

DIABETES AND EYE CARE

A healthy eye is necessary for good vision. Diabetes can damage the tiny blood vessels inside the eye. At first you may not notice a change, but over time, it can get worse and cause vision loss.

Eye issues caused by diabetes:

- **Diabetic Retinopathy** happens when your retina becomes damaged. It could lead to vision loss. The good news is that it can be prevented with treatment.
- **Cataracts** cause the lens of your eye to cloud leading to blurry vision.
- **Glaucoma** is a disease in which the pressure of your eye damages the optic nerve.

How can you prevent eye issues caused by diabetes?

- Annual diabetic eye exams are recommended to diagnose problems early. Any issues discovered can be treated quickly to protect your vision.
- Keep your blood sugar in check.
- Quit smoking.
- Manage blood pressure.

Symptoms to report to your eye doctor:

- Vision changes.
- Trouble seeing colors.
- Dark shapes or areas in vision.
- Eye pain.
- Haloes around lights.
- Reddening of eyes.



TOBACCO CESSATION BENEFITS

You could earn a reward for your efforts to quit!

UPHP is pleased to offer a variety of tools to help adult Medicaid and HMP members quit commercial tobacco products. Whether you smoke, dip, vape, or chew there is support for you.

- Talk to your primary care provider (PCP). Your PCP can help you make decisions about how and when to cut back or quit. This is a key step in your quit journey.
- Medicines to help you quit are a covered benefit. Talk to your PCP about what might be best for you. Many medicines are covered with a prescription.
- Free calls to the Michigan Tobacco Quitline. Call 1-800-784-8667 to talk to a certified counselor. The Quitline is open 24/7 so you can call when it is handy for you. You may be able to receive a \$100 Walmart gift card for completing at least four counseling calls with the Quitline.
- Free access to Truth Initiative EX Program. EX is a digital based program developed with Mayo Clinic. EX offers coaching, an online community, texts, and more. Watch for emails and texts for the direct link to this opportunity or visit [Go.theEXProgram.com/UPHP](https://www.go.theEXProgram.com/UPHP). You may be able to receive a \$100 Walmart gift card for completing 1,000 points with EX.
- UPHP members can use all or some of the above tools to see what fits you best.
- Walmart gift cards are provided by UPHP and are limited to one gift card per member.

Make a difference in how you feel. It's never too late to start your quit journey. For questions call UPHP at 906-225-4654.

STAY COZY AND FLU FREE THIS FALL!

What goes well with crisp air, fall colors, and bright red apples? The flu vaccine!

That is right, fall is the best time to get your yearly flu vaccine to protect you and those important to you from getting sick from influenza.

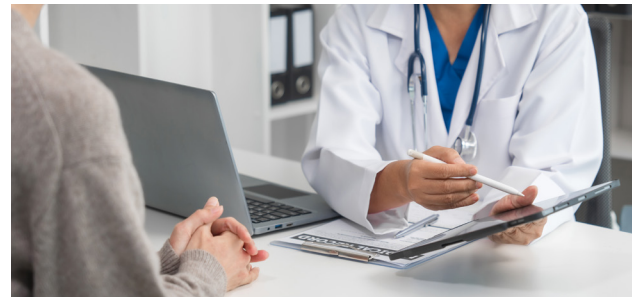
Did you know that:

- The flu shot is available at no cost to Upper Peninsula Health Plan (UPHP) members from network providers and pharmacies.
- The Center for Disease Control and Prevention (CDC) recommends a yearly flu vaccine for everyone six months of age and older with rare exception.
- A nasal spray is approved for some individuals. Talk to your provider to see if this is an option for you.
- Influenza can be a serious and even life-threatening respiratory illness, NOT a stomach bug.
- Flu vaccines cannot cause flu illness.
- Getting vaccinated is a safer choice than risking illness to obtain immune protection.
- Some people report having mild side effects after flu vaccination. Common side effects from flu shots are soreness, redness, tenderness or swelling where the shot was given. Serious allergic reactions to flu vaccines are rare.

Ways UPHP can help:

- The flu vaccine is a covered benefit.
- Transportation to and from the vaccine appointment.
- Call UPHP Customer Service for help finding a vaccine location near you.
- Follow UPHP on social media to learn about community flu shot events.

Talk to your primary care provider if you have questions.



HEPATITIS C: GET TESTED TODAY!

Hepatitis C is a chronic health disease, which can lead to serious health problems if left untreated. The Centers for Disease Control and Prevention (CDC) recommends universal hepatitis C screening for ALL adults aged 18 and older and ALL pregnant people during EACH pregnancy. Hepatitis C can often show no symptoms and testing is the only way to know if you have it.

There are no preventive vaccinations for hepatitis C, but early finding is key to treating the disease. Treatment and medications are available for people who test positive with hepatitis C.

You can be tested for hepatitis C using a simple blood draw like you do for other yearly labs like cholesterol. Talk to your primary care provider about hepatitis C screening!

