

UPHP



UPPER PENINSULA HEALTH PLAN



Flu Vaccination

It's that time of year – time for your flu shot. This year more than ever, it is important for everyone to stay as healthy as possible. Routine care and vaccination during a pandemic is crucial for preventing illnesses. The Centers for Disease Control and Prevention recommends all people ages six months and older get a yearly flu shot.

It is important for everyone, but especially:

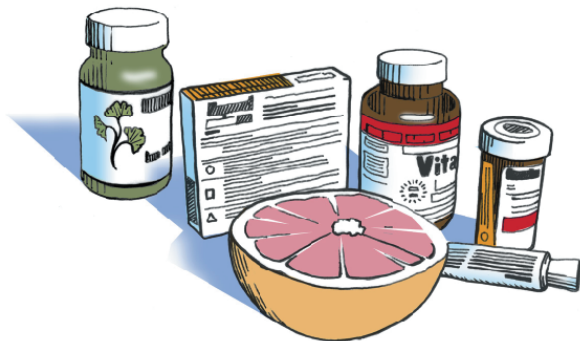
- Those with a chronic health condition.
- Pregnant women.
- Children ages six months and older.

The flu shot can:

- Help prevent you from getting the flu.
- Lessen the severity of the flu if you do get sick.
- Lessen the chance of needing to be hospitalized with the flu.
- Lessen the risk of a child dying from the flu.

The flu shot is free for all Upper Peninsula Health Plan members. Protect the people around you from getting the flu; see your in-network health care provider, pharmacist or a flu shot clinic in your area.

What are you adding to the mix?



Prescription and over-the-counter medicines don't always mix well with each other. Dietary supplements (including vitamins and herbs) and some foods and beverages can cause problems with your medicines. In fact, every time you add one more product, the chance of unwanted side effects increases.

Tell your doctor, pharmacist or other health care professional everything you are using, and *before* you add something new to the mix. Your health professionals can help you with what mixes well--and what doesn't.

- S**peak up
- A**sk questions
- F**ind the facts
- E**valuate your choices
- R**ead labels



U.S. Department of Health and Human Services
Food and Drug Administration
www.fda.gov/cder
1-888-INFO-FDA **FDA**

Drugs You Should Not Stop Suddenly

There are some drugs that cannot be stopped in one day. These drugs must be tapered off slowly, over days or weeks, under the guidance of your doctor. Stopping them abruptly can make you feel very sick and may even send you to the hospital.

Some of the most common drugs that must be slowly stopped are:

- Blood pressure drugs
- Heartburn drugs like Prilosec, Prevacid and Nexium
- Benzos
- Sleeping pills
- Drugs for seizures
- Drugs for depression
- Opioids
- Gabapentin
- Muscle relaxants
- Thyroid medications



Before stopping a drug you take every day, talk to your doctor or your pharmacist. Maybe you don't need it any more, or maybe you don't like how it makes you feel. Talking with your doctor or pharmacist can help you find a drug that suits you better, and it can help you stay safe when it's time to stop taking a drug.



Transitioning to Adulthood

It is important to take care of your health no matter what age you are. If you are almost 18 years old, take the first step in playing an active role in your health by choosing a primary care provider (PCP).

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 for help choosing a PCP.



Holiday Makeover



United States Department of Agriculture



visit choosemyplate.gov for healthier options during the holidays

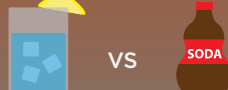
tweak the sweets



VS

fruits make delicious desserts

cheers to good health



VS

drink water to manage calories

bake healthier



VS

use recipes with pureed fruits instead of butter or oil

spice it up



VS

use spices and herbs instead of sugar and salt

brighten your meal



VS

fill half your plate with fruits and vegetables

skim the fat



VS

try skim evaporated milk instead of heavy cream

swap the grains



VS

choose whole wheat flour instead of white flour

go easy on the gravy



VS

a little bit of gravy goes a long way

USDA is an equal opportunity provider and employer.

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 Upper Peninsula Health Plan (UPHP) Clinical Advisory Committee.

You can get a copy of these guidelines. Call UPHP Customer Service toll-free at 1-800-835-2556 (TTY 711).

Start Your Recovery

Some people think that someone with an addiction problem suffers from a lack of drive to quit. Upper Peninsula Health Plan (UPHP) knows this couldn't be further from the truth.

UPHP wants to help our members and their families by connecting them to the right resources to help with their recovery.

For more information on problems with drugs or alcohol please visit: <https://startyourrecovery.org/>

You can also contact UPHP Customer Service at 1-800-835-2556 (TTY: 711).



