

# UPHP

UPPER PENINSULA HEALTH PLAN

VOLUME 23 | ISSUE 2

WINTER 2022

## Flu Vaccine

Flu seasons are hard to predict. The best way to be ready is to get a flu vaccine. It's an easy way to protect yourself and your loved ones. Even healthy people get a flu vaccine. Don't miss out on fun times because of the flu.

The flu vaccine:

- Is FREE for UPHP members at network pharmacies and provider offices
- Is recommended for everyone aged six months and older with very few exceptions
- Can help reduce risk of flu related hospitalization and death
- Cannot cause flu
- Is necessary every year

Flu facts:

- Flu is a respiratory illness that can cause fever, cough, and body aches
- People with chronic conditions and kids are at higher risk for serious complications, hospitalization, and death
- Preventing the flu means less missed workdays, doctor appointments, and testing because of flu symptoms

Talk to your health care provider if you have questions.

Call UPHP customer service for help finding a vaccine location near you.

## Find a Provider or Hospital

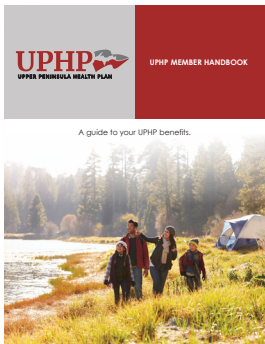
Upper Peninsula Health Plan (UPHP) provides an online provider directory. This provides a complete list of UPHP providers and services including:

- Primary Care Providers and Specialists
- Hospitals
- Durable Medical Equipment
- Maternal Infant Health Programs (MIHP)
- Family Planning Services
- Health Departments
- Eye Care (exams and glasses)

You will be able to search providers by the plan specific to you. Please visit [www.uphp.com](http://www.uphp.com) or for any assistance, please call UPHP Customer Services at 1-800-835-2556 (TTY: 711).



## Do You Have Questions About Your UPHP Benefits?



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

- Benefits and services included and excluded in your health plan.
- Copayments and other charges members must pay.
- The prescription drug list and pharmacy procedures.
- How to submit a claim for covered services.
- How to obtain primary care, specialty care, behavioral health, and hospital services.
- How to obtain 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 establish an advance directive.
- How to obtain care and coverage when outside UPHP's service area, as well as benefit limits that apply.
- How to file a complaint or appeal, including information on independent external reviews.

- How to appeal a decision that adversely affects coverage, benefits, or your relationship with UPHP.
- How to obtain language assistance.
- Information about your providers.
- How new technology is assessed for inclusion as covered benefits.

You can ask for a paper copy of the UPHP Member Handbook 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 and we will mail you a copy at no charge within five days.



## 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 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 the 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).



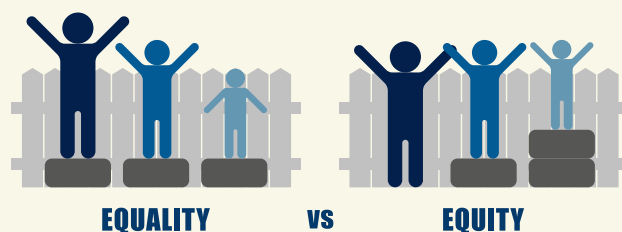
## Health Equity is important to UPHP

UPHP aims to help all our members to live their best lives and advance health and well-being in communities we serve. To achieve this, we aim to meet every member's cultural and language needs and ensure that they receive equitable healthcare.

UPHP evaluates how well it follows the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care.

- These standards help reduce health disparities.
- These standards also help UPHP make sure all members' health beliefs, practices, and needs are considered.

Health inequities may result in differences in the healthcare received that affect the quality of life for all people. UPHP wants to reduce inequities and provide healthcare that meets the needs of you and your family. Call 1-800-835-2556 for more information on the services UPHP offers.



## Plan for Your Medications Before Going on a Trip

There is a lot to do when planning for a trip and making sure you have enough medication is important. Be sure to count your medications before you leave to make sure you have enough to get you through all the days of your trip.

### Traveling within Michigan

If you will run out of your medications while on your trip, but are staying in Michigan, you can fill them at any pharmacy in UPHP's network. If you are unsure if a pharmacy is in network, you can call UPHP Customer Service or visit:

<https://www.uphp.com/providers/provider-directory/> and look for "pharmacy search."

