

Make Health Happen

WINTER 2022



Jump into 2022: See your doctor today

It's important to see your trusted doctor each year for a well-care visit.

Free routine doctor visits:

- Help find out your health risks and personalize your care
- Keep up-to-date on your immunizations, like the flu or COVID-19 shot, and routine health screenings

- Help you find and treat health problems before they're life-threatening or call for costly treatments
- Lower your chances of being hospitalized or going to the ER
- Help you build a relationship with your doctor
- Gives you a safe space to talk about your health concerns
- Help you to learn ways to live a longer, healthier life

Get free transportation to doctor appointments

HAP Empowered offers free transportation to your well-care visits. To get a ride, please call us 2 business days before your scheduled doctor appointment at **(888) 654-2200 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 8 p.m.



Our Empower Your Health rewards program lets you earn gift cards by completing basic health screenings and tests. Visit hap.org/empoweryourhealth to learn more about our rewards program and schedule an appointment with your doctor to start earning gift cards today!

Need help finding your doctor? We can help!

Your doctor's name and contact information can be found 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.



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.



Get vaccinated today!

COVID-19 shots are covered. If you have questions, call Customer Service at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

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

2 Keep your child healthy with vaccinations

3 Have a safe and healthy pregnancy

6 Know your risk for heart disease

7 Sign up for a free webinar

Keep your child healthy

Immunizations (shots) are the best way to make sure your child is safe from serious health problems. Bring this chart to your child's next doctor visit to track their vaccines.



Health rewards are available!

Recommended immunizations

Disease	Vaccine	Notes	2-3 years	4-6 years	7-10 years	11-12 years	13-15 years	16 years	17-18 years
Diphtheria, tetanus, whooping cough (pertussis)	DTaP —for children under 7			<input type="checkbox"/> 5th dose					
Polio	IPV, inactivated	A 4th dose of IPV may be needed if all previous doses were administered under 4 years. Check with your doctor.		<input type="checkbox"/> 4th dose					
Flu (influenza IIV)	Flu	Children up to 8 years getting the flu vaccine for the first time should get 2 doses at least four weeks apart.	<input type="checkbox"/> 1 dose annually						
Flu (influenza LAIV)	Flu	Minimum age for influenza LAIV vaccine is 2 years of age.							
Measles, mumps, rubella	MMR			<input type="checkbox"/> 2nd dose					
Chickenpox (varicella)	VAR			<input type="checkbox"/> 2nd dose					
Meningococcal	Meningococcal					<input type="checkbox"/> 1st dose		<input type="checkbox"/> 2nd dose	
Tetanus, diphtheria, whooping cough (pertussis)	Tdap— for children 7 years or older					<input type="checkbox"/> 1st dose			
HPV (human papillomavirus)	HPV	The series can start at age 9. If it is started before age 15, 2 doses are given 6 to 12 months apart. If immunization starts after age 15, 3 doses are recommended.				<input type="checkbox"/> 1st dose (starting at age 9) <input type="checkbox"/> 2nd dose six to 12 months later			

Growth

Age	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Date																	
Height																	
Weight																	

You don't need to start over if your child misses a shot. Simply go back to your child's doctor for the next shot. Talk with your child's doctor if you have any questions about vaccines.



For a checklist of things to talk about with your child's doctor at the next appointment, go to hap.org/checklist.

Do you need to schedule a well-child visit? Call Customer Service at (888) 654-2200 (TTY: 711).



Health rewards are available!

Looking to start a family? Already pregnant?

HAP Empowered and ProgenyHealth® have teamed up to deliver Maternity Care Management to help you have a safe and healthy pregnancy.

This free service gives you access to skilled nurse case managers, social workers, and breastfeeding and nutrition coaches to help you each step of your pregnancy.



Download our app to help track your progress, get helpful health tips, get appointments reminders and more!



Go to hap.org/pregnancy or call (855) 231-4730, Monday through Friday, 8:30 a.m. to 5 p.m. to learn about this program.

3 tips for a healthy pregnancy

1 Stay active. Ask your doctor which activities are right for you. Avoid any contact sports such as basketball or soccer.



2 Avoid infections. Wash your hands often. Scrub with soap and water for a full 20 seconds. Also, don't handle dirty cat litter.



3 Eat healthy. Choose vegetables, fruits, whole grains, low-fat or fat-free dairy products and healthy protein foods. Don't eat deli meat or undercooked meat.