HEALTH RISK ASSESSMENT

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

The HRA is available to UPHP Medicaid and HMP members through the UPHP Assist Portal at uphp.com/member-login/. Printed copies are available by calling Customer Service at 1-800-835-2556 (TTY 711).

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. 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, waste, 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:

Upper Peninsula Health Plan

Attn: Compliance Officer
853 W Washington Street
Marquette, MI 49855
1-800-835-2556 (TTY: 711)

Michigan Department of Health and Human Services- Office of Inspector General

Call Toll-Free: 1-855-MI-FRAUD (643-7283)

Online: <https://www.michigan.gov/mdhhs/doing%20business/providers/providers/billingreimbursement/report-medicaid-fraud-and-abuse>

Write: *Office of Inspector General*
PO Box 30062
Lansing, MI 48909

Health and Human Services- Office of Inspector General

HHS TIPS Hotline: 1-800-HHS-TIPS (447-8477)

Online: <https://oig.hhs.gov/fraud/report-fraud/index.asp>

Write: *U.S. Department of Health and Human Services Office of Inspector General*
ATTN: OIG HOTLINE OPERATIONS
P.O. Box 23489
Washington, DC 20026

If you choose to remain unknown, the best method to transmit your complaint would be via regular mail to the addresses listed. Calls to the numbers 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 W Washington St, Marquette, MI, 49855 to ask for a copy.



UPHP MEMBER RIGHTS AND RESPONSIBILITIES

Upper Peninsula Health Plan (UPHP) upholds a set of rights and responsibilities for its members concerning their health care and related services. Providers working with UPHP members should acknowledge and respect these rights and responsibilities.

MEMBER RESPONSIBILITIES

- Supply information (to the extent possible) that UPHP and its practitioners and providers need in order to provide care.
- Understand their health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.
- Follow plans and instructions for care that they have agreed to with their practitioners.
- Contribute to their health by behaving in an appropriate manner to their providers, all health care staff, other patients, and UPHP staff. Take responsibility for their inappropriate behavior.

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.

MEMBER RIGHTS

- 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.
- Participate in 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.
- Make recommendations regarding UPHP's member rights and responsibilities policy.
- Receive Culturally and Linguistically Appropriate Services (CLAS).
- Right to 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.
- Voice complaints or grievances about UPHP, the care provided, those providing care and access to care.
- File an appeal about an adverse decision made by UPHP, including service coverage determinations, administrative denials, and claims denials (must be received within 60 days of denial notification).
- Report problems to the state.
- 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.

BUTT SERIOUSLY: COLON CARE 101

How does your colon look? You could answer that if you are up to date on colorectal cancer screening. Colorectal cancer screening is recommended for all adults aged 45 to 75. Preventive screenings are vital because if polyps are caught early, you can stop cancer before it starts! Help your colon by doing regular screening.

There are many ways to complete screening. Here is an overview of covered options:

Type of Test	How Often?	About the Test	Sedation and bowel prep required?
Colonoscopy	10 years	Long tube/camera checks for polyps, looks at entire colon and rectum.	Yes
Flexible Sigmoidoscopy*	5 years	Short tube checks for polyps, looks at lower part of colon and rectum.	Yes
Stool DNA Test* (i.e. Cologuard)	3 years	At home test; collect entire bowel movement, send to a lab to check for altered DNA and presence of blood.	No
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.	No
*If test is positive or abnormal, a colonoscopy may be needed in addition to the screening.			

Discuss screening options with your primary care provider to see what test is best for you. Personal preference, individual health risk factors, and family history; all play a key role in determining which test to use and if screening should start earlier or occur more often.

What else helps your colon?

- Fiber-rich diet (fruits, vegetables, whole grains, etc.)
- Limit red and processed meats
- Stay hydrated-drink water
- Regular exercise
- Avoid or quit smoking
- Limit alcohol intake

PLAN 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:

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.

ASTHMA-RESCUE INHALERS VS CONTROLLER INHALER

If you have asthma, your primary care provider may prescribe different types of inhalers for you. The two main types of inhalers used are controller inhalers and rescue inhalers. In order to get the most benefit from your drugs, it is important to know when, and how, to use each inhaler. Below is a chart that compares the two inhalers, as well as a video link on how to use them.

	PURPOSE	WHEN TO TAKE	EXAMPLES
Controller Inhaler	<ul style="list-style-type: none"> Long-term relief of asthma symptoms Prevent asthma attacks 	<ul style="list-style-type: none"> Every day 	<ul style="list-style-type: none"> Flovent Symbicort
Rescue Inhaler	<ul style="list-style-type: none"> Quick relief of asthma symptoms Treat asthma attacks 	<ul style="list-style-type: none"> Only when needed 	<ul style="list-style-type: none"> Albuterol

“Self-care for Asthma - Using Your Inhaler” - https://www.cdc.gov/asthma/caring/?CDC_AAref_Val=https://www.cdc.gov/asthma/inhaler/video/default.html

“How to Use a Diskus Dry Powder Inhaler” - <https://www.youtube.com/watch?v=FnUgQTfP7P4>

Controller Inhalers

Controller inhalers should be used every day. They help reduce long-term asthma symptoms, as well as reduce the number of asthma attacks. It is important to take your controller inhaler every day, even if you do not have trouble breathing.

