hap EMPOWERED
MI HEALTH LINK
Linking Medicare and Medicaid for you

Make Health Happen

SUMMER 2022

Want to learn more about HAP Empowered MI Health Link rewards? Go to **hap.org/empowerhealth**.

Have you had a mental health check-in?

It can be easy to get caught up in the rush of life and forget to pause and check in with yourself. Making time for yourself and tracking your mental health is more important than ever.

Asking yourself questions like "How am I feeling today?" can help you make time for yourself each day and keep track of your mood. Here are a few questions you can ask yourself to get started:

- Do I feel connected to my friends and family?
- Do I feel valued at work or school?
- Do I have activities that bring me joy?
- Do I get enough sleep?

If you answered "no" to any of these questions, think about ways you can help yourself feel better. Try setting aside an hour each day to focus on yourself. This might be calling a friend or reading a book.

Taking care of your physical and mental well-being will help you live a happier, healthier life.

We can help you get better

HAP Empowered MI Health Link covers free talk therapy or counseling sessions.
To learn about behavioral health benefits, call Customer Service at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.

If you are in immediate danger or want to harm yourself, call **911**.

Introducing *Make Health Happen*

HAP Empowered MI Health Link wants to keep you better informed about your health plan. This newsletter will be sent throughout the year to update you on your plan benefits, events, healthy living tips and activities and other important reminders. HAP Empowered MI Health Link is here to help you reach your health goals. We thank you for being a member!

If you have questions, call Customer Service at **(888) 654-0706 (TTY: 711), 8 a.m. to 8 p.m., seven days a week**.

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What is Care Coordination?

Your questions answered.

As a member, one of your benefits includes Care Coordination services. Care Coordinators will help you get the care you need when you need it. Here are some of our most frequently asked questions:

Q What is a Care Coordinator?

A: A Care Coordinator is a member of your health care team who is a licensed nurse or social worker. A Care Coordinator will work with you, your doctors and your family to help build a care plan that meets your health goals.

Q What will a Care Coordinator do for me?

A: Your Care Coordinator will:

- Help schedule all your appointments
- Help you get services, medications and equipment
- Monitor health needs and services to help you reach your health goals
- Schedule transportation to and from your appointments

Q Is there a cost for Care Coordination?

A: There is no cost for this service.

Q Do I have a Care Coordinator?

A: All HAP Empowered MI Health Link members are assigned a Care Coordinator.

Q Will a Care Coordinator visit me at home?

A: A Care Coordinator can visit you at your home or doctor's office. An in-person meeting helps the Care Coordinator understand your care needs and support you better. However, during COVID-19, Care Coordinators will call you to talk about your health care needs.

Q How do I reach my Care Coordinator?

A: Your Care Coordinator will contact you. You can also call the Care Coordination Team at **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week. If you have questions about the Care Coordination benefit, contact the Care Coordination Team.

Q Can I change my Care Coordinator or PCP?

A: You can change your Care Coordinator or PCP. Call Customer Service for help.

Q What is a Health Risk Assessment (HRA)?

A: This assessment asks you questions about your health and medical conditions, asks if you need help with daily activities (such as bathing, dressing, walking, cooking), reviews your medications and asks about your health goals. You can choose to answer the questions in person or over the phone.

Q What is a Care Plan?

A: This is the written plan that includes your wishes for care, services, supports and goals. You and your care team will receive a copy of this care plan. The care plan is updated as your health needs and goals change. Your doctor will also get a copy of your care plan to place in their medical record. You will be asked to sign the care plan.

Q What is an Integrated Care Team?

A: Your care plan is started based on your goals and answers to the HRA. We work with you to form a group called the "Care Team." You will choose the people on your Care Team. Team members vary based on your wishes and needs. The Care Team meets on an ongoing basis based on your needs. The teams can include doctors, nurses, care coordinators, social workers, pharmacists, specialists, caregivers, guardians and others you choose. This team is dedicated to helping you reach your health goals.

Q Should I have an appointed representative to act on my behalf?

A: You can name another person to act for you as your representative. You can give this person permission to act on your behalf for care, medical information and requests. If you want a friend, relative or other person to be your representative, call Customer Services and ask for the Appointment of Representative form. You can also ask your Care Coordinator for this form. The form gives the person permission to act for you. You must give us a copy of the signed form.

