

UPHP



UPPER PENINSULA HEALTH PLAN

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Well Care and Immunizations for Kids

This is a very important time to keep children healthy. Many medical visits have been canceled or postponed because of the COVID-19 outbreak. The Centers for Disease Control and Prevention recommends that well care visits for children still take place. Children who are due for immunizations should still get them. Well care visits and immunizations are very important for children under age two.

To keep patients safe, providers are separating well visits from sick visits. Examples include:

- Scheduling well visits in the morning and sick visits in the afternoon.
- Putting sick patients in different areas of the clinic or another location.
- Having visits over the phone when possible (telemedicine or telehealth).

Call your child's provider to ask when your child is due for a visit and how it can safely be completed.

Healthy Michigan Plan Members: Complete Your Annual Health Risk Assessment

Each year, Healthy Michigan Plan members are asked to complete a Health Risk Assessment (HRA) with their primary care provider (PCP). Due to COVID-19, we understand you may be unable to complete your HRA with your PCP at this time.

Upper Peninsula Health Plan (UPHP) wants to support your commitment to healthy behaviors and ensure you maintain qualifying reductions in copays and contributions. As a result, you may now complete the entire HRA with UPHP staff instead of scheduling an appointment with your PCP.

If you are due to renew your HRA and you would like to complete this now, 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. Otherwise, UPHP staff may contact you to complete your HRA if we show you are due.



HRA Now Available for Members with UPHP Medicaid

(Does not apply to Healthy Michigan Plan members)

Upper Peninsula Health Plan (UPHP) gives **Medicaid** members the option to complete an annual health risk assessment (HRA). An HRA is a group of questions about your health and your feelings about your health.

The HRA is available to eligible members at <https://www.uphp.com/login/>. Click on the green "myUPHP Member Portal" button to log in. Printed copies are available by request.



COVID-19 Member Scam Alert

The Office of Inspector General has noted that there have been a number of reports about coronavirus-related scams. Scammers are offering COVID-19 tests to members in exchange for personal details, including Medicare information. They are targeting members in a number of ways, including sales calls, social media, and door-to-door visits. These scammers use the coronavirus pandemic to benefit themselves, putting you in a position to face harm. The personal information collected can be used to commit fraud. If Medicare or Medicaid denies a claim for an unapproved test, you could be responsible for the cost.

To read more about these scams go to <https://oig.hhs.gov/coronavirus/>. Scams can be reported to the National Center for Disaster Fraud Hotline at (866) 720-5721 or disaster@leo.gov.

Benefits of Quitting Smoking



Smoking harms your immune system. It can make it harder for your body to fight off illnesses. Now – more than ever – is a good time to help keep your body healthy. Quitting smoking is one of the best things you can do to improve your health. The table below shows how your body recovers after your last cigarette.

Time after quitting	Benefits
20 minutes	Your heart rate drops.
12 hours	Carbon monoxide level in your blood drops to normal.
2 weeks to 3 months	Your lung function starts to improve and your risk of having a heart attack begins to drop.
1 to 9 months	Your coughing and shortness of breath decrease.
1 year	Your added risk of coronary heart disease is half that of a smoker's.
2-5 years	Your stroke risk is reduced to that of a nonsmoker's. Your risk of cancers of the mouth, throat, esophagus and bladder is cut in half within 5 years.
10 years	Your risk of dying from lung cancer is about half that of a person who is still smoking. Your risk of cancers of the kidney and pancreas decreases.
15 years	Your risk of coronary heart disease is back to that of a nonsmoker's.

https://www.cdc.gov/tobacco/quit_smoking/how_to_quit/benefits/

Talk to your provider about ways you can get help to quit smoking or other tobacco use. Call UPHP at (906) 225-4654 to learn about the Quitting Tobacco Program.

Mental Health Matters



Mental health is an important part of your overall health and well-being. It affects how we think, feel, and act. It also helps control how we handle stress, connect to others, and make healthy choices.

Mental illnesses are among the most common health conditions in the United States. About one in five U.S. adults experiences some form of mental illness in any given year. Serious mental conditions, such as schizophrenia, bipolar disorder, or major depression impact one in 25 Americans. Mental health conditions are not only common, they are treatable.

There is a variety of treatment options for mental illnesses, including but not limited to:

- Talk therapy.
- Medication.
- Peer support.

It takes time to find the right treatment — don't give up!

Below are eight tools that may help you feel stronger and more hopeful when you are struggling:

- Stay positive.
- Get physically active.
- Help others.
- Get enough sleep.
- Take care of your spiritual health.
- Eat well.
- Connect with friends and family.
- Get professional help from a provider if you need it.



