



WHAT IS YOUR SEASONAL INFLUENZA (FLU) IQ?

The flu is a respiratory illness. *True!*

The flu is not a stomach bug as some may think. The flu can cause serious complications such as pneumonia.

The flu vaccine causes the flu. *False!*

The flu shot boosts your immunity to help fight the flu. You may have mild side effects like a sore arm or feel tired. These are signs that your immune system is working and should only last a few days.

Some populations are at a higher risk for developing serious complications from the flu. *True!*

These populations include children, pregnant people, people 65 years and older, and those with chronic health problems. It's important they get vaccinated and others get vaccinated to help protect them also.

The flu vaccine is needed every year. *True again!*

Immunity wears off over time and vaccines are updated every year. Getting the vaccine every fall is the best way to protect yourself and your loved ones. The flu vaccine has been lessening flu severity and preventing illness for decades.

It's not too late to get the flu vaccine. *True!*

While September or October are the best months to be vaccinated for the flu, now is not too late.

Another important vaccine is the pneumococcal vaccine to help protect against pneumonia. The pneumonia vaccine is recommended for two different age groups:

- Young children under age 2
- Adults age 65 and older

There are two types of pneumococcal vaccines, talk to your healthcare provider to learn which vaccine is recommended for you. The pneumococcal vaccine is typically only needed once as an adult.

Help protect your community by making sure you are up to date on your vaccines.

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!



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)
- Dental

You will be able to search providers by the plan specific to you. Please visit www.uphp.com or call UPHP Customer Service at 1-800-835-2556 (TTY: 711).

TOBACCO CESSATION BENEFITS

Did you miss the Great American Smoke-Out day in November? That's okay! Any day is a good day to not use tobacco.

UPHP members can get the following support to help your quit journey:

- Talk to your provider. A visit to your provider to talk about quitting is a covered benefit. It's a good time to discuss medications that can make quitting easier.
- Many medications are covered to help you quit tobacco.
- Free calls to the Michigan Tobacco Quitline at 1-800-784-8669. The Quitline is available 24/7 so you can call when it's convenient for you. You may be eligible to earn a \$100 gift card after completing four counseling calls with the Quitline. Call 906-225-4654 to learn more about this opportunity.

Plan a healthier start to 2024 without tobacco. It's never too late to start your quit journey.



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 could not 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 Call UPHP Customer Service toll-free at 1-800-835-2556 (TTY 711).



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.

NorthCare Network

*Prepaid Inpatient Health Plan for the Upper Peninsula
Managing specialty mental health & substance abuse services & supports*

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!

Blizzard Warning
Severe winter weather is expected within the next **12 to 36 hours** or is occurring -- including whiteout conditions. **Do not travel.**
take action.

Winter Storm Warning
Dangerous winter weather is expected within the next **12 to 36 hours** or is occurring. **Considerable travel problems** are expected.
take action.

Winter Weather Advisory
Potentially dangerous winter weather is expected within the next **12 to 36 hours** or is occurring. **Travel difficulties** are expected.
be aware.

NORR logo

DRESSING FOR COLD WEATHER

adding layers will help keep you warm as the temperature drops

CHILLY
1-2 layers
long layer
outer layer to keep out wind, rain
warm shoes water proof

COLD
2-3 layers
gloves
boots water proof
warm hat
outer layer to keep out wind, wet snow

EXTREME COLD
3+ layers insulating
gloves
boots water proof
warm hat
face mask
outer layer to keep out wind

NORR logo
weather.gov/safety

CHANGES TO PHARMACY BENEFIT STARTING FEBRUARY 1, 2024

During the COVID-19 pandemic, we made it possible for you to get 90 days' worth of your drugs instead of the usual 30 days. Now that things are better, we are going back to the 30-day supply, starting on February 1, 2024

Here's what you need to know:

- **Pharmacy Supply Limit:** Beginning February 1, 2024 your drug supply limit will be 30 days again for drugs that are not considered maintenance drugs by MDHHS.
- **Why the Change:** We are making this change because the situation with COVID-19 has improved. Going back to 30 days helps us make sure everyone gets the drugs they need.
- **Talk to Your Doctor:** If you have any worries about this change, it's a good idea to talk to your doctor. They can help you figure out your health needs and make any changes to your drugs if needed.
- **Safe and Convenient:** Even though we're going back to 30 days, we are still here to make sure you get your drugs safely and easily. If you have any questions or face any issues, please call our customer service team. We're here to help.

COVID-19 VACCINE

COVID-19 vaccines are effective at protecting people from getting seriously ill, being hospitalized, and dying. As with other vaccine-preventable diseases, you are best protected from COVID-19 when you stay up to date with the recommended vaccinations.

COVID-19 vaccines are available at no cost to you.

To find a COVID-19 vaccine or booster near you:

- Contact the location that set up your past appointment.
- Search vaccines.gov.
- Text your ZIP code to 438829.
- Call 1-800-232-0233 to find locations near you.
- Call the COVID-19 Hotline at 1-888-535-6126 (press 1).
- Call your UPHP Care Coordinator for help finding a vaccine or booster shot.

