

# UPHP



## UPPER PENINSULA HEALTH PLAN

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SUMMER 2022

## Summertime is a GREAT time to focus on your family's health

So your child needs a physical for summer sports or camp. Or maybe you want to get an important task out of the way before the storm of activity at the end of August. UPHP's large network of health care providers has you covered! Well-care visits, immunizations, and screenings help to prevent or catch health problems early before they become more serious. These services are an important part of staying healthy and are covered services for children with Upper Peninsula Health Plan (UPHP) coverage.

- **The American Academy of Pediatrics recommends children ages three to 21 have a physical exam every year.** Children's bodies grow and change quickly. Yearly well-care visits make sure your child is growing right. For teens these visits are a chance to discuss body changes and what they can expect to help ease their minds.
- **The earlier you take your children in, the better.** Completing your child's well-care visit in the summer will give you a chance to address concerns before the school year starts. Teens can have more stress during the school year, so this is a great time to talk about healthy ways to cope.

- **Don't get behind on immunizations.** Immunizations help to avoid preventable illnesses for your child. They also protect people who are more likely to become sick, like older adults and infants.

It won't be long before your calendar is filled with haircuts and shopping for school supplies. Take control of your family's health before the busy school year starts! Make an appointment for a well-care visit with your child's provider this summer and get the preventive care, recommended screenings, and immunizations your family needs to stay healthy and strong.

If your child does not have a health care provider, contact UPHP Customer Service or visit [www.uphp.com](http://www.uphp.com) to find one in your area.



## Culturally and Linguistically Appropriate Services (CLAS)

CLAS helps ensure we take into account your:

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



Where can you learn more?  
[www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov)  
[www.MinorityHealth.hhs.gov](http://www.MinorityHealth.hhs.gov)

UPHP annually evaluates how well we are following the CLAS Standards to help ensure we are able to 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 the services you receive are:

- Respectful
- Understandable
- Effective
- Equitable

## 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

- 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.

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.

Complex care management can help 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.

UPHP can:

- Help you to better understand your condition.

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

## 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 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.

## Pharmacies Can Administer Drugs for COVID-19 Treatment or Prevention

Medicaid-enrolled pharmacies can now give Emergency Use Authorization (EUA) monoclonal antibodies (mAB) used to treat or prevent COVID-19. Information on these drugs can be found at <https://www.fda.gov/emergency-preparedness-and-response/mcm-legal-regulatory-and-policy-framework/emergency-use-authorization>



## Call Us Before You Pay Cash at the Pharmacy

A quick trip to the pharmacy can turn into an expensive hassle when you are told that your drug was not covered by your insurance.

There are many reasons that a drug might not be covered at the pharmacy, and it might not be because it isn't covered by your insurance. Sometimes it is because it needs to be filled using a different manufacturer that makes your drug. Or

maybe the pharmacy does not have the right insurance information. But do not fear, we are here to help!

We can work with your pharmacy to fix many problems with billing for your drugs to make sure you don't have to pay cash. Even when your drug is not covered by your insurance, we can still help. We can talk with your provider about other similar drugs that are covered by your

insurance. We can also tell them how to send in paperwork that might help the insurance to be able to pay for your drug.

Before you pay cash, pick up the phone and call Upper Peninsula Health Plan at 1-906-225-7500 or 1-800-835-2556 to see if we can help. We are here Monday through Friday, 8 a.m. to 5 p.m.

## Healthy Michigan Plan Members

Each year, you are asked to complete a Health Risk Assessment (HRA). The HRA is a set of questions about your health. UPHP wants to support your pledge to healthy behaviors and ensure you maintain qualifying reductions in copays and contributions. You may complete the HRA with UPHP staff or your PCP.

If you are due to renew your HRA and you would like to complete this now, please call our Customer Service department 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 that you are due.

