



MAKE HEALTH HAPPEN

Exciting News to Share!

Hello from HAP

We care about you and your health. That's why HAP Empowered is teaming with CareSource to make your Medicaid experience even better. And we are proud to introduce **HAP CareSource as our new name**. October 1, 2023, you will start to see HAP CareSource on our letters, website, member portal, and other places.



HAP CareSource™

Working Together for a Healthy Michigan

Our focus has always been and will always be you, our valued member. CareSource is known across the country for helping members get the services they need to stay healthy and feel their best. Together, we are excited to offer the same great benefits, wide network of health partners, and more.

What You Can Expect from Us

A Strong Local Presence with a National Reach.

Get personalized care with added national resources.

A Large Network.

Doctors, hospitals, and specialists who care about you and will meet you where you are.

Care Coordination.

We will help you navigate the complex health care system. You will get the right care at the right time.

Care Beyond Health.

We know that having a job, healthy food, and housing impact your health. Our new programs will focus on these social drivers of health.

Commitment to Quality.

A shared value that all members get high-quality health care.

Please visit our website at www.hap.org/medicaid for more information.

Also, look out for a **new member ID card** in your mail. Remember to keep it safe. Your member ID number will stay the same. We appreciate the opportunity to help you and our community stay healthy!

Yours in good health,

Your HAP CareSource Team



Plan Your Dental Exam Now!

Remember, as of April 1, 2023, you now have dental coverage as a HAP Empowered member.

The dental care you receive needs to be provided by a Delta Dental provider, so make sure you work through Delta Dental for your services.



To find a dentist near you

call Customer Service at **(866) 558-0280 (TTY: 711)** or go to **deltadentalmi.com/findadentist**.

Hepatitis C – Get Tested Today to Be Safe

Hepatitis C is a liver disease. It's caused by the hepatitis C virus (HCV). Over time, HCV can lead to cirrhosis of the liver or liver cancer. Most people who have hepatitis C don't have any symptoms for years. Many don't know that they are infected until their liver is already damaged.

Do you know if you are at risk? Hepatitis C is spread by contact with the blood of someone who has HCV. These factors raise your risk for hepatitis C:

- Being born between 1945 and 1965. People born during these years are more likely to have hepatitis C.
- Injecting yourself with illegal drugs, even if it was only once or a long time ago
- Receiving a clotting factor to treat a blood-clotting problem before 1987
- Having an organ transplant or blood transfusion before July 1992
- Coming in contact with blood infected with HCV through a job in the health field having hemodialysis for a long time
- Living with someone who has HCV and sharing razors, toothbrushes or other personal items that may have blood on them
- Having sex with someone who has HCV

The Centers for Disease Control and Prevention recommends all adults be tested for Hepatitis C at least once in their lifetime. Those who are pregnant should be tested during each pregnancy.

Remember to ask your doctor for a test to see if you have hepatitis C. Your doctor may decide to do more than one test to make sure of the results and to see how much your liver has been affected.

If you're tested and diagnosed with hepatitis C, there are medications that can cure it. You can ask your doctor for the full treatment so you don't need to go back for refills.

Be sure to:

- Fill the prescription at your pharmacy
- Follow your doctor's instructions
- Take the medication until it is gone. After your treatment ends, your doctor will do follow-up testing.

It's Time Again to Gear Up to Fight the Flu

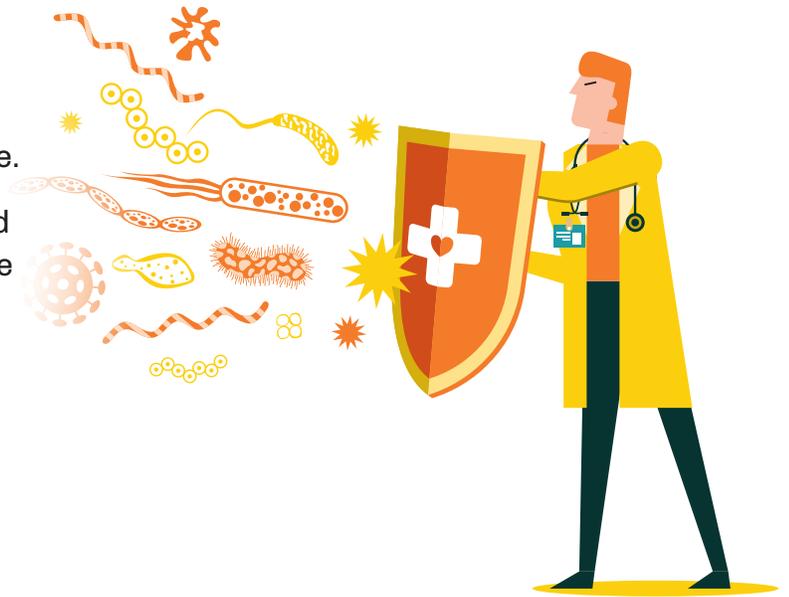
All HAP Empowered Medicaid members ages 6 months and older should get a FREE flu shot. The flu shot is very important if you are at high risk for serious flu-related problems. People at higher risk are: adults 65 and older, young children, pregnant women and people with certain chronic medical conditions, such as asthma, diabetes or heart disease.

