

# Health, Wellness and You

March 2022



 **McLaren**  
HEALTH PLAN

GROUP  
INDIVIDUAL  
MEDICAID  
MEDICARE

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*“Health, Wellness and You” is the member newsletter for McLaren Health Plan Inc. Medicaid, Healthy Michigan, Individual and Community members, collectively referred to as “members.” It is published twice per year by McLaren Health Plan Inc., which shall be referred to as “MHP” throughout this newsletter.*

### Customer Service

Monday through Friday, 9 a.m. to 5 p.m.

**888-327-0671 (TTY: 711)**

**Fax: 833-540-8648**

We want to answer your questions and help you get the care you deserve. Please call Customer Service if you have questions about the content of this newsletter, need a printed copy of anything on our website or need verbal help with the provider directory. We've recently updated member handbooks and would be happy to send you a printed copy upon request. We have free interpretation and translation services available. Call 711 to access the TTY line if you are deaf, hard of hearing or have speech problems. Michigan Relay will assist you. This service is available 24 hours a day. Call us if you have special vision needs. We also have self-management tools that could help. We are interested in learning if these tools meet your needs. Call us and let us know if you have used them and if they have helped you.

### Online

[www.McLarenHealthPlan.org](http://www.McLarenHealthPlan.org)

Click on Contact Us in the Featured Links section on the homepage.

Our website contains useful member information, such as our Privacy Notice; our member handbook; provider directories; Rights and Responsibilities statement; healthy reminders; services covered by McLaren Health Plan; what to do when you need a medication; information about our quality programs; our Clinical Practice Guidelines; and much more. Call Customer Service if you want printed copies of anything on our website.

### Mail

McLaren Health Plan  
G-3245 Beecher Road  
Flint, MI 48532

*Please note:* The McLaren Health Plan lobby is closed due to the COVID-19 pandemic. There is a drop box located inside the main entrance; however, mail-in payments are preferred. Please mail payments to the appropriate lockbox listed below:

#### **MCLAREN HEALTH ADVANTAGE**

P.O. Box 771981  
Detroit, MI 48277-1981

#### **MCLAREN HEALTH PLAN**

P.O. Box 771982  
Detroit, MI 48277-1982

#### **MCLAREN HEALTH PLAN COMMUNITY**

P.O. Box 771983  
Detroit, MI 48277-1983

# FROM NANCY JENKINS

## President and CEO of McLaren Health Plan

Here we are, in year two of a global pandemic. There is good news according to the Michigan Department of Health and Human Services. The average daily number is down for new COVID-19 cases and it looks like that trend may continue.

After two years, we've all had to adjust to change — masks, vaccines, social distancing — which hasn't been easy. But I do hope one thing has been easy for you, and that's your interactions with McLaren Health Plan. Our team of dedicated employees has diligently worked to provide you with the best possible service. I've noticed when I'm out in public that kindness goes a long way when I'm dealing with a difficult situation. Understanding your health care coverage can be a challenge and I'm confident you will be treated with kindness and respect when you call us for assistance. We're here to help.

Here are a few other ways McLaren Health Plan helps:

- We provide access to free and reduced-price community services through [gethelp.mclaren.org](http://gethelp.mclaren.org).
- We cover the COVID-19 vaccine and booster at no charge. Find a location here: [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus).
- We support local farmers markets throughout Michigan, offering free giveaways, supporting cooking demonstrations and more. Follow us on Facebook to find out where we'll be and when.
- We launched new health care plans to better meet the needs of the people of Michigan:
  - » Four Medicare Advantage plans that offer more benefits than Original Medicare alone.
  - » A new "virtual first" plan for individuals and small employer groups that brings health care to you via your computer, laptop or mobile phone.
- We have a strong diversity and inclusion focus that works to enhance and drive cultural change.



Every day I look forward to working with my team to make McLaren Health Plan the best it can be. Thank you for being a member of our health plan and for doing your part to get us through the next phases of the pandemic. When we wash our hands, practice social distancing, get vaccinated and wear masks when appropriate, we prove how working together can benefit everyone. Please call one of our dedicated customer service representatives at 888-327-0671 (TTY: 711) if there is anything we can do to help you get the care you need.

In good health,

Nancy

# TAKE A LOOK: FREE PROGRAMS FROM MHP

## Stop Smoking Quit Line

MHP offers support for members who use tobacco or who smoke. Members can call 800-784-8669 for free counseling. Your PCP also offers stop smoking counseling services. There are several prescription medications available to help you. Talk to your doctor about what is best for you.

Here are some useful tips when you're trying to quit smoking.

### List key triggers:

- Where and when do you smoke?
- Whom do you smoke with?

