

Make Health Happen

FALL 2022



Is the federal PHE ending?



No. The public health emergency (PHE) has been extended to later this year. Read on to learn how this

may affect your coverage with HAP Empowered and what you can do now.

What does this mean?

Once the PHE for COVID-19 ends, the Michigan Department of Health and Human Services (MDHHS) will check whether you still qualify for free or low-cost Medicaid health care coverage. To keep your coverage, you may need to complete a yearly renewal form. If you do, the MDHHS will mail one to you.

What do I need to do?

- Make sure your address,

phone number and email are up-to-date.

- Report any changes to your household or income.

The best way to report any changes is online at **Michigan.gov/MIbridges**. If you do not have an account* yet, you can create one for free by selecting “Register.” Once you are logged in to your account, you should update your information under both your account profile and under the “Report Changes” option. The “Report Changes” submission is what the local office will use to update the address for your case.

You can also call your local MDHHS office. You can find local office information on the MDHHS County Office webpage.



Want to learn more about HAP Empower Your Health rewards? Go to hap.org/empoweryourhealth.

If you get a renewal packet, be sure to fill it out, sign the forms and send them by the due date with any proof MDHHS needs. If you do not complete your renewal, you may lose your Medicaid coverage. If you no longer qualify, you can choose to buy health care coverage through **HealthCare.gov**.

**If you already have a MI Bridges account, creating new accounts will limit the information you can access. MDHHS strongly suggests using your original account if you are the Head of Household. Remember! Head of Households can see case information and report changes to the case information. Non-Head of Household members should register if they need access to resource information only.*

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

2 Back-to-school immunizations

3 Community HAPpenings

4 Safe pregnancies for Black Mothers

7 Your pharmacy coverage



Make sure your child is back-to-school ready!

Send your kids back to school with confidence by making sure they are up-to-date on their immunizations (shots), including the COVID-19 vaccine. Immunizations 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 and make sure they are protected this school year!

Recommended child and adolescent immunizations

These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars.

VACCINE	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19-23 mos	2-3 years	4-6 years	7-10 years	11-12 years	13-15 years	16 years	17-18 years
Hepatitis B (HepB)	1st dose	2nd dose					3rd dose										
Rotavirus (RV): RV1 (2-dose series), RV5 (3-dose series)			1st dose	2nd dose	See notes												
Diphtheria, tetanus, acellular pertussis (DTaP) < 7 years			1st dose	2nd dose	3rd dose			4th dose				5th dose					
Haemophilus influenzae type b (Hib)			1st dose	2nd dose	See notes		3rd or 4th dose	See notes									
Pneumococcal conjugate (PCV13)			1st dose	2nd dose	3rd dose		4th dose										
Inactivated poliovirus (IPV < 18 years)			1st dose	2nd dose			3rd dose					4th dose					
Influenza (IIV4)																	Annual vaccination 1 dose only
or																	
Influenza (LAIV4)																	Annual vaccination 1 dose only
Measles, mumps, rubella (MMR)					See notes		1st dose					2nd dose					
Varicella (VAR)							1st dose					2nd dose					
Hepatitis A (HepA)					See notes			2-dose series, see notes									
Tetanus, diphtheria, acellular pertussis (Tdap ≥ 7 years)														1st dose			
Human papillomavirus (HPV)														See notes			
Meningococcal (MenACWY-D ≥ 9 months, MenACWY-CRM ≥ 2 months, MenACWY-TT ≥ 2 years)														1st dose		2nd dose	
Meningococcal B (MenB-4C, MenB-FHbp)																	See notes
Pneumococcal polysaccharide (PPSV23)																	See notes
Dengue (DEN4CYD; 9-16 years)																	Seropositive in endemic areas only, see notes

Range of recommended ages for all children
Range of recommended ages for catch-up vaccination
Range of recommended ages for certain high-risk groups
Recommended vaccination can begin in this age group
Recommended vaccination based on shared clinical decision-making
No recommendation/not applicable

Community HAPpenings

Detroit Public Schools Community District Foundation donation



HAP Empowered recently donated \$75,000 to the Detroit Public Schools Community District (DPSCD) Foundation. The donation will help provide coats and personal care items to students in the district. Visit hap.org/dpsdonation to read the full story!