Transportation

Upper Peninsula Health Plan (UPHP) Medicaid and Healthy Michigan Plan members may receive transportation assistance for covered UPHP medical visits. Once requested and approved for help, members receive a Transportation Request Form that must be signed by office staff at the time of the appointment. This verifies you were at your appointment. It is very important to read the Transportation Request Form in its entirety and have providers sign it correctly as this ensures correct and timely reimbursement to you, or our volunteer drivers.



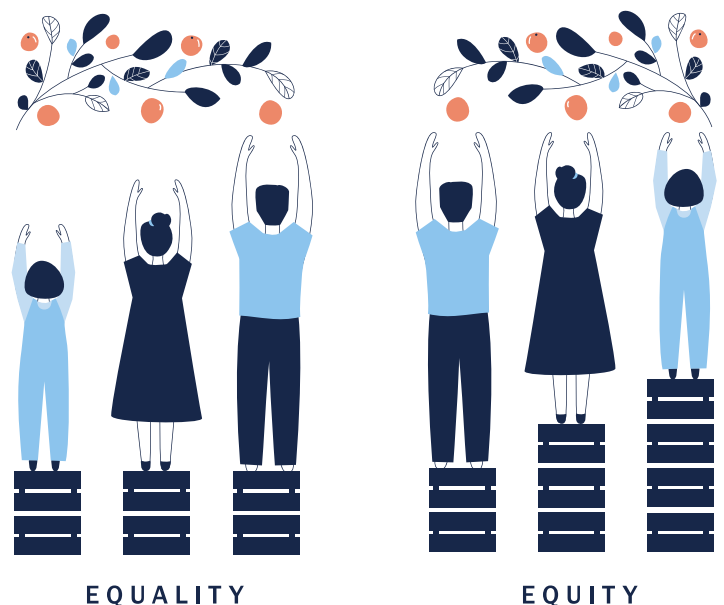
- There are two dates to note:
 - Date of appointment – the date you or the member were seen.
 - ▶ If the appointment was rescheduled, you must notify UPHP and we will allow you to adjust the form.
 - Date signed – the date the doctor signed the form.
- You can ask for proof of the appointment if you don't have a form.
 - If you've left your form at home, or have not received it yet, simply ask for proof of the appointment, such as an office note, appointment or discharge summary and send it in with your Transportation Request Form.

UPHP reviews all Transportation Request Forms upon receipt. If filled out incorrectly, there may be a delay or denial in reimbursement. If you have any questions or want to learn more, please call UPHP Transportation at 1-800-835-2556 (TTY: 711), Monday through Friday 8 a.m. to 5 p.m. Eastern Time.

Health Equity: Did You Know...

- Every year, Upper Peninsula Health Plan (UPHP) evaluates how well it follows the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care.
 - These standards help UPHP make sure they are meeting member cultural and language needs.
 - These standards also help UPHP make sure all members receive equitable health care. This means that everyone has a fair chance to be healthy.
- Health inequities may result in differences in the health care received that affect the quality of life for all people.
- The places we live, work and play may make it harder to make healthy choices.

UPHP would like to provide health care that meets your needs or the needs of your family. Call 1-800-835-2556 (TTY: 711) for more information on the services UPHP offers.



Fraud, Waste, & Abuse

Upper Peninsula Health Plan (UPHP) works with federal and state agencies to prevent, detect and correct health care fraud, waste and abuse (FWA). 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 FWA by a member include:

- Letting someone else use your UPHP or mihealth card.
- Changing a prescription written by a doctor.
- Lying about your medical condition.
- Selling your prescription drugs to others.
- Not telling providers you 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 was 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
PO Box 30062
Lansing, MI 48909
1-855-MI-FRAUD (643-7283) Voicemail available
for after-hours calls.

You do not have to give us your name. You may also report potential FWA online at www.michigan.gov/fraud. Calls to the numbers above are toll-free.

NOTICE OF PRIVACY PRACTICES

The UPHP Notice of Privacy Practices is available on our website at: <http://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 the UPHP address above to ask for a copy.

Member Surveys



The federal government asks health plans to survey Medicare and Medicaid members once a year. Surveys check on the quality of care our members are getting and help the health plans know what services need improvement.

Upper Peninsula Health Plan members might receive one or two annual surveys. The surveys may look similar but ask different questions. Members are picked at random and get the surveys in the mail.

If you receive a survey (or both surveys) in the mail, please fill it out. Your feedback is important to us!



