

Make Health Happen

SUMMER 2020



How to keep your teeth healthy

Are you a HAP Empowered Healthy Michigan Plan member? Then you have dental coverage!

Protect your teeth

Everyone wants a brighter, healthier smile. In order to get a nice smile, you will need to take care of your teeth and gums. Here are some healthy ways to protect your teeth:

- **Brush your teeth 2 times a day with fluoride toothpaste.** Brush in the morning and before going to sleep. Don't forget to brush your tongue, too.
- **Floss your teeth every day.** Use dental floss or a special pick. Flossing can help clean between your teeth.

- **See your dentist for checkups and cleanings.** The American Dental Association says adults should see their dentist 2 times a year for a checkup and cleaning.
- **Avoid sugary candy and sweets.** Try not to eat sticky candies and other sweets. If you eat candy, rinse your mouth with water.
- **Do not smoke or chew tobacco.** People who smoke have a higher risk for dental problems.
- **Chew sugarless gum.** If you chew gum, make sure it doesn't have sugar. Sugarless gum can help get rid of food stuck in your teeth.

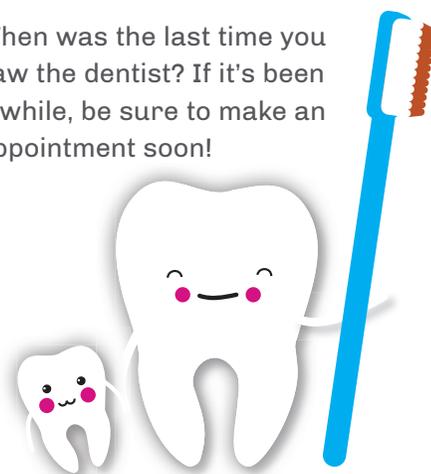
Let's be here for each other.

Please enjoy the articles on improving your overall health, but we also encourage you to read the coronavirus information on pages 4 and 5.

To learn more, go to hap.org/coronavirus.

- **Drink more water.** Water can help you avoid tooth problems.
- **Eat foods that are high in calcium.** Milk, yogurt and cheese create saliva in your mouth. This helps make your teeth stronger.

When was the last time you saw the dentist? If it's been a while, be sure to make an appointment soon!



Do you need to find a dentist? Go to deltadentalmi.com/findadentist.

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

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New updates to the drug list

The Michigan Medicaid Common Formulary is used for HAP Empowered Medicaid members

The formulary is a list of covered drugs. HAP Empowered covers a 1-month supply or less (a 3-month supply for birth control pills). 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?

HAP Empowered updates the drug list at least 4 times a year. New drugs are added to the list and the status of some drugs may change. Your pharmacy will use a generic when one is available. There are some drugs that must have approval from your doctor or HAP Empowered before they 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. When a change in the list affects you, we will send a letter to you and your doctor.

If you need a drug not on the list, or there isn't a good alternative on the list, you or your doctor can ask for an exception to the list. You can also ask HAP Empowered to waive restrictions or limits on a drug.

You can request an exception at hap.org/Medicaid, or by telephone. Your doctor can send HAP Empowered an Exception Request form by fax or by telephone.

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 find drugs by the brand name or generic name. The list includes prescription drugs and over-the-counter drugs covered at no copayment with a prescription from your doctor. We also cover drugs to help you stop smoking (nicotine gum, patches, lozenges, inhaler, bupropion and 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 these drugs.



Do you have questions about drug coverage?

- Find out the cost for a drug (you pay \$0 for covered drugs).
- Look for a drug not on the list.
- Find a pharmacy close to you (search by distance or ZIP code).
- Check to see if a generic drug is available.

Call **(888) 654-2200 (TTY: 771)** or visit our website at hap.org/Medicaid.

Manage
your health
plan online



Digital tools to help you manage your plan

HAP Empowered makes it easier than ever for you to see your plan information with our new website. Once you register at hap.org/Medicaid, log in to:

- Print your ID card or download it to your phone
- Send HAP Customer Service a secure message
- Search for a doctor or hospital in your area
- Choose or change your doctors
- Check your authorizations and claims
- Enroll in a wellness program



How to sign up for MI Bridges

You can apply for benefits, manage your case and look for resources on the state of Michigan's MI Bridges website at newmibridges.michigan.gov.

Here are the benefits you can apply for:

- Child development and care
- Health care coverage
- Food assistance program
- State emergency relief
- Cash assistance

It's easy to manage your case on MI Bridges.

Here are some examples of what you can do:

- Report changes to your case and renew benefits
- Find information in English, Spanish and Arabic
- Take a picture of a document to upload
- Get a text or email when there is an update

Sign-up is easy!

Go to newmibridges.michigan.gov to sign up today.

