

## STRONG. SMART. SCREENED. THAT'S THE VIBE!

Think of your health like your favorite playlist, the hits keep coming when you stay in tune. Routine screenings are a strong way for women to protect long-term health.

- Cervical cancer screenings (Pap and HPV tests) act as your early detection power duo.
- Breast cancer screening (mammograms) helps catch changes long before they steal the spotlight.
- And yes, sexual health matters too. Regular sexually transmitted infections testing isn't about worry, it's about clarity, care, and confidence for you and your partners.
- Your annual wellness visit is the ultimate check in: medications, hormones, mood, periods, menopause, family planning, nothing is off the table. Your body changes, and your care should change with it.

This is your reminder to put yourself on your own list. Future you will be cheering. If you are not sure which screenings fit your age or history, your provider can help you build a plan that keeps you shining.

## PUBLIC BENEFITS PROGRAMS

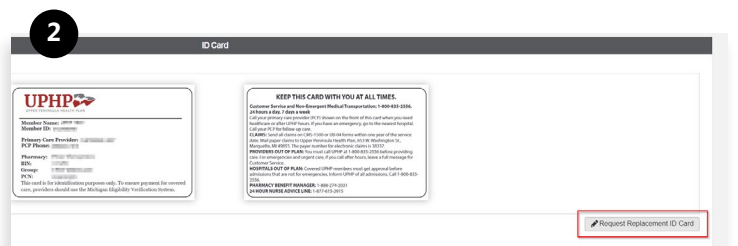
In addition to your UPHP health benefits you may be eligible for other public health benefits that are available to help you and your family. You can use the Connected Communities link found here: [uphp.findhelp.com/](http://uphp.findhelp.com/) to search for specific resources in your zip code. You can also visit [www.uphp.com/public-benefit-programs/](http://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 a member's UPHP ID Card? Just select the **"Print ID Card"** button on the home page (image 1). 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 (image 2). 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 Temporary ID Card"** button on the lower left side of the page (image 3). Register today at <https://assist.uphp.com>.



## UPHP MEMBER RIGHTS AND RESPONSIBILITIES

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.

### You have the right to:

- 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.
- 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.
- Voice complaints or appeals about UPHP or the care we provide. Including the right to file a grievance, to request a State Fair Hearing, or have an external review, under the Patient's Right to Independent Review Act.
- Make recommendations regarding UPHP's member rights and responsibilities policy.
- Receive Culturally and Linguistically Appropriate Services (CLAS).
- 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.
- 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.

### You are responsible to:

- Supply information (to the extent possible) that UPHP and its practitioners and providers need in order to provide care.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Contribute towards your health by taking responsibility, including appropriate and inappropriate behavior.

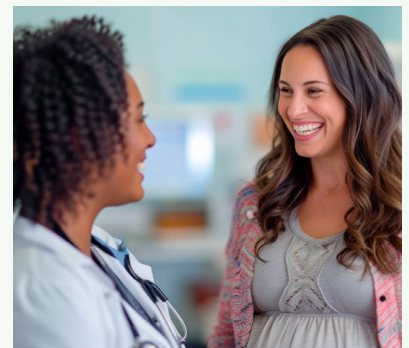
If you have questions about your rights and responsibilities, UPHP is here to help. Please call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.

## YOU CAN SEE AN OB/GYN OR PEDIATRICIAN WITHOUT A REFERRAL

UPHP wants to make it easier for you to get the care you need. You can see any in-network OB/GYN or Pediatrician for routine care without a referral from your primary care provider (PCP). You can call the specialist's office and make an appointment on your own.

This helps you get care faster for checkups, screenings, and other routine visits for you or your child.

To find an in-network OB/GYN or Pediatrician, visit [www.uphp.com/provider-search/](http://www.uphp.com/provider-search/) or call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. Eastern Time.



## Hearing about changes to the childhood vaccination schedule?

Disease risk hasn't changed,  
and neither have  
recommendations in  
Michigan.

Talk to your child's doctor  
to stay protected.

## MICHIGAN IMMUNIZATION RECOMMENDATIONS

Routine vaccines are safe. They help protect kids from serious diseases. When children and teens stay up to date on their shots, it helps keep the whole community healthy. This also protects babies who are too young for some vaccines and older adults who can get sick more easily.

In Michigan, kids can get vaccines from their doctor, the local health department, or many pharmacies. UPHP pays for all recommended routine vaccines for members. Talk with your health care team to make sure your family is caught up.

Hearing about changes to the childhood vaccination schedule? Disease risk hasn't changed, and neither have recommendations in Michigan. Talk to your child's doctor to stay protected.

Source: [Michigan Health Communications Initiative](#)

## MEDICAID DENTAL BENEFITS

UPHP Medicaid members have dental benefits with Delta Dental. It is best practice to have a routine dental checkup at least once a year, even if you have dentures. An oral health exam can give clues about your overall health.

The Delta Dental benefit includes a wide range of services such as:

- Oral exam (every six months)
- X-rays
- Cleanings
- Fillings
- Crowns
- Extractions
- Root canals
- Dentures

For more information on Delta Dental benefits or for help finding a dentist in network, call Delta Dental Customer Service at 1-800-838-8957 (TTY:711).

