

Make Health Happen

SPRING 2022



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

What's new in 2022?



We're excited to announce our new and improved HAP Empower Your Health Rewards program.

Earning rewards for completing your annual screenings and tests has never been easier! Starting January 1, 2022, when you complete a screening or test at your doctor's office, we will automatically mail your reward voucher to you. No mailing forms or phone call needed!

Check out these easy steps on how to start earning rewards today:

1. Talk with your doctor to see what screenings or tests you are due for this year.

2. Schedule an appointment to get those screenings or tests completed. All screenings and tests should be completed between January 1, 2022, and December 31, 2022.
3. Once you have completed your screening and test, your doctor will bill us. We will mail you your reward voucher. Please allow up to 90 days or more to get your voucher in the mail.
4. Only the screenings and tests outlined in our program will receive rewards.

If you are younger than age 18, rewards will be mailed to the parent or legal guardian listed.

Need a ride to your appointment?

HAP Empowered offers free transportation to your well-care visits. Please call 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.



Questions about COVID-19?

If you have questions, call HAP Empowered Customer Service at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week, or visit hap.org/covidflyer.

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2 Mental health is important

3 Schedule your screenings and tests

5 Save money by cooking at home!

7 Your pharmacy coverage



Have you had a mental health check-in?

It can be easy to get caught up in the rush of life and forget to pause and check in with yourself. It's been over two years since the arrival of COVID-19, and mental health problems are on the rise. Making time for yourself and tracking your mental health is more important than ever.

Asking yourself questions like "How am I feeling today?" can help you make time for yourself each day and keep track of your feelings and mood. While everyone's mental health check-in may look different, here are a few questions you can ask yourself to help you get started:

- Do I get enough sleep? Do I have a sleep routine?
- Do I feel connected to my friends and family?
- Do I feel important and valued at work or school?

- Do I have activities that bring me joy?
- Do I feel happy more than I feel sad?
- Do I eat regular meals that make me feel good?
- Do I feel motivated and energetic most of the time?
- Do I feel emotionally balanced or at peace most of the time?

If you answered "no" to any of these questions, this may be a good opportunity to think about ways you can help yourself feel better. Sometimes the answer is as simple as setting aside an hour each day to focus on yourself and do something you love. This might be giving your friend a call, spending time with family or reading your favorite book.

Making time for yourself is not selfish or a waste of time. Taking

care of your physical and mental well-being will benefit you long term and help you live a happier, healthier life.

If you feel that you need additional assistance or would like to speak with someone about your mental health, HAP Empowered is here for you. We make it easy for you to get the help you need when you need it. HAP Empowered covers free talk therapy or counseling sessions to help you start feeling better sooner.

If you are in immediate danger or have thoughts of harming yourself, please call 911.



We can help you get better

To learn more about behavioral health benefits, call our Customer Service team at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

Empower your health

Schedule screenings and tests

HAP Empowered covers many preventive screenings and tests at no cost to you.

See your doctor for your annual checkup. Getting to know your doctor is important in your journey to health.

Preventive screenings, like prenatal and postpartum care, mammograms, and chlamydia testing, can help your doctor find health problems early on when they are easier to treat. Catching health issues in their early stages is key in maintaining your health for years to come!

Your child's annual preventive screening includes child immunizations and lead screenings by their 2nd birthday and

adolescent immunizations between their 9th and 13th birthday.

Healthy MI Plan members will also receive an award for seeing the dentist.

To learn more about what preventive services your doctor can give you for free, visit hap.org/preventive.



Need help finding your provider?

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.

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, 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

Try these 5 seated chair exercises

You don't have to run on a treadmill or stretch on a yoga mat to stay fit. There are great ways to improve your strength, flexibility and sense of well-being—all while sitting down.

Check with your doctor to see if these seated exercises are right for you or if you need any modifications. When you're ready to begin, sit tall in your chair with your feet shoulder-width apart and flat on the floor. And for added energy, play your favorite tunes!



Arm circles

- Move to the edge of your chair.
- *Optional: Hold a lightweight object, such as a can of food or small hand weight, in each hand.*
- Extend your arms fully out to the side, with palms facing down.
- Begin making small circles.
- Slowly make the circles larger and larger for one minute.



Chest fly

- *Optional: Hold a lightweight object in each hand.*
- Extend your arms out in front of you, with palms facing each other.
- With your arms still fully extended, move your arms out to the side. Hold briefly.
- Bring your arms back to the starting position.



