New HAP Empowered Website

We’re always working on new ways to help you get and stay healthy. One exciting new change is that we’ve moved to a new website at hap.org/medicaid. All your HAP Empowered information is now there. It makes finding your benefits, member handbook, Certificate of Coverage, forms, and resources that much easier. You can also find a doctor, specialist, dentist, or hearing provider.

Your online member account has also moved to hap.org/medicaid. If you haven’t already, use your ID card to register:

1. Find your member ID number on your new card.
2. Visit hap.org/medicaid.
3. At the top of the page, click on “Log in.”
4. Click on “Register now.”

Once you create an account, you can do things like:

- Search our list of doctors who take your plan.
- See your claims.
- View and print your member ID card.
- Send and get safe messages with Customer Service.
- Learn how to use your free digital wellness manager, iStrive® for Better Health.

You can also use the HAP OnTheGo mobile app to:

- View your member ID card.
- Find HAP contact information.
- Find a doctor, urgent care, or hospital.

HAP OnTheGo is free and in the Apple and Google Play app stores.

If you have questions, call our Customer Service team at (888) 654-2200 (TTY: 711).
The Emergency Room or the Urgent Care Center? How to Know Where to Go

If you don’t feel well, call to find out if your doctor can see you. If not, you can go to an urgent care center or the hospital’s emergency department. There are some differences. Go to the best place for the right care.

Many urgent care centers also provide flu shots, wellness checkups, and school physicals. Most urgent care centers are open evenings and weekends. They also see patients on a walk-in basis. And waiting time can be shorter than in an emergency room.

**When Should I Go to the Urgent Care Center?**

Urgent care centers can help treat medical problems that need quick attention but are not life-threatening. Here are some examples:

- Broken bones
- Sprains
- Cuts
- Fevers
- Infections

**When Should I Go to the Emergency Room?**

Urgent care centers can help with many problems, but they aren’t always the best choice for care. Go directly to an emergency room if you have any of the following problems:

- Trouble breathing
- Bleeding that won’t stop
- Chest pain or other symptoms of a heart attack
- If you aren’t sure about where you should go, head to the emergency room.

**Free Programs to Keep You Healthy**

We care about your health. That’s why we have FREE programs. They can help you get healthy and stay that way! Call these phone numbers to learn more:

- Program to quit smoking:
  To join, call (800) QUIT-NOW (784-8669).

- Programs for pregnant woman and infants:
  Learn more by calling (800) 288-2902 or email at restore@hap.org.
**Immunizations**

Immunizations are the best way to make sure you’re protected against contagious diseases. You still need them even as an adult. Take this to your medical appointments to track your immunizations.