Getting the flu shot can help you stay healthy and out of the hospital. Check with your local pharmacy to see whether flu shots are available.

Keep these ideas in mind to protect yourself and your family from colds and the flu, as well as the continuing threat of COVID-19:

- Wash your hands often. Use soap and water. Rub your hands together for at least 20 seconds.
- Use an alcohol-based hand sanitizer when soap and water are not available. Make sure the sanitizer is at least 60% alcohol.

- Avoid touching your eyes, nose and mouth.
- Wear a cloth face mask in public places. Wash your hands after taking it off.
- Don't get close to people who are sick.
- Clean and disinfect surfaces that are touched often. This includes doorknobs, handrails and phones.



Don't Lose Your Medicaid! Your MIBridges Account Needs to Be Kept Up-to-Date

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.

MDHHS is reaching out to people now to renew their Medicaid benefits. 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.

You should also check your mail or text messages to see if you have heard from MDHHS. **If you do not reply, you may lose your Medicaid coverage.**





Some Important Facts to Keep in Mind for Your Pharmacy Benefits from Medicaid

Tell me about what drugs are covered: As a HAP Empowered member, you have coverage for the list of drugs that are part of the Michigan Medicaid Health Plan Common Formulary. The formulary is a list of covered drugs. For most drugs, HAP provides up to a one-month supply. Up to a three-month supply are provided 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.

Here's more info about the drug list: HAP updates 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 and 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. There are generic and brand drugs on the list. When the pharmacy bills your prescription to HAP, they will know which drugs are covered.

You can find updates to the drug list at hap.org/Medicaid. Go to Medicaid and then “Prescription coverage” and then click on “you can search the list.”

If a change in the drug 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.

Some drugs may not be 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.

To ask for a drug that is not on the list, you can “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**.

You can search by the brand name or generic name. The list includes prescription drugs and over-the-counter drugs that are covered. The list also tells you if there are limits or if approval is needed. We also cover all drugs to help you stop smoking, including nicotine gum, patches, lozenges, inhaler, nasal spray, bupropion, and varenicline (and combination treatment if your doctor prescribes).

Copies of the drug list are available: If you or your doctor needs a printed copy of the list, you can print a copy from the website. OR you can call the HAP Empowered Pharmacy team at **(313) 664-8940**. Choose option 3 and we will print a copy and mail it, or fax it, or send it by email.

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. Choose Member, 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.



Important to Remember

Transportation Is **Free** to HAP Empowered Doctor Appointments

Get free transportation to doctor appointments HAP Empowered offers free transportation to your well-care visits. To get a ride, please call us 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.

HAP's Physician Incentive Disclosure

- ✓ HAP Empowered does not pay financial incentives to practitioners or providers to withhold any health care or health care related services.
- ✓ HAP Empowered does not make decisions about hiring, promoting or terminating practitioners, providers or other staff based on the likelihood that the individual supports, or tends to support, the denial of benefits or services.
- ✓ HAP Empowered does not reward practitioners, providers or other individuals for issuing denials of coverage.
- ✓ HAP Empowered makes decisions on evidence-based criteria and benefits coverage.

We can answer your questions

Call HAP Empowered at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

The following items are listed online at **hap.org/Medicaid**. Or call us for a copy of this list.

- Affirmative statement about Utilization Management incentives
- Care management
- Certificate of Coverage
- Clinical practice guidelines
- Covered and noncovered benefits
- Credentialing information
- Fraud and abuse information
- Health management programs (programs that help you take care of your health)
- How to file a complaint and appeal
- Information about primary care, specialty care, behavioral health services and hospital services.
- Member handbook
- Member newsletters
- Member rights and responsibilities
- Member subscriber information
- Moving from pediatric care to adult care
- Pharmacy procedures and drug list
- Privacy and HIPAA information
- Provider directories
- Quality Improvement Program
- Review of Utilization Management decisions
- Utilization Management criteria and access to staff



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

Schools are set to begin, and some already have started their school years. Send your kids back to school with confidence by making sure they are up-to-date on their immunizations (shots). 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!

