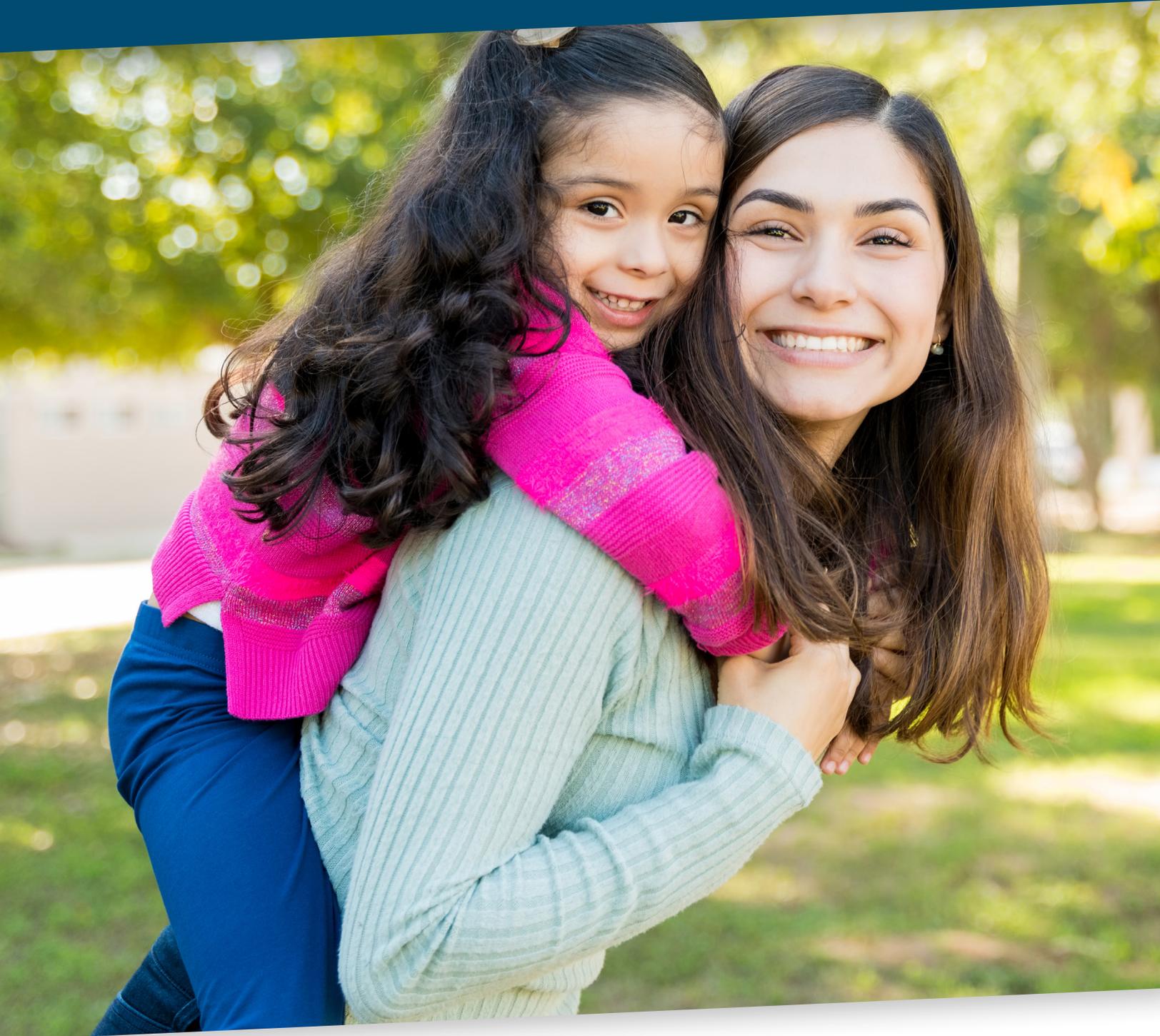


# Health, Wellness and You

March 2023



 **McLaren**  
HEALTH PLAN

GROUP  
INDIVIDUAL  
MEDICAID  
MEDICARE

**“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.**

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## Customer Service

Monday through Friday, 9 a.m. to 6 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.