### Traveling to Another State

If you know you will run out of medication while you are out of the state, call UPHP Customer Service and ask for a vacation override so you can fill your medications early before you leave.



It is important to know that most non-Michigan pharmacies are not enrolled in Michigan Medicaid and will get a reject message if they try to fill your medication. If an emergency happens while you are out of state and you need to fill a medication, call UPHP Customer Service to see if UPHP can help pay for that medication.

## Be Aware of Medication Side Effects!

Some medications can change your blood sugar and cholesterol levels. For members living with bipolar disorder or schizophrenia, these medications may include:

- aripiprazole
- clozapine
- haloperidol
- lurasidone
- olanzapine
- quetiapine
- risperidone
- chlorpromazine
- perphenazine
- amitriptyline-perphenazine
- long-acting injectables
- If you take any of these medications, talk to your provider about simple blood sugar and cholesterol screenings. Ask your provider how you can lower your risk of getting diabetes or high blood fats.

**Important: never stop a medication without talking to your provider first.**



## Drug Withdrawals or Recalls

A drug company may issue a drug recall or withdrawal when they discover safety concerns. When this happens, UPHP notifies both members and providers who may be affected.

UPHP will alert the impacted members and providers through the following process:

- 1) Recall or withdrawal is published by the drug company
- 2) Potentially impacted members are identified
- 3) The PBM or UPHP will contact potentially impacted members within the following time frames:
  - a. Class I – within two business days
  - b. Class II – within 30 days
  - c. Market withdrawal – within 30 days
- 4) Notification may be by telephone, mail, or social media dependent on the recall or withdrawal type



## Turning 18: What it Means for Your Health

We are here to help you get your health as an adult off to the right start. You are now in control of your health care.

### Things To Do

- ❑ **Choose a Primary Care Provider (PCP).** You will see your PCP when you are healthy and when you are sick. They will answer your questions in between. If you would like help choosing a PCP, contact UPHP Customer Service at (800) 835-2556 (TTY: 711).
- ❑ **Complete a yearly wellness visit.** A wellness visit helps prevent future health problems. At this visit, your PCP will review your health, answer your questions, do a physical exam, and may complete screening tests or immunizations. Complete this visit every year.
- ❑ **Complete a Dental Check-up.** Good dental health is important to help keep your entire body healthy. Regular checkups are key to keeping your mouth healthy. You have dental coverage through Healthy Kids Dental. For more information, call 1-888-359-3722.

### Things to Know

- ❑ **Know that your care is confidential.** Now that you are an adult, providers will not discuss your care with anyone else unless you ask that they do. Some adults involve family and close friends in their health care decisions; to allow others to be involved in your health care decisions you will need to complete a signed consent. These forms are available at your healthcare provider's clinic.
- ❑ **Know Mental Health Care Services are available.** UPHP provides

outpatient mental health care visits. You do not need a referral. We do not cover inpatient mental health or substance use disorder care. Mental health care not provided by UPHP is given by your local community mental health agency. Your local community mental health agency is NorthCare Network. To contact them:

For mental health services:  
1-888-906-9060

For substance abuse services:  
1-800-305-6564



## We Work With NorthCare Network

Upper Peninsula Health Plan manages health care services. NorthCare Network manages behavioral health and substance use services.

For members living with both medical and behavioral and/or substance use conditions, UPHP works with NorthCare Network. We work together to make

sure you are getting the right services, quality care, and that your care teams are communicating well.

UPHP and NorthCare Network meet regularly to talk about how to have better quality of services for our members. Care coordination is available for members who would like extra help.

If you would like care coordination, call UPHP Customer Service at 1-800-835-2556 to learn more.

If you have questions about behavioral health or substance use services, simply call *NorthCare Access* at 906-558-4433 or 1-888-906-9060, Monday–Friday, 8 a.m. to 5 p.m. Eastern Standard Time.



## What does that Winter Weather Alert mean?

Dressing for winter weather can protect us from frostbite and hypothermia. Wearing the right clothes helps us stay safe while doing all the outside activities that winter offers!