If your child misses a shot, you don't need to start over. Just go back to your child's doctor for the next shot.
If you have questions about vaccines, talk with your child's doctor.

Birth to 23 months											
Recommended Immunizations	Vaccination/ Screening	Birth	1 month	2 mo.	4 mo.	6 mo.	9 mo.	12 mo.	15 mo.	18 mo.	19-23 mo.
	Hepatitis B (HepB)	1st dose	2nd dose		3rd dose						
	Rotavirus (RV1)			1st dose ¹	2nd dose ¹	See Notes ¹					
	Diphtheria, tetanus, whooping cough (pertussis) (DTaP)			1st dose	2nd dose	3rd dose			4th dose		
	Haemophilus influenzae type b (Hib2)			1st dose ²	2nd dose ²	3rd dose ²		See Notes ²			
	Pneumococcal (PCV13)			1st dose	2nd dose	3rd dose		4th dose			
	Polio (IPV)			1st dose	2nd dose	3rd dose					
	Flu (influenza) (Flu3)					Annual Flu Vaccine or 2 doses (if first time getting vaccine) ³					
	Measles, mumps, rubella (MMR)							1st dose			
	Chickenpox (VAR)							1st dose			
	Hepatitis A (HepA4)							1st dose ⁴			2nd dose ⁴

More information on the vaccines:

¹**RV:** This vaccine protects against rotavirus, which can cause severe diarrhea, dehydration or death. If third dose is needed, get at 6 months.

²**Hib:** This vaccine protects against Haemophilus influenzae type B, which can cause meningitis (infection of the covering around the brain and spinal cord), intellectual disability, epiglottitis (life-threatening infection that can block the windpipe and lead to serious breathing problems), pneumonia (infection in the lungs) or death.

³**Flu:** Children ages 6 months through 8 years getting the flu vaccine for the first time should get two doses at least four weeks apart.

⁴**HepA:** This vaccine protects against hepatitis A, which can cause liver failure, arthralgia (joint pain), kidney, pancreatic and blood disorders or death.



2 - 18 years								
Recommended immunizations	Vaccination/Screening	2-3 years	4-6 years	7-10 years	11-12 years	13-15 years	16 years	17-18 years
	Tetanus, Diphtheria, & Acellular Pertussis (Tdap)				1st dose			
	Polio (IPV), inactivated		4th dose					
	Flu (influenza) (Flu3)	Vaccination every annual flu season, one or two doses ¹			Annual vaccination, 1 dose only			
	Measles, mumps, rubella (MMR)		2nd dose					
	Chickenpox (varicella) (VAR)		2nd dose					
	Meningococcal				1st dose ²		2nd dose ²	
	Tetanus, diphtheria, whooping cough (pertussis) (Tdap) – for children 7 years or older				1st dose			
	HPV (human papillomavirus) (HPV5)			See footnote ³				

More information on the vaccines:

¹**Flu:** Children ages 6 months through 8 years getting the flu vaccine for the first time should get two doses at least four weeks apart.

²**Meningococcal:** This vaccine helps prevent infection by *Neisseria meningitidis*. The two most common types of illnesses include infections of (1) the lining of the brain and spinal cord (meningitis) and (2) bloodstream.

³**HPV:** HPV can actually be a 2 dose or a 3 dose vaccine. HPV vaccination routinely recommended at age 11–12 years (can start at age 9 years). 2- or 3-dose series depending on age at initial vaccination. Please work with your child’s doctor to stay on track with your child’s HPV vaccine schedule.

Dr. Lori Billis
Medical Director

Make Health Happen is published by HAP Empowered to provide general information. It is not intended to provide personal medical advice, which should be obtained directly from a physician.

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PO Box 2578
Detroit, MI 48202

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..... (800) QUIT-NOW or (800) 784-8669
- Wellness Program..... (888) 654-2200 (TTY: 711)
- Maternity Case Management (Progeny).... (855) 231-4730

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

For 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
- 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

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.

تتوفر هذه المعلومات بلغات أخرى بشكل مجاني. يُرجى الاتصال بخدمة العملاء لدينا على الرقم (888) 654-2200 أو الهاتف النصي: 711. الخدمة متاحة على مدار الساعة، طوال أيام الأسبوع.

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