## Check Out Your Member Handbook

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

## 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

## 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 (MDHHS) if you are a Medicaid beneficiary. You can do this by going to the MI Bridges website at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). 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.

All other McLaren Health Plan members: Please report any changes in phone number, email or address to Customer Service by calling 888-327-0671 (TTY: 711).

# FROM NANCY JENKINS

## President and CEO of McLaren Health Plan

It's officially spring! A time for rebirth, rejuvenation and ... renewal! What does renewal mean to you if you are a McLaren Health Plan Medicaid member? It's the process the Michigan Department of Health and Human Services (MDHHS) uses to determine eligibility for those of you who receive your health care benefits through Medicaid. Also called redetermination, it is usually performed every year but was suspended during the COVID-19 pandemic Public Health Emergency.

Medicaid beneficiaries will receive a letter from MDHHS about their Medicaid eligibility within the next year. It is extremely important for you to follow the instructions on the letter. Please visit [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges) as soon as possible to review, update your contact information and report changes. This will ensure you receive instructions about what to do to maintain your Medicaid benefits, if eligible.

McLaren Health Plan will have in-person staff available in the Flint and Lansing areas to help you with the renewal process. We will have computer access and one-on-one assistance for you to use MI Bridges. We're here for you. Please call us at 888-327-0671 (TTY: 711) if you have any questions.

In good health,  
Nancy



# TAKE A LOOK: FREE PROGRAMS FROM MHP

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.

## 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 primary care provider also offers stop-smoking counseling services. Several prescription medications are 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 or 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.

## Mammogram Incentive and Quarterly iPad Drawing

Female members ages 50 and older who get a mammogram can receive \$20 gift card. MHP sends eligible participants an entry form by mail to return to use 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 a 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 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. 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 delivered timely, MHP will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary. If the services are available from an in-network provider but cannot be delivered timely, MHP will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary.

We will talk to you if you have serious medical problem. 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 (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) does not replace medical advice from your doctor.)

## McLaren Moms

If you are pregnant, call MHP to enroll in our McLaren Moms program and get a \$10 gift card. 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. This is a postpartum visit.

Your postpartum exam is important. You can receive a \$50 box of diapers if you get a postpartum exam within 7-84 days after delivery. Call Customer Service at 888-327-0671 (TTY: 711) after your postpartum exam is complete and let us know you've had your visit. We will mail you a box of diapers

once we receive your provider's claim. You will also be entered into a quarterly drawing for an iPad or a pack-and-play.

If you are a McLaren Health Plan Medicaid member over the age of 21, 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 ideally used tool to identify obesity problems. Ask to have your BMI checked next time to visit your doctor.

Membership in these programs is your choice. They're free benefits to you as a member of MHP. You do not have to join. Call us anytime if you don't want to be in any of these programs.

## 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 Community Calendar 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.

## 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 HCV is curable. McLaren Health Plan covers the drugs used to treat hepatitis C.

## New Suicide Prevention Hotline Number Available

When it comes to a mental health crisis, one call can save a life. Dial 988 to connect to the National Suicide Prevention Lifeline when seeking mental health assistance. Remember 988 the same way you remember 911 and teach your family and friends this number. Knowing whom to call during an emergency ensures people in crisis will get the help they need, when they need it.

Here are some resources to learn about warning signs and help raise awareness:

### [World Suicide Prevention Month Toolkit](#)

### [HelpSheet: Suicide Awareness](#)

### [HelpSheet: Teen Suicide Awareness](#)

### [Back to School Toolkit](#)

### [Teen Mental Health Resources](#)

## Find Out About MHP's Quality Programs

McLaren Health Plan works hard to provide many free, quality programs for you. We look for ways to improve and we measure how we deliver services. One way is through scores we get based on the care you receive. Our main goal is to provide you with high quality health care that meets your needs. Go to [www.mclarenhealthplan.org/medicaid-member/programs-mhp](http://www.mclarenhealthplan.org/medicaid-member/programs-mhp) to view the Medicaid Key Quality Measures Update and the 2022 Quality Improvement Update.