Coronavirus:

4 facts you need to know

No matter who you are or where you live, one topic stands out in all conversations: coronavirus. You may have many questions about taking care of yourself during the coronavirus pandemic. Here's what experts know for certain.

Fact #1:
No one is immune.

Coronavirus, also known as COVID-19, has spread around the globe—reaching the U.S. and more than 100 other countries. Anyone can get sick regardless of race or ethnicity.

Fact #2:
You can have coronavirus and not know it.

Even if you feel like your typical healthy self, that doesn't necessarily mean you are virus-free. Some people who test positive for COVID-19 don't have any symptoms.

And even for those who have symptoms, it can take up to 14 days for the warning signs to appear. Patients with COVID-19 have symptoms ranging from mild to severe, including fever, cough, or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat and loss of taste or smell. In certain cases, coronavirus can cause pneumonia and other deadly complications.

Fact #3:
You should wear a cloth face mask in public.

The Centers for Disease Control and Prevention recommends wearing a cloth face covering when you're at pharmacies and grocery stores.

You don't need to buy a surgical mask. Those masks are worn by health care workers. Instead, make your cloth face mask from items found at home. You can use a bandana, T-shirt or any other cotton fabric.

Fact #4:
You can help stop COVID-19.

Prevent surface transmission (getting COVID-19 by touching an object with the virus on it and then touching your face). Here are some things you can do:

- Wash your hands often with soap and water. Scrub for at least 20 seconds. You can use an alcohol-based hand sanitizer if you aren't able to wash your hands.
- Do not touch your eyes, nose and mouth unless your hands have been washed.
- Clean and disinfect surfaces touched often (doorknobs, light switches, remotes, etc.).

You can also help reduce the risk of person-to-person spread. This happens when COVID-19 is spread through the droplets produced when an infected person coughs or sneezes. Here's what you can do to stay safe:

- Stay home when you are sick.
- Keep away from sick people.
- When you are in public, stay at least 6 feet away from others.
- Avoid gathering in groups of more than 10 people.

Help keep yourself and your community safe by following these simple prevention steps.

Stay informed about coronavirus

Get a daily update on COVID-19 at [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov).

**HAP
IS HERE**

You're not alone

HAP is here to:

- Help you use your HAP Empowered health plan
- Answer your COVID-19 questions

Visit hap.org/coronavirus to learn about:

- Member cost-shares waived for COVID-19 testing and treatment
- Copays waived for Healthy Michigan Plan members with COVID-19
- Getting care on the phone or online
- Breathing equipment and medical supplies delivered to your home
- Free prescription delivery to your home
- Free transportation
- Community resources

If you're sick...

- Call your doctor first. Do not go to the hospital unless it's an emergency.
- If you don't have a doctor, call:
 - HAP Empowered **(888) 654-2200 (TTY: 711)**
 - 24 hours a day, 7 days a week



Stay informed

Customer Service: **(888) 654-2200 (TTY: 711)**

Transportation: **(888) 654-2200 (TTY: 711)**

24-Hour Nurse Advice Line: **(877) 394-0665**

Michigan Department of Health
and Human Services (MDHHS)
Numbers and Resources:

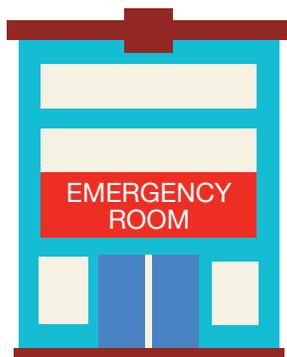
Food Assistance Benefits: **(855) 275-6424**

MI ENROLLS Medicaid: **(888) 367-6557**

MiChild: **(888) 988-6300**

WIC—Women, Infants and Children:
(800) 225-5942

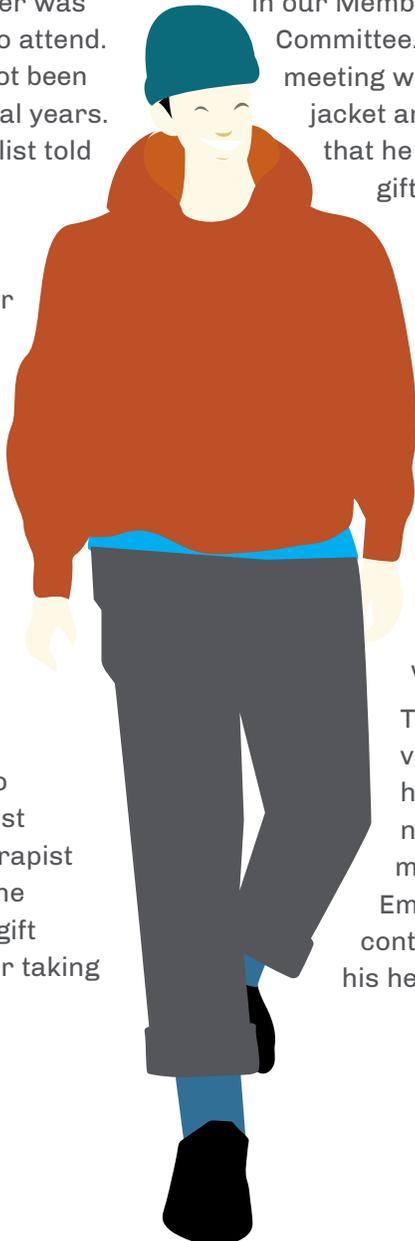
Hotline for those living with isolation, trauma
or mental health issues: **(888) 733-7753**



