increases the risk for head and neck cancer.
- Get the human papillomavirus (HPV) vaccine. HPV can infect the mouth and throat and cause cancer. Ask your doctor if you need to be vaccinated against HPV to possibly prevent throat cancer.
- Manage your diabetes. Managing your diabetes can lower your risk of oral health problems, including gum disease. As a bonus, a healthy mouth can help keep blood sugar levels in better control.
- Avoid food and drinks with added sugar as much as possible. They can cause oral diseases and other chronic diseases.
- Brush your teeth twice a day and floss between your teeth to remove dental plaque.
- Visit your dentist at least once a year, even if you wear dentures or have lost some or all of your teeth. Your dentist will check your mouth for cancers, oral health problems, and cavities.

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

Source: <https://www.cdc.gov/oral-health/prevention/oral-health-tips-for-adults.html>



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/> and click on the Quality Improvement Program drop down for more information.

PRIMARY CARE PROVIDER

When you are enrolled in our plan, you are given the opportunity to choose a primary care provider (PCP). Your PCP is the health care provider who takes care of all your health care needs. If you do not choose a provider within 30 days of enrollment, UPHP will have selected one for you. Your PCP is listed on your white, UPHP ID card. Please review your ID card to make sure UPHP has the right PCP listed. If you need to change the 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.

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 announced by the Food and Drug Administration (FDA).
2. Members affected by the recall are identified.
3. UPHP contacts affected members as below:
 - a. **Class I Recall** – within three days if we need to tell you by phone, and no later than 21 days by mail.
 - b. **Class II Recall** – within 30 days.

TRANSPORTATION HELP IS AVAILABLE

Did you know that Upper Peninsula Health Plan (UPHP) provides nonemergent, medical transportation (NEMT) to medically necessary, covered services for UPHP Medicaid members? UPHP provides non-emergent, medical transportation via mileage reimbursement or transportation. Mileage reimbursement is available for members who have a vehicle, or a friend, family member, or neighbor willing to transport them. Members can submit a UPHP Mileage Reimbursement Request form online at www.uphp.com/transportation or send them in the mail to UPHP. Transportation is available for members who do not have a vehicle or someone to transport them. If you need a transport, you can enter your request online at www.uphp.com/transportation or you can call us at 1-800-835-2556 (TTY: 711) and press the prompt for transportation, at least five days prior to appointment. Help is arranged based on the most cost-effective means that meet the member's medical need, not preference. For more information on your benefits, please review your UPHP Medicaid Member Handbook online at www.uphp.com.

To ensure UPHP is providing you with the necessary transportation resources, please submit all requests at least five days prior to your scheduled appointment. Thank you for allowing us the opportunity to provide you with transportation resources to facilitate your health care.



- c. **Market Withdrawal** – within 30 days.
 - d. **Safety-Related Market Withdrawal** – within three days (by phone) and within five days of removing the drug from our list of covered drugs (by mail).
4. The way we send notice depends on the recall type and may be by telephone, mail or social media post.

You can review our Pharmaceutical Safety policy at <https://www.uphp.com/pharmacy/pharmacy-policies/>.

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



INTRODUCING MONDAYS WITH MARY!

Managing diabetes can feel overwhelming—but you don't have to do it alone! Mondays with Mary provides expert advice and encouragement from Mary Walters, UPHP's Diabetes Clinical Coordinator with 20 years of nursing experience. Available on our social media, website, and YouTube, Mary is here to educate and support you.

Drop your questions on any video, or if you're a UPHP member, call 906-227-5691 or email mwalters@uphp.com for personalized help. We're in this together!

 youtube.com/@upperpeninsulahealthplan3767

 facebook.com/UpperPeninsulaHealthPlan

 instagram.com/uphealthplan

 linkedin.com/company/uphp

 uphp.com/blog/category/uphp-news

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 Providers Services
- Transitioning 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.

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 prior to 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 W. 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.



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-Utilization Management 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 8 a.m. to 5 p.m. Eastern Time. CPGs are also available online at [UPHP.com](https://www.uphp.com).



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

MH_SI25SummerNewsletter



Presorted
Standard
U.S. Postage
PAID
Permit #759
Royal Oak, MI

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.

WHY YOUR YEARLY CHECK-UP IS A MUST!

Did you know that a yearly visit to your primary care provider (PCP) can be a game-changer for your health? Think of your yearly check-up as a health power-up! Just like cars need routine oil changes, routine health check-ins are also vital. Here are four great reasons to book your appointment today:

- 1. Catch Sneaky Health Issues Early:** Just like a detective, your PCP can spot potential health problems before they become big issues.
- 2. Stay on Track with Your Goals:** Whether it is fitness, nutrition, or mental health, your PCP can help you stay on track.
- 3. Peace of Mind:** Knowing you are in good health can give you that extra boost of confidence and peace of mind.
- 4. Stay Protected:** Ensure you are up to date with important vaccinations and screenings to keep you healthy and safe.

Shoutouts

Do not just take our word for it! Hear from others who have experienced the benefits of their yearly check-ups:

- "I never realized how important yearly check-ups were, until my doctor found a small issue early on. Now, I am healthier than ever!"
- "The personalized advice I get is a game-changer for my fitness goals and overall well-being."
- "It's great to know I'm in good health. Plus, the visit was quick and easy!"

Mark Your Calendar

Do not forget to schedule your yearly check-up! Even if you are feeling well, it is important to be seen for a yearly visit. It is a small step that makes a big difference. Call your provider's office today to schedule your appointment.

Stay Healthy, Stay Happy!