## NEW BENEFITS FOR MEDICAID, HEALTHY MICHIGAN PLAN AND MICHILD MEMBERS ANNOUNCED

McLaren Health Plan members who are enrolled through Medicaid, Healthy Michigan Plan or MICHild have new benefits that took effect Jan. 1. These include:

- Doula services — a nonclinical support person to assist with pregnancy
- Dental sealants for all members under age 21 to prevent pit and fissure cavities
- Fluoride varnish for all children every three to six months by a primary care or dental office until six years of age
- Depression and suicide risk screenings for all members 12 years of age until 21 years of age
- A risk screening for hepatitis B virus (HBV) for everyone under age 21 years
- A risk screening for sudden cardiac arrest and sudden cardiac death for members 11 to 21 years of age
- Behavioral, social, emotional screenings for members under age of 21 years

**New dental benefits are available for adult Medicaid recipients effective April 1, 2023. Benefits include coverage for root canals and crowns.**

## MHP PARTNERS WITH FARMERS MARKETS, ALLEN NEIGHBORHOOD FOOD PANTRY

MHP is continuing its partnership with farmers markets throughout Michigan as part of our commitment to the health and wellness of our members. 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 \$10 a day, to purchase twice the fruits and vegetables!

The Allen Neighborhood Center Breadbasket Food Pantry in Lansing distributes free produce, bread and baked goods to east-side Lansing residents. At the Breadbasket, you can also discuss other services available to you as an MHP member and find out about activities available in the community. Stop by if you need help with Medicaid redetermination. 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.



## DO YOU SEE AN OUT-OF-NETWORK DOCTOR?

### You may be eligible for ongoing care

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.

## 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).
- 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.

- Healthy Michigan members, go to [www.mclarenhealthplan.org/healthy-michigan-member/find-a-provider-healthy-michigan](http://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 at 888-327-0671 (TTY: 711) if you do not know who your PCP is or if you need help scheduling an appointment. We will help you.

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.



## SSI AVAILABLE FOR ELIGIBLE MEDICAID MEMBERS

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

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

- 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.
- Go to [www.centaurihs.com/member-and-patients](http://www.centaurihs.com/member-and-patients).

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

## 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 [www.fcc.gov/acp](http://www.fcc.gov/acp) for more information about the ACP.

## 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.

## MEDICAID MEMBERS - DO THIS TO KEEP YOUR COVERAGE

**1**

**Update your address, phone number, and email address.**

The best way to update your contact information is online at [michigan.gov/mibridges](https://michigan.gov/mibridges).

**2**

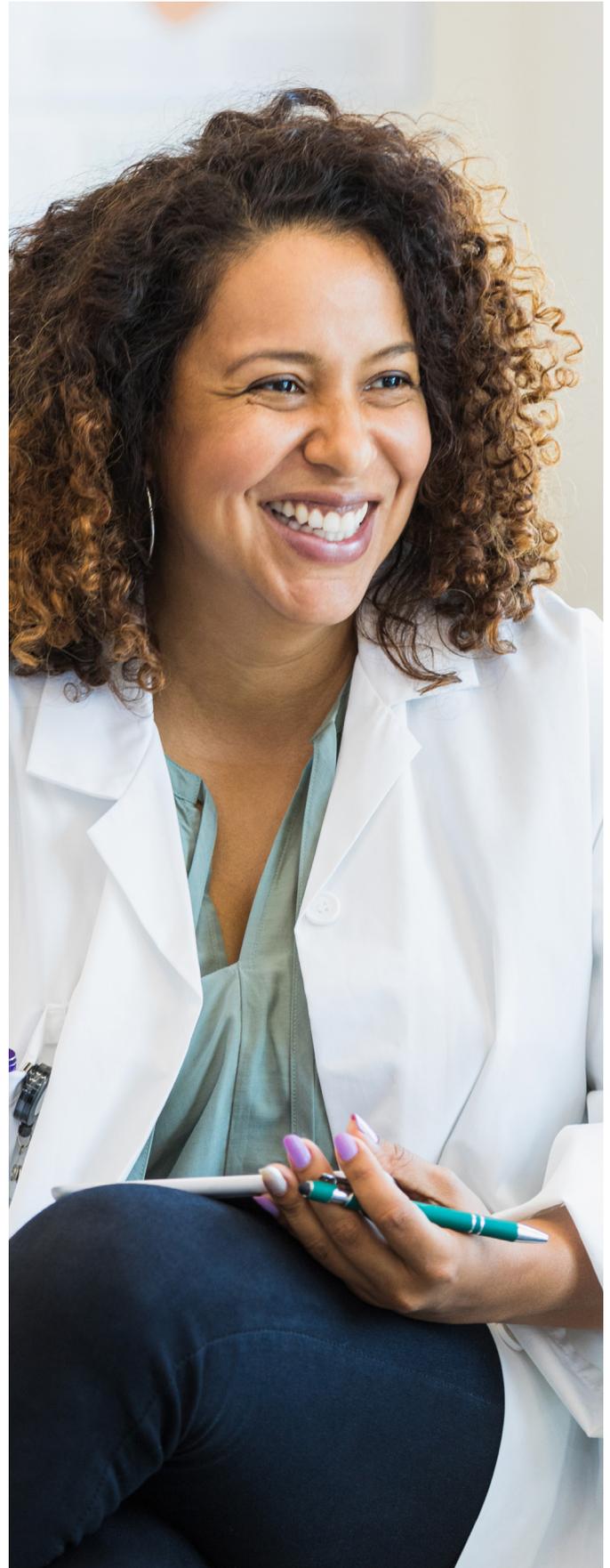
**Report any changes to your household or income.**

