



UPPER PENINSULA HEALTH PLAN



Fight the Flu

Influenza (the flu) is a respiratory illness. The flu can be a very serious illness and can cause people to be hospitalized. Some people are at higher risks for flu complications or even death. That's why the Centers for Disease Control recommends a flu shot for everyone six months of age and older – every year.

- The flu shot is the best way to protect yourself and your family from the flu.
- The earlier you get the shot, the sooner you are protected.
- The flu vaccine is a covered benefit for Upper Peninsula Health Plan members. That means no cost to you.

PROTECT YOURSELF AND THOSE AROUND YOU

Fight the Flu.

Get your family vaccinated against flu this season. Even healthy people can get the flu and it can be serious.

UPPER PENINSULA HEALTH PLAN

EVERYONE 6 MONTHS AND OLDER SHOULD GET A FLU VACCINE. THIS MEANS YOU.

Start Your Recovery

People sometimes think that someone with an addiction 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.



Clinical Practice Guidelines Available

Upper Peninsula Health Plan (UPHP) providers use and approve guidelines to give you the best care based on the most up-to-date medical information. They are called Clinical Practice Guidelines. These guidelines are used along with a provider's clinical judgment to treat people. Some examples are:

- Asthma
- Diabetes
- High blood pressure

Guidelines are reviewed every two years. They are also reviewed when there are new national standards. You can get a copy of these guidelines by calling UPHP Customer Service toll-free at 1-800-835-2556 (TTY: 711).

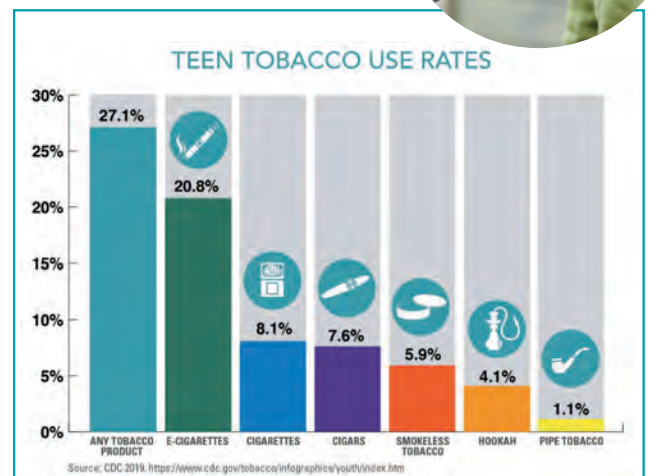


Free, Confidential Help for Teens Using Tobacco or Vaping

My Life, My Quit is a free and confidential service for teens who want to quit tobacco or vaping.

Teens can text, call, or sign up online. They will receive:

- Five, one-on-one coaching sessions every 7-10 days. Coaches help teens develop a quit plan, pinpoint triggers, practice refusal skills and support behavior change.
- Self-help and resources designed for teens, with input from teens.
- Extra support by phone, text message or online chat.



For more information visit mylifemyquit.com



Dental Benefits

Dental care is important for kids and grown-ups. A healthy mouth helps to keep your entire body healthy. The chart below can help you find a dentist. 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 with questions.



Type of UPHP Insurance	Who Qualifies	Dental Plan Provider	Transportation Provider	Resources
Healthy Kids Dental (Medicaid)	Kids under 21 years of age	Delta Dental Blue Cross Blue Shield of Michigan	MDHHS Assistance number: 1-844-464-3447 MDHHS Beneficiary helpline: 1-800-642-3195	http://search.providers4you.com/hkd?viewmode=0 https://www.bcbsm.com/index/plans/medicaid-plans/healthy-kids-dental/existing-members.html
Healthy Michigan Plan (HMP)	Age 19-64	Delta Dental	UPHP UPHP Customer Service: 1-800-835-2556	https://www.providers4you.com/hmp https://www.uphp.com/medicaid/healthy-michiganplan
Adult Medicaid	Age 21-64	MDHHS	MDHHS Assistance number: 1-844-464-3447 MDHHS Beneficiary helpline: 1-800-642-3195	My Community Dental Centers in Marquette, Spaulding and Engadine Upper Great Lakes Family Health Centers in Gwinn and Calumet
Medicaid Pregnant Women Dental	Age 21-64 and pregnant	Delta Dental	UPHP UPHP Customer Service: 1-800-835-2556	https://www.uphp.com/medicaid/healthmanagement/pregnancy/

From Pediatrician to Primary Care Provider

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 Upper Peninsula Health Plan 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.



