

Make Health Happen

FALL 2020



Get a flu shot to stay healthy

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

If you had COVID-19 earlier this year, and even if you didn't, make sure that you get a flu shot. COVID-19 can cause lung problems, which could make it easier for you to get sick with the flu. Also, getting the flu shot can help you stay out of the hospital.

Check with your local pharmacy to see whether flu shots are available.

Here are some simple ways to protect you and your family from colds and the flu, as well as 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 percent alcohol.
- **Avoid touching** your eyes, nose and mouth.

Stay up-to-date

For the latest news on COVID-19, visit hap.org/coronavirus.

To learn more about the flu, read our blog post at hap.org/flu.

- **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.



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

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Have you seen your doctor for a checkup?

Your doctor is your partner in staying healthy. Most healthy adults should see their doctors for a checkup once every year. If you don't have a doctor, call HAP Empowered at **(888) 654-2200 (TTY: 711)**.

It's important for your doctor to get to know you and your medical history. Your doctor also keeps track of the screenings you will need. Screenings can help detect health problems early, when they're easiest to treat.

Many doctors now offer telehealth visits. There is no copay for telehealth visits through December 31, 2020, even if the service is not related to COVID-19.

You can do a telehealth visit if you have a smartphone or tablet with an internet connection. You might need to download an app to your device. If you have used FaceTime or Zoom, you may already have what you need. Facebook Messenger, Google Hangouts and Skype also have video options.

Get a reward for staying healthy!

Your health and well-being are important to us. To help you stay healthy, we'll reward you for checkups and screenings. To find out more about the rewards, visit hap.org/empoweryourhealth.

Help us stop fraud, waste and abuse

HAP Empowered wants to find and stop fraud, waste and abuse. You can report anything that seems suspicious. HAP Empowered will look into all reports and take necessary action.

What should be reported?

- **Fraud**—When a person tells a lie that could lead to an unauthorized benefit
- **Waste**—When a person abuses benefits or is using more services than needed
- **Abuse**—When a provider gives advice or treatment that's not in line with standard medical practices. This could lead to extra costs to the Medicaid program or the provider being paid for services that are not necessary.

Examples of provider fraud and abuse

- Billing for services that weren't performed
- Lying about a patient's condition
- Prescribing medications that aren't needed
- Charging for more expensive services that weren't needed

Examples of member fraud and abuse

- Lying to get unnecessary medical or pharmacy services
- Giving your ID card to a friend or family member
- Changing a prescription or going to multiple doctors for the same prescription

- Asking for transportation for a benefit that isn't covered

How do I report fraud and abuse?

A special unit will review all reports of fraud, waste and abuse. If you think that fraud or abuse is happening, please report it immediately to our 24-hour toll-free number. You can also mail your report. You do not have to leave your name or any contact information.

- **Phone: (877) 746-2501**
- **Mail:** HAP Empowered Health Plan Compliance Officer
P.O. Box 2578
Detroit, MI 48220

You may also report your concern to Medicaid, Michigan Department of Health and Human Services, Office of Inspector General by:

- **Calling: (855) MI-FRAUD (643-7283)**
- **Mail:** MDHHS-OIG
P.O. Box 30062
Lansing, Michigan 48909



Let your smile shine

When you're happy with how your teeth look, you smile more often. And smiling is one of the best ways to seem approachable to others. Regular oral hygiene will keep your teeth white and your breath fresh. To keep your smile healthy:

- **Brush twice a day and floss daily.** Brushing with toothpaste removes surface stains, like those from coffee or tea, to whiten your smile. Flossing prevents cavity-causing plaque buildup. Make a habit of brushing right when you get up and right before you go to bed.
- **See your dentist once or twice a year.** Some people visit the dentist only when they have a cavity, but regular checkups are important. For example, a professional cleaning removes plaque that can cause cavities and other oral health problems.

Expectant mothers have special needs when it comes to dental care. Oral health may affect not only a woman's overall health, but also that of her unborn baby. Gum problems in pregnancy may cause a baby to be too small or be born early. Women who are pregnant or planning to become pregnant need to see a dentist right away if it's been more than six months since her last checkup. Be sure to tell your dentist whether you're pregnant.



Keep your teeth happy and healthy

If you are a HAP Empowered Healthy Michigan Plan member or are pregnant, you have dental coverage. Go to deltadentalmi.com/findadentist to find a dentist near you.



Questions about HAP Empowered?

You can call HAP Empowered at **(888) 654-2200**, 24 hours a day, seven days a week.