### Seek help:

- The more help you get, the better your chances of success
- Be motivated
- Set a stop date:
  - » Make it a day with low stress
  - » Tell your family and friends you are quitting

### Did you know that AFTER you quit smoking:

- Your blood pressure and pulse become normal within 20 minutes
- Your sense of smell and taste come back

- The smell of your breath gets better and stained teeth get whiter
- Your circulation will improve in two to three weeks
- Smoker's cough and shortness of breath decrease
- You'll live longer and have a lower risk of heart disease, stroke, lung disease and cancer
- You will feel more alive and full of energy

## Mammogram Incentive and Quarterly iPad Drawing

Female members age 50 and older who get a mammogram can receive a \$20 gift card. MHP sends eligible participants an entry form by mail to return to us once you've received your mammogram. You can also notify Customer Service at 888-327-0671 (TTY: 711) that you've received your mammogram. Once we receive a claim for your services, your name will be entered into a drawing. Every quarter, we randomly choose an entry from all eligible participants to receive an iPad.

## Down With Hypertension

You can be part of this program if your doctor says you have high blood pressure. All identified members will be mailed information about the

program. MHP's pharmacists and nurses offer support to you by phone.

## Case Management/Complex Case Management

Every MHP member has a case management nurse who will help you get the care and services you need to stay healthy and improve your health. Your nurse will help you with difficult health problems and connect you with community support services.

Call your nurse if you think you need a second opinion. You can get a second opinion from an in-network provider. Your nurse can help you if you want a second opinion from an out-of-network provider. An approval is needed for a second opinion from an out-of-network provider. MHP will pay for the services as if they were provided in-network if the second opinion has been approved to the out-of-network provider.

MHP will help you get needed services from an out-of-network provider in a timely manner if they are not available from an in-network provider. The services must be covered and medically necessary.

If the services are available from an in-network provider but cannot be timely delivered, MHP will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary.

We want to talk to you if you have serious medical problems. Call Customer Service at 888-327-0671 (TTY: 711) and ask to speak to your nurse.

## Diabetes and Asthma Management Programs

MHP has nurses who understand diabetes and asthma. They will work with you to help you understand your diabetes or asthma and provide you with support. Your nurse will keep your doctor informed of your

condition and the services we are giving you. It is important you see your doctor regularly to discuss your care. You will get:

- Support from your nurse so you know the best ways to manage your condition and assess your health status
- Newsletters with the most up-to-date information about diabetes or asthma
- Materials that will help you understand and manage your medicine and plan visits to your doctor

You are enrolled in these programs as a free benefit of MHP. Membership in these programs is your choice. You do not have to join. Call us anytime if you don't want to be in the program.

See your doctor regularly if you have diabetes. Ask your doctor to do the following every year:

- An A1c blood test at least twice a year to check how well your blood sugar is being controlled
- Dilated eye exam (this is a covered benefit for members with diabetes)
- Foot exam
- Cholesterol blood check
- Body Mass Index or BMI
- Urine test to check for kidney changes
- Blood pressure check

These tests are all covered by MHP.

You need a personal action plan to control your asthma. Go to [www.webmd.com/asthma/guide/smoking-and-asthma](http://www.webmd.com/asthma/guide/smoking-and-asthma) for tips on how to handle your asthma challenges, asthma triggers and signs that an asthma attack is about to happen. (Note: Information on [www.webmd.com](http://www.webmd.com)

[com](http://www.webmd.com) does not replace medical advice from your doctor.)

## McLaren Moms

If you're pregnant, call MHP to enroll in our McLaren Moms program and get a \$10 gift card. Then you can be entered into a quarterly drawing for an iPad or a Pack 'n Play if you receive timely care after your baby is born! You'll talk to a nurse about your pregnancy and your baby's growth and development. You'll learn how to take care of yourself and your baby. Here are some other important things you should know if you're pregnant:

- Take folic acid before and while you are pregnant to help prevent birth defects
- A flu shot is the best protection from illness for mother and baby
- Quit smoking and do not drink alcohol
- Check with your doctor to make sure you can take your current medications while pregnant
- Go to all your prenatal visits; these are very important to track the health of you and your baby
- See your doctor within six weeks after having a baby

If you are a McLaren Health Plan Medicaid member and are pregnant, you have dental coverage. Call us at 888-327-0671 (TTY: 711) for more information.

## Taking It Off

Our MHP nurses are here to help you if you want to lose weight. Our "Taking It Off" program is for adults and children. Your nurse will provide you with:

- Educational materials mailed to your home at your request

- Phone calls to offer support
- Coordination with your PCP

Do you know your BMI? BMI stands for Body Mass Index. It measures a person's weight and height. It helps to estimate a healthy weight based on how tall a person is. BMI is the most widely used tool to identify obesity problems. Ask to have your BMI checked next time you visit your doctor.

