

# Make Health Happen

WINTER 2023



## Fight the flu and COVID-19

The flu and COVID-19 shots are your biggest allies against these viruses. Protect you and your family with these tips:

- Get your flu and COVID-19 vaccines and boosters.
- Wash your hands often with soap and water. Rub your hands for at least 20 seconds.
- Use an alcohol-based hand sanitizer when soap and water are not around. Make sure the hand sanitizer is at least 60% alcohol.
- Try not to touch your eyes, nose or mouth.
- Clean and disinfect surfaces that are touched often, like doorknobs and phones.
- Stay away from people who are sick.

With the HAP Empowered MI Health Link, you can get a free flu shot by showing your member ID card at your doctor's office or in-network pharmacy.

Everyone six months and older needs a flu shot. It's also very important for people at high risk for serious complications from the flu. Those most at risk include:

- Adults age 65 and older
- Young children
- Pregnant women
- People with chronic health conditions, such as diabetes, asthma, heart disease or lung disease

### Have a question?

Call our Customer Service Department at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.



Learn more about HAP Empowered MI Health Link rewards at [hap.org/empowerhealth](https://hap.org/empowerhealth).

### Need a COVID-19 test kit? HAP Empowered MI Health Link can help!

We cover COVID-19 test kits at no cost to you. You need a prescription to get a test kit. Your provider can write you one. It must be a test kit that is covered by the state of Michigan. For more information, go to [hap.org/hap-empowered/covid-19-tests](https://hap.org/hap-empowered/covid-19-tests).

There is a limit of one test covered per day. Your pharmacy can offer a box of two tests as a one-day supply. **DO NOT PAY FOR THE TEST.** Your pharmacy will send a claim to HAP Empowered MI Health Link.

If you have questions, call Customer Service at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.

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# Start earning rewards today!

We know how important it is for you to put your health first. That's why we're here to help. HAP's Empower Your Health Program rewards you to get the preventive tests and services you need to stay healthy.

## Start earning rewards in three easy steps:

- 1. Schedule an appointment** with your doctor and talk about what tests and services listed below you are due for.
- 2. Complete your free Medication Review** with a HAP clinical pharmacist. To make an appointment, call the pharmacy team at **(313) 664-8615 (TTY: 711)**, 8 a.m. to 5 p.m., Monday through Friday.
- 3. Get rewarded** when your doctor submits your qualifying test or screening claim. You do not need to contact us. Each quarter, we will see what tests and screenings you have completed, and we will mail you a voucher to your address on file. You can then redeem your rewards for a gift card by following the instructions on the voucher.



Health rewards are available!

Schedule your tests to start earning your rewards.

Questions about Empower Your Health Rewards?

Call **(888) 654-0706**

**(TTY: 711)**, 8 a.m. to

8 p.m., seven days a week.




## Schedule your screenings and tests to stay healthy

HAP Empowered MI Health Link covers many preventive screenings and tests at no cost to you. See your doctor for your annual checkup. Your doctor is your partner in staying healthy.

Preventive screenings, like mammograms, blood pressure screenings, colonoscopies and diabetes (Type 2) screenings, can help your doctor find health problems early on when they are easier to treat. Catching health issues in their early stages is key to keeping you healthy for years to come!

Talk to your doctor today to find out what preventive services you need.





## BENEFIT SPOTLIGHT: Free transportation

HAP Empowered MI Health Link offers free rides to and from your doctor visits. To schedule a ride, call Customer Service at **(888) 654-0706 (TTY: 711)** two days before your appointment. Our helpful representatives are available seven days a week, 8 a.m. to 8 p.m.

Please provide this information when you call:

- The name and address of the location you need transportation to
- Time of arrival and time of departure

We offer many types of transportation, including bus, taxi, van or medical transport arrangements. When you call, please tell Customer Service if you need any special accommodations like wheelchair accessibility.

### Important information to know:

Drivers will wait up to 15 minutes for you to arrive for your scheduled pickup. If you do not arrive on time, your driver may cancel your ride. If you miss a lot of rides, it may be harder to schedule rides in the future. Please be on time!

Drivers are not allowed to offer curbside assistance, such as helping you enter or exit the vehicle. If you need special accommodations or have mobility issues, please let us know when scheduling your ride so that we can help you.

You don't need a referral or preauthorization for transportation. If you have questions about the transportation service, call **(888) 654-0706 (TTY: 711)**, seven days a week, 8 a.m. to 8 p.m.