<table>
<thead>
<tr>
<th>Disease</th>
<th>Vaccine</th>
<th>Note</th>
<th>19–21 years</th>
<th>22–26 years</th>
<th>27–49 years</th>
<th>50–64 years</th>
<th>65+ years</th>
<th>Your Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu</td>
<td>IIV influenza inactivated</td>
<td>Ask your doctor which one is appropriate for your age and health status.</td>
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<tr>
<td></td>
<td>RIV influenza recombinant</td>
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<td>1 dose annually</td>
</tr>
<tr>
<td>Flu</td>
<td>LAIV influenza live attenuated</td>
<td>Ask your doctor which one is appropriate for your age and health status.</td>
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<td></td>
<td>1 dose annually</td>
</tr>
<tr>
<td>Tetanus, diphtheria, whooping cough (pertussis)</td>
<td>Tdap or Td</td>
<td>It’s recommended you receive 1 dose of Tdap if you didn’t get it as a child at or after age 11.</td>
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<td></td>
<td>1 dose Tdap, then Td booster every 10 years</td>
</tr>
<tr>
<td>Measles, mumps, rubella</td>
<td>MMR</td>
<td>Recommended if you didn’t get it as a child.</td>
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<td>1 or 2 doses depending on indication (if born in 1957 or later)</td>
</tr>
<tr>
<td>Chickenpox (varicella)</td>
<td>VAR</td>
<td>Recommended if you didn’t get it as a child.</td>
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<td>2 doses if born in 1980 or later</td>
</tr>
<tr>
<td>Shingles</td>
<td>RZV preferred OR</td>
<td>Recommended at age 50 years and given in 2 doses 2 - 6 months apart. It’s the preferred shingles vaccine.</td>
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<td>2 doses RZV (preferred)</td>
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<tr>
<td>Shingles</td>
<td>ZVL</td>
<td>Recommended at age 60 years and given in 1 dose if not previously vaccinated. (RZV is preferred immunization.)</td>
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<td>1 dose ZVL</td>
</tr>
<tr>
<td>HPV (human papillomavirus)</td>
<td>HPV Female</td>
<td>Women should receive this through the age of 26 years. The number of doses depends on your age at initial vaccination.</td>
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<td>2 or 3 doses depending on age at series of initiation</td>
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<tr>
<td>HPV (human papillomavirus)</td>
<td>HPV Male</td>
<td>Men should receive this through the age of 21 years. The number of doses depends on your age at initial vaccination.</td>
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<td></td>
<td>2 or 3 doses depending on age at series of initiation</td>
</tr>
<tr>
<td>Pneumococcal</td>
<td>PCV13</td>
<td>You should receive 1 dose of PCV13 at age 65 or older if you haven’t received previously. Talk to your doctor about scheduling the 2 different vaccines.</td>
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<td>1 dose</td>
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<tr>
<td>Pneumococcal polysaccharide</td>
<td>PPSV23</td>
<td>You should receive 1 dose of PPSV23 at age 65 or older. Talk to your doctor about scheduling the 2 different vaccines.</td>
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<td>1 or 2 doses depending on indication 1 dose</td>
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<tr>
<td>Hepatitis A</td>
<td>HepA</td>
<td></td>
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<td></td>
<td></td>
<td>2 or 3 doses depending on vaccine</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>HepB</td>
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<td></td>
<td></td>
<td></td>
<td>2 or 3 doses depending on vaccine</td>
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<tr>
<td>Meningococcal groups A, C, W, Y</td>
<td>MenACWY</td>
<td></td>
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<td></td>
<td>1 or 2 doses depending on indication, then booster every 5 years if risk remains</td>
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<tr>
<td>Meningococcal group B</td>
<td>MenB</td>
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<td>2 or 3 doses depending on vaccine and indication</td>
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<tr>
<td>Haemophilus influenza type b (bacterial meningitis)</td>
<td>Hib</td>
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<td>1 or 3 doses depending on indication</td>
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</tbody>
</table>

Always check with your doctor if you need additional vaccines or need to avoid some vaccines based on your health situation.

Recommended for adults who meet age requirement, lack documentation of vaccination, or lack evidence of past infection

Recommended for adults with an additional risk factor or another indication
**Recommended immunizations**

<table>
<thead>
<tr>
<th>Disease</th>
<th>Vaccine</th>
<th>Notes</th>
<th>2-3 years</th>
<th>4-6 years</th>
<th>7-10 years</th>
<th>11-12 years</th>
<th>13-15 years</th>
<th>16 years</th>
<th>17-18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diphtheria, tetanus, whooping cough (pertussis)</td>
<td>DTaP - for children under 7</td>
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<tr>
<td>Polio</td>
<td>IPV, inactivated</td>
<td>A 4th dose of IPV may be needed if all previous doses were administered under 4 years. Check with your doctor.</td>
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<tr>
<td>Flu (influenza IIV)</td>
<td>Flu</td>
<td>Children up to 8 years getting the flu vaccine for the first time should get 2 doses at least 4 weeks apart.</td>
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<tr>
<td>Flu (influenza LAIV)</td>
<td>Flu</td>
<td>Minimum age for influenza LAIV vaccine is 2 years of age.</td>
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<tr>
<td>Measles, mumps, rubella</td>
<td>MMR</td>
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<tr>
<td>Chickenpox (varicella)</td>
<td>VAR</td>
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<td>Meningococcal</td>
<td>Meningococcal</td>
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<tr>
<td>Tetanus, diphtheria, whooping cough (pertussis)</td>
<td>Tdap - for children 7 years or older</td>
<td>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.</td>
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<tr>
<td>HPV (human papillomavirus)</td>
<td>HPV</td>
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</table>

**Growth**

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<tr>
<th>Age</th>
<th>2</th>
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<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
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</table>

For a checklist of things to talk about with your child’s doctor at the next appointment, go to [hap.org/checklist](http://hap.org/checklist).

