

# Make Health Happen

WINTER 2023



## Get a flu shot to stay healthy



### Get helpful text messages

We want to make sure you stay healthy and well. Look for text messages from HAP Empowered with information and tips about your plan.

All HAP Empowered Medicaid members ages 6 months and older should get a FREE flu shot. The flu shot is very important if you are at high risk for serious flu-related problems. People at higher risk include: adults 65 and older, young children, pregnant women and people with certain chronic medical conditions, such as asthma, diabetes or heart disease.

If you had COVID-19 earlier this year, and even if you didn't, make sure that you get a flu shot. COVID-19 can cause lung problems, which could make it easier for you to get sick with the flu. Also, getting the flu shot can help you stay out of the hospital.

Check with your local pharmacy to see whether flu shots are available.

Here are some simple ways to protect you and your family from colds and the flu, as well as COVID-19:

- **Wash your hands often.** Use soap and water. Rub your hands together for at least 20 seconds.
- **Use an alcohol-based hand sanitizer** when soap and water are not available. Make sure the sanitizer is at least 60% alcohol.
- **Avoid touching** your eyes, nose and mouth.
- **Wear a cloth face mask** in public places. Wash your

hands after taking it off.

- **Don't get close** to people who are sick.
- **Clean and disinfect surfaces** that are touched often. This includes doorknobs, handrails and phones.

### Need help finding your doctor's name?

Your doctor's name and contact information is listed on the front of your HAP Empowered member ID card. If you would like to change doctors, call Customer Service at **(888) 654-2200 (TTY: 711)**. You can also use our Find a doctor tool at [hap.org/find-a-doctor](https://hap.org/find-a-doctor).

If you have questions, call our Customer Service team at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

**2** See your dentist twice a year

**3** Check your blood pressure at home

**4** Get tips on taking your medicine

**7** FREE maternity services program

# Plan your dental exam today



Health rewards are available!

If you're a HAP Empowered Healthy Michigan Plan member or are pregnant, you have dental coverage. This covers things like:

- Two free routine cleaning dental exams
- Full-mouth X-rays once every five years
- Annual X-rays
- Fillings

It's important to visit a 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. Visiting your dentist and practicing good oral hygiene can protect your smile, as well as your overall health and well-being.



## Keep your teeth happy and healthy

To find a dentist near you, call Customer Service at **(888) 654-2200 (TTY: 711)** or go to [deltadentalmi.com/findadentist](https://deltadentalmi.com/findadentist).

# Have you seen your doctor for a checkup?

Your doctor is your partner in staying healthy. Most healthy adults should see their doctors for a checkup once every year. If you don't have a doctor, call HAP Empowered at **(888) 654-2200 (TTY: 711)**.

It's important for your doctor to get to know you and your medical history. Your doctor also keeps track of the screenings you will need. Screenings can help find health problems early when they are easier to treat.

HAP Empowered also covers Telehealth visits at no charge!

You can even see your doctor without leaving your home. Use HAP Telehealth for conditions like allergies, bronchitis, colds, coughs, pink eye, rashes, the flu and more! For more information, visit [hap.org/hap-empowered/medicaid/find-a-doctor](https://hap.org/hap-empowered/medicaid/find-a-doctor).