For questions regarding your mental health coverage, call UPHP Customer Service at 1-800-835-2556 or visit <https://www.uphp.com/medicaid/healthmanagement/mentalhealth/>.

Your Children Hold Your Heart. Protect Theirs.

All children benefit from a healthy diet and lifestyle. Establishing habits of healthy eating and physical activity early on can reduce the risk of heart problems over time.

The buildup of plaque in arteries begins in childhood. This often leads to heart disease later in life. Heart issues are the main cause of death in the United States. If a child develops obesity, type 2 diabetes, high cholesterol, or high blood pressure, their chances of developing heart disease increase.

Changes that can help your kids — and the whole family — beat back heart disease:

- Focus on increasing fruits, vegetables, whole grains, poultry, fish and nuts. Limit sugary foods and beverages.

- Encourage exercise. Kids six years and older need 60 minutes of daily activity. Make being active a family affair. Go on walks, or bike rides; play sports together; or engage in fun, active games (tag, anyone?) with your kids.
- Discourage smoking and avoid second-hand smoke.
- Bring your children to a well care visit at least every year. Along with assessing overall health, a health care provider can check a child's weight, blood pressure and cholesterol. Be sure all the adults in the family complete well care visits too.

For more heart healthy ideas, visit www.heart.org.

~ There are many ways you and your family can get healthy together. ~
CHOOSE YOUR FAMILY'S HEALTHY ADVENTURE!

1 in 3 children in America is overweight or obese.

Fill half of your family's plates with fruits and vegetables.

Limit kids' screen time to no more than 2 hours a day.

When your family is active, be sure it's for at least 10 minutes at a stretch.

Replace sugar-sweetened drinks with water or fat-free milk.

Ask your kids what physical activities would tempt them away from the TV or other forms of media.

Make a list before grocery shopping.

Try a new fruit or vegetable with dinner each week.

Eat together as a family as often as possible.

Help your kids be physically active for at least 60 minutes each day.

we can! Be Active. Eat Healthy.

SMALL STEPS CAN MAKE A BIG DIFFERENCE!
 Go to www.NIH.gov/WeCan for more tips!

NIH National Institutes of Health
Building Healthy Habits

Ad Council

UPHP Offers Wellness Programs

Upper Peninsula Health Plan (UPHP) offers free wellness programs for Medicaid and Healthy Michigan Plan (HMP) members.

Nutrition Therapy Program:

- Two visits with a registered dietician per year.
- Set goals for increasing activity.
- Learn about healthy food choices.

Quitting Tobacco Program:

- Visits with your provider to make a quit plan.
- Medicines to help quit tobacco.
- Michigan Tobacco Quitline one-on-one coaching at 1-800-QUIT-NOW (1-800-784-8669). You can earn a \$50 gift card after four coaching calls.
- SCRIPT (Smoking Cessation Reduction in Pregnancy Treatment) program helps pregnant women decrease or quit tobacco use.

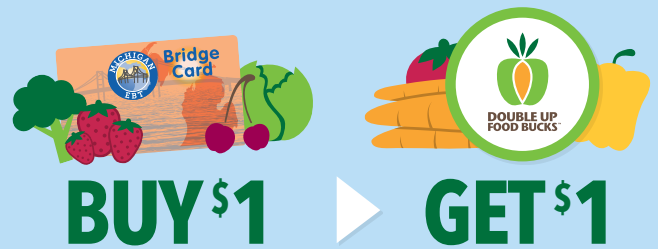
Keeping UP With Diabetes Program:

- Visits with a certified diabetes educator.
- UPHP clinical coordinator assistance to reach health goals.
- Answers to questions about UPHP services and supplies.

To learn more about the Keeping UP with Diabetes Program call (906) 227-5691. To learn more about the Nutrition Therapy or Quitting Tobacco Programs call (906) 225-4654.

HAVE A BRIDGE CARD?

Get **FREE** fruits & veggies
with **DOUBLE UP FOOD BUCKS**



FARMERS MARKETS

Visit the info table first to get started. Buy any SNAP eligible foods with your Bridge Card and get FREE Double Up Food Bucks to spend on Michigan grown, fresh fruits & veggies.

GROCERY STORES

Buy fresh fruits & veggies with your Bridge Card and get FREE Double Up Food Bucks to spend on more fresh fruits & veggies.

