

make *health* happen

Utilization Management Update



It is a goal of HAP Midwest to make sure you get the right care in the right place at the right time. HAP Midwest uses Utilization Management (UM) to meet this goal. The UM Department does this by looking over requests for services. There are national rules and regulations that help decide if the requested service is fitting. Decisions to approve the request are based on:

- The information your doctor or provider gives
- The national rules and regulations
- The HAP Midwest medical directors

Questions and Answers:

Please see the frequently asked questions below:

Q What if I have questions about a choice made by the UM Department?

A You can call the UM Department Monday to Friday, 8 a.m. to 5 p.m., at (888) 654-2200. After business hours, you can still call this number. We will

address your issue the next business day.

Q What if I need help because I am hearing/speech impaired?

A Call the Michigan Relay Center toll-free at 711.

Q How can I get help if I do not speak English?

A We use an interpreter to speak with you in the language you want. To ask for language help, please call (888) 654-2200.

Q What if I do not agree with a decision made by HAP Midwest?

A If you do not agree with a decision, follow the process in your handbook under How to File a Grievance/Appeal. Or you can call (888) 654-2200 for help. If you still do not agree with the decision, you have the right to ask for a review by someone outside of HAP Midwest.

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Inside!

**Reminder
for Members
Turning
Age 18**

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NOTE: The UM Department does not give bonuses to doctors or employees for denying services. These decisions are based on making sure you get the right care or service in the right place. The decisions also follow your benefit coverage.



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Rights and Responsibilities

We are committed to giving quality health care to you and your family. You have certain rights and responsibilities when it comes to your health care. HAP Midwest Health Plan staff and providers will comply with your rights.

YOU HAVE A RIGHT TO:

- Be treated with respect and recognition of your dignity and your right to privacy and confidentiality.
- Get care that meets your health needs.
- Get information about HAP Midwest Health Plan's services and providers, practitioners, and rights and responsibilities.
- Work with doctors to make decisions about your health care.
- Choose or change your doctor.
- A truthful talk about appropriate or medically needed treatment options for your conditions. You have a right to this information even if the cost is high or is not covered under your benefits.
- Decide what type of care you would want if critically ill. This is called an advance directive.
- Get medical care through a Federally Qualified Health Center or Rural Health Center.
- Refuse treatment.
- Ask about treatment options.
- Ask for advice from another doctor.
- Ask for a copy of your medical records.
- Ask for amendments or corrections.
- Get timely service from Customer Service.

- Voice complaints or appeals about HAP Midwest Health Plan or the care we provide.
- Call or visit the Customer Service Department to file an oral or a written grievance or appeal.
- Ask for an Administrative Fair Hearing with the Michigan Department of Health and Human Services.
- To get information about HAP Midwest Health Plan operations and structure or make suggestions regarding our services and providers.
- Make suggestions about HAP Midwest Health Plan member rights and responsibilities.
- Be free of any form of restraint or seclusion used as a way to coerce, discipline, convenience, or retaliate.
- Receive a second medical opinion from an in-network provider.
- If an in-network provider is not available, the plan will arrange for an out-of-network provider. Plan approval is required.

YOU HAVE A RESPONSIBILITY TO:

- Keep good health habits.
- Learn how HAP Midwest Health Plan works.
- Follow HAP Midwest Health Plan policies for getting health care services.
- Choose a doctor.
- Show your HAP Midwest Health Plan and MIHealth cards when you need care.

- Make sure no one else uses your HAP Midwest Health Plan and MIHealth cards.
- Treat other members, HAP Midwest Health Plan staff, and providers with respect.
- Give information that HAP Midwest Health Plan and your doctors need in order to give you care.
- Understand your health problems and work with your doctor to develop care that you both agree on.
- Follow plans and advice for care that you have agreed to with your doctor.
- Keep scheduled appointments. Arrive on time. If you cannot keep your appointment, call your doctor as soon as you can.
- Report any suspected fraud and abuse.
- Know what to do when your doctor's office is closed.
- If you move or change your phone number, to call us at **(888) 654-2200** to give us the new address and phone number. You must call your caseworker at your local Department of Human Services (DHS) office.
- If you have a baby or if your family size changes for any reason, to call your DHS worker. Let them know about the changes. Call HAP Midwest Health Plan and let us know.

For a complete list of your rights and responsibilities, visit hap.org/Midwest. You can also call Customer Service at **(888) 654-2200**.

HELP US STOP Fraud and Abuse



Fraud is when someone lies or doesn't tell the truth and then they benefit from it.

Examples of fraud are:

- Using an expired ID card
- Loaning your ID card to a friend or family member
- Changing a prescription
- Telling a lie to get medical or pharmacy services

Abuse is when someone does things that are wasteful. Abuse costs the health plan or the Medicaid program extra money.

Examples of abuse are:

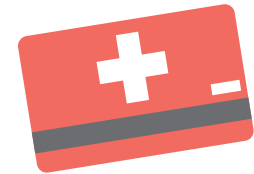
- Going to the emergency room for nonemergency medical services
- Hostile or rude behavior in a doctor's office, hospital, or pharmacy

Contact HAP Midwest Health Plan
If you suspect any fraud or abuse, you can call us at **(877) 746-2501** or write to:

HAP Midwest Health Plan
Attention: Compliance Officer
PO Box 2578
Detroit, MI 48202

Contact Medicaid
(855) MI-FRAUD (643-7283)
Email: mdhhs-oig@michigan.gov

Send a letter to:
Michigan Department of Health and Human Services,
Office of Inspector General (MDHHS-OIG), at:
MDHHS-OIG
P.O. Box 30062
Lansing, MI 48909
michigan.gov/fraud



Pharmacy-Drug Formulary Updates

HAP Midwest takes part in the Medicaid Health Plan Common Formulary. It oversees a list of approved prescription drugs. The Common Formulary began July 1, 2016, at HAP Midwest. It helps streamline drug coverage policies for Medicaid and Healthy Michigan members and providers.