Start earning rewards today!

We know how important it is for you to put your health first. That's why we're here to help. HAP's Empower Your Health Program encourages you to get the preventive tests and services you need to stay healthy. And we'll reward you and your family when you complete them.

Health rewards are available!

Start earning rewards in three easy steps:

1. Schedule an appointment with your doctor and talk about what tests and services listed below you are due for.
2. Complete your free Medication Review with a HAP clinical pharmacist. To make an appointment, call the pharmacy team at **(313) 664-8615 (TTY: 711)**, 8 a.m. to 5 p.m., Monday through Friday.
3. Get rewarded when your doctor submits your qualifying test or screening claim. You do not need to contact us. Each quarter, we will see what tests and screenings you have completed, and we will mail you a voucher to your address on file. You can then redeem your rewards for a gift card by following the instructions on the voucher.

Schedule your tests to start earning your rewards!

Questions about Empower Your Health Rewards?
Call **(888) 654-0706 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week.

SERVICE	REWARD AMOUNT	AGE CRITERIA	REWARD FREQUENCY
WOMEN'S PREVENTIVE CARE **Mammogram**	$25	50–74 years	At least once every two years
IF YOU HAVE DIABETES **Retinal Eye Exam**	$25	21–75 years	At least once every two years
ADULT PREVENTIVE SERVICES **Colorectal cancer screening**	$25	50–75 years	Colonoscopy—At least once every 10 years
			Sigmoidoscopy—At least once every five years
			CT Colonography—At least once every five years
			Fecal occult blood test (FOBT)—At least once a year
PHARMACY SERVICES **Annual medication review**	$15	21+ years	At least once per year with a HAP clinical pharmacist
DENTAL SERVICES **Annual dental visit**	$25	21+ years	At least one visit per year

Get tested for hepatitis C

Be a voice to HAP Empowered MI Health Link

HAP Empowered MI Health Link wants to hear from you! We're looking for HAP members to join our Consumer Advisory Council. This group of HAP members, staff and other stakeholders meet every three months to talk about the Michigan Health program and get feedback from members like you!

The one-hour council meetings are held at noon. Free transportation and lunch is provided, plus you'll also receive a gift card for going to the meetings! To join the advisory council, email our Strategic Partnership representative, Chris Purnell, at **cpurnel1@hap.org**.

We are excited to learn how we can make your experience with HAP Empowered MI Health Link even better!

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.

Are you 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
- Coming in contact with blood infected with HCV through a job in the health field
- Receiving a clotting factor to treat a blood-clotting problem before 1987
- Having an organ transplant or blood transfusion before July 1992
- 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

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.

Treatment choices

If you're tested and diagnosed with hepatitis C, there are medications that can cure it. Ask your doctor for the full treatment so that 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.

Help stop fraud, waste and abuse

You can help protect yourself from fraud, waste and abuse by reviewing your Explanation of Benefits (EOB) after you receive health care services. If you see something that doesn't look right, report it to HAP Empowered MI Health Link right away.

What's fraud, waste and abuse?

Fraud is a wrongful or criminal deception intended to result in financial or personal gain. Waste is when a person abuses benefits or is using more services than needed. Abuse is when a provider gives services or advice that is not in line with standard business or medical practice. Here are some examples:

- Charging too much for services or supplies
- Providing services that aren't needed
- Billing for items or services that should not be paid for by Medicare or Medicaid

How do I report fraud?

A special investigations unit (SIU) will review all reports of fraud, waste and abuse. If you think a provider, supplier, member or care facility is committing fraud, waste or abuse, please report it right away.

You may remain anonymous if you prefer. All information will be treated as confidential.