## Wellness Classes and Events\*

From Petoskey to Mount Clemens, Caro to Lansing and many places in between, McLaren Health Plan offers health and wellness classes to help you de-stress, strength train or find support when you need it. You'll find circuit training, cancer survivors support groups, healthy meal planning, smoking cessation and much more. Go to [www.McLarenHealthPlan.org](http://www.McLarenHealthPlan.org), click on Wellness Classes and check out the list of hundreds of classes and events available to MHP members!

*\*Most classes and events are free; some have a nominal fee to cover costs.*

CALL 888-327-0671 (TTY: 711) FOR INFORMATION ABOUT ANY OF THESE PROGRAMS OR IF YOU DO NOT WANT TO BE IN ANY OF THESE PROGRAMS.

GO TO [MCLARENHEALTHPLAN.ORG](http://MCLARENHEALTHPLAN.ORG) AND CLICK ON HEALTH AND WELLNESS TO LEARN MORE ABOUT THESE PROGRAMS.



## Where to Get the COVID-19 Vaccine

MHP supports the Centers for Disease Control and Prevention and the Michigan Department of Health and Human Services (MDHHS) in their collective recommendation for everyone who is eligible to get the COVID-19 vaccine. Go to [www.vaccines.gov](http://www.vaccines.gov) to find a location near you.

The vaccine is available throughout Michigan at pharmacies, health clinics and other sites. McLaren Health Management Group conducts drive-through clinics every Thursday from 12:30 to 4:30 p.m. at 1515 Cal Drive in Davison. No appointment is necessary.

## How to Get a Free, At-Home COVID Test Kit

There are multiple ways you can now get a free, at-home COVID-19 test kit. You can get up to eight kits every 30 days.

Anyone: Go to [www.COVIDTests.gov](http://www.COVIDTests.gov) to order.

If you have Medicaid or Medicare: You can get a test kit at [www.COVIDTests.gov](http://www.COVIDTests.gov).

If you have McLaren Health Plan (MHP) through an employer or you purchase individual health insurance through MHP: You can order from [www.COVIDTests.gov](http://www.COVIDTests.gov); you can go to an approved, in-network pharmacy to purchase a kit and the pharmacy will bill MHP for the cost; or you can purchase a kit from any pharmacy or retail store and get reimbursed.

Go to [www.mclarenhealthplan.org/mhp/are-you-a-member](http://www.mclarenhealthplan.org/mhp/are-you-a-member) for a copy of the Direct Member Reimbursement form and for a list of questions and answers you may find helpful. Go to [www.mclarenhealthplan.org/community-member/find-a-provider-community](http://www.mclarenhealthplan.org/community-member/find-a-provider-community) for a list of in-network pharmacies.



# Your Mental Health Is As Important As Your Physical Health

You doctor puts a cast on your arm if you break it. It's an outward symbol that there is something wrong and you and your health care provider are working together to fix it.

There's no outward symbol to show the world when you're dealing with mental health issues. People might be more accepting if they could "see" your condition and understand you are working together with a behavioral health provider to improve your condition.

Mental health includes emotional, psychological and social well-being. It affects how we think, feel and act. It also helps determine how we handle stress, relate to others and make healthy choices. Mental health



is important at every stage of life, from childhood and adolescence through adulthood.<sup>1</sup>

Taking care of your mental health is especially important for people from racial and ethnic minority groups, who are less likely to receive care for mental health. Among adults with mental illness, 48% of whites received care compared with 31% of Blacks and Hispanics and 22% of Asians.<sup>2</sup> Suicide was the second-leading cause of death for Blacks and Hispanics ages 15-24.<sup>3</sup>

People who are hospitalized for a mental health issue are more at risk for relapse, readmission and poor outcomes after being discharged. It's critical to follow up with a mental health provider within seven days of discharge.

Mental health resources are available for McLaren Health Plan members. Please call customer service at 888-327-0671 (TTY: 711) if you need help locating a behavioral health provider or have barriers to receiving care.

<sup>1</sup>www.cdc.gov/mentalhealth

<sup>2</sup>2017, www.Psychiatry.org, Division of Diversity and Health Equity and Division of Communications

<sup>3</sup>2021, U.S. Department of Health and Human Services Office of Minority Health, Mental and Behavioral Health

## Should You Be Screened for Hepatitis C?

Hepatitis C is a liver infection caused by the hepatitis C virus (HCV). It's contagious and symptoms may include jaundice, fatigue, nausea, fever and muscle aches. The good news is hepatitis C is curable. McLaren Health Plan covers the drugs used to treat hepatitis C.

The Michigan Department of Health and Human Services recommends screening for hepatitis C at least once in a lifetime for people ages 18-79.

## MHP Partners With Allen Neighborhood Food Pantry

MHP has partnered with the Allen Neighborhood Center Breadbasket Food Pantry in Lansing to distribute free produce, bread and baked goods to east-side Lansing residents. At the Breadbasket, you also can discuss other services available to you as an MHP member and find out about activities available in East Lansing. The Breadbasket is located at Allen Market Place, 1629 E. Kalamazoo St., and is open every Monday at 1 p.m. Call MHP Customer Service at 888-327-0671 (TTY: 711) for more information or to schedule transportation.

