

make *health* happen

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.

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If you have questions, call our Customer Service team at (888) 654-2200 (TTY: 711).

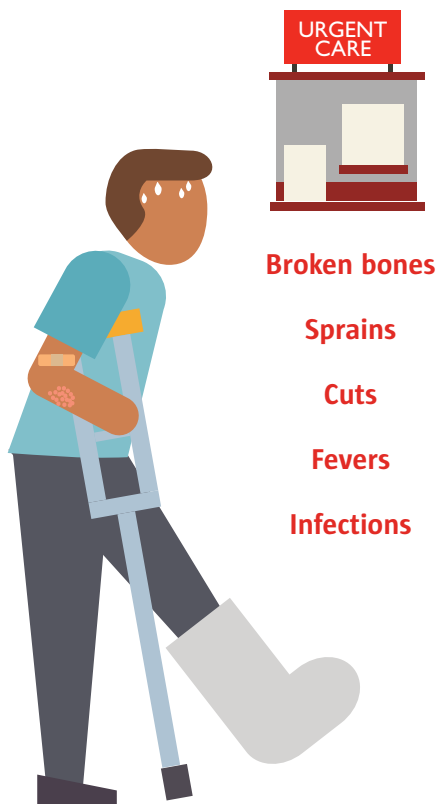
The Emergency Room or the Urgent Care Center? How to Know Where to Go

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.

Keep Track of Your VACCINATIONS

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.



Name _____

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

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

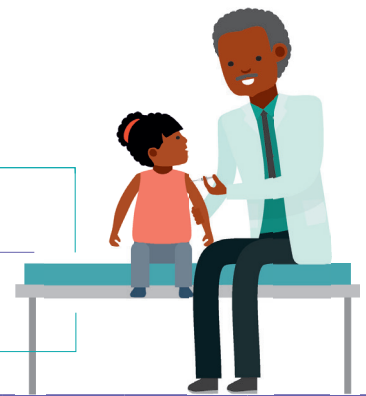
Always check with your doctor if you need additional vaccines or need to avoid some vaccines based on your health situation.

Keep Track of Your KID'S SHOTS

Immunizations are the best way to make sure your child is protected against contagious diseases. Bring this to your child's appointments to track immunizations and milestones.

Child's name _____

Birthdate ____/____/____



Recommended immunizations

Disease	Vaccine	Notes	2-3 years	4-6 years	7-10 years	11-12 years	13-15 years	16 years	17-18 years
Diphtheria, tetanus, whooping cough (pertussis)	DTaP - for children under 7			<input type="checkbox"/> 5th dose					
Polio	IPV, inactivated	A 4th dose of IPV may be needed if all previous doses were administered under 4 years. Check with your doctor.		<input type="checkbox"/> 4th dose					
Flu (influenza IIV)	Flu	Children up to 8 years getting the flu vaccine for the first time should get 2 doses at least 4 weeks apart.	<input type="checkbox"/> 1 dose annually						
or Flu (influenza LAIV)	Flu	Minimum age for influenza LAIV vaccine is 2 years of age.	<input type="checkbox"/> 1 dose annually						
Measles, mumps, rubella	MMR			<input type="checkbox"/> 2nd dose					
Chickenpox (varicella)	VAR			<input type="checkbox"/> 2nd dose					
Meningococcal	Meningococcal					<input type="checkbox"/> 1st dose		<input type="checkbox"/> 2nd dose	
Tetanus, diphtheria, whooping cough (pertussis)	Tdap - for children 7 years or older					<input type="checkbox"/> 1st dose			
HPV (human papillomavirus)	HPV	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.			<input type="checkbox"/> 1st dose (starting at age 9) <input type="checkbox"/> 2nd dose 6 to 12 months later				

Growth

Age	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Date																	
Height																	
Weight																	



For a checklist of things to talk about with your child's doctor at the next appointment, go to 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 — Resource center for children transitioning to adulthood

michiganallianceforfamilies.org — Information, support, and education for families who have children in special education

ssa.gov — U.S. Social Security Administration

bit.ly/disabilitiescouncil — The website for the Michigan Developmental Disabilities Council.

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**. 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**. 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**.

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

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make **health** happen

Dr. Peter Watson
Medical Director

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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.



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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 مجانًا. اتصل بالرقم (888) 654-2200 أو خدمة الهاتف النصي: 711.