Preventive care: A member's success story

At HAP Empowered, we're committed to providing patients with high-quality care delivered in a safe, friendly and supportive manner.

An Outreach Specialist called a member to tell him about an upcoming clinic day. The clinic day was giving physicals and body mass index (BMI) checks to members. The member was not sure he wanted to attend. He said that he had not been to the doctor in several years. The Outreach Specialist told the member that it was important to get preventive services. The member eventually agreed to attend the clinic day. At the clinic, the member got a physical, BMI check and his blood work done. He was diagnosed with diabetes and depression. The member got a prescription for his diabetes. He was also referred to a specialist for his foot and a therapist for his depression. The member got \$150 in gift cards as a reward for taking care of his health.



The member continues to see his primary care provider. The member recently called to give thanks for the care he received. He agreed to participate in our Member Advisory Committee. He came to the meeting wearing a new jacket and matching hat that he bought with his gift cards. He also wore an ankle brace that he received from his foot specialist. He said that his depression was under control and he was able to leave his home and interact with others.

The member was very happy with his care. He is now an active member of HAP Empowered and continues to maintain his health.

Email from the member:

Thanks again for everything. You've been a great help even though I'm sure you're plenty busy. It's people like you and HAP's excellent customer service treatment, along with having some of the best transportation in the business, that I chose to stick with HAP when choosing a plan for my sister. When you asked me to go to the BMI screening, it probably saved my life, either from my physical or mental health issues. I'm extremely grateful and I appreciate all of you.



Questions about HAP Empowered?

Call HAP Empowered at **(888) 654-2200**, 7 days a week, 24 hours a day.

Helping you
navigate your
health plan



The following items are posted online at hap.org/Medicaid. If you want a hard copy, call (888) 654-2200. We will mail it to you.

- Affirmative statement about Utilization Management incentives
- Complex case management
- Covered and noncovered benefits
- Credentialing information
- Disease management services
- Member rights and responsibilities
- Pharmacy procedures and formularies
- Privacy and HIPAA information
- Quality Improvement Program
- Review of Utilization Management decisions
- Transitioning from pediatric care to adult care
- Utilization Management criteria and access to staff
- Clinical practice guidelines
- Provider directories
- Fraud and abuse information
- Member newsletters
- How to file a complaint and appeal
- Member handbook

Physician incentive disclosure

Your good health is our first concern. We make decisions about your health care based on high-quality medical care. We also consider benefit coverage.

We do not bribe doctors or anyone else to withhold care or services. We will never use incentives to encourage staff to make it hard for you to receive care and services. In addition, we do not:

- Make decisions about hiring, promoting or terminating staff based on the chances that they will deny benefits
- Reward anyone for refusing services
- Have incentives for utilization decision makers

Women: See your doctor to stay healthy

Regular doctor visits can help you stay healthy. Make an appointment for a checkup today.

Here's when to schedule important tests:

Pap test: Women ages 21 through 29 should get a Pap test every 3 years. Women ages 30 to 65 can get a Pap test every 3 years, or choose to have a Pap test and HPV test every 5 years.



Chlamydia screening: All sexually active women younger than 25 should get screened.

Mammogram: Women ages 40 and older should talk with their doctors about when to get screened.



Prenatal care visits:

- Every month from the 1st week through the 28th week
- Every 2 weeks from the 29th week through the 36th week
- Every week from the 37th week until the baby is born

Postpartum visit: Many women feel sad or anxious after giving birth. If those feelings don't go away after 2 weeks, see your doctor.

A1c test: Women with diabetes should get this test every 3 to 6 months. If you need help managing your diabetes, go to hap.org/care.



Free summer event! (Subject to change. Visit hap.org/events for updates.)

HAP health and fun fair

August 1, 10 a.m. to 2 p.m. ○ 2050 S. Linden Road, Flint, MI

Don't miss this popular event!
We'll have health and wellness booths, games, food and prizes!



Enter to Win
PRIZES!

 facebook.com/HAP

 instagram.com/hapmichigan

 twitter.com/hapmichigan

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