Have questions? DoubleUpFoodBucks.org | 866.586.2796 | info@doubleupfoodbucks.org



For other food assistance, contact the toll free Michigan Food Assistance Program Hotline: 855.ASK.MICH

Prescription Coverage Changes



Your drug coverage will have changes starting Oct. 1, 2020. This change is because of a Michigan Department of Health and Human Services policy change.

If you filled a drug that will no longer be covered, you will get a letter. Your doctor may need to switch you to a different drug or request that you to keep taking drugs that will no longer be covered.

What Should You Do?

If you get a letter, please talk to your doctor about the change as soon as possible. If your doctor feels that you cannot use another drug, they may request a prior authorization for the drug you are taking. It is important that you follow these steps so you will not have issues getting medications after Oct. 1, 2020.

What You Need to Know About Marijuana Edibles for Safety

Marijuana can be smoked, it can be mixed into food and eaten, or it can be made as a tea. The marijuana that is mixed into food or tea is called an edible. Use of marijuana as edibles has increased because it's easier than smoking. The number of people going to the emergency room due to bad reactions to edibles has increased. It is important to know that just because something is called a "gummy edible," does not mean it is candy. Edible teas are not healthy teas. They are drugs in warm water. Since edibles take longer to act in your body, people take more of them. By the time a person notices the effect on their body, they have already taken too much. Kids think all gummies are candy and have gotten into their parents edible gummies and overdosed.

Marijuana Edibles:

- Take longer to start to feel the effects, compared to smoking.
- Much longer lasting than smoking marijuana.
- People eat them like regular candy and tea and overdose.

Side effects:

- Anxiety attacks.
- Paranoia.
- Hallucinations.
- Acting crazy.

Although marijuana has been made legal in many states and has some benefits for a few medical conditions, it is still an addictive drug. It can cause changes in your brain, damage your lungs and it can increase your risk of heart attack and stroke.



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 *UPHP Member Handbook*. At the end of the year, UPHP looks at how well it has used this plan. It also looks for ways to improve the next year's plan.

To read the plan or learn more about the goals, call UPHP Customer Service at 1-800-835-2556 (TTY: 711), or visit <https://www.uphp.com/medicaid/memberresources/> and click on the "Quality Improvement Program" drop down for more information.



What You Need to Know About "Benzos" for Safety

Benzodiazepines, also called "benzos," are a group of drugs that help treat anxiety and seizures. Xanax, Ativan, Valium, and Klonopin are all benzos. These drugs are all addictive and can cause bad side effects. Some side effects are sleepiness, dizziness, confusion and depression. If you take a benzo with a pain medication like norco or morphine, you are at more risk of an overdose and death.

If your doctor prescribes you a benzodiazepine:

- Do not take more than is prescribed.
- Tell your doctor about all of the drugs you take.
- Do not drink alcohol while taking a benzo.
- Do not use marijuana while taking a benzo.
- Do not share your benzo, it is against the law.

If you want to stop taking your benzo, talk to your doctor first. Your body and mind become addicted to benzos when you take them on a regular basis. You will need help and a plan to slowly get off of them.

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 won't affect your benefits.

Call UPHP Customer Service at 1-800-835-2556 (TTY: 711) and ask for a care manager to see if this program is right for you.

Transportation Help is Available

Did you know that as an Upper Peninsula Health Plan (UPHP) member, you have a transportation benefit for covered services? We offer help through mileage reimbursement, bus and taxi services, and volunteer drivers. It is important to make it to your scheduled medical and dental appointments, but sometimes knowing how to get there can be hard. UPHP is here to help.

You can request transportation help through our website at www.uphp.com/transportation or you can call us at 1-800-835-2556 (TTY: 711) and press the prompt for transportation.

Please have the following information ready when you go to request help:

- Your name and Medicaid ID number (this is on the front of your white UPHP member ID card).
- A good phone number where you can be reached.
- Appointment date and time.
- The provider's first and last name that you are seeing.
- Address and phone number of provider.
- What type of help is needed.

If you need transportation help, please remember:

- This benefit is for UPHP-covered services only.
- Appointments can be called in as soon as they are scheduled.
- If you need a ride (i.e. bus, taxi, driver), call UPHP at least five business days before your appointment.

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





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853 West Washington Street
Marquette, MI 49855
(906) 225-7500 | 1-800 835-2556
www.uphp.com

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■ Get the Care You Need

Upper Peninsula Health Plan (UPHP) wants you to get the best health care available. Michigan Medicaid covers your health care. 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. 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 1-800-835-2556 (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 can ask for an external appeal with the Department of Insurance and Financial Services under the Patient’s Rights to Independent Review Act and/or ask for a State Fair Hearing. Call the number above to learn more.