The following items are posted online at hap.org/Medicaid. If you want a hard copy, call us. We'll 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
- Health management programs (programs that help you take care of your health)
- Member subscriber information
- Search or obtain information about primary care, specialty care, behavioral health services and hospital services

Keep track of your VACCINATIONS



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

Immunizations are the best way to make sure you're protected against contagious diseases. You still need them even as an adult. Take this chart to your medical appointments to track your immunizations.

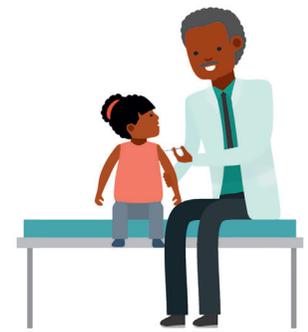
Name _____

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.	<input type="checkbox"/> 1 dose annually						
Flu	LAIV <i>Influenza live attenuated</i>	Ask your doctor which one is appropriate for your age and health status.	<input type="checkbox"/> 1 dose annually						
Tetanus, diphtheria, whooping cough (<i>pertussis</i>)	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.	<input type="checkbox"/> 1 dose Tdap, then Td booster every 10 years						
Measles, mumps, rubella	MMR	Recommended if you didn't get it as a child.	<input type="checkbox"/> 1 or 2 doses depending on indication (if born in 1957 or later) 60						
Chickenpox (<i>varicella</i>)	VAR	Recommended if you didn't get it as a child.	<input type="checkbox"/> 2 doses if born in 1980 or later 38						
Shingles	RZV <i>preferred</i>	Recommended at age 50 years and given in 2 doses two to six months apart. It's the preferred shingles vaccine.	<input type="checkbox"/> 2 doses RZV (preferred)						
Shingles	ZVL	Recommended at age 60 years and given in 1 dose if not previously vaccinated. (RZV is preferred immunization.)	60 <input type="checkbox"/> 1 dose ZVL						
HPV (<i>human papillomavirus</i>)	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.	<input type="checkbox"/> 2 or 3 doses depending on age at series of initiation						
HPV (<i>human papillomavirus</i>)	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.	<input type="checkbox"/> 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 two different vaccines.	<input type="checkbox"/> 1 dose						
Pneumococcal polysaccharide	PPSV23	You should receive 1 dose of PPSV23 at age 65 or older. Talk to your doctor about scheduling the two different vaccines.	<input type="checkbox"/> 1 or 2 doses depending on indication <input type="checkbox"/> 1 dose						
Hepatitis A	HepA		<input type="checkbox"/> 2 or 3 doses depending on vaccine						
Hepatitis B	HepB		<input type="checkbox"/> 2 or 3 doses depending on vaccine						
Meningococcal groups A, C, W, Y	MenACWY		<input type="checkbox"/> 1 or 2 doses depending on indication, then booster every five years if risk remains						
Meningococcal group B	MenB		<input type="checkbox"/> 2 or 3 doses depending on vaccine and indication						
Haemophilus influenzae type b (<i>bacterial meningitis</i>)	HiB		<input type="checkbox"/> 1 or 3 doses depending on indication						

Keep track of your *KID'S SHOTS*

Immunizations are the best way to make sure your child is protected against contagious diseases. Bring this chart 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 four weeks apart.	<input type="checkbox"/> 1 dose annually								
Flu (influenza LAIV)	Flu	Minimum age for influenza LAIV vaccine is 2 years of age.									
Measles, mumps, rubella	MMR			<input type="checkbox"/> 2nd dose							
Chickenpox (varicella)	VAR			<input type="checkbox"/> 2nd dose							
Meningococcal	Meningococcal					<input type="checkbox"/> 1st dose		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 six 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																	

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.



For a checklist of things to talk about with your child's doctor at the next appointment, go to hap.org/checklist.

Pharmacy update

We use the Michigan Medicaid Common Formulary for HAP Empowered Medicaid members. The formulary is a list of covered drugs. We provide a one-month supply or less (a three-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?

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.

What's new?

Starting October 1, due to new Michigan Department of Health and Human Services policy, there will be changes to the drug list.

For some drugs, your doctor will need to switch you to a different prescription. There are other drugs on the list that may work for you.

Or, if your doctor feels you cannot use another drug, your doctor may request a prior authorization for the drug you are taking.