What You Need to Know

- CDC recommends the 2023–2024 updated COVID-19 vaccines: Pfizer-BioNTech, Moderna, or Novavax, to protect against serious illness from COVID-19.
- Everyone aged 5 years and older ‡ should get 1 dose of an updated COVID-19 vaccine to protect against serious illness from COVID-19.
- Children aged 6 months–4 years need multiple doses of COVID-19 vaccines to be up to date, including at least 1 dose of updated COVID-19 vaccine.
- People who are moderately or severely immunocompromised may get additional doses of updated COVID-19 vaccine.
- COVID-19 vaccine recommendations will be updated as needed.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html#recommendations>

TRANSPORTATION HELP IS AVAILABLE

Do you have trouble getting to your appointments? As an Upper Peninsula Health Plan (UPHP) member, you have a non-emergent medical transportation benefit for covered appointments and services. UPHP can offer mileage reimbursement, to those who have a vehicle, a friend, family, or neighbor, or can arrange a transport, such as bus and taxi services or a volunteer driver. It is important to make it to your scheduled medical and dental appointments.

Use the following information to learn more:

- Direct deposit is now available! To opt in for direct deposit, fill out the UPHP direct deposit form with a copy of a voided check or letter from your bank and mail it to UPHP.
- Members can now check the status of their reimbursement on UPHP Assist. Register today at <http://assist.uphp.com> or by scanning the provided QR code.



Scan Me!

- UPHP mileage reimbursement request forms are available to print at <http://www.uphp.com/transportation>. Contact the UPHP transportation department at 1-800-835-2556 if you would like these forms mailed to you.
- Friends, family members, and neighbor drivers will receive mileage reimbursement directly. They must fill out the "Driver Section" on the [mileage reimbursement request form](#) and sign the [UPHP NEMT Attestation](#) to receive payment.
- Submit forms and proof of appointment within 90 days from the date of appointment to UPHP online at <http://www.uphp.com/transportation> or mail to UPHP at 853 West Washington Street, Marquette, MI, 49855.

You can request transportation help online at any time at www.uphp.com/transportation or you can call transportation at 1-800-835-2556 (TTY: 711).

UPHP Assist

Feature



Did you know that you can check the status of your transportation reimbursement checks in our member portal, UPHP Assist?

To do so, select "Claims", and your UPHP claims will display. If you are looking for a specific date, make sure to add your date range.

Tips:

- All member mileage reimbursement will be listed as Provider: Transportation Default.
- If a friend, family, volunteer, bus or cab is transporting a member, the provider will be listed as their name.
- Click "Download Claim Summary" to see your evidence of payment with a copy of your reimbursement check.

For further questions regarding your transportation reimbursement, you can reach the Transportation Department by selecting "New Message" and choose "Transportation" in the Subject.

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. 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.

GET TESTED FOR HEPATITIS C. IT COULD SAVE YOUR LIFE.

CDC RECOMMENDS ALL ADULTS GET
TESTED FOR HEPATITIS C



MILLIONS OF AMERICANS HAVE HEPATITIS C

An estimated 2.4 million people are living with hepatitis C in the United States. Many people don't know they are infected.



HEPATITIS C CAN LEAD TO LIVER CANCER

Hepatitis C can cause serious health problems. It is the #1 cause of liver transplants and a leading cause of liver cancer



HEPATITIS C OFTEN HAS NO SYMPTOMS

Most people with chronic hepatitis C will not have symptoms for 20 years or more. Even without symptoms, serious damage to you liver can occur.



HEPATITIS C CAN BE CURED

Treatments are available that can cure hepatitis C. Treatment can help prevent further liver damage, cirrhosis, and even liver cancer.

Getting tested is the only way to know if you have hepatitis C. Talk to your doctor about getting tested. It could save your life.

Adapted from <https://www.cdc.gov/knowmorehepatitis/>

CHANGE OF ADDRESS AND PHONE NUMBER

Have you had a change in your phone number? Have you moved?

- Update your contact information with the Michigan Department of Health and Human Services (MDHHS) every time a change happens.
- Use the MI Bridges portal at newmibridges.michigan.gov or call MDHHS at 1-844-464-3447.
- Correct contact information will allow UPHP and the state to get important information to you about your benefits and services.

PRIVACY PRACTICES

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 an improper action or poor management resulting in needless 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 was provided.

You can help stop healthcare 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 unknown, 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

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. You can get this notice 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 49855 to ask for a copy.

CELEBRATE YOUR COLON!

In 2021, guidelines for colorectal cancer screening were updated to start screening at age 45 instead of starting at age 50.

