

# Make Health Happen

FALL 2021



## Don't forget your flu shot this fall

Millions of people get the flu each year. The flu usually starts abruptly, with fever, muscle aches, sore throat and a cough.

The flu can make people of any age sick. Most people are sick with the flu for only a few days. But some have a much more serious illness. They may need to go to the hospital. The flu can also lead to pneumonia and death.

Getting a flu vaccine is more important than ever because of the ongoing COVID-19 pandemic. Flu vaccines are especially important for people who are at high risk for complications of

the flu. Getting a flu shot protects you, your family and the community. It will also help reduce strain on health care facilities that are responding to COVID-19.

The flu viruses continually change. Vaccines are developed and given each year to protect against the flu virus strains expected to cause the illness that year.

The flu vaccine is offered as a shot or as a nasal spray. You should get your yearly flu vaccine as soon as the vaccine is available.



### Get gift cards for making healthy choices!

Whenever you see this symbol, go to [hap.org/empoweryourhealth](https://hap.org/empoweryourhealth) to learn how you can earn gift cards!

### Get helpful text messages



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

### Questions about COVID-19?

If you have questions, call HAP Empowered Customer Service at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week, or visit [hap.org/covidflyer](https://hap.org/covidflyer).

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

**2** Are you at risk for hepatitis C?

**3** Did you get a well-child exam?

**6** Pregnant? Learn more about healthy foods

**7** How to keep your teeth happy and healthy

## We can answer your questions

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

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

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

# Get tested for hepatitis C



Hepatitis C is a liver disease. It's caused by the hepatitis C virus (HCV). Over time, HCV can lead to cirrhosis of the liver or liver cancer. Most people who have hepatitis C don't have any symptoms for years. Many don't know that they are infected until their liver is already damaged.

### Are you at risk?

Hepatitis C is spread by contact with the blood of someone who has HCV. These factors raise your risk for hepatitis C:

- Being born between 1945 and 1965. People born during these years are more likely to have hepatitis C.
- Injecting yourself with illegal drugs, even if it was only once or a long time ago
- Receiving a clotting factor to treat a blood-clotting problem before 1987
- Having an organ transplant or blood transfusion before July 1992
- Coming in contact with blood infected with HCV through a job in the health field

- Having hemodialysis for a long time
- Living with someone who has HCV and sharing razors, toothbrushes or other personal items that may have blood on them
- Having sex with someone who has HCV

Ask your doctor for a test to see if you have hepatitis C. Your doctor may decide to do more than one test to make sure of the results and to see how much your liver has been affected.

### Treatment choices

If you're tested and diagnosed with hepatitis C, there are medications that can cure it. Ask your doctor for the full treatment so you don't need to go back for refills.

### Be sure to:

- Fill the prescription at your pharmacy
- Follow your doctor's instructions
- Take the medication until it is gone

After your treatment ends, your doctor will do follow-up testing.



# IT'S IMPORTANT TO MAKE TIME FOR well-child visits

Well-child visits help keep your children updated on immunizations, but that's not the only benefit. There's plenty more to learn, plus a chance to ask questions.



## Ages 0 to 11 months

### A **checkup on developmental milestones:**

When should your little one make cooing sounds, recognize faces, sit without support and understand the word "no"? Your baby's pediatrician can pinpoint any problems early and suggest strategies to help.



+ **PLUS, GET ADVICE ON:** How to help your baby sleep through the night



"LET'S BE FRIENDS"



## Ages 1 to 4

**A checkup on social skills:** Identify any social issues, such as trouble following directions or sharing with others, as your child gets ready for school. Developmental screenings can also discover potential learning disabilities.

+ **PLUS, GET ADVICE ON:** Toilet training best practices for toddlers

## Ages 5 to 10

**A checkup on safety:** At a well-child visit, young students can practice with a trusted adult skills like reciting their address, phone number and full names of their parents in case of an emergency. Your child's pediatrician can also address using helmets, crossing the street and wearing sunscreen.