Fight the flu and COVID-19

THE FLU AND COVID-19 SHOT ARE YOUR BIGGEST ALLY AGAINST THESE VIRUSES. PROTECT YOU AND YOUR FAMILY WITH THESE HEALTHFUL TIPS:

- Get your flu shot and COVID-19 vaccines.
 - 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.
 - Clean and disinfect surfaces that are touched often. This includes doorknobs, handrails and phones.
 - Don't get close to people who are sick.
- You can get a free flu shot by showing your HAP Empowered member ID card at your doctor's office or local in-network pharmacy.
- HAP Empowered members are also eligible for a free COVID-19 shot! Join the millions of fellow Michiganders who have taken that step to get back to normal and keep our communities safe.
- If you have questions about how to get your flu or COVID-19 shot, call Customer Service at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

Who should get a flu shot?

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 older than age 65, young children, pregnant women and people with chronic health conditions, including diabetes, asthma, heart disease and lung disease.

Plan your dental exam today



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

- 2 free routine cleaning dental exams
- Full-mouth X-rays once every 5 years
- Annual X-rays
- Fillings and Emergency exams

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.

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

How healthy is your heart?



Health rewards are available!

Heart disease is a serious health problem that affects many men in the U.S. However, there are many ways you can lower your risk for heart disease and increase your health and well-being. Everyday choices can lower the risk, such as:

- Choosing to walk around your neighborhood or at your local mall
- Buying seasonal fruits and veggies or growing your own garden
- Calling the Michigan Tobacco Quitline* to get help quitting tobacco
- Reducing alcohol use
- Keeping up a healthy weight
- Keeping your blood pressure and cholesterol at healthy levels by visiting your doctor once a year

High blood pressure and high cholesterol may have few – if any – warning signs, so visiting your doctor can be the best way to make sure your levels are healthy. Your doctor can check your blood pressure and cholesterol levels at your routine well-care visits.

Do you know your risk?

To schedule a well-care visit, call your doctor or our Customer Service team at **(888) 654-2200 (TTY: 711)**.

*The Michigan Tobacco Quitline is a free phone-based program to help you quit smoking. To sign up, call **(800) QUIT NOW (784-8669)**.



Source: cdc.gov/heartdisease/risk_factors.htm

Get a reward for going to the webinar!

Empowered members who go to this webinar may be eligible for a \$15 gift card or reward through our Empower Your Health rewards program.



Health rewards are available!



You're invited!

As a HAP Empowered member, you can sign up for a **free** online webinar to help get the most out of your Medicaid benefits. Check out these upcoming dates for the ***Making Your Medicaid Benefits Work For You*** webinar:

January 19, 2022	9 a.m.
February 2, 2022	5 p.m.
February 16, 2022	noon
March 2, 2022	9 a.m.
March 16, 2022	5 p.m.
April 6, 2022	noon
April 20, 2022	9 a.m.
May 4, 2022	5 p.m.
May 18, 2022	noon



Sign up for one of these times at hap.org/events/medicaid/empowered-medicare-new-member-webinar.

Need help signing up? Call our Customer Service team 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 online at hap.org/Medicaid. Call us if you want a copy of this list.

- Find a Doctor and Dentist Search Tool
- Member Handbook and Certificate of Coverage
- Benefits - Covered and Non-Covered
- Pharmacy Coverage
- COVID-19 Resources
- Member Resources:
 - Health rewards, ways to earn gift cards
 - Events
 - Health and Wellness programs
 - MoGo Bike Share Pass
- Member Information:
 - Member Rights and Responsibilities
 - Contact information and Language Assistance
 - Maternal Infant Health Program
 - Transitioning your care
 - Prior authorization
 - Grievances and appeals
 - Quality Care Program

Helpful reminders

Have you created an account at 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.

Earn gift cards with the HAP Empower Your Health Rewards program. To learn more, visit hap.org/empoweryourhealth.



 facebook.com/HAP

 twitter.com/hapmichigan

Important contact information:

HAP Empowered Customer Service	(888) 654-2200 (TTY: 711)
Schedule a ride	(888) 654-2200 (TTY: 711)
24-hour Nurse Advice Line	(877) 394-0665
Dental for Healthy Michigan Plan and pregnant women	(800) 838-8957
Hearing	(877) 484-2688
Vision	(800) 252-2053
Pharmacy	(888) 654-2200 (TTY: 711)
Report Fraud/Waste/Abuse	(877) 746-2501
Smoking Cessation Program	1-800-QUIT-NOW or (800) 784-8669
Wellness Program	(888) 654-2200 (TTY: 711)

HAP Empowered Health Plan, Inc., a Michigan Medicaid Health Plan, is a wholly owned subsidiary of Health Alliance Plan of Michigan (HAP). It is a Michigan nonprofit, taxable corporation.

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.