## TIPS for PROPER DENTAL CARE



## 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.

## DRUG WITHDRAWALS OR RECALLS

A drug recall or withdrawal is when a drug is taken off the shelves because something may be wrong with it. This helps keep people safe from a drug or product that could cause harm. When possible, UPHP will tell members and their providers about drug withdrawals and recalls that may affect them.

To help you stay informed about recalls that might affect you, UPHP also posts the following types of recalls on our website at [www.uphp.com/pharmacy/drug-withdrawals-and-recalls/](http://www.uphp.com/pharmacy/drug-withdrawals-and-recalls/):

**Class I Recalls:** When there is a good chance that using a product, or being exposed to it, will cause serious negative health problems or death.

**Class II Recall:** When using or being exposed to a product may cause short-term or reversible negative health problems, or the chance of serious negative health problems is very low.

**Lot-specific Recall:** When only certain lots (or batches) of a product are recalled for safety reasons. Other lots are still safe to use. UPHP cannot tell which lot(s) a member may have been given.

**Safety-Related Market Withdrawal:** When the Food and Drug Administration (FDA) decides a drug product is unsafe and all of it must be removed from the market.

To learn how we handle different types of recalls, you can see our Pharmaceutical Safety policy at [www.uphp.com/pharmacy-pharmacy-policies/](http://www.uphp.com/pharmacy/pharmacy-policies/).

You can also find more recall information on the FDA website at [www.fda.gov/safety/recalls-market-withdrawals-safety-alerts](http://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts).

If you think you might have been given a drug that has been recalled, contact your provider or pharmacy to discuss next steps.



## FORMULARY UPDATES: WHAT YOU NEED TO KNOW

We want to keep you informed about any updates to our formulary (List of Covered Drugs). These updates may include additions, removals, or changes in coverage for certain drugs.

**Why Formulary Updates Matter:** Formulary changes can 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:** 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 and your provider can also visit our Medicaid formulary website at [www.uphp.com/pharmacy/medicaidformularies/](http://www.uphp.com/pharmacy/medicaidformularies/) to get the most up-to-date information. This website includes our List of Covered Drugs, our prior authorization criteria (guidelines for drug coverage), and our formulary change history.

To learn more about how we manage your drug coverage, including how to ask for a prior authorization, appeal, or how to file a complaint, please see the Member Handbook. You can find the Member Handbook on our website at [www.uphp.com/medicaid/importantdocumentsforms/](http://www.uphp.com/medicaid/importantdocumentsforms/).

If you would like us to mail you a copy of any benefit information, including the Member Handbook or List of Covered Drugs, 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.

## 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.

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

[www.michigan.gov/lara/bureau-list/bsc/file-a-complaint-with-bsc](http://www.michigan.gov/lara/bureau-list/bsc/file-a-complaint-with-bsc)

You can also make a complaint at [www.michigan.gov/lara/](http://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](http://www.michigan.gov/difs).

For more information, you can find the UPHP Member Handbook at [www.uphp.com/wp-content/uploads/medicaid/2026MemberHandbook.pdf](http://www.uphp.com/wp-content/uploads/medicaid/2026MemberHandbook.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.

## 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?

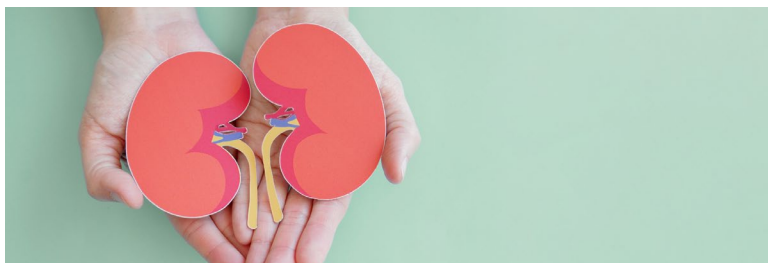
If you answered "yes" to any of the above, you qualify for the UPHP care management program. This program helps you and your provider with your plan of care. The program is free of charge.

**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.



## CHRONIC KIDNEY DISEASE: ARE YOU AT RISK?

Did you know that one in three adults may be at risk for chronic kidney disease (CKD)? Kidney disease often has **no signs** early on. Many people do not feel sick until the disease is serious. That is why knowing your risk is so important.

Some things can raise your risk. These include high blood pressure, heart disease, being overweight, family history of kidney problems, and getting older.

The National Kidney Foundation of Michigan has a program called “Are You the 33%?” to help people learn more.

You can take easy steps today:

- Check your risk: Take the one minute Kidney Risk Quiz at [kidneymi.org/quiz](http://kidneymi.org/quiz).
- Ask your doctor for tests. Two simple tests can find kidney problems early:
  - eGFR (blood test): Shows how well your kidneys work
  - uACR (urine test): Looks for protein in urine

Knowing your risk can help protect your health. Take a moment today to check in on your kidneys.