# Track your blood pressure at home

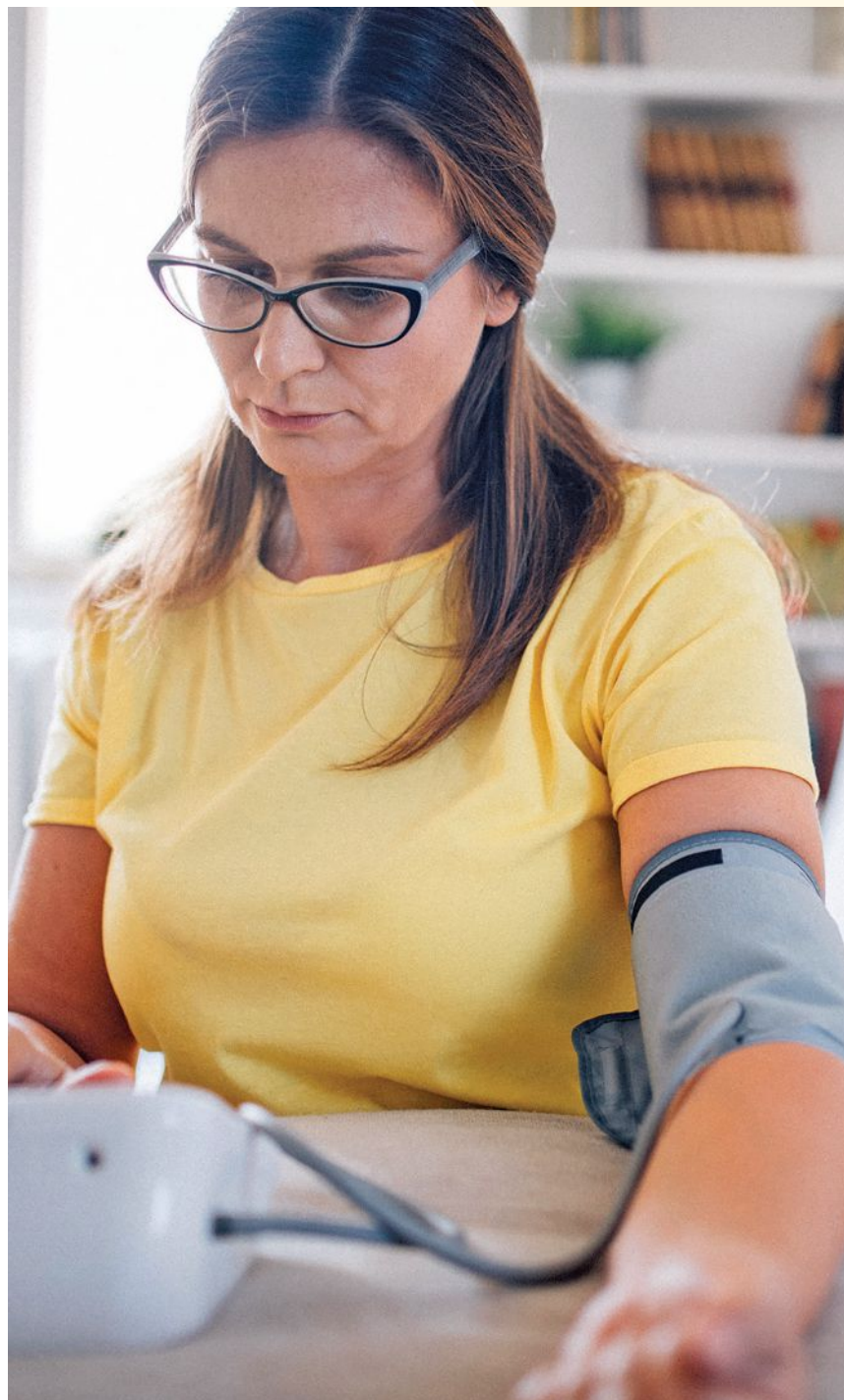
Two out of three people with diabetes also have high blood pressure. If you're in that group, new guidelines from both the American Diabetes Association and the American Heart Association (AHA) agree: You should be checking your blood pressure at home in between doctor visits. But do you know how to do it correctly?

Tracking your blood pressure at home helps your doctor tell how well your high blood pressure treatment is working. The AHA recommends using a monitor with a cuff that fits on your upper arm and inflates automatically. Wrist and finger monitors are less reliable.

Make sure the cuff is the right size for your arm. Also, if you're an older adult or pregnant woman, look for a monitor validated for that use. If in doubt about which monitor to buy, ask your doctor or pharmacist for guidance.