We update this list at least 4 times every year. If one of the drug changes may affect you, we inform you and your doctor by mail. For further information regarding all formulary updates and prescription drug changes, please visit our website at:

hap.org/midwestformulary

If you would like a printed copy of the updated drug list, call the Pharmacy Department at **(248) 663-3873**.

Other Website Information

Do you need to find a local pharmacy? Or find out how 2 drugs will interact with each other? You can look up this information on our website. In addition, visit the link provided and:

- Find common drug side effects
- Determine the availability of generic substitutes
- Find information about quantity limits, prior authorization, step therapy, or other benefit limits
- Begin an exception request
- Review the drug denial process





QUALITY

Improvement Program Update

HAP Midwest Health Plan's Quality Improvement (QI) Program, Work Plan, and Annual Program Evaluation are available to you on our website at hap.org/Midwest. Our QI Program tells you what we do each year to make sure you get the best care. Some things we improved in the last year are:

- Controlling high blood pressure
- Lead screening
- Immunizations for adolescents
- Diabetes care

We have more Customer Service hours. We've also started giving welcome and follow-up calls. These calls are to answer questions and help make appointments. We check doctor's office hours and appointment wait times.

For a copy of our program or a report on our goals, please call **(248) 663-3889**. Or you can visit hap.org/Midwest.

Understanding Your Benefits

When you enrolled, you received a member handbook. This guide lists all your benefits. The handbook can be found on our website at hap.org/Midwest. If you would like a paper copy, you can call us at **(888) 654-2200**.

Included is the following information:

- Covered and noncovered benefits
- Pharmacy process
- Copayments you may be responsible for
- Restrictions on benefits outside of our service area
- How to get information about doctors who participate with HAP Midwest Health Plan
- How to submit a claim for covered services
- How to get primary, specialty, behavioral, and hospital services
- How to get care after normal office hours
- How to get emergency care
- How to get care outside of our service area
- How to make a complaint
- How to appeal a decision that adversely affects coverage, benefits, or a member's relationship with the organization
- How we look at new technology
- How to get language assistance

Moving from Child Care to Adult Care

This is a reminder for members who are turning age 18. They will need to change their doctor. Now they will need to see a primary care provider who treats adults. That means they will no longer see their pediatrician. Once you and your child make a decision, call HAP Midwest Customer Service at **(888) 654-2200**.



Questions About HAP Midwest?

You can always call us at **(888) 654-2200** for more information.

We also have the following items posted online at hap.org/Midwest. If you prefer a hard copy, call the number listed above. We will mail it to you.

- Affirmative statement about Utilization Management incentives
- Complex case management
- Covered and noncovered benefits
- Credentialing information
- Disease management services
- Member rights and responsibilities
- Pharmacy procedures and formularies
- Privacy and HIPAA information
- Quality Improvement Program
- Review of Utilization Management decisions
- Transitioning 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

PHYSICIAN INCENTIVE DISCLOSURE

Your good health is our first concern. We make decisions about your health care based on high-quality medical care. Also, we consider benefit coverage.

We do not bribe doctors or anyone else to withhold care or services. We will never use incentives to encourage staff to make it hard for you to receive care and services. In addition, we do not:

- Make decisions about hiring, promoting, or terminating staff based on the chances that they will deny benefits
- Reward anyone for refusing services
- Have incentives for utilization decision makers

Please call us at **(888) 654-2200** if you have any questions about this issue.

Dr. Peter Watson
Medical Director

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We Want to Hear from You!

Thank you for being a member of HAP Midwest Health Plan. HAP Midwest Health Plan does a survey to see how satisfied our members are with their doctors and with the health plan. We are always working to improve services for you and your family. We would like your feedback. Our survey will be mailed to you soon—please fill it out. We want to hear from you so that we can continue to improve our services.

You can always call us at **(888) 654-2200** for more information. You can also visit hap.org/Midwest. If you prefer a hard copy, call the number listed above and we will mail it to you.



Protected Health Information

HAP Midwest Health Plan cares about your privacy and protected health information. Your doctor holds your medical record. He or she cannot give out any of your information unless you sign a special form.

As a health plan, we only look at your medical record to make sure you are receiving the care you need. Any information we have about you is kept private. We require everyone we contract with to follow our privacy policy. And unless the law requires it, we do not give out any information about you. When you signed up for a Medicaid health plan, you gave your consent for the use of information about you. We use these details to pay your health care claims. The information is also used to give out your benefits.

Our Notice of Privacy Practices was sent to you with your welcome packet. It can also be found on our website at hap.org/Midwest. If you would like another copy, or you have any questions or concerns, please call us at **(888) 654-2200**.



Additional Services Available

HAP Midwest members have access to TDD/TTY services for members who need them. Please call **711** from a telephone or TTY for more information. We also have language assistance services available. Please contact our customer service department at **(888) 654-2200** to speak to a representative to assist you!

If you would like this newsletter in Arabic or Spanish, please call **(248) 663-3889**. Si desea que este boletín en árabe o en español, por favor llame al **(248) 663-3889**. إذا كنت ترغب في هذه النشرة باللغتين العربية أو الإسبانية يرجى الاتصال بالرقم **(248) 663-3889**.