+ **PLUS, GET ADVICE ON:** How to encourage healthy eating and exercise



## Ages 11 to 14

**A checkup on mental health:** This is a time of changing bodies and fluctuating hormones, so young teens may be at risk for things like depression and eating disorders. A health care provider can distinguish moodiness from something more serious.

+ **PLUS, GET ADVICE ON:** Anything related to puberty



## Ages 15 to 17

**A checkup on self-sufficiency:** Encourage your children to develop their own relationship with their pediatrician—they should be able to ask questions they might feel uncomfortable asking you. Try having them schedule the appointment themselves.

+ **PLUS, GET ADVICE ON:** Handling discussions about sex, drugs, alcohol and cigarettes



Call your child's doctor today to schedule a well-child visit!

# Learn more about your pharmacy coverage

## Are all drugs covered?

We use the Michigan Medicaid Health Plan Common Formulary for HAP Empowered Medicaid members. The formulary is a list of covered drugs. For most drugs, we provide a one-month supply or less. We provide a three-month supply for birth control pills and up to a 102-day supply for some medications that are taken every day. For safety reasons, you must use a certain amount of medication before you can fill it again. You must also use a pharmacy in the network to fill your prescriptions. There are no copayments for covered drugs.

## Does the drug list change?

We update the drug list at least four times a year. New drugs are added to the list and the status of some drugs may change. You will need approval from your doctor or HAP Empowered before some drugs are covered. Some drugs have age restrictions or quantity limits, or you might have to try another drug first before that drug is covered. These are usually based on safety.

If a change in the list affects you, we'll send a letter to you and your doctor. Please talk with your doctor right away if you get a letter about a change in the drug list.

## What if I need a drug that is not on the list?

If you need a drug that is not on the list, or there isn't another drug

on the list that you can take, you or your doctor can ask for an exception to the formulary. You can also ask us to not apply restrictions or limits on a drug. You can ask for a drug that is not on the list at [hap.org/Medicaid](http://hap.org/Medicaid) (see instructions below), or by telephone. Your doctor can call us or send an Exception Request form via fax at **(313) 664-5460**.

When you start a new drug, talk with your doctor to be sure it is on the list. If you have a question about which drugs are on the list, you can ask your pharmacist or doctor. You can find the list at [hap.org/Medicaid](http://hap.org/Medicaid). Click on "Prescription coverage" and then search the drug list.

You can search by the brand name or generic name. The list includes prescription drugs and over-the-counter drugs that are covered with a prescription from your doctor. We also cover all drugs to help you stop smoking (nicotine gum, patches, lozenges, inhaler, bupropion, Chantix).

## How can I get a copy of the list?

If you or your doctor needs a printed copy of the list, call the HAP Empowered Pharmacy team at **(313) 664-8940**. Choose option 3.

Some drugs are covered by the state of Michigan, not HAP Empowered Medicaid. Take your HAP Empowered card and



your mihealth Medicaid card when you go to the pharmacy. Your pharmacy knows about these drugs and will bill the state for them.

## Get more information about drug coverage that is just for you.

You can get this information by calling us at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week, or you can visit our website at [hap.org/Medicaid](http://hap.org/Medicaid).

Click on "Log in" at the top of the page. Then enter your ID number and password. Then go to "My Benefits" and click on "My Prescription Coverage." You can:

- Find out the cost for a drug (you pay \$0 for covered drugs)
- Find a pharmacy close to you (search by distance or ZIP code)
- Check to see if a generic drug is available and on the drug list
- To ask for a drug that is not on the list, go to "My Forms & Documents" and click on "Formulary Exception Form." Complete the form and click the "Submit" button. We will contact your doctor for information.

# 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.

## Help stop 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 Boulevard Detroit, MI 48202
- **Email: [ComplianceOffice@hap.org](mailto:ComplianceOffice@hap.org)**

# Pregnant? These foods can help you stay healthy

Here are some healthy foods you can put in your shopping cart:

**Legumes (beans, peas and lentils):** These plant-based proteins are a great natural source of folate. This helps reduce the risk for serious birth defects. Pregnant women need at least 400 micrograms of folic acid per day. A daily prenatal vitamin will also help ensure that you get enough of this vital nutrient.