### Are you looking for your doctor's name?

Your doctor's name and contact information is listed on the front of your HAP Empowered MI Health Link member ID card. To change your doctor, call Customer Service at **(888) 654-0706 (TTY: 711)**. You can also use our Find a doctor tool at [hap.org/find-a-doctor](http://hap.org/find-a-doctor).

# FACT VS. FICTION: High blood pressure

High blood pressure affects nearly half of all American adults. That's a fact. But the idea that you can't do anything about high blood pressure is a fiction.

Let's learn about some of the truths and myths around high blood pressure.

## **FACT: Blood pressure can be normal, elevated or high.**

Blood pressure is measured in two digits. Systolic is the top number and is the pressure when your heart beats. Diastolic is the bottom number and is the pressure when your heart rests.

- A normal blood pressure is less than 120 mmHg and less than 80 mmHg
- An elevated blood pressure is 120 to 129 mmHg and less than 80 mmHg
- A high blood pressure is 130 mmHg or higher or 80 mmHg or higher

## **FACT: High blood pressure can lead to increased health risks.**

High blood pressure, also called hypertension, is the number one risk factor for stroke. And those with hypertension also face a higher risk for heart attack, dementia and other problems.

## **FICTION: You can't change any of your risk factors for high blood pressure.**

Your lifestyle has a big impact on your numbers. To help manage or avoid hypertension, you can:

- Exercise regularly
- Eat a nutritious diet, including fish, vegetables and whole grains
- Quit smoking
- Reduce your salt intake
- Learn to cope with stress

## **FACT: There are a few risk factors you can't control.**

These include:

- Having a family history of hypertension
- Being older than age 55
- Being African American

## **FICTION: Managing hypertension is entirely up to you.**

Your health care team can work with you to manage your blood pressure. Talk with them about your numbers. Discuss your goals for treatment and how you'll accomplish them.

Sometimes you'll receive a prescription to help with your blood pressure. Your doctor may also discuss lifestyle changes you can make.

## **FACT: Managing high blood pressure is a lifelong commitment.**

But the commitment pays off in the form of improved health and wellness.







## HAP Empowered MI Health Link: Success Stories

# Care coordinator helps member restore his food assistance benefits

Read this story about a member just like you and learn how you can get the most from your coverage with the HAP Empowered MI Health Link.

This member success story began with a routine call:

“During a Care Coordination call, the member said he had not received his food assistance card and left several messages with no response.

After looking into the situation, the Care Coordinator learned that the member had been calling the wrong phone number. The Care Coordinator offered to make a joint phone call with the member to share the situation with his assigned Care Coordinator.

The assigned Care Coordinator said that the member would need

to resubmit an application for a food assistance card. The new application would arrive in the mail in a few days. At the end of the call, the Care Coordinator said the member could call back if he needed more help.

Later, the member called to say that his food assistance card had been reinstated and how happy he was for getting help. The Care Coordinator reminded the member that she was there for him and available anytime for assistance.”

Did you know that all HAP Empowered MI Health Link members are assigned a Care Coordinator? If you have questions about the Care Coordination benefit, contact the Care Coordination team at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.

## We can answer your questions

Call HAP Empowered MI Health Link at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.

The following items are online at [hap.org/hap-empowered/mi-health-link](http://hap.org/hap-empowered/mi-health-link). Call us if you want a copy of this list.

- Affirmative statement about Utilization Management incentives
- Care management
- Certificate of Coverage
- Clinical practice guidelines
- Covered and noncovered benefits
- Credentialing information
- Fraud and abuse information
- Health management programs (programs that help you take care of your health)
- How to file a complaint and appeal
- Information about primary care, specialty care, behavioral health services and hospital services
- Member handbook
- Member newsletters
- Member rights and responsibilities
- Member subscriber information
- Moving from pediatric care to adult care
- Pharmacy procedures and drug list
- Privacy and HIPAA information
- Provider directories
- Quality Improvement Program
- Review of Utilization Management decisions
- Utilization Management criteria and access to staff

# How to prevent fraud, waste and abuse

You can help protect yourself from fraud, waste and abuse by reviewing your Explanation of Benefits (EOB) after you receive health care services. If you see something that doesn't look right, report it to HAP Empowered MI Health Link right away.

## What's fraud, waste and abuse?

Fraud is a wrongful or criminal deception intended to result in financial or personal gain. Waste is when a person abuses benefits or is using more services than needed. Abuse is when a provider

gives services or advice that is not in line with standard business or medical practice. Here are some examples:

- Charging too much for services or supplies
- Providing services that aren't needed
- Billing for items or services that should not be paid for by Medicare or Medicaid

## How do I report fraud?

A special investigations unit will review all reports of fraud, waste and abuse. If you think a provider,

supplier, member or care facility is committing fraud, waste or abuse, please report it right away.