Start Simple

United States Department of Agriculture



Focus on whole fruits

Include fruit at breakfast! Top whole-grain cereal with your favorite fruit, add berries to pancakes, or mix dried fruit into hot oatmeal.



Vary your veggies

Cook a variety of colorful veggies. Make extra vegetables and save some for later. Use them for a stew, soup, or a pasta dish.



Vary your protein routine

Next taco night, try adding a new protein, like shrimp, beans, chicken, or beef.



Make half your grains whole grains

Add brown rice to your stir-fry dishes. Combine your favorite veggies and protein foods for a nutritious meal.



Move to low-fat or fat-free milk or yogurt

Enjoy a low-fat yogurt parfait for breakfast. Top with fruit and nuts to get in two more food groups.



Drink and eat less sodium, saturated fat, and added sugars

Cook at home and read the ingredients to compare foods.

Choosemyplate.gov

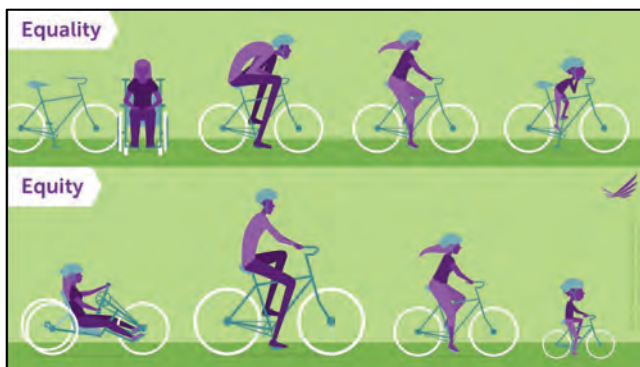
MPMW Tipsheet No. 14
December 2018

Center for Nutrition Policy and Promotion
USDA is an equal opportunity provider, employer, and lender.

Based on the Dietary Guidelines for Americans.
ChooseMyPlate.gov for more information.

What is Health Equity?

Health equity means that everyone has a fair chance to be healthy. For the people below, the same size bike will not work – each person needs a bike that meets their needs in order to be able to ride.



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

Complex Care Management May Be of Help



If you have complex health conditions, you qualify for the Upper Peninsula Health Plan (UPHP) care management program. This program helps you and your doctor with your plan of care. The program is free of charge.

UPHP can:

- Help you to better understand your disease.
- Coordinate with your doctors or other providers when you need help.
- Help to set goals to manage your disease.
- Help with rides to and from doctor visits.
- Connect you with needed services and resources.

Complex care management can help to 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 won't affect your benefits.

Call UPHP at 1-888-904-7526 to see if this program is right for you.

Testing Blood Sugar Key to Diabetes Management

Testing blood sugars is an important part of diabetes care. It helps you to know how food and exercise impact your blood sugar. Checking blood sugars is the key to diabetes control.

Your provider will decide how often you need to check your blood sugars. It is different for each person. Common times and values are:

- Before you eat or drink in the morning, 80-140 mg/dl
- Two hours after a meal, less than 180 mg/dl
- Check more often when sick
- Contact your provider's office when sugars are below 70 mg/dl or above 250 mg/dl

An A1C is your daily blood sugar average. Have your A1C checked twice yearly.