## Michigan Farmers Markets + MHP = A Winning Combination

MHP has embarked on a partnership with community-based farmers markets throughout Michigan as part of our commitment to the health and wellness of our members. Michigan has many farms and orchards that provide everything from apples, cherries and blueberries to asparagus and cucumbers at local farmers markets throughout the year. Many markets accept the Supplemental Nutrition Assistance Program (SNAP) benefits, which is a great way to get fresh foods while supporting local farmers. There's also the "Double Up Food Bucks" program where those with an active EBT/Bridge card (or SNAP recipients) can get a dollar-for-dollar match, up to \$20 a day, to purchase twice the fruits and vegetables!

Follow us on Facebook to see which farmers markets MHP will be at soon!



# Your Opinion Matters

## For Medicaid and Healthy Michigan members

### "Staying in Touch" member survey

You may get a survey in the mail or you may get a phone call asking how you like the service MHP offers and how we can improve our services. What you tell us is important. Please take the time to answer the survey and let us know what you think.

You can complete this survey online if you want. Go to [McLarenHealthPlan.org](http://McLarenHealthPlan.org), click on "Are You a Member?" and choose your plan, then click on "Health & Wellness," then "Staying in Touch Program."

## For all McLaren Health Plan members

### New member survey

MHP is interested in hearing about your needs and finding ways we can better help you. If you haven't completed your survey yet, please visit <https://www.mclarenhealthplan.org/mhp/member-survey-mhp.aspx> to complete your survey.

McLaren Health Plan works hard to provide you with the best possible service. Customer service, personal attention, quality care, easy access to care and free health programs are some reasons members stay with MHP. Our case managers are happy to help you with your medical needs. Please call Customer Service at 888-327-0671 (TTY: 711) and tell us what we can do to better serve you!



## Is Your Address Up to Date With MDHHS?

Please report any change in phone number, email or address to the Michigan Department of Health and Human Services if you are a Medicaid beneficiary. You can do this by going to the MIbridges website at [newmibridges.michigan.gov](http://newmibridges.michigan.gov). You will need to create an account by choosing Register if you don't have one. Please report changes in both the Profile section and the Report Changes area. Your local office will use the Report Changes area to update your address for your case.



The Flint Registry is a project that connects people to services and programs to promote health and wellness. It was created to help understand how the Flint water crisis has affected the Flint community. You should register if you lived, worked or attended school or day care between April 25, 2014, and Oct. 15, 2015, at any address serviced by the Flint water system.

Go to [www.flintregistry.org/how-to-join](http://www.flintregistry.org/how-to-join).

# ARE YOU NEW TO MHP?

**You can keep your out-of-network doctors and services for at least 90 days if you are a new MHP member.** This may help with your medical health, behavioral health and pharmacy drug needs.

You can keep seeing your current doctor through your pregnancy and for your postpartum needs. You can keep seeing your current doctor if you are getting care for certain chronic diseases.

MHP will not approve ongoing care by an out-of-network doctor if:

- Your doctor only wants to keep an eye on an illness
- The doctor has an issue that could cause you harm
- The doctor says he or she will not see you any longer
- You started seeing the doctor after you enrolled with MHP
- The doctor does not meet MHP's standards

MHP can help you choose new in-network doctors. We also can help you get the services you need. You or your doctor can call us at 888-327-0671 (TTY: 711) for help or if you have questions.

necessary, practice social distancing and wash your hands often. Make those appointments you need for your good health!

## SSI Available for Eligible Medicaid Members

You may qualify for Supplemental Security Income (SSI) as a McLaren Health Plan (MHP) Medicaid member.

MHP has asked a company called Human Arc to help you apply. Here's what you can do to find out more or apply:

- Call Human Arc toll free at 866-879-0988 (TTY: 711) Monday through Thursday from 8:30 a.m. to 11 p.m. or Friday from 8:30 a.m. to 8 p.m.
- Submit your information online at [www.screening.centaurihs.com/Benefits](http://www.screening.centaurihs.com/Benefits).

## How to Choose a Primary Care Physician

You need to choose a primary care physician, or PCP, when you join MHP. You can choose your own personal doctor from our list of family practice doctors, pediatricians or internal medicine doctors. This will be your assigned PCP.

Our online provider directory can help you search for a doctor.

- Community members, go to [www.McLarenHealthPlan.org/CommunityProviders](http://www.McLarenHealthPlan.org/CommunityProviders).
- Healthy Michigan members, go to <https://www.mclarenhealthplan.org/healthy-michigan-member/find-a-provider-healthy-michigan>.
- Medicaid members, go to [www.McLarenHealthPlan.org/MedicaidProviders](http://www.McLarenHealthPlan.org/MedicaidProviders).