## Protecting Yourself and Your Loved Ones from Opioid Overdose

Accidental overdose is a serious emergency that can happen to people using opioid pain medicine. A few examples of common opioid pain drugs are codeine, hydrocodone, oxycodone, hydromorphone, and fentanyl. If you or someone you love is on one of these drugs, it is important to know how to help prevent an overdose.

- Only take prescription pain drugs that are prescribed for you by your provider.
- Follow the instructions on your bottle to make sure you aren't taking too many or too often.
- Make sure your pharmacist knows about all the prescription and over-the-counter drugs you are taking.
- Never drink alcohol or use other recreational drugs when taking opioid pain medicine.

- Ask your provider to prescribe naloxone, also known as Narcan®.

Naloxone (Narcan®) is a medicine that can be sprayed up the nose or given as a shot in the leg to help quickly reverse the effects of an opioid overdose. It is easy to use and covered by your insurance at no cost to you. Having naloxone on hand can be life-saving! After naloxone is used, it is important to get emergency help right away. Talk to your pharmacist or provider if you have questions about naloxone or the risks of opioid overdose.



## Member Handbook

Your Upper Peninsula Health Plan Member Handbook has answers! For more information, you can access the UPHP Member Handbook at [www.uphp.com/medicaid](http://www.uphp.com/medicaid). You can read about:

- Benefits and services.
- Copays and other charges members must pay.
- The prescription drug list and pharmacy procedures.
- How to get primary care, specialty care, behavioral health, and hospital care.
- How to get after-hours care, including emergency care or 911 services.
- Your right to say what you want to happen if you are unable to make health care decisions for yourself and how to create an Advance Directive.
- How to get care when outside of the UPHP service area as well as benefit limits that apply.
- How to file a complaint or appeal, including information on external reviews.
- How to get language help.
- Information about your providers.

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.

## Dental Coverage

Good oral health starts with seeing the dentist at least once a year. Use the information below to learn about your dental coverage. For questions or help finding a dentist call UPHP Customer Service toll free at 1-800-835-2556 (TTY 711).



### Adult Medicaid Individuals 21 to 64 years of age

- **Dental Plan:** Michigan Department of Health and Human Services
- **Network Providers:** My Community Dental Centers – Marquette, Spaulding, & Engadine and Upper Great Lakes Family Health Centers Gwinn & Calumet
- **Beneficiary Help Line:** (800) 642-3195
- **Transportation Help:** (844) 464-3447

### Child Medicaid Individuals under 21 years of age



- **Dental Plan:** Delta Dental or Blue Cross Blue Shield of Michigan (BCBS of MI)
  - **Network Providers:** Delta Dental: <http://www.providers4you.com/hkd>
- OR
- **Network Providers:** BCBS of MI: <http://dentaquest.com/find-a-dentist/bcbsm/>
  - **Beneficiary Help Line:** (800) 642-3195
  - **Transportation Help:** (844) 464-3447



### Pregnant Women Medicaid Individuals 21 to 64 years of age and pregnant

- **Dental Plan:** Delta Dental
- **Network Providers:** <https://www.uphp.com/providers/provider-directory/>
- **UPHP Customer Service:** (800) 835-2556
- **Online Transportation Requests:** <http://www.uphp.com/transportation>

### Healthy Michigan Plan Individuals 19 to 64 years of age



- **Dental Plan:** Delta Dental
- **Network Providers:** <https://www.uphp.com/medicaid/healthymichiganplan/>
- **UPHP Customer Service:** (800) 835-2556
- **Online Transportation Requests:** <http://www.uphp.com/transportation>



### MI Health Link dual enrollment in Medicare & Medicaid

- **Dental Plan:** Delta Dental TriState Advantage
- **Network Providers:** [https://www.uphp.com/wp-content/uploads/H1977/H1977\\_001\\_DD22DDHandbook.pdf](https://www.uphp.com/wp-content/uploads/H1977/H1977_001_DD22DDHandbook.pdf)
- **UPHP Customer Service:** (800) 835-2556
- **Online Transportation Requests:** <http://www.uphp.com/transportation>

## 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 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 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 free of charge.