## Follow these steps when you do a blood pressure check:

- **Don't smoke, exercise or drink caffeinated beverages** for a half hour before measuring your blood pressure. Rest quietly for at least five minutes beforehand.
- **Sit with your back upright and supported.** Keep your feet flat on the floor and legs uncrossed.
- **Place one arm on a flat surface, such as a table.** Put the blood pressure cuff just above the bend of your elbow.
- **Check your blood pressure.** Relax for one minute. Then check it again.
- **Repeat at the same time every day.**



### Need help managing your diabetes?

Call (800) 288-2902, go to [hap.org/care-management](https://hap.org/care-management) or contact the HAP Care Management team at [caremanagement@hap.org](mailto:caremanagement@hap.org).

# Do you often forget your medicine?

You're busy—sometimes too busy to remember to take the capsules and pills you may need to get better or stay well. Sound familiar? Then try these tricks so that you won't forget your next dose:

- Store your medications in weekly pillboxes with separate sections for each day or time of day. This helps you know if you missed a dose.
- Get a special medicine container that beeps or alerts you when it's time for a dose.
- Set an alarm on your watch or

phone for when it's time to take your medicine.

- Take your pills around the same time you do other routine activities, such as eating or brushing your teeth.
- Keep your medicine near a calendar and jot down every time you take it.
- Make sure all your doctors know about each medicine you are taking, including any over-the-counter medicine

or supplements. Also, let them know if you have any allergies so they can keep that information in your records.

Also, make sure you understand how much medicine you need to take and when you should take it. If you have questions about your medicine, ask your pharmacist when you pick up your prescription.



## 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 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 (SIU) 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](mailto:ComplianceOffice@hap.org)

# BENEFIT SPOTLIGHT:

## Free transportation

HAP Empowered offers free rides to and from doctor visits. To schedule a ride, call Customer Service two days before your appointment at **(888) 654-0706 (TTY: 711)** 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 hard to schedule rides in the future. Please be on time!
- Drivers cannot 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.



## Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

CAHPS surveys help us understand how your experience was with a doctor appointment or other health service. If you get a CAHPS survey via email, mail or a phone call, please take a moment to answer the questions about your recent experience. Completing this survey helps us learn how we can better serve you! If you have questions while filling out a survey, please call Customer Service at **(888) 654-2200 (TTY: 711)**.

# We can answer your questions

Call HAP Empowered at **(888) 654-2200**, 24 hours a day, seven days a week.

The following items are listed online at **hap.org/Medicaid**. Call us for 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



## Men's health is important to HAP Empowered

Get a wellness exam every year to prevent and detect health problems. It is important to find and treat health problems early.

Schedule an appointment and ask your doctor to check:

- Blood pressure
- Cholesterol
- Diabetes
- Body Mass Index
- Blood sugar

You can also ask your doctor about:

- Immunizations
- HIV/AIDS testing and treatment of sexually transmitted diseases