## Schedule a Well Visit With Your PCP

You need to see your PCP for an annual well visit within 60 days of joining MHP. This way, when you do get sick, your PCP will already know important information about you. Call Customer Service if you do not know who your PCP is or if you need help scheduling an appointment. We will help you.

## It's Time to Get the Care You Need

Did you skip your mammogram in 2021 due to the pandemic? Did you put off getting needed shots or your annual well visit? There's no reason to put your health on hold. It is safe to return to your doctor's office to get health screenings or to get urgent or emergency care when you need it.

Doctors, medical staff and facilities are still taking every precaution to ensure patient safety. Do your part, too. Continue to wear masks when

## Help Available for Internet, Laptop Purchase

The Affordable Connectivity Program (ACP) is a government benefit program. It helps make sure certain households can afford the internet service they need for work, school, health care and more.

Eligible households get a discount of up to \$30 per month toward internet service. There's also a one-time discount of up to \$100 to purchase a laptop.

### Who Is Eligible for the ACP?

A household is eligible if a member of the household meets at least one of the following:

- Has an income at or below 200% of the federal poverty guidelines.
- Enrolled in programs like SNAP, Medicaid, federal public housing assistance, SSI, WIC or Lifeline.
- Participates in Tribal-specific programs, such as Bureau of Indian Affairs General Assistance,

- Tribal TANF or food distribution program on Indian Reservations.
- Receives free or reduced-price school breakfast or lunch.
- Received a Federal Pell Grant during the current award year.
- Is eligible for a participating provider's existing low-income program.
- Visit <https://www.fcc.gov/acp> for more information about the ACP.

## How MHP Makes Medical Decisions About Your Care

McLaren Health Plan makes decisions about the use of medical services based on whether they are appropriate and a covered benefit. No one at MHP is rewarded in any way for making decisions to deny you medical services. That means doctors or employees. They are not rewarded in any way for encouraging underuse of your benefits. We want you to get the care you need. We will always look out for your best interests. Please call Customer Service if you have any questions.

## You Have Health Care Rights at MHP

You play an important part in making your health care safer and more effective by being an informed member of your health care team. Patients who participate in decisions about their health care are more likely to have better results. We want you to know your rights as a patient. We want you to be informed about your care. Here are some simple guidelines to help you know your rights and choices:

- If you don't understand the information you are given, ask again.
- Learn about your illness or injury.
- Ask a trusted family member or friend to speak up for you as your advocate.

- Know what medications you take and why you take them.
- Actively participate in your care and be part of all decisions about your treatment.

## Online Tools Help to Manage Your Health

There are self-management tools online that can help you manage your health. They help provide insight about risk factors you may have for certain conditions. They can help reduce that risk and maintain low risk. The tools are interactive and focus on wellness and prevention.

*MHP offers self-management tools at [McLarenHealthPlan.org](http://McLarenHealthPlan.org); click on Health and Wellness. Call 888-327-0671 (TTY: 711) and ask to speak to your nurse for additional support.*

Go to [www.webmd.com](http://www.webmd.com) for health tips and wellness updates. Click on Health A-Z for risks, symptoms and treatments about how to maintain a healthy weight or how to quit smoking. There's also information about physical activity, eating healthy, how to manage stress, at-risk drinking and depression.

Please remember, the advice received online does not replace the medical advice from your doctor.

## Researching New Medical Care for You

McLaren Health Plan knows that new medical care options become available. To do our best for our members, we have a process to look at these options. MHP researches the procedures, medications and devices involving new medical care. A special medical committee also reviews and considers the following:

- Is the care safe?
- Is the care approved by the FDA?
- Is there a more cost-effective option?

The committee then decides whether the new care is covered by MHP. Call



our Medical Management team at 888-327-0671 (TTY: 711) if you or your doctor have questions about new medical care.

### Check Out Your Member Handbook

You get a member handbook when you become a new MHP member. It has a lot of great information in it. We recently updated the member handbook. Please call Customer Service if you've been a member for a while and would like a copy of the updated handbook. It's also available at [www.McLarenHealthPlan.org](http://www.McLarenHealthPlan.org).

### When to Go to Urgent Care or the Emergency Room

The flu, a sprained ankle or an earache are NOT emergencies. They do NOT require a visit to a hospital emergency room. None of these situations are life-threatening. Always call your primary care physician first with non-life-threatening illnesses or injuries. Your PCP will tell you what to do, even if his or her office is closed. The answering service can direct you to an urgent care center.

Urgent care is a good option for non-life-threatening illnesses or injuries. Other examples where you should call your PCP before getting treatment include:

- A fever without any seizures or shaking
- Sore throat
- Skin rashes
- Sunburn or minor burn
- A cold

This is a short list of examples of when you should go to an urgent care center. A list of urgent care centers can be found in the provider directory at [www.mclarenhealthplan.org](http://www.mclarenhealthplan.org) or by calling Customer Service at 888-327-0671 (TTY: 711).

