

# Make Health Happen

SUMMER 2021



## Q & A: COVID-19 vaccine

### Why should I get the COVID-19 vaccine?

The more people who get the COVID-19 vaccine, the less likely the virus will spread in the community. As more people get the vaccine, local and regional policies may be able to change what types of businesses can be open and how people can gather.

### Does the vaccine have any side effects?

The COVID-19 vaccines are very safe. You might get mild side effects like low-grade fever, sore arm and fatigue. These symptoms mean that the vaccine is working. The vaccine clinic may ask you to stay for a period after you get the vaccine. This is to make sure you

don't have an immediate reaction.

### Do I need to pay for the vaccine?

The COVID-19 vaccine is free. There are no out-of-pocket costs to individuals for the vaccine. Health care providers may bill insurance for administrative costs.

### When can I get my vaccine?

The State of Michigan is working hard to get the vaccine to you as quickly as possible.

### Where do I get the vaccine?

You can get the vaccine at your hospital, local pharmacy, local health department or at community vaccine events. To learn more, call the State of Michigan at



### 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!

(888) 535-6136 or visit [hap.org/Empowered](https://hap.org/Empowered).

It's still possible to get COVID-19 even after you get both doses of the vaccine, but your risk of getting sick from COVID-19 is much lower. You only need to wear a mask or social distance when it's required by federal, state or local rules. For example, businesses may have their own masking policy.

### Do you have questions about the COVID-19 vaccine?

Call HAP Empowered 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.

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## 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

# 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 is 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)**



# Here, driving you to get care.



HAP Empowered has improved our ride service to benefit you. We are now working with a service called Veyo. We will give you a free ride to and from all medical appointments. This includes:

- Doctor
- Dentist
- Vision
- Hearing
- Pharmacy visits.

We'll also take you to and from the pharmacy to pick up any medical equipment and get your COVID-19 vaccine and flu shot.

## Are you ready to schedule a ride? It's easy.

**STEP 1:** Call **(888) 654-2200** (TTY: 711). Call 7:30 a.m. to 8 p.m., Monday through Friday. You'll need to call two business days before your appointment.

**STEP 2:** When scheduling your ride, opt-in to receive a text message when your ride is confirmed. You may also get GPS tracking to know where your driver is.

**STEP 3:** For your safety, you'll get a call or text with details about the vehicle picking you up.

**STEP 4:** Your feedback is important to us. Make sure to share it after your ride.

## Need urgent or emergency care?

Call **911** immediately for an ambulance.

## Do you need a same-day ride for urgent care or care that is not life-threatening?

Call Customer Service at **(888) 654-2200** (TTY: 711). We're here seven days a week, 24 hours a day.

**Want to learn more?**

Visit [hap.org/Transportation](https://hap.org/Transportation).

Sign up to get helpful text messages about your HAP Empowered Medicaid plan. Call **(833) 593-1755** today to sign up.

# Screenings can save lives



## Get a gift card for staying healthy!



Your health is important to us. To help you stay healthy, the HAP Empower Your Health Rewards Program will give you a reward for your healthy habits. You can earn up to \$375 in gift cards.\* We'll look at the claims your HAP doctor sends us from the services you received and track your rewards.

Then, we'll mail you a voucher for the rewards you earned. You can redeem them for your choice of gift card from national retailers.

To find out more about the gift cards, visit [hap.org/empoweryourhealth](http://hap.org/empoweryourhealth).

\*Amount may vary based on age.

Are you behind on any of your screenings? It's important to see your doctor for screenings to stay healthy. Here are the screenings you may need:

### Mammograms:

- **Women ages 45 to 54:** Every year.
- **Women ages 55 and older:** Every other year or you can choose to get screened every year.

### Lead screening:

- **All children** need this done by age 2.

### Chlamydia screening in women:

- **Women ages 16 to 24** who are sexually active should be screened annually.

### Cervical cancer screening:

- Certain people need more frequent or additional screenings. Ask your doctor what's right for you.
- **Women ages 21 to 64 years old:** Get a pap smear once every three years.
- **Women ages 30 to 64 years old:** You have the option to get a pap smear, or an HPV test or both. If your doctor chooses both, then you may only need to have this screening done once every five years.

### A healthy lifestyle is key

Besides scheduling regular screenings, you can reduce your risk of developing cancer by sticking to a healthy routine. Here are some healthy habits:

- Stay away from all forms of tobacco. Smoking causes up to 90% of lung cancer deaths. Also, avoid secondhand smoke.
- Eat a healthy diet with plenty of fruits and veggies.
- Make a habit of being active. Get at least 150 minutes (two hours and 30 minutes) of moderate-intensity aerobic activity every week.
- Limit the amount of alcohol you drink.
- Lose weight if you're overweight.
- Be mindful of the sun, which can cause skin cancer. Wear protective clothing and apply sunscreen with an SPF of 15 or higher.

# 10 Tips for Better Dental Care



**1** Brush two times a day.

**2** Use a toothbrush with soft bristles. Also, use fluoride toothpaste.

**3** Both manual and power toothbrushes can help get rid of plaque. A power toothbrush may be easier to use. Ask your dentist which is best for you.

**4** Hold your toothbrush at an angle to your gums. Brush the outer, inside and surface of all teeth.

**5** Don't forget to clean the back sides of your teeth. Tilt your brush and make several small up-and-down strokes.

**6** Brush your teeth for at least two minutes.

**7** Brush your tongue to get rid of bacteria and bad breath.

**8** Replace your toothbrush at least every three months.

**9** Floss between teeth every day.

**10** See your dentist every six months.

**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](http://deltadentalmi.com/findadentist) to find a dentist near you.

# We can help provide food for you

All of us need help sometimes. Now, more than ever, HAP is here to help you get access to food.

Here are some local food assistance organizations and their websites.

**Forgotten Harvest**  
[forgottenharvest.org/find-food](http://forgottenharvest.org/find-food)

## Food Pantry Locators

- [pantrynet.org](http://pantrynet.org)
- [findafoodpantry.org](http://findafoodpantry.org)
- [foodpantries.org/st/Michigan](http://foodpantries.org/st/Michigan)

The Michigan Department of Health and Human Services also offers food assistance.

Go to [michigan.gov/mdhhs/](http://michigan.gov/mdhhs/) and do a search for "Food Assistance."

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

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



## Free events

HAP Empowered members have access to free events and health and wellness resources. Visit [hap.org/events](http://hap.org/events) to learn more.

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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.