## 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 how well it has used this 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.

## Change Notice: Dental Benefits Extended for Pregnant Women

Pregnant women on UPHP Medicaid can now receive dental care 12 months after pregnancy has ended. As a reminder:

- If you are on Medicaid, you **MUST NOTIFY THE DEPARTMENT OF HEALTH & HUMAN SERVICES OFFICE (DHHS)**.
- Your dental benefits will begin at the start of the month that you notify DHHS.
- Pregnant UPHP members get dental coverage through Delta Dental.
- During pregnancy, a mom is brushing for two. Good oral health for mom may delay or prevent cavities in her children.
- Dental care during pregnancy is 100 percent safe.
- A dental checkup during pregnancy is also a great time to learn how to care for your new baby's teeth.

## Hepatitis C – What You Need to Know

Hepatitis C is a disease that harms the liver, a big organ in the upper right side of the belly. A virus causes this disease. The virus is called the Hepatitis C Virus. It spreads from person to person through contact with blood. This can happen in a few ways, including:

- Sharing drug needles.
- Using unsterile tattoo equipment.
- Having sex with an infected person.
- Sharing toothbrushes, razors, or other things that could have blood on them.

In Michigan, it is estimated that at least 200,000 people are living with hepatitis C. Many people may not know they have hepatitis C; it can spread silently because people may have no symptoms for many years and may not be found until it is advanced. Hepatitis C is the leading cause of liver cancer.

**UPHP has a 24/7 nurse advice line available to UPHP members. The nurse advice line toll-free phone number is 1-877-615-2915.**

**Hepatitis C can be cured. Talk to your doctor – it could save your life!**

**All adults should get tested at least once for Hepatitis C**

## UPHP Medicaid Members – Health Risk Assessment

### For Members:

[myUPHP Member Portal](#)

[Member Registration Guide](#)

[Member User Guide](#)

A health risk assessment (HRA) is a group of questions about your health and your feelings about your health. UPHP Medicaid members are invited to complete an HRA each year.

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

(Please note: HRA requirements between UPHP Medicaid and Healthy Michigan Plan are different. For information about the Healthy Michigan Plan HRA, go to <https://www.uphp.com/medicaid/>)

## Spring into Health This Summer!



It can be easy to put off preventive health visits, but they are a vital part of taking care of your short and long-term health. These visits may help identify health issues early, before they become a problem. Protect your quality of life by taking advantage of a yearly preventive health visit. Use this handy checklist at your next provider visit!

- Annual visit with your doctor**
  - Yearly labs
  - Vaccinations
- Screenings**
  - Blood pressure
  - Diabetes
  - Skin cancer
  - Sexually Transmitted Infections (STIs)
  - Colorectal cancer (for example: colonoscopy)
  - Female only: Breast cancer (mammogram) and cervical cancer (pap smear)
- Mental health and depression**
  - Drug and alcohol screening
  - Counseling to stop smoking or tobacco use
- Vision care**
- Dental care**

## Wellness Programs

Adult Medicaid and Healthy Michigan Plan members can benefit from wellness programs for free. The following are available at no cost:

### Quitting Tobacco



- Visits with your provider to make a quit plan
- Medications to help quit tobacco
- Free calls to the Michigan Tobacco Quitline for one-on-one coaching. Call 1-800-QUIT-NOW (1-800-784-8669).
- UPHP Medicaid and HMP members could earn a \$100 gift card after four counseling calls to the Quitline. Call 906-225-4654 to learn more.
- SCRIPT – (Smoking Cessation Reduction in Pregnancy Treatment) to help pregnant women quit tobacco

### Diabetic Self-Management Education



- Help from a UPHP clinical coordinator to manage your diabetes
- Outpatient visits with a registered dietician or diabetic educator at your local hospital
- Ask your provider for a referral

### Nutrition Therapy



- Two visits each year with a registered dietician
- Outpatient visits at a local hospital
- Learn how to buy food and eat healthy on a budget
- Ask your provider for a referral

## 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. All UPHP CSHCS members have a CSHCS care coordinator to help CSHCS members through a family centered process.