When should you go to the emergency room? Call 911 or go to the nearest emergency room when you need immediate treatment to save your life or advanced treatment (such as surgery) that is available only in a hospital setting. Call 911 or go to the nearest emergency room if:

- You can't breathe
- You have chest pain
- You fainted
- You are suddenly dizzy, weak or have sudden, severe pain
- You are bleeding and the bleeding won't stop
- You feel like you might hurt yourself
- You feel like you might hurt someone else
- You swallowed poison

A dental emergency is when you need a service to prevent tooth death, the imminent loss of teeth and the treatment of injuries, pain or infection. Call your dentist's office if you are having a dental emergency.

*This information is not meant to take the place of your doctor's medical advice. Follow what your doctor tells you to do. Remember to contact your PCP after you go to the urgent care center or the emergency room.*



## A Reminder for Women

# TIME TO TAKE CARE OF YOURSELF!

### Put these important health and wellness appointments on your calendar.

You may have delayed getting regular checkups due to the pandemic, but now's the time to call your doctor and get back on track! Call Customer Service at 888-327-0671 (TTY: 711) if you need help scheduling any appointment. And don't forget - MHP members can see an in-network OB-GYN or certified nurse midwife for routine and preventive health care services without a referral. Women's routine and preventive health care services include prenatal and postpartum care, breast exams, mammograms and Pap tests.

### Annual checkup

Make this appointment every year around your birthday. This way you won't forget to do it. Ask your PCP questions. Your PCP will ask you questions about your family history and previous illnesses. Your vital signs will be taken, and your eyes, ears, heart and skin will be checked. Discuss specific health concerns you have. Schedule a mammogram, Pap screening or any blood tests you might need.

### Pap screening for cervical cancer

Cervical cancer can affect any woman who is or has been sexually active. It occurs in women who have had the human papilloma virus or HPV. Many people who are infected have no symptoms. HPV is passed during sex and is most common in women ages 20-24. You can reduce your chances of getting cervical cancer by getting routine Pap screenings and the HPV vaccine. This is a series of two shots given during a six- to 12-month period. If you or your daughter(s) are between the ages of 9 and 26, it is important to consider getting this series of shots. Ask your doctor if the HPV vaccine is right for you.

### Get tested for chlamydia

All sexually active women should get tested every year for chlamydia. Why? It's a common sexually transmitted disease that can make women unable to get pregnant. It can harm newborn babies of infected mothers. It can cause serious problems. It's a disease both women and

men can get. It's even more important for women under age 25 and males ages 16-18 to be tested. It is easy to get but the good news is it's easy to detect and treat. Most people with chlamydia have no symptoms. Your doctor can give you a simple urine test for chlamydia. The treatment for chlamydia is antibiotics. Your partner also should get tested and treated if necessary. Use a condom every time you have sex to help prevent chlamydia.

### Breast health

Do a monthly self-exam of your breasts. Tell your doctor immediately if you notice any changes. For general breast health, maintain a healthy weight, limit alcohol and exercise regularly. All women can get breast cancer, even those with no family history of the disease. You have a higher chance of surviving when the cancer is diagnosed early. Get a mammogram every year beginning at age 50.



*McLaren Healthy Michigan Plan members and pregnant women on McLaren Medicaid have dental benefits through Delta Dental. Call us at 888-327-0671 (TTY: 711) if you don't have a dentist or if you have questions about your coverage.*

# Learn About Healthy Kids Dental

At no cost to you, your children on McLaren Health Plan Medicaid can receive oral exams, teeth cleanings, fluoride treatments, X-rays and more through a program called Healthy Kids Dental. And it comes with access to one of the largest dental networks in Michigan — ensuring there's a dentist who's convenient for every single family. In fact, 8 out of 10 dentists accept Healthy Kids Dental.

## Who is eligible?

In Michigan, Healthy Kids Dental is available to children who have Medicaid and are under the age of 21.

If you are a McLaren Health Plan Medicaid or Healthy Michigan member who becomes pregnant, you are eligible for dental benefits throughout your pregnancy and for three months after. Call Customer Service at 888-327-0671 (TTY: 711) to notify us of your pregnancy or for questions about your dental benefits.

## What is covered?

Through a Healthy Kids Dental dentist, covered services include:

- Oral exams
- Teeth cleanings
- Fluoride treatments
- X-rays
- Screenings and assessments
- Fillings
- Sealants
- Stainless steel or resin crowns
- Crown buildup, including pins
- Space maintainers
- Re-cementing of crowns, bridges and space maintainers
- Root canals
- Extractions
- Complete, partial and temporary partial dentures
- Denture adjustments and repairs



- Denture rebases and relines
- Emergency treatment to reduce pain
- IV sedation (when needed)

## Why use it?

Children with oral health issues miss 51 million hours of school each year. Students who have experienced recent oral health pain are four times more likely to have lower grade point averages than their counterparts who have not. That's why maintaining good oral health may improve children's school attendance, grades and self-confidence and help them succeed.