Side effects of these drugs are rare but can include a bad taste, irritated throat, and mild infection of the mouth. The risk of these occurring can be reduced by rinsing your mouth with water and spitting it out after each use. If these side effects become a problem, you can always talk with your primary care provider about switching to a different drug.

Rescue Inhalers

Rescue inhalers are typically to be used only if needed in order to quickly relieve shortness of breath or during asthma attacks. Rescue inhalers almost always contain the drug Albuterol.

While rescue inhalers are not meant to be used every day, it is important to keep them on hand in case of an asthma attack. If you find yourself using your rescue inhaler more often than usual you should bring this up with your primary care provider at your next visit. You can also talk to your primary care provider about prescribing you a spacer device, such as Aerochamber or BreatheRite, to help make your rescue inhaler easier to use. Spacers help to ensure that the drug reaches your lungs where it's needed, instead of ending up in the back of the throat.

To see what inhalers and spacers are covered by UPHP, visit uphp.com/pharmacy/medicaidformularies/.

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 uphp.com, or for assistance, please call UPHP Customer Services at 1-800-835-2556 (TTY: 711).



PROMOTING WOMEN'S HEALTH THROUGH COMPREHENSIVE SCREENING

UPHP is dedicated to the well-being of our members! Regular screening for breast cancer, cervical cancer, and chlamydia plays a key role in early detection, intervention, and saving lives.

Breast Cancer Screening: Detect Early, Save Lives

- Early detection improves treatment outcomes and survival rates. Mammography, the gold standard for breast cancer screening, is advised for women ages 40 and older. Repeat screenings every one to two years.

Cervical Cancer Screening: Prevent and Protect

- Remind anyone with a cervix of the value of regular screening. Cervical cancer screening should start at age 21 (Pap smear) and extra screening at age 30 (HPV test). Screening can find changes early and allow for timely intervention and prevention of invasive cancer. Screening is urged regardless of HPV vaccine status as the vaccine does not protect against all HPV types.

Chlamydia Screening: Address Silent Threats

- Chlamydia is a common bacterial infection that often has no symptoms, leading to unseen and untreated infections. Making chlamydia screening a part of routine care helps to improve health outcomes. This easy urine test can protect your future reproductive health.



NEED HELP WITH MEDICAID REDETERMINATION? UPHP IS HERE TO ASSIST YOU!

If you're a member of the Upper Peninsula Health Plan (UPHP) and need assistance with Medicaid redetermination, we're here to help! Redetermination is an important process to ensure that you continue to receive the health care benefits you rely on.

UPHP offers a walk-in clinic every month to support our members through this process. Join us on the third Tuesday of each month from 12:00 p.m. to 1:00 p.m. ET at our clinic, located right at 853 W. Washington Street in Marquette. During this time, you can drop by to get the help you need with your Medicaid redetermination—no appointment necessary!

If you prefer to speak with someone over the phone, we also offer phone assistance. Call us at 906-225-8778 to connect with a team member who can assist you with your Medicaid redetermination.

We want to make sure you have everything you need to keep your health care coverage. Don't hesitate to reach out—whether in person or by phone, we're here to support you!





UPPER PENINSULA HEALTH PLAN

853 West Washington Street
Marquette, MI 49855

906-225-7500 • 1-800-835-2556
Fax 906-225-7690

www.uphp.com



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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.

APPOINTMENT NO SHOWS

With our rural landscape in the UP, there can be a shortage of available appointments for both routine and specialized care. When a patient cancels at the last minute or misses an appointment, it not only disrupts their own care but also prevents another UP resident from accessing the care they need.

Tips:

- If you need transportation for your appointment, call UPHP Transportation at 1-800-835-2556 or go online to uphp.com/transportation.
- If something has come up, preventing you from attending your appointment, call and cancel your appointment with the office, providing advanced notice so they can contact another UP resident on their waiting list.
- Every office has a different cancellation and rescheduling policy. Make sure to check with the office when scheduling your appointment.

MEDICAID COVERED SERVICES

As of Oct. 1, 2024, UPHP will cover non-emergent medical transportation for UPHP covered services and Medicaid covered services, if you are actively enrolled with UPHP coverage. These are services you would have traditionally had to contact the Michigan Department of Health and Human Services (MDHHS) for help. Examples include rides for Healthy Kids Dental or Substance Use Disorder (SUD) appointments. If you need mileage reimbursement or help arranging a transport, please go online to uphp.com/transportation or call 1-800-835-2556.