**Source:** [Kidney Disease | National Kidney Foundation of Michigan](#)

## UPHP QUALITY IMPROVEMENT PLAN

Each year, 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 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 [www.uphp.com/about/](http://www.uphp.com/about/) and click on the Quality Improvement Program drop down for more information.

## KEEP KIDS SAFE: GET BLOOD LEAD TESTING AT THE RIGHT AGES

Lead can harm a child’s growth and learning, even at low levels. The good news is that a simple blood test can find lead early, when it is easiest to address. All children should be tested for lead at 12 months and 24 months. If a child missed these tests, they should be screened by age six. Children who live in a high risk area should also be tested again at age four.

In the Upper Peninsula, the following places are considered high risk for lead poisoning:

- City of Escanaba
- City of Gladstone
- City of Ironwood
- Calumet Township
- City of Ishpeming
- City of Menominee

Some parents worry about their child needing a blood draw. If this is a concern, ask your doctor if they use a LeadCare Analyzer. This point of care machine can test for lead using just a small drop of blood from a finger prick. If your doctor’s office does not have one and your child is enrolled in WIC, your local WIC office can complete the test for you.

To learn more about lead, health risks, and ways to keep your home safe, visit [michigan.gov/MILeadSafe](http://michigan.gov/MILeadSafe).



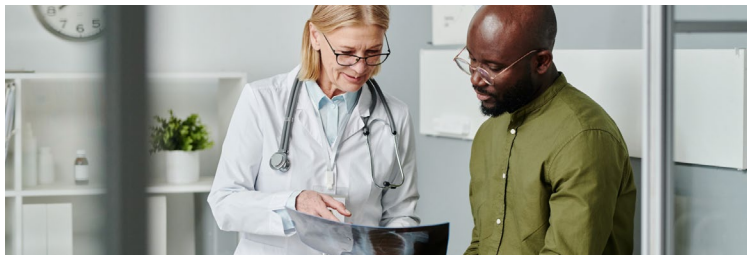
## CLINICAL PRACTICE GUIDELINES

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 [www.uphp.com](http://www.uphp.com).



## GET THE CARE YOU NEED

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 outside the network. The rule says UPHP may approve an out-of-network specialist if one is not available in the network.

UPHP uses the same approval rules for each member. Decisions are based only on medical need and covered 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. If you are still not satisfied after your appeal to UPHP, you may ask for an external appeal through the Department of Insurance and Financial Services under the Patient’s Rights to Independent Review Act (PRIRA) and/or request a State Fair Hearing. Call the number below to learn more.

You can call UPHP Clinical Services - Utilization Management or Clinical Services - Appeals Monday through Friday, from 8 a.m. to 5 p.m. Eastern Time to ask about our rules, decisions, or how to file an appeal. You may leave a detailed message if you are not able to call during those hours. UPHP will return your call as soon as possible or on the first business day after we get your message. The toll-free phone number is 1-800-835-2556 (TTY: 711). Free language help is also available.

## NON-EMERGENT MEDICAL TRANSPORTATION

UPHP provides non-emergent medical transportation (NEMT) to medical services or out-of-network medical services which have prior authorization in place. Members or a family/friend can either provide their own transportation and obtain mileage reimbursement or UPHP can obtain the most cost-effective mode of transportation for members.

Members can obtain a complete list of NEMT rules or ask any transportation related question through any of the following options:

- » Online: [www.uphp.com/transportation](http://www.uphp.com/transportation)
- » Email: [customerservice@uphp.com](mailto:customerservice@uphp.com)
- » Phone: 906-225-7500 or toll-free 1-800-835-2556

### When Calling the UPHP Transportation Phone Line Try Our New Call-Back Feature

UPHP Transportation is pleased to announce a new automatic Call-Back feature, which allows callers who are on hold to save their place in line, disconnect the call, and receive an automatic call-back once their place in line comes up. Callers who have already tried this feature have stated it is easy to use, and they enjoy not having to wait on hold.

## 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 May 1, 2026. You can get this notice on our website at: [www.uphp.com/wp-content/uploads/forms/UPHPNPP.pdf](http://www.uphp.com/wp-content/uploads/forms/UPHPNPP.pdf).

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.



Make this summer count with a no cost well care visit. It’s quick, it’s easy, and it helps your child or teen stay healthy, active, and ready for school. Call their doctor to schedule a visit today.

853 W. Washington Street  
Marquette, MI 49855

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

www.uphp.com



## MH\_SI26SummerNewsletterV2

### NOTICE OF ACCESSIBILITY

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-877-349-9324 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-877-349-9324 (TTY: 711) o hable con su proveedor.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-877-349-9324 (TTY: 711) أو تحدث إلى مقدم الخدمة.

### HOW TO GET INFORMATION ABOUT OUR PROVIDER NETWORK AND ACCESS TO CARE

As a member of UPHP, you have the right to access health care services in a timely manner. UPHP follows standards established by the Michigan Department of Health and Human Services (MDHHS) to ensure our provider network meets your needs.

If you have questions about these standards, or would like to request a printed copy, please contact UPHP Customer Service at 1-800-835-2556 (TTY:711) Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.