## How to get started

If eligible, your children will be enrolled in Healthy Kids Dental and will automatically receive a welcome kit with their ID cards in the mail. To start using the benefits, you can find a Healthy Kids Dental dentist at [HealthyKidsDental.org](https://HealthyKidsDental.org). When calling to make an appointment, tell the dental office your child has Healthy Kids Dental.



# 10 Facts About Dental Health

1. People with diabetes are more likely to have gum disease.
2. People with diabetes may have very dry mouths. This could allow plaque to build up on teeth, which leads to tooth decay and cavities.
3. Untreated dental problems can lead to serious health problems like infection, damage to a bone or a nerve, or tooth loss.
4. Proper care of the mouth, including treatment of gum disease, may even help people with diabetes achieve better blood sugar control.
5. Pregnant women are at an increased risk for both gum disease and gestational diabetes due to a change in hormone levels.
6. Gum disease and heart disease have similar underlying causes such as age, tobacco use, genetics, stress, medications, poor nutrition and obesity.
7. Another heart disease factor is the buildup of dental plaque over time.
8. Gum disease happens when bacteria in the mouth grow into plaque. This causes swelling and bleeding in the gums. The plaque can spread below the gum line if not treated. This allows bacteria to enter the bloodstream.
9. It's important to maintain regular dental care if you're pregnant. You may put yourself and your baby at risk if you wait to get dental treatment. In fact, high maternal levels of the bacteria that cause cavities may contribute to low infant birth weight.
10. Dental care during pregnancy is 100% safe — including X-rays, pain meds and local anesthesia.

So what should you do? Brush twice a day for two minutes. Floss daily and rinse with mouthwash. Get regular dental cleanings and checkups, especially while pregnant. These visits can catch hidden dental emergencies early and lower your risk for tooth decay.

## MHP Helps Your Kids Get the Extra Care They Need

Children who qualify for Children's Special Health Care Services can get the extra care they need as an MHP member. We work with your local Health Department and your doctor to provide full-service care. We help you get access to community resources, case management, transportation, doctor visits and other services. Call Customer Service at 888-327-0671 (TTY: 711) to find out more.



# KIDS AND TEENS NEED 'WELL' CHECKUPS

It might feel as though you're taking your kids to the doctor a lot because they are sick or not feeling well. But did you know your young children and teens need to go to the doctor even when they're not sick? A well-child checkup should start when they're young. The early visits should take place around the 9-, 18-, 24- and 30-month ages, but may happen more often.

At every well-child checkup, the doctor:

- Should ask you about your child's growth and development
- May ask you to fill out a form with questions about your child's development

Children develop in their own way. If you are worried about how your child is growing and learning, don't worry, but don't wait. Call your child's doctor to talk about your concerns.

To find more information on developmental screening, visit [www.cdc.gov/ncbddd/childdevelopment/screening.html](http://www.cdc.gov/ncbddd/childdevelopment/screening.html) or call (800) CDC-INFO (232-4636).

Your preteen and teen needs to see the doctor for well visits, too. Getting vaccines (shots) and staying protected from serious diseases is a lifelong job. Protect your children by making sure they are up to date with their shots.

**Every preteen and teen should receive the following:**

TYPE OF SHOT	COVERS AGAINST	WHEN AND HOW OFTEN TO RECEIVE
<b>Tdap</b>	Whooping cough, diphtheria, tetanus	One dose between the ages of 10 and 12
<b>Meningococcal</b>	Meningitis	One dose between the ages of 11 and 12 and again at age 16
<b>Human Papilloma Virus</b>	Cervical cancer	Two doses at least six months apart or three doses between the ages of 9 and 12





# MEN'S CANCER SCREENINGS: WHICH ONES ARE RIGHT FOR YOU?

Cancer screening means looking for cancer before it causes symptoms. Many men wonder if they should get screened for prostate cancer. Each man must decide for himself. Talk to your doctor about what is right for you.

There is no standard test to screen for prostate cancer. Two tests that are commonly used to screen for prostate cancer are a blood test called a prostate specific antigen (PSA) test and a digital rectal examination.

If you are thinking about being screened, you and your doctor should consider:

- If you have an increased risk of getting prostate cancer
- If you have any health problems that may make it harder for you to be treated for prostate cancer if it is found or that may make you less likely to benefit from screening
- How you feel about the possible benefits and harms of screening, diagnosis and treatment

What about colon cancer or colorectal cancer? The U.S. Preventive Services Task Force recommends screening beginning at age 50. If you are age 50 to 75 years old, you should get screened for colorectal cancer. Many new cases of colorectal cancer — about 90% — occur in people who are age 50 or older.