HAP Empowered presents a donation to students and administrators at Mary McLeod Bethune Elementary-Middle School in Detroit.



Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

CAHPS® surveys help us understand how your experience was with a doctor appointment or other health service. If you get a CAHPS® survey via email, mail or a phone call, please take a moment to answer any questions about your recent experience. Completing surveys help us learn how we can better serve you! If you have questions while filling out a survey, please call Customer Service at **(888) 654-2200 (TTY: 711)**.

Be a voice to HAP Empowered

HAP Empowered wants to hear from you. We're looking for HAP members to join our Consumer Advisory Council. This group of HAP members, staff and other stakeholders meet every three months to talk about the Michigan Health program and get feedback from members like you! The one-hour council meetings are held at noon. Free transportation

and lunch is provided, plus you'll receive a gift card for going to the meetings. To join the advisory council, email our Strategic Partnership representative, De'adra Goldston, at dgoldst1@hap.org.

We are excited to learn how we can make your experience with HAP Empowered even better!

Maternal and Infant Health Program (MIHP)

MIHP supports healthy pregnancies and healthy infants. It is open to all Medicaid-eligible pregnant women and infants with Medicaid. HAP Empowered has a wide network of MIHP providers in your area to choose from.

The benefits of MIHP services include:

- Visits during and after your pregnancy to help you take care of yourself and your baby
- Nurses who teach about pregnancy, labor and delivery. They also teach you how to care for your baby
- Social workers who help with housing, baby supplies and other support
- Dietitians who teach about eating healthy during pregnancy. They also teach you how to feed your baby
- Parenting classes
- Referrals to local community services, if needed
- Referrals to local childbirth classes
- Transportation to services, if needed

Call Member Services if you have questions about MIHP.

SAFE PREGNANCIES for Black Mothers

Black pregnant mothers have higher risks for pregnancy complications, which can lead to serious results for moms and babies.

At HAP Empowered, we support Black mothers and **their right to a safe and healthy pregnancy and birth.**

First semester prenatal visits

To help make sure you have a healthy pregnancy, go to your doctor for prenatal care. Prenatal visits are covered by HAP Empowered.

See your doctor during your first semester (the first three months of being pregnant). The doctor will check your weight, take your blood pressure and measure your belly. You will also be able to listen to your baby's heartbeat!

We also provide transportation to get you to and from appointments. Scheduling is easy! To get a ride, please call two business days before your scheduled doctor appointment at **(888) 654-2200 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 8 p.m.

Did you forget your doctor's name or do you want to change your doctor?

Call Customer Service at **(888) 654-2200 (TTY: 711)**. We can help you find an OB-GYN (obstetrician), a doctor who specializes in pregnancy care, someone you can visit for prenatal visits and more!

Keep up-to-date with your PCP well visits

On top of seeing your OB-GYN for prenatal visits, it is important to have a well visit every year. This will help make sure you are healthy before and after your pregnancy. See your PCP to stay up-to-date on immunizations, like the flu shot. There are certain health problems, like high blood pressure, that can get worse when you're pregnant. Go to your doctor visits and get treatment to stay healthy for you and your baby.

How to report provider neglect or abuse

HAP Empowered supports Black mothers and their right to a healthy pregnancy and birth. If you feel that you are not getting the treatment you need or are not receiving certain prenatal care or services, please call Customer Service at **(888) 654-2200 (TTY: 711)**. We want to hear from you and make sure that you get the care you and your baby deserve!



Benefits for expecting mothers



All Michigan pregnant moms are eligible for Medicaid. Starting now, moms who have HAP Empowered due to pregnancy are covered for Medicaid postpartum benefit up to 12 months following pregnancy end. This includes HAP Empowered dental services. Dental visits are covered by our partner Delta Dental for moms age 21 and older. Moms younger than age 21 are still covered through the Healthy Kids Dental program.

Prenatal and postpartum visits reminder

Don't forget to visit your doctor for prenatal care during the first three months of pregnancy. This will help make sure you have a smooth pregnancy and a healthy baby.

Postpartum (after you give birth) visits are also important after your

baby has been born. These visits can help make sure that your body is recovering from giving birth and that you have enough support.