If a change in the list affects you, we'll send a letter to you and your doctor. Please talk to your doctor right away if you get a letter about a change in the drug 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 request an exception at hap.org/Medicaid, or by telephone. Your doctor can send an Exception Request form via fax at (313) 664-5460 or call us.

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 covered at no copayment 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 need 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

- Find out the cost for a drug (you pay \$0 for covered drugs)
- Find out how to ask for a drug that is 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 and on the drug list

We're available to answer your questions about drug coverage

Call (888) 654-2200 (TTY: 711), 24 hours a day, seven days a week, or visit our website at hap.org/Medicaid.



Track your blood pressure at home

Two out of three people with diabetes also have high blood pressure. If you're in that group, new guidelines from both the American Diabetes Association and the American Heart Association (AHA) agree: You should be checking your blood pressure at home in between doctor visits. But do you know how to do it correctly?

Tracking your blood pressure at home helps your doctor tell how well your high blood pressure treatment is working. The AHA recommends using a monitor with a cuff that fits on your upper arm and inflates automatically. Wrist and finger monitors are less reliable.

Make sure the cuff is the right size for your arm. Also, if you're an older adult or pregnant woman,

look for a monitor validated for that use. If in doubt about which monitor to buy, ask your doctor or pharmacist for guidance.

Follow these steps when you do a blood pressure check:

- Don't smoke, exercise or drink caffeinated beverages for a half hour before measuring your blood pressure. Rest quietly for at least five minutes beforehand.
- Sit with your back upright and supported. Keep your feet flat on the floor and legs uncrossed.
- Place one arm on a flat surface, such as a table. Put the blood pressure cuff just above the bend of your elbow.
- Check your blood pressure. Relax for one minute. Then check it again.
- Repeat at the same time every day.



Need help managing your diabetes?

Call (800) 288-2902, go to hap.org/care or contact the HAP Care Management team at caremanagement@hap.org.

Menu planning? Try these heart-smart substitutions

The foods we eat help keep our hearts healthy. Here's how to put a healthier lifestyle into practice at your dining table:



Season food with herbs and spices, rather than salt. Eating too much salt increases your risk of having high blood pressure. People with elevated or high blood pressure should consume no more than 1,500 milligrams of salt a day.



Avoid processed foods, which are high in salt. Make sure to eat fresh poultry, seafood and vegetables. Other good choices are spinach, bananas and kidney beans. They are high in potassium, which help lower blood pressure.



Snack on unsalted almonds and other nuts. You'll get your fill of healthy polyunsaturated and monounsaturated fats, potassium, fiber and antioxidants. They can help reduce the risk for heart disease.

Make Health Happen

Dr. Peter Watson
Medical Director

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Can you prevent depression?

Depression is a serious mood disorder that can affect all areas of your life. Whether you've seen how it can affect someone else or want to protect your own mental health, you may be wondering what you can do to prevent depression.

The exact cause of depression isn't known. It's likely due to a variety of factors. Some of these factors you can control and some you can't. While you can't change your genes, there are plenty of other things you can do to keep depression away.

○ **Exercise.** Not only is exercise important for boosting your physical health, it can improve your mental health, too. Get at least 150 minutes (2 hours and 30 minutes) of physical activity every week. Break down the 150 minutes into as many smaller sessions as needed.

- **Get plenty of sleep.** Over time, a lack of sleep can cause changes in your mood and emotions and increase your risk for depression. Try to make sleep a priority in your life. Winding down before bed may be helpful. Find a relaxing activity, such as reading or taking a bath. Avoid things that cause stress or anxiety, such as work.
- **Go outside.** Going for a walk outdoors seems to help keep your mind from repeatedly going over certain thoughts that can contribute to depression. Research shows that people who take a walk in a natural setting have a healthier mindset than those who spend the same amount of time walking in an urban setting. Look for a local park with green spaces as often as you can for a breath of fresh air.



We can help you get better

HAP offers mental health coverage. Call (888) 654-2200 (TTY:711), Monday through Friday, from 8 a.m. to 5 p.m.

- Prepaid Insurance Health Plan (PIHP): Genesee: (877) 346-3648
- Huron: (844) 405-3095
- Lapeer: (888) 225-4447
- Sanilac: (888) 225-4447
- Shiawassee: (989) 723-6791
- St. Clair: (888) 225-4447
- Tuscola: (800) 448-5498 or (989) 673-6191
- Wayne County: (800) 241-4949, TTY (866) 870-2599
- Macomb County: (855) 996-2264, TTY: 711
- Oakland County: (248) 858-1210

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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.