

make *health* happen

HAP Empower Your Health Rewards Program



At HAP, we know how important it is for our members to stay healthy. That's why we created the HAP Empower Your Health Rewards Program for all our Medicaid members.

We reward you with gift cards for scheduling an appointment with your doctor to get recommended screenings and wellness visits.

Who Can Join?

To start, you must have a HAP Empowered Medicaid Health Plan. The person enrolled with HAP Empowered must receive the tests or services. But all eligible members of a household can participate, too. The services or tests need to be completed between Jan. 1 and Dec. 31, 2019, to qualify for a reward.

How Do I Start?

We've mailed you a form to fill out. Once the reward form is complete and signed by

your health provider, please mail or fax it back to us for your reward. HAP Empowered contact information can be found on the (Rewards program document).

How Are Rewards Tracked?

We'll track your rewards by looking at the claims your HAP doctor sends us after we receive your reward form. You just have to send the information to us, but we've made it easy by giving you the form.

How Do I Get My Reward?

Our rewards vendor will mail you a voucher for the value of the rewards you earned. Use the voucher to get a gift card from the merchant of your choice.

For questions, please call HAP Empowered Customer Service at (888) 654-2200.

Spring 2019

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FREE program to quit smoking
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Coming in June 2019!

In order to serve you better, we are:

- Improving our technology
- Launching a new website
- Creating a new member portal

We are also issuing you new ID cards with a new Member ID. Be on the lookout in your mail for more information.





Questions About HAP Empowered?

You can always call us at
(888) 654-2200 for more information.

We have the following items posted online at hap.org/empowered. If you prefer a hard copy, call the number listed above. 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



HEAR This!

Sound Advice to Save Your Hearing

Over time, loud noises can destroy the nerve endings in your inner ear. But this type of hearing loss is entirely preventable! Use the acronym HEAR to remember the steps you can take now that can lower your risk for hearing loss later in life.



H **Headphones** that rest over the ear are a better choice than earphones that are placed inside the ear.



E **Earplugs** or earmuffs should be worn in noisy places, or when using power tools or yard equipment.



A **Adjust** media players to no higher than 60 percent of their top volume.



R **Ring**ing, roaring, buzzing or hissing in your ears? See a doctor.



FREE PROGRAM to Quit Smoking

Many people, especially young adults, tend to think that it's OK to smoke if you don't smoke heavily. But that's not true. According to a new study, people who smoke only a few cigarettes per day have a much higher risk of dying early compared with nonsmokers.

Need help? The Michigan Tobacco Quitline is a free program to help you quit smoking. You can work one-on-one with a health coach to develop a plan to help you quit. Your health coach will call you to make sure you're staying on track.

To help you quit, HAP Empowered also covers many medications that can help you stop smoking. Please ask your doctor what is included in your plan. You can also view the drug list on the website at hap.org/medicaid.

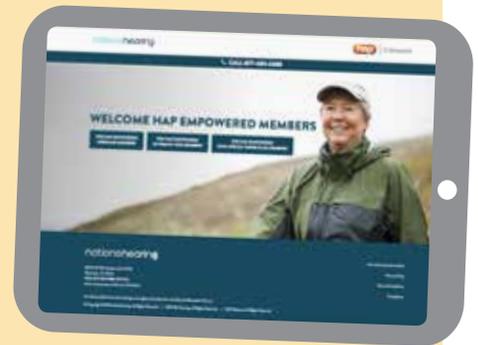
To sign up for this program, call (800) QUIT-NOW (784-8669).

Hearing Care: What's Covered?

HAP Empowered cares about your hearing. We know that hearing loss can have a big impact on your life. It can also affect the people you care about. That's why we cover:

- Hearing exams and hearing aid evaluations within our provider network
- One single hearing aid unit
- Fitting of the hearing aid, including one follow-up visit to double check the hearing aid is working and make sure it's the correct prescription
- Replacement batteries

Call Customer Service to find a network hearing provider. You can visit nationshearing.com/hapempowered for more information.



Dr. Peter Watson
Medical Director

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Q&A:

Pregnant? Take Care of Your Teeth

Mothers-to-be have special needs when it comes to dental care. Oral health may affect the well-being of both the mom and her unborn baby. Here's what you need to know.

Q When should I go to the dentist if I'm pregnant?

A: Women who are pregnant or planning to become pregnant need to see a dentist right away if it's been more than 6 months since the last checkup. Be sure to tell your dentist if you're pregnant.

Q Why do pregnant women often have gum problems?

A: Hormonal changes cause pregnancy gingivitis in about half of expectant mothers. This condition can lead to swelling, bleeding, redness, or tenderness in the gums. It can also develop into periodontal disease, a serious gum infection.

Q What dental procedures are safe during pregnancy?

A: Regular and emergency dental care are fine at any time during pregnancy, according to the Academy of General Dentistry (AGD). But if you can, try to get any nonemergency dental work during the second trimester. During this stage, there is less chance of pregnancy loss. And you're most likely to be comfortable in the dentist chair.

The AGD recommends X-rays only in emergencies. If needed, make sure the staff gives you a lead apron with a cuff around the top. This helps protect your thyroid gland.

Wait to have optional and cosmetic dental procedures until after birth, the AGD advises.

FREE Healthy Start for Baby Program

HAP Empowered created the Healthy Start for Baby Program. This FREE program gives you tools and resources to help you thrive during pregnancy and through your baby's first year. A case manager will work with you and your doctors to help you get care. The program is tailored for each new mother's needs and provides:

- Prepartum and postpartum educational tools
- OB care coordination
- Referrals to appropriate specialists
- Initial screening
- Rides to prenatal and postnatal exams in a HAP-provided shuttle
- Nutritional support and resources
- Baby supplies
- Behavioral health resources
- Community partner relationships
- Text4Baby app

Remember to get early and regular prenatal care. Keep all your doctor appointments. Call **(800) 288-2902** for more information. We are available Monday through Friday, 8 a.m. to 5 p.m. You can also email restore@hap.org.

Check out the Empower Your Health Reward Program to see how you can be rewarded for your prenatal and postpartum visits.

HAP Midwest Health Plan, Inc. is a licensed HMO and a wholly owned subsidiary of Health Alliance Plan (HAP). It is a Michigan nonprofit, taxable corporation.

HAP Midwest Health Plan 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.