Screening tests can find precancerous polyps that can be removed before they turn into cancer. They also can find colorectal cancer early when treatment works best.

If you think you may be at increased risk for colorectal cancer, learn your family health history and ask your doctor if you should begin screening before age 50.





## Ask Your Doctor These 3 Questions

Every time you talk with a doctor, nurse or pharmacist, ask these three questions to better understand your health:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

If you ask these questions and still don't understand, let your doctor, nurse or pharmacist know you don't understand what you need to do. You might say, "This is new to me. Will you please explain that to me one more time?" It is also

important to bring all medicines you take with you when you visit your doctor or pharmacist, even over-the-counter medicines, like vitamins and supplements. Put the actual medicine bottles into a sealed baggie and bring it with you to your doctor appointments. This way, your medical team can see the dose, how often you take the medicine and who prescribed it. Like many people, you may see more than one doctor. It is important that your doctors know all the medicine you take.

## Your Private Data and How We Protect It

MHP has policies that cover who can see and use private data about you. This includes your race or ethnicity and what language you speak.

### 1. THIS IS HOW MHP PROTECTS YOUR DATA:

- We keep paper documents in locked file cabinets.
- We keep electronic data on physically secure media.
- We keep electronic data in files with passwords.
- Only MHP staff who need to know this information will have it.

### 2. THIS IS HOW MHP USES YOUR DATA:

- To help with health care disparities.
- To create programs to improve your health.
- To create outreach materials.
- To tell your provider about your language, cultural or other needs that have to do with your care.
- To tell your provider to help improve health outcomes.

### 3. MHP WILL NOT USE YOUR DATA:

- For underwriting, setting rates or benefit decisions.
- To give to those who shouldn't have it.

## Help Prevent Fraud, Waste and Abuse

McLaren Health Plan works hard to prevent fraud, waste and abuse. We follow state and federal laws about fraud, waste and abuse. Examples of fraud, waste and abuse by a member include:

- Changing a prescription form
- Changing medical records
- Changing referral forms
- Letting someone else use his or her MHP ID card to get health care benefits
- Resale of prescriptions

Examples of fraud, waste and abuse by a doctor include:

- Falsifying his or her credentials
- Billing for care not given
- Billing more than once for the same service
- Performing services that are not needed
- Not ordering services that are medically necessary
- Prescribing medicine that is not needed

Call MHP's Fraud and Abuse Line at 866-866-2135 if you think a doctor, other health care provider or member might be committing fraud, waste or abuse. You can email MHP's Compliance department at [MHPcompliance@McLaren.org](mailto:MHPcompliance@McLaren.org).

You also can write to MHP at:

**McLaren Health Plan Inc.**

Attn: Compliance

P.O. Box 1511

Flint, MI 48501-1511

Contact the State of Michigan if you think a member has committed fraud, waste or abuse. Here's how:

- Fill out a fraud referral form at <https://mdhhs.michigan.gov/Fraud>



- Call the MDHHS office in the county where you think the fraud, waste or abuse took place OR
- Call the MDHHS office in the county where the member lives

Contact the Michigan Department of Health and Human Services Office of Inspector General if you think a doctor or other health care provider has committed fraud, waste or abuse. Here's how:

- Call them at 855-MI-FRAUD (855-643-7283) OR
- Send an email to [MDHHS-OIG@michigan.gov](mailto:MDHHS-OIG@michigan.gov) OR
- Write to them at Office of Inspector General, P.O. Box 30062, Lansing, MI 48909

### HELP PROTECT YOURSELF FROM FRAUD

You might be the target of a fraud scheme if you receive medical supplies that you or your doctor did not order.

### TAKE ACTION TO PROTECT YOUR BENEFITS

- Refuse medical supplies you did not order
- Return unordered medical supplies that are shipped to your home
- Report companies that send you these items

Identity theft can lead to higher health care costs and personal financial loss. Don't let anybody steal your identity.

Current fraud schemes to be on the lookout for include:

- People using your health plan number for reimbursement of services you never received
- People calling you to ask for your health plan numbers
- People trying to bribe you to use a doctor you don't know to get services you may not need

You are one of the first lines of defense against fraud. Do your part and report services or items that you have been billed for but did not receive.

- Review your plan explanations of benefits (EOBs) and bills from physicians
- Make sure you received the services or items billed
- Check the number of services billed
- Ensure the same service has not been billed more than once

### DO YOUR PART!

- Never give out your Social Security number, health plan numbers or banking information to someone you do not know
- Carefully review your MHP Explanation of Benefits (EOBs) to ensure the information is correct
- Know that free services DO NOT require you to give your MHP ID number to anyone

Share this information with your friends. Please call Customer Service at 888-327-0671 (TTY: 711) to discuss benefit, coverage or claims payment concerns.



HEALTH PLAN

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