Free rides to your appointments

HAP Empowered offers free rides to and from doctor visits. To get a ride, call two business days before your scheduled doctor appointment at **(888) 654-2200 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 8 p.m.

Pregnancy and smoking: Know the risks

Smoking or vaping during your pregnancy comes with a lot of risks for you and your baby. It increases the risk of having a miscarriage or a premature birth. Premature births are the leading cause of death or disability in newborns. Smoking can

also lead to a low birth weight for your baby, meaning that the baby was born too small or early. This can make it hard for your baby to stay healthy and fight off infections. Smoking or vaping around your baby can also cause breathing problems and even sudden infant death syndrome (SIDS).

If you are pregnant or trying to become pregnant and want help to stop smoking, please call us at **(888) 654-2200 (TTY: 711)**.

Our Smoking Cessation program will help guide and support you so that you and your baby are the healthiest you can be! To sign up, call **(800) QUIT NOW (784-8669)**.

Source: www.cdc.gov/tobacco/basic_information/health_effects/pregnancy.



Don't forget!

Sign up for our free Maternity Care Management Services program powered by ProgenyHealth®. The program will help you before you are pregnant, during your pregnancy and after delivery. To learn more about maternity services covered by HAP Empowered, visit hap.org/empowered/maternityservices.



Health rewards are available!



New member portal feature

HAP Empowered is proud to announce a new feature for our Veyo Member Portal.

You can now book and manage free transportation for going to and from doctor appointments using your computer, smart phone or other mobile device. Booking transportation has never been faster or easier!

Setting up your account is easy! You will need your name, Medicaid ID (located on your ID card), date of birth and email address to set up your account and choose a password. After your account is set up, you can request a trip any time, day or night. Please note, you will need to book it at least 48 hours before your trip.

If you need help using this new feature, call Customer Service at **(888) 654-2200 (TTY: 711)** and we can answer your questions!

We want to see that smile!

HAP Empowered Healthy Michigan Plan (HMP) members get dental coverage at no cost. This covers things like:

- Two free routine cleanings and dental exams per year
- Full-mouth X-rays once every five years
- Fillings, tooth removal, dentures and more

Get your rewards today! HMP members who have a dental visit may receive a \$50 gift card. Learn more about our Empower Your

Health rewards program by visiting hap.org/empoweryourhealth.

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.

Need a COVID-19 test? HAP Empowered makes it easy to get one

First, make sure it is a test that is covered by the state. Go to hap.org/emp/hap-empowered/covid-19-tests to learn more about what test kits are covered.

There are two ways to get a COVID test:

- 1.** Your pharmacy can bill us if you have a prescription. Your pharmacist, doctor or nurse practitioner can write the prescription. You pay ZERO at the pharmacy.

There is a limit of one test per day. Your pharmacy can offer a box of two tests as a two-day supply.

- 2.** You can buy the test and ask us to pay you back. Fill out the form and mail it to us with your receipt. Go to hap.org/emp/hap-empowered/covid-19-tests for the form.

There is a limit of eight tests per month. We can pay you back up to a max of \$12 per test.



Questions?

Please contact HAP Empowered Customer Service at **(888) 654-2200 (TTY: 711)**, available seven days a week, 24 hours a day.

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 up to a one-month supply. We provide up to a three-month supply for certain maintenance medications (drugs you take every day) and up to a 12-month supply for birth control pills, contraceptive patches and vaginal rings. 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. Your doctor will need to provide the reasons why a drug on the list will not work for you. 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 when you "Log In" at 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. Go to "Prescription coverage" and then click on "you can search the 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, varenicline).

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.

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.

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 the Customer Service team a secure message
- Search our list of doctors and hospitals
- See discounts available to you
- View your claim history

To get information about benefits or changes to your benefits, along with services covered by HAP Empowered Medicaid, please see the member handbook at hap.org/Medicaid-handbook.

The Member Handbook has information on:

- Your rights and responsibilities
- Benefits and services
- Out-of-network services

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)
Maternity Case Management (Progeny)	(855) 231-4730

- List of services covered by MI Health
- Interpreter and special needs services (for example, how to get information in other formats, sizes and languages)
- Customer service phone number and other contact information



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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**.