Shoulder stretch

- Cross your left arm over your body.
- Loop your right arm at the elbow of the extended arm. (Your elbows should be at a 90-degree angle to each other.)
- Hold for 10 seconds, then relax.
- Cross your right arm over your body.
- Loop your left arm at the elbow of your extended arm.
- Hold for 10 seconds, then relax.



Leg extensions

- Sit on the edge of your chair. Hold onto the sides of your chair with your hands.
- Extend your right leg out straight, with only your heel touching the floor.
- Lift your leg up without rounding your back. Hold for two seconds, and then lower your leg.
- Repeat the movement with your other leg.
- Perform 10 repetitions with each leg.



Seated marches

- Grab the sides of your chair with your hands.
- Bend your legs at the knees and do "running" movements, lifting your legs and feet off the ground to take short, quick steps.
- Rest after 15 to 20 seconds.

REMEMBER: The more you maintain your fitness, the easier it is to stay healthy and take care of yourself.

Cook more, spend Less

Cooking at home is a good way to save money and stay healthy. Meals can cost three to four times more in a restaurant than they do to make at home. You may also end up eating less salt.

A few easy swaps can also help you cut the cost of making meals at home. Try these tips:

- **Use leftovers.** You will not have to buy as many new ingredients. For example, cut up last night's chicken and veggies. Toss them into your salad, sandwich or quesadilla.
- **Replace meat with veggies that cost less.** Skip the chicken or fish in your entrée. Use beans to get protein, as well as fiber, iron, potassium and folate.
- **Select frozen or canned vegetables.** Swap low-sodium or no-salt-added products for some of the fresh produce in your meal. Peppers, onions, spinach and broccoli are a few options that go great in several dishes. See recipe below!
- **Try something new.** Hummus or low-fat refried beans on sale? Use it on a quesadilla.



Try this recipe!

Healthy Breakfast Casserole

Ingredients:

Olive oil spray

- 2 15 oz. cans sliced potatoes, drained
- 2 cups frozen spinach (no salt added), thawed
- 1 cup egg whites
- 2 tbsp. minced dehydrated onion
- $\frac{1}{2}$ tsp. onion powder
- $\frac{1}{2}$ tsp. garlic powder
- $\frac{1}{2}$ tsp. paprika
- $\frac{1}{2}$ tsp. sea salt
- $\frac{1}{4}$ cup low-fat cheddar cheese

Directions

1. Preheat oven to 375 degrees. Spray an 11 by 7½ inch pan with olive oil spray.
2. Spread sliced potatoes across the bottom of the pan.
3. In a large bowl, stir together spinach, egg whites, dehydrated onion, onion powder, garlic powder, paprika and sea salt. Pour over potatoes. Sprinkle cheese on top.
4. Bake for 20 minutes.

Per serving

Serves eight. A serving is $\frac{1}{8}$ of casserole: 100 calories, 1.5 g total fat (0.5 g saturated fat, 0 g trans fat), 0 mg cholesterol, 470 mg sodium, 17 g carbohydrate, 1 g sugar, 4 g fiber, and 8 g protein.

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
- Covered and
noncovered benefits
- Pharmacy coverage information
- COVID-19 resources
- Member resources:
 - Health rewards
 - Ways to earn gift cards
 - Upcoming 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



Stay in touch with HAP Empowered!

Welcome to HAP Empowered
text message program. We
want to make sure you stay
healthy and well. Our texting
program sends you messages
with information and tips
about your plan.

Need a COVID test? HAP Empowered can help.

We cover COVID test kits at **no cost to you**.

To get a test kit you need:

- A prescription
 - Your doctor, nurse practitioner or pharmacist
can write you one
- It must be a test that is covered
by the State. Click here to find
the list: **[MIRx_covered_ndcs_](#)**
[covidtests.pdf](#) (magellanrx.com)
- There is a limit of 1 test per day. Your pharmacy
can offer a box of 2 tests as a 2-day supply.



DO NOT PAY FOR THE TEST. Your pharmacy will submit a claim like a prescription to HAP Empowered.

Did you move or change your phone number or email?



It is important to make
sure you report any
changes in your contact
information to the
Michigan Department of
Health and Human Services (MDHHS)
right away.

To report changes to your phone
number, email or address, please
visit the MIBridges website at
michigan.gov/mibridges and log
on to your MIBridges account.

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.



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 a one-month supply or less. We provide a three-month supply for birth control pills and up to a 102-day supply for some medications that are taken every day. 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. 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 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. Click on "Prescription coverage" and then search the drug 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, Chantix).

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

facebook.com/HAP
twitter.com/hapmichigan

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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**.

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية مجاناً. اتصل بالرقم (888) 654-2200 أو خدمة الهاتف النصي: 711.