Call: **(877) 746-2501**, 24 hours a day

Mail: Health Alliance Plan
Compliance Department
Attention: Special Investigations Unit
2850 West Grand Blvd.
Detroit, MI 48202

Email: **ComplianceOffice@hap.org**

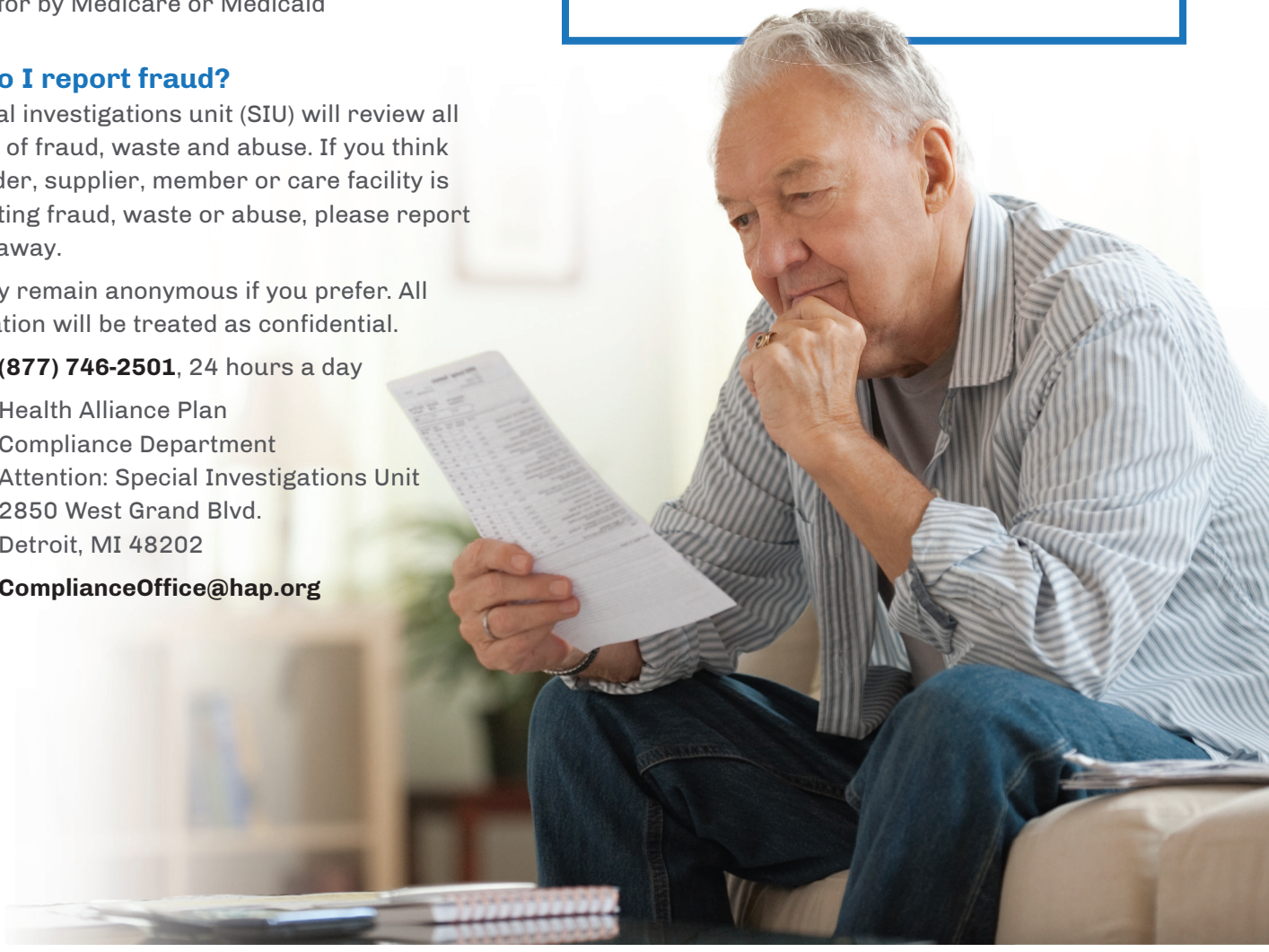
Need a COVID test? HAP Empowered MI Health Link can help.

We cover COVID test kits at **no cost to you.**

To get a test kit you need:

- A prescription
  - Your doctor, nurse practitioner or pharmacist can write you one
  - It must be a test that is covered by the State. Click here to find the list: **MIRx_covered_ndcs_covidtests.pdf** (**magellanrx.com**)
  - There is a limit of 1 test per day. Your pharmacy can offer a box of 2 tests as a 2-day supply.

DO NOT PAY FOR THE TEST. Your pharmacy will submit a claim like a prescription to HAP Empowered MI Health Link.