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.
Children’s Special Health Care Services Transition to Adulthood

When children get older, they will need to get ready for the change to adult life. Switching to adult life means planning for health care, getting a job, going to school, and living on their own.

**Health Care:** Children with special health care needs will switch from pediatric care to adult care. Health care planning should also include learning health care skills and finding adult health care doctors.

**Education and Employment:** Children with special health care needs may need extra help in skills training, going to school, or finding a job. This support will help them do well with their school and job goals.

**Independence:** Children with special health care needs will need to learn how to live on their own. This includes skills like managing a bank account, paying bills, cleaning a home, and cooking food.

Here are a few links to resources:

- [gottransition.org](http://gottransition.org) — Resource center for children transitioning to adulthood
- [michiganallianceforfamilies.org](http://michiganallianceforfamilies.org) — Information, support, and education for families who have children in special education
- [ssa.gov](https://ssa.gov) — U.S. Social Security Administration

If you need help with special health care services, call the Family Phone Line at (800) 359-3722 or contact your local health department.

Do I Qualify for Food Assistance Benefits in Michigan?

You will need to fill out a form to get Food Assistance Program (FAP) benefits.

Here is how you can get started:

- Fill out the form online 24 hours a day, 7 days a week at [mibridges.michigan.gov/access](http://mibridges.michigan.gov/access). If you fill out the form after business hours (weekends, holidays, or after 5 p.m), your application date will be the next business day.
- Get the form online at [michigan.gov/dhs-forms](http://michigan.gov/dhs-forms). You can also find the form at a Michigan Department of Health and Human Services (MDHHS) office in your area.

Take, mail, or fax your form to the MDHHS office in your area. You can find the address and phone number of a local office in a phone book under the state government section. You can also find it online at [michigan.gov/dhs-countyoffices](http://michigan.gov/dhs-countyoffices).

MDHHS will set up a phone call with you when they get your form. The form will be reviewed within 7 days if you meet faster service rules, or 30 days from the date the local MDHHS gets your signed form.

You may be asked to provide proof of:
- Identity
- Income
- Housing and utility expenses

If you need help with food assistance benefits, call the Food Assistance Program (FAP) at (888) 654-2200.
Have You Been to the Dentist?

When was the last time you visited your dentist? If it’s been a while, be sure to schedule an appointment soon. Healthy Michigan Plan membership covers dental visits twice a year.

Your first step toward a healthier smile is to visit your dentist regularly. In addition, there are many things you can do to protect your teeth:

- **Brush your teeth** with a fluoride toothpaste twice a day.
- **Replace your toothbrush every 3 or 4 months.** Older toothbrushes don’t do a good enough job cleaning your teeth.
- **Floss every day.** Flossing removes plaque between your teeth.
- **Rinse your teeth with a mouthwash.** Mouthwash can help protect against gum disease and cavities. Look at the label on the bottle to see if you should use it before or after brushing.
- **Don’t use tobacco.** Smoking makes gum disease worse.

If you develop pain or any changes in your mouth, don’t wait. Contact your dentist so that you can find out what’s going on and begin treatment as soon as possible.

Did you know HAP Empowered offers FREE transportation to the dentist? To learn more about this FREE service, or to schedule your ride, please call (888) 654-2200.

FREE Flu Shots for All HAP Empowered Members

All HAP Empowered members can get a free flu shot this fall. Just show your member ID card at your doctor’s office. You also can visit HAP-affiliated locations, such as:

- CVS Minute Clinics—17 metro Detroit area locations
- Henry Ford Health System Medical Centers
- CVS, Walgreens, and Rite Aid pharmacies
- Costco, Sam’s Club, Walmart, Meijer, Kroger, Target, Save-Mor, VG’s, and Spartan store pharmacies

Don’t Forget Your Flu Shot!

If your family and friends are also HAP Empowered members, remind them to get their free flu shot. To learn more about the flu and why a flu shot is important, read our blog posts at hap.org/flu.