Report changes to the MDHHS by visiting [michigan.gov/mibridges](https://michigan.gov/mibridges). Or contact your local MDHHS office.

**3**

**Check your mail.**

To keep your coverage, you may need to complete a yearly renewal form. If you do, we will mail one to you. To avoid gaps in healthcare coverage, please complete and send the form right away.



# 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

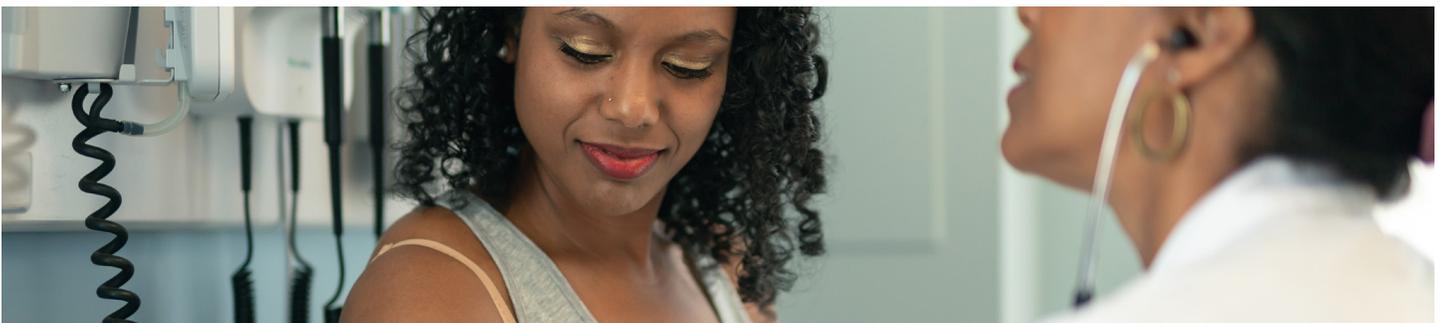
This is a short list of examples of when you should go to an urgent care center. A list of urgent care centers can be found in the provider directory at [www.mclarenhealthplan.org](http://www.mclarenhealthplan.org) or by calling Customer Service at 888-327-0671 (TTY: 711).

**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 bleed 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.



# IMPORTANT HEALTH AND WELLNESS VISITS FOR WOMEN

## Put these needed appointments on your calendar

Women: Do you make doctor appointments for your kids, spouse, parents or siblings but forget to make them for yourself? Take the time to schedule the following visits with your doctor. 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) is 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.

# WHAT IS 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.

All McLaren Health Medicaid members over 21 years of age and Healthy Michigan Plan members are eligible for dental benefits. 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.