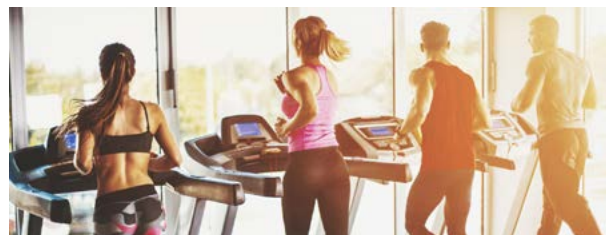
The recommendation for starting screening is for those at an average risk with no symptoms. You may need to begin screening earlier than 45 years old or have screening done more often if you are at increased risk (personal or family history of colorectal polyps, colorectal cancer, inflammatory bowel disease or having an inherited syndrome).

Did you know there is more than one option for completing screening? The colonoscopy is what people typically think about when completing screening. However, there are other options if the colonoscopy is not right for you.

Type of Test	How Often?	About the Test
Colonoscopy	10 years	Long tube checks for polyps inside the rectum and entire colon. Polyps removed if present.
Flexible Sigmoidoscopy *	5 years	Short tube checks for polyps inside the rectum and lower part of the colon
CT Colonography	5 years	2-D or 3-D views of the colon and rectum with an x-ray machine
Stool Test * (FIT-DNA)	3 years	At home test; collect entire bowel movement, send to a lab to check for altered DNA and presence of blood
Stool Tests * (FOBT & FIT)	Every year	At home test; collect a small amount of stool, send to a lab to check for presence of blood

*If positive or abnormal, a colonoscopy may be needed also.

If polyps are caught early, you can stop colorectal cancer before it starts. Contact your primary care provider (PCP) to determine which screening method is best for you.



PROTECT YOUR KIDNEY HEALTH

33% of adults in Michigan are at risk for kidney disease, and people living with diabetes are among that group. It is recommended that everyone living with diabetes should have an evaluation of kidney health every year. The evaluation is done by a blood test (eGFR) and a urine sample (uACR). Early discovery of kidney disease is important to decrease the risk of severe complications.

Kidneys are important because they:

- Filter blood.
- Keep the right amount of fluids in the body.
- Help make red blood cells.
- Help keep blood pressure under control.

Risk factors for kidney disease include:

- Diabetes.
- High blood pressure.
- Being 60 years or older.
- Having a family member with kidney disease, diabetes, or high blood pressure.
- Being African American/Black, Hispanic, Asian, Pacific Islander, American Indian, or Alaska Native.

Some ways to protect kidneys are:

- Keep blood sugar, blood pressure, and cholesterol under control.
- Lose weight, if needed.
- Eat healthy meals.
- Take all medicines as prescribed.
- Get regular exercise.
- Do not smoke.
- Limit alcohol.
- Avoid some over-the-counter medicines (such as aspirin, naxoproxin, or ibuprofen) because they can harm kidneys.

Go to <https://www.kidney.org/prevention> for more information on how you can Protect Kidney Health!

If you have questions about diabetes or kidney health screening, please call UPHP diabetes clinical coordinator at 906-227-5691.

Source:

<http://www.kidney.org/prevention/your-kidneys-do-you-know-these-facts>

MICHIGAN HAS RESUMED MEDICAID REDETERMINATION

During the federal COVID-19 Public Health Emergency, Congress passed the Families First Coronavirus Response Act which required state Medicaid agencies continue health care coverage, even if someone's eligibility changed. This was ended by the federal Consolidated Appropriations Act of 2023 signed Dec. 29, 2022.

Renewals started in June 2023 and will run through May 2024. Monthly renewal notices are sent three months prior to a beneficiaries' renewal date. Here is what Michigan Medicaid beneficiaries need to do to prepare:

1. Make sure your address, phone number, and email address are up to date at www.michigan.gov/MIbridges. You can also call your local MDHHS office. If you do not have an online account for MI Bridges to access your Medicaid case or report changes, visit www.michigan.gov/MIbridges to sign up for an account.
2. Report any changes to your household or income. You can report changes at www.michigan.gov/MIbridges or by calling your local MDHHS office.
3. If you get a renewal packet, be sure to fill it out, sign the forms, and return it by the due date with any proof needed. NOTE: If you do not complete and return the renewal, you may lose Medicaid coverage.

If you need computer access to complete the process, you have options:

1. Local Department of Health and Human Services offices have kiosks to access MIbridges. County office information can be found on <https://www.michigan.gov/mdhhs/inside-mdhhs>.
2. Local libraries in your area have computer and internet access.
3. UPHP has a kiosk in the lobby (Marquette) that members are welcome to use.

If you have any questions, you can 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.



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, and they will answer your questions in between. If you would like help choosing a PCP, contact UPHP Customer Service at 1-800-835-2556 (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 health care 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





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.

**DID
YOU
KNOW?**

Delta Dental will require dentists to submit a prior authorization for deep cleanings, core build-ups, and crowns starting March 1, 2024. This means that your dentist must receive approval from Delta Dental before providing and charging for those services. Your dentist will submit the prior authorization. You will be notified of the approval or denial. For more information, visit www.deltadentalmi.com/Member/Plans/Medicaid-Medicare-Advantage/Healthy-Michigan-Plan.