Know Your UPHP Member Rights and Responsibilities

As a member of Upper Peninsula Health Plan (UPHP), you are entitled to specific rights regarding your health care and related services. UPHP also expects you to be responsible for certain aspects of your health care and related services. Our staff and affiliated providers will respect your rights. We will not discriminate against you for using your rights.

YOU HAVE THE RIGHT TO:

- Receive information on beneficiary and plan information.
 - Be treated with respect and with due consideration for your dignity and privacy.
 - Get help with any special language or cultural needs you may have.
 - Have your health and personal information stay confidential.
 - Participate in decisions regarding your health care, including the right to refuse treatment and express preferences about treatment options.
 - Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
 - Know the names and backgrounds of your health care provider.
 - Request and receive a copy of your or your minor dependents' medical records, and request those to 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.
 - Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
 - Have UPHP staff and its providers comply with all of your rights and responsibilities.
 - 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.
 - Our services.
 - Our practitioners and providers.
 - Member rights and responsibilities.
- Have full discussions with your provider about your health status, medical care, or treatment options, including any alternative treatment that may be self-administered, regardless of cost or benefit coverage.
 - Get any information you need to decide among all relevant treatment options, including the risks, benefits, and consequences of treatment or non-treatment.
 - Participate in decisions regarding your health care, including the right to refuse treatment, and to express preferences about future treatment decisions.
 - Voice complaints, grievances, or appeals about UPHP and its services, benefits, providers, and care.
 - Get your questions answered about your bills.
 - Have medical benefits even if you have or had a long-term illness or problems before you enrolled in UPHP.
 - Know what UPHP expects of you.
 - Make suggestions about member rights and responsibilities policy.

YOU HAVE THE RESPONSIBILITY TO:

- Contribute to your health by behaving in an appropriate manner to your providers, all health care staff, other patients, and UPHP staff. Take responsibility for your inappropriate behavior.
 - Tell your doctors your full health and social history.
 - Follow the advice of your doctors.
 - Get care if you are pregnant.
 - Call UPHP Customer Service as soon as you know that you are pregnant.
 - Ask questions about your care.
 - Make and keep appointments.
 - Cancel your appointments 24 hours ahead of time if you cannot go.
- Follow UPHP rules.
 - Tell your local Department of Health and Human Services (DHHS) office about name, address, and telephone number changes.
 - Always carry your current mihealth and UPHP ID cards.
 - Call UPHP if your UPHP ID card is lost or stolen.
 - Call the Beneficiary HelpLine if your mihealth ID card is lost or stolen.
 - Tell UPHP, your local DHHS office, the Beneficiary HelpLine (1-800-642-3195), and your doctors if you have other insurance.
- Work with your primary care provider (PCP) to manage your health.
 - Understand your health problems so that you and your doctors can set treatment goals.
 - Work with UPHP Clinical Services staff to help manage an ongoing health problem.
 - Provide information needed by UPHP or your doctors.
 - If you have more than one doctor, ask them to communicate about your care.

If you have questions about your rights or responsibilities, please see your UPHP Member Handbook, located on the UPHP website at www.uphp.com, or call UPHP Customer Service at 1-800-835-2556 (TTY: 711).



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www.uphp.com

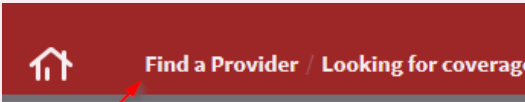
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Follow Us



Locating a Provider

Upper Peninsula Health Plan (UPHP) is a Health Maintenance Organization (HMO) that offers a network of providers our members must use for care and services. For help finding a UPHP provider, you can:

- 1.) Visit www.uphp.com
 - a. In the upper left hand corner, select "Find a Provider".
- 
- b. Click on your plan, then "Provider Search."
 - c. From here you may filter based on specialty, location, etc. Make sure to select "Yes" under "Sees New UPHP Members".
 - d. Click "Search."
- 2.) Please contact UPHP Customer Service at 1-800-835-2556 (TTY: 711) with any questions.

Tips:

- **To find a primary care provider (PCP):** Select Family Medicine or Pediatrics (for children).
- **To find a specialist:** Choose the specialty of your choice such as Audiology (hearing), Chiropractic, Optometry (vision), Otolaryngology (ENT: Ear, Nose, Throat), Rheumatology, Neurology, etc.
- **Counseling and behavioral health options:** Professional Counseling, Psychology, Psychiatry, Social Work, Marriage, and Family Therapy. Your PCP can assist with referring you with the best specialty option if needed.

UPHP only provides lists of network providers. If your doctor refers you to an out-of-network provider for care, you will need to make sure that provider is willing to accept and bill your insurance and get a prior authorization.