## Do you qualify for discounts on Internet services?

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

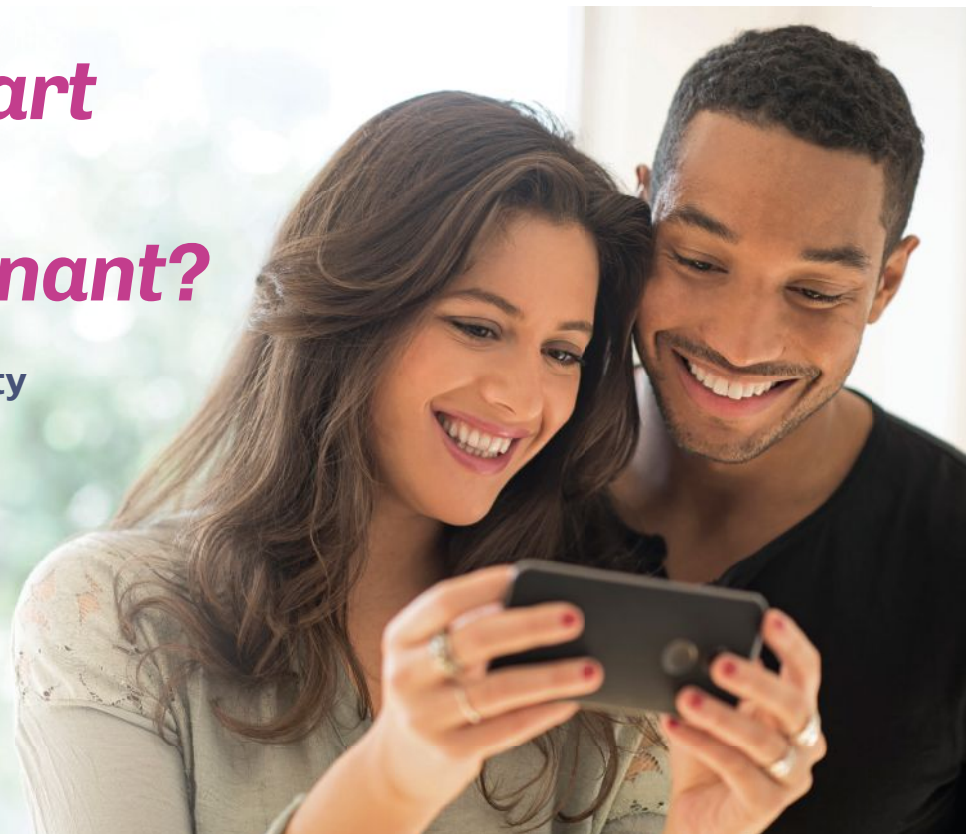
- Up to \$30 per month for broadband service
- Up to \$75 per month for households on tribal lands
- A one-time discount up to \$100 for a laptop, desktop computer or tablet

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

# Looking to start a family? Already pregnant?

Sign up for a free Maternity Services program through HAP Empowered and ProgenyHealth.®

This program will help you before, during and after your pregnancy.



#### You can get help with:

- Education and support
- Setting up doctor visits
- Keeping your appointments
- Making care plans
- Finding items at no cost



#### Download Ovia Health™ so you can:

- Create your own experience
- Track your pregnancy
- Connect with pregnant women and moms
- Contact your ProgenyHealth® Case Manager



### Stay healthy and earn a reward!

You can earn a reward for going to your checkups and screenings. Find out more about the Empower Your Health Rewards program at [hap.org/empoweryourhealth](http://hap.org/empoweryourhealth).



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# Helpful reminders



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

- Print your ID card or download it to your phone
- Send the Customer Service team a secure message
- Search our list of doctors and hospitals
- See discounts available to you
- View your claim history

For information about benefits or changes to your benefits, along with services covered by HAP Empowered Medicaid, please see the member handbook at [hap.org/Medicaid-handbook](http://hap.org/Medicaid-handbook).

The member handbook has information on:

- Your rights and responsibilities
- Benefits and services
- Out-of-network services

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HAP Empowered Health Plan, 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) 654-2200** or **TTY: 711**. Available 24/7.

ATENCIÓN: si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Llame al **(888) 654-2200**, los usuarios **TTY deben llamar al 711**.

## Contact information:

<b>HAP Empowered Customer Service</b>	<b>(888) 654-2200 (TTY: 711)</b>
<b>Schedule a ride</b>	<b>(888) 654-2200 (TTY: 711)</b>
<b>24-hour Nurse Advice Line</b>	<b>(877) 394-0665</b>
<b>Dental for Healthy Michigan Plan and pregnant women</b>	<b>(800) 838-8957</b>
<b>Hearing</b>	<b>(877) 484-2688</b>
<b>Vision</b>	<b>(800) 252-2053</b>
<b>Pharmacy</b>	<b>(888) 654-2200 (TTY: 711)</b>
<b>Report Fraud/Waste/Abuse</b>	<b>(877) 746-2501</b>
<b>Smoking Cessation Program</b>	<b>(800) QUIT-NOW or (800) 784-8669</b>
<b>Wellness Program</b>	<b>(888) 654-2200 (TTY: 711)</b>
<b>Maternity Case Management (Progeny)</b>	<b>(855) 231-4730</b>

- List of services covered by MI Health
- Interpreter and special needs services (for example, how to get information in other formats, sizes and languages)
- Customer Service phone number and other contact information

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