CSHCS members and their families are ideal for care coordination and are given information on how to contact their CSHCS care coordinator. The CSHCS Care Coordinator can help with:

- Complex Care Management (setting health care goals)
- Finding services and resources
- Care Coordination
- Questions and concerns

UPHP CSHCS can also help members transitioning into adulthood and planning for future needs including health care.

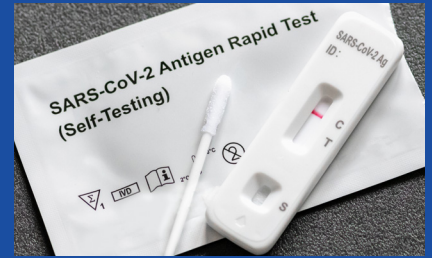
UPHP CSHCS can also help members:

- Find a job
- Learn about health needs
- Set health care goals
- Take charge of their health
- Assist with legal challenges
- Help members plan to make their own health care choices
- Choose an adult care provider
- Find programs for adults with special needs

To talk with a UPHP CSHCS care coordinator, call UPHP Customer Service at 1-800-835-2556 (TTY: 711) and ask to speak with the CSHCS care coordinator. For more information visit: <https://www.uphp.com/medicaid/cshcs/> or UPHP’s Facebook page.



## COVID Test Kit Coverage

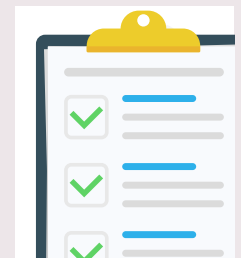


UPHP Medicaid and Healthy Michigan Plan Members can receive reimbursement for COVID-19 home test kits purchased on or after April 1, 2022. Quantity and dollar limits apply and not all tests qualify. To receive reimbursement for test kits you must submit a completed reimbursement form with your receipt. For more information visit <https://www.uphp.com/coronavirus/>.

## 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 by calling UPHP Customer Service toll-free at 1-800-835-2556 (TTY 711).

## Your Rights and Responsibilities

You have rights and responsibilities as an Upper Peninsula Health Plan (UPHP) member. UPHP staff and affiliated providers will comply with all requirements concerning your rights. We will not discriminate against you for using your rights.

### 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.
- 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, or need an interpreter, 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.

## Fraud, Waste and Abuse

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

Examples of 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 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:

UPHP Customer Service  
853 W Washington Street  
Marquette, MI 49855  
1-800-835-2556 (TTY: 711)

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

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

**NOTICE OF PRIVACY PRACTICES**  
UPHP Notice of Privacy Practices is available 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 West Washington Street, Marquette, MI 49855 to ask for a copy.

## Lifeline 988

The National Suicide Prevention Lifeline will be changing, effective July 16, 2022, to the three digit number "988".

People will be able to call, text or chat 988 and get linked with trained help. The current number (1-800-273-8255) will stay available to help people in emotional or suicidal crisis.

The National Suicide Prevention Lifeline provides free and confidential support 24 hours a day, 7 days a week.





UPPER PENINSULA HEALTH PLAN

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www.uphp.com

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## Follow Us



### Discrimination is against the law.

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

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

**Arabic:** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-349-9324 (رقم هاتف الصم والبكم: 117).

## Transportation Help is Available

Did you know that as an 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 if you can get there can be hard. UPHP is here to help.

You can request transportation help through our UPHP website at [www.uphp.com/transportation](http://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 help with 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](http://www.uphp.com).

## ANY CHANGES?

Any changes in phone number, email, or address should be reported to the Michigan Department of Health and Human Services. You can do this by going to the MIBridges website at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). If you do not have an account, you will need to create an account by selecting "Register". Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.