You may remain anonymous if you prefer. All information will be treated as confidential.

Call: **(877) 746-2501**,  
24 hours a day

Mail: Health Alliance Plan  
Compliance Department  
Attention: Special  
Investigations Unit  
2850 West Grand Blvd.  
Detroit, MI 48202

Email: **ComplianceOffice@hap.org**



## Do you qualify for discounts on Internet services?

The Affordable Connectivity Program helps eligible members get lower-cost internet services. This includes:

- Up to \$30 per month for broadband service
- Up to \$75 per month for households on tribal lands
- A one-time discount of up to \$100 for a laptop, desktop computer or tablet

To learn more or see if you qualify, go to **fcc.gov/acp**.

## Care guidelines help protect patients and providers

Care guidelines are suggestions for providers to give the right care to patients at the right time. HAP Empowered MI Health Link partners with the Michigan Quality Improvement Consortium to research, develop and approve care guidelines. HAP is a key member of this group, which is focused on the health of Michiganders and helping doctors give the most up-to-date care to their patients. For more information, visit **hap.org/providers/provider-resources/guidelines**.



# Have you seen the dentist lately?



It's important to visit your dentist twice a year. Routine dental exams not only

help keep your teeth and gums healthy and clean, but can also stop cavities, bad breath, gum disease and other health problems.

As a HAP Empowered MI Health Link member, you have dental coverage at no cost to you.

This covers:

- Two free routine cleanings and dental exams per year

- Full-mouth X-rays once every five years
- Fillings, tooth removal, dentures and more!

Visiting your dentist and practicing good oral hygiene can protect your smile, as well as your overall health and well-being.



**Health rewards are available!**

Earn a \$25 reward for going to the dentist.

## Did you move or change your phone number or email?

It is important to report any changes in your contact information to the Michigan Department of Health and Human Services (MDHHS) right away.

To report changes to your phone number, email or address, please visit the MIBridges website at [michigan.gov/mibridges](https://michigan.gov/mibridges) and log on to your MIBridges account.

If you do not have an account yet, you can create one for free by selecting "Register."

Once you are logged in to your account, update your information under both your account profile and the "Report Changes" option. The "Report Changes" submission is what the local office will use to update the address for your case.



# Helpful reminders

Have you created an account at [hap.org/mihealthlink](https://hap.org/mihealthlink)? Here's what you can do now:

- Print your ID card or download it to your phone.
- Send our Customer Service team a secure message.
- Search our list of doctors and hospitals.
- Check on your claims.

## Contact information:

|                                       |   |
|---------------------------------------|---|
| <b>HAP Empowered MI Health Link</b>   | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Care Coordination</b>              | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Schedule a Ride</b>                | <b>(888) 654-0706 (TTY: 711)</b><br>7:30 a.m. to 8 p.m., Monday through Friday  |
| <b>24-Hour Nurse Advice Line</b>      | <b>(877) 394-0665 (TTY: 711)</b>  |
| <b>Dental</b>                         | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Hearing</b>                        | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Vision</b>                         | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Pharmacy</b>                       | <b>(888) 654-0706 (TTY: 711)</b>  |
| <b>Nations Over the Counter (OTC)</b> | <b>(877) 269-9234 (TTY: 711)</b>  |
| <b>Report Fraud, Waste or Abuse</b>   | <b>(877) 746-2501 (TTY: 711)</b>  |
| <b>Smoking Cessation Program</b>      | <b>1-800 QUIT NOW (784-8669) or (888) 654-0706 (TTY: 711)</b>   |
| <b>Behavioral Health</b>              | Wayne County residents: <b>(800) 241-4949 (TTY: 711)</b><br>Macomb County residents: <b>(855) 927-4747 (TTY: 711)</b> |

If you have questions, please call us at **(888) 654-0706 (TTY: 711)**. We are here to help you from 8 a.m. to 8 p.m., seven days a week.

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 [twitter.com/hapmichigan](https://twitter.com/hapmichigan)

HAP Empowered MI Health Link is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

HAP Empowered MI Health Link, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

This information is available for free in other languages. Please call our Customer Service number at **(888) 654-0706 (TTY: 711)**. Available 8 a.m. to 8 p.m., seven days a week.

ATENCIÓN: si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Llame al **(888) 654-0706**, los usuarios **TTY deben llamar al 711**.

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية مجاناً. اتصل بالرقم (888) 654-2200 أو خدمة الهاتف النصي: 711.