Benefit spotlight

Over-the-counter benefit

New for 2022! HAP Empowered MI Health Link members can receive brand-name and generic health and wellness products with your 2022 over-the-counter (OTC) benefit through NationsOTC®. Your benefit of $75 per quarter and a maximum of $300 per year can be used to order the items you need while saving you time and money. You should have received a NationsOTC® OTC Product Catalog in the mail. You have three convenient ways to order your OTC items:

- ONLINE—Visit **NationsOTC.com/HAPEmpowered**.
- PHONE—Call **(877) 269-9234 (TTY: 711)**.
- MAIL—Complete and mail an order form.

Place an order today! Member Experience Advisors are available 24 hours a day, seven days a week, 365 days a year.

Did you move or change your phone number or email?

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.

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 the "Report Changes" option. The "Report Changes" submission is what the local office will use to update the address for your case.

MDHHS
Michigan Department of Health & Human Services

4 ways to step up your dental care

1. Brush longer. Make sure to brush twice a day. Keep brushing for two minutes each time.

2. Update your toothbrush. Whether you use a manual or electric toothbrush, replace your toothbrush every three or four months. A worn toothbrush won't clean your teeth well.

3. Floss this way. A quick dip between your teeth doesn't do the trick. Floss between your teeth with a gentle rubbing motion. When the floss reaches the gums, curve it into a C shape around one tooth and slide it into the space between the gum and the tooth. Repeat for all your teeth.

4. Rinse. Mouthwash gives you extra protection against cavities and gum disease. It can also help with dry mouth or painful oral sores. Use a mouthwash with the American Dental Association (ADA) seal of approval. Make sure to follow the label's instructions for whether to use before or after brushing.

Health rewards are available!

Did you know that you can earn a $25 reward for going to the dentist?

We want to see that smile!

As a HAP Empowered MI Health Link Member, you have dental coverage at no cost to you. This covers things like:

- Two free routine cleanings and dental exams per year
- Full-mouth X-rays once every five years
- Fillings, tooth removal, dentures and more

It's important to visit a dentist twice a year. Routine dental exams not only help keep your teeth and gums healthy and clean, but can also stop cavities, bad breath, gum disease and other health problems.

Visiting your dentist and practicing good oral hygiene can protect your smile, as well as your overall health and well-being.

Make
Health
Happen

Dr. Lori Billis
Medical Director

Make Health Happen is published by HAP Empowered MI Health Link 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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Helpful reminders

If you have questions, please call us at **(888) 654-0706 (TTY: 711)**. We are here to help you from 8 a.m. to 8 p.m., seven days a week.

Have you created an account at **hap.org/mihealthlink**? Here's what you can do now:

- Print your ID card or download it to your phone.
- Send our Customer Service team a secure message.
- Search our list of doctors and hospitals.
- Check on your claims.

HAP Empowered MI Health Link is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

Contact information:

HAP Empowered MI Health Link	**(888) 654-0706 (TTY: 711)**
Care Coordination	**(888) 654-0706 (TTY: 711)**
Schedule a Ride	**(888) 654-0706 (TTY: 711)** 7:30 a.m. to 8 p.m., Monday through Friday
24-Hour Nurse Advice Line	**(877) 394-0665 (TTY: 711)**
Dental	**(888) 654-0706 (TTY: 711)**
Hearing	**(888) 654-0706 (TTY: 711)**
Vision	**(888) 654-0706 (TTY: 711)**
Pharmacy	**(888) 654-0706 (TTY: 711)**
Nations Over the Counter (OTC)	**(877) 269-9234 (TTY: 711)**
Report Fraud, Waste or Abuse	**(877) 746-2501 (TTY: 711)**
Smoking Cessation Program	**1-800 QUIT NOW (784-8669)** or **(888) 654-0706 (TTY: 711)**
Behavioral Health	Wayne County residents: **(800) 241-4949 (TTY: 711)** Macomb County residents: **(855) 927-4747 (TTY: 711)**

facebook.com/HAP **twitter.com/hapmichigan**

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HAP Empowered MI Health Link, Inc. 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) 654-0706 (TTY: 711)**. Available 8 a.m. to 8 p.m., seven days a week.

ATENCIÓN: si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Llame al **(888) 654-0706**, 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.

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