Below are examples of A1C and average blood sugars:

- A1C= 7% equals blood sugar 154 mg/dl
- A1C = 8% equals blood sugar 183 mg/dl
- A1C = 9% equals blood sugar 212 mg/dl
- A1C = 10% equals blood sugar 240 mg/dl
- Most people should have an A1C less than 7%

Ask your provider or pharmacist any glucometer questions. You can also call Upper Peninsula Health Plan (UPHP) Customer Service at 1-800-835-2556 if you need help. If your glucometer is over five years old you might need it replaced. The UPHP Formulary provides these testing supplies:

- Glucometer (also available by mail)
- Testing strips
- Lancets
- Alcohol pads

Health providers can call UPHP with questions or visit our website at www.uphp.com



Tricks to Keeping Your New Year's Resolutions

We all know the New Year's Resolution drill — start strong and then fizzle out. Did you know there are research-based ideas that can help you meet your goals?

- Pick the right goal. It needs to be realistic and achievable.
- Start by setting small, short-term goals that will bring you to your end goal.
- Remind yourself why your goal matters. This will keep you motivated.
- Identify road blocks to achieving your goal. Sometimes our habits prevent us from meeting our own goals. It's easy to fall back onto old habits.
- Hold yourself accountable. Share your goals with someone. Write down your goals and give weekly updates to that person. This has been found to increase meeting goals by 70%.



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 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!



Taking Medications Regularly Improves Health

It's easy to be overwhelmed when you take medications. There are many things to remember. Sometimes people worry about their medications. They may ask - why am I on this medication? Is it safe to take? Why did my doctor choose it?

Talk to your doctor about any medication questions. Don't stop taking them without first calling. Your pharmacist is also a good resource.

Reasons people give for why medication was not taken:

- Forgot to take.
- Unable to get to the pharmacy to pick up.
- Scared.
- Felt medication doesn't work.

Examples of possible solutions:

- Use pill boxes, timers, or a cell phone alarm as reminders of when medications are due.

- Ask your pharmacy if they can fill all your meds at one time.
- Talk to your provider or pharmacist about any concerns.
- Ask if there are other options.
- Contact Upper Peninsula Health Plan (UPHP) Customer Service who can connect you with:
 - UPHP Transportation
 - UPHP Care Managers
 - UPHP Pharmacists



Medications can't help if you don't take them correctly. Remember the UPHP team is ready to assist. Help is just a phone call away at 1-800-835-2556.

Change in Specialty Pharmacy Provider

On **Jan. 1, 2020** Magellan Rx will become the new Upper Peninsula Health Plan specialty pharmacy. This switch from Diplomat to Magellan Rx is for Medicaid, Healthy Michigan Plan (HMP) and Children with Special Health Care Services (CSHCS) members only.

Members already getting a specialty drug will be contacted by Magellan Rx to set up delivery. There is nothing else you will need to do. Magellan Rx will also be sending you a letter about the change.

Under Magellan Rx you will have:

- Free delivery to your home or another address.
- Supplies at no cost.
- Highly trained pharmacists and nurses ready to help 24 hours a day, seven days a week.
- An online member portal where you can ask for refills.

If you have any questions about services or your specialty drugs, please call Magellan Rx Customer Service at 1-866-554-2673 (TTY: 711), Monday through Friday from 8 a.m. to 10 p.m. Eastern Time. The call is free.

Making Antidepressants Work for You

Antidepressants are often used for treating depression. They work by helping to balance certain chemicals in your brain. They can make your symptoms better or get rid of them completely. Some antidepressants can take 6-8 weeks before you might start feeling their effects.



Know UPHP Member Rights and Responsibilities

As a member of the 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.



UPPER PENINSULA HEALTH PLAN

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www.uphp.com

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Fraud, Waste & 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 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 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

Office of Inspector General
PO Box 30062, Lansing, MI 48909
1-855-MI-FRAUD (643-7283)

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

NOTICE OF PRIVACY PRACTICES

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 or write to us at Upper Peninsula Health Plan, 853 West Washington Street, Marquette, MI 49855 to ask for a copy.