<h3 style="margin: 0;">Blizzard Warning</h3> <p style="margin: 0;">Severe winter weather is expected within the next <b>12 to 36 hours</b> or is occurring -- including whiteout conditions. <b>Do not travel.</b></p> <p style="margin: 0; font-weight: bold; font-size: 1.2em;">take action.</p>	<h3 style="margin: 0;">Winter Storm Warning</h3> <p style="margin: 0;">Dangerous winter weather is expected within the next <b>12 to 36 hours</b> or is occurring. <b>Considerable travel problems</b> are expected.</p> <p style="margin: 0; font-weight: bold; font-size: 1.2em;">take action.</p>	<h3 style="margin: 0;">Winter Weather Advisory</h3> <p style="margin: 0;">Potentially dangerous winter weather is expected within the next <b>12 to 36 hours</b> or is occurring. <b>Travel difficulties</b> are expected.</p> <p style="margin: 0; font-weight: bold; font-size: 1.2em;">be aware.</p>
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### DRESSING FOR COLD WEATHER

adding layers will help keep you warm as the temperature drops

<h4 style="text-align: center;">CHILLY</h4>  <ul style="list-style-type: none"> <li>1-2 layers</li> <li>long layer</li> <li>outer layer to keep out wind, rain</li> <li>warm shoes water proof</li> </ul>	<h4 style="text-align: center;">COLD</h4>  <ul style="list-style-type: none"> <li>2-3 layers</li> <li>gloves</li> <li>warm hat</li> <li>outer layer to keep out wind, wet snow</li> <li>boots water proof</li> <li>1-2 layers</li> </ul>	<h4 style="text-align: center;">EXTREME COLD</h4>  <ul style="list-style-type: none"> <li>3+ layers 1 insulating</li> <li>gloves</li> <li>warm hat</li> <li>face mask</li> <li>outer layer to keep out wind</li> <li>boots water proof</li> <li>2+ layers</li> </ul>
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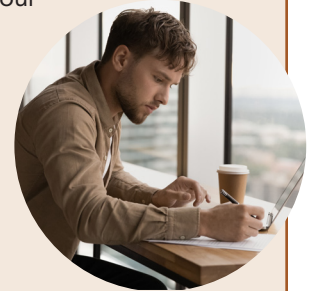
weather.gov/safety



## We need to hear from you!

You deserve health care that:

- respects your choices.
- supplies high-quality services.
- is available when you need it.



The CAHPS survey is conducted each year by the Agency for Healthcare Research and Quality (AHRQ). This standardized, evidence-based survey collects information about your experiences with us. The survey also measures your satisfaction with the providers who treat you and the services that you receive. The identity of survey respondents is kept anonymous.

This survey produces important feedback about our network and the services provided. We review these findings every year to find areas of member concern.

If you receive one, we encourage you to complete the survey and share your experiences!

## Help us keep your records up to date

A *Primary Care Provider* (PCP) is the main health care professional you've selected to manage your health and well-being. This could be a doctor, a physician's assistant (PA), or a nurse practitioner (NP).

When you enroll with UPHP, you have the right to select a PCP. If you do not select a PCP, one is assigned to you. If your PCP changes while you're on plan with UPHP, please contact Customer Service at 1-800-835-2556, Monday through Friday from 8 a.m. to 5 p.m. Eastern Time (TTY 711) to update this information.



## Fraud, Waste and Abuse

Upper Peninsula Health Plan (UPHP) works with federal and state departments to stop, find, and make right health care fraud and abuse. Fraud is when you deceive someone on purpose. It can also be when you give false information. Waste is something that is not useful or poor planning resulting in an over-payment by UPHP. Abuse is anything 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 situation.
- Selling their prescription drugs to others.
- Not telling doctors they have other insurance.

Examples of fraud and abuse by a doctor or office include:

- Billing for medical services that did not happen.
- Prescribing medicine that is not needed.
- Providing services that were not needed.
- Charging more than once for the same service.
- Charging for more costly services than what was provided.

You can help stop healthcare fraud. If you suspect 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)

You can choose to hide your identity. The best way to give your complaint would be to mail a letter to one of the addresses listed above. Calls to the 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.

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.



UPPER PENINSULA HEALTH PLAN

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## 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.

## Coming Soon!



UPHP has been working on rolling out a new member portal, UPHP Assist. The portal will provide members with many self-service options, including:

- View, print, and request Member ID card
- View your currently assigned PCP and request a PCP change
- View current and historical UPHP eligibility
- View medical and pharmacy claims
- View benefit information
- Message with UPHP staff

Stay tuned for updates on UPHP Assist including how to register for an account.