**Leafy greens:** Spinach and kale are full of folate and iron. A low iron level could increase the risk for babies born underweight or too soon.



**Citrus fruits:** They contain folate. Citrus fruits help your body absorb more iron. Pregnant women should get at least 27 milligrams of iron daily.



**Cottage cheese or yogurt:** Make sure to eat 1,000 milligrams of calcium per day. This will help you and your baby have strong bones. Aim for at least three servings a day of calcium-rich dairy or calcium-fortified plant-based foods and beverages.



**Lean meats or other protein foods:** Eat red meat, chicken and seafood to help you get enough iron. If you don't eat meat, you can get iron from nuts, beans, vegetables and fortified grain products.



**Coming soon**

**Sign up for maternity services at no cost to you!**

As a HAP Empowered member, we want to help you have a healthy pregnancy. The ProgenyHealth® Maternity Services program provided by HAP® lets you:



- Talk with experienced Nurse Case Managers, Social Workers and Breastfeeding and Nutrition Coaches. They can answer your questions and help plan your doctor visits.



## What does transition of care mean for your pharmacy needs?

Are you new to Medicaid or HAP Empowered? We want to make sure you get the drugs you need.

Are you taking a drug that's not on the drug list, that has restrictions or requires approval? We'll cover a temporary supply to make sure you get the care you need. This temporary supply is for drugs that you've already been taking.

### How does this work?

For most drugs, this will happen automatically at the pharmacy the first time you fill your drug with your new HAP Empowered card.

For some drugs, we'll contact your doctor the first time the pharmacy sends us a claim for your drug. This is for safety reasons. This includes drugs for pain and drugs that need special monitoring.

Or you can ask for a temporary supply.

The following people can ask for a temporary supply:

- You
- Your doctor
- Someone who has your permission to care for you

### You can request the supply by:

- Calling Customer Service, your Care Manager or the HAP Empowered Pharmacy team
- Asking in writing

You can get this temporary supply during the first 90 days when you are new to HAP Empowered. This is for drugs that you've already been taking. We'll cover up to a 30-day supply in the first 90 days with us. We call this a "transition" fill. After the drug is filled at the pharmacy, we'll send a letter to you and your doctor. The letter has instructions about the temporary fill and what to do next.

We'll work with your doctor to use a drug on the list or to approve your drug if there's not a drug on the list that's right for you.

## Keep your teeth happy and healthy

Have you seen your dentist for a checkup? Make sure to make an appointment to keep your teeth and your smile healthy.

### Regular dental exams can:

- Find problems with your teeth and gums before they cause you pain or are costly to treat
- Prevent some problems from happening in the first place
- Spot warning signs of diseases or other medical conditions in the mouth that are unrelated to your teeth
- Establish a place to go if you have a dental emergency

For these reasons, it is important to see your dentist twice a year. That's true even if there are no obvious problems.

Just like daily brushing and flossing, make it a habit to schedule and keep regular appointments with your dentist. Acting now will help you avoid major issues in the future.

### Schedule your dental checkup now!

If you're a HAP Empowered Healthy Michigan Plan member or are pregnant, you have dental coverage. Go to [deltadentalmi.com/findadentist](https://deltadentalmi.com/findadentist) to find a dentist near you.

# 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 our Customer Service team a secure message.
- Search our list of doctors and hospitals.
- Check on your claims.



Get helpful text messages about your plan. Call **(833) 593-1755** to sign up.



Earn up to **\$375** in gift cards with the HAP Empower Your Health Rewards program. Visit [hap.org/empoweryourhealth](http://hap.org/empoweryourhealth) to learn more.

 [facebook.com/HAP](https://facebook.com/HAP)

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

## Important contact information:

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|--|---|
| <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>(866) 622-8980</b>                   |
| <b>Smoking Cessation Program</b>                           | <b>1-800-QUIT-NOW or (800) 784-8669</b> |
| <b>Wellness Program</b>                                    | <b>(888) 654-2200 (TTY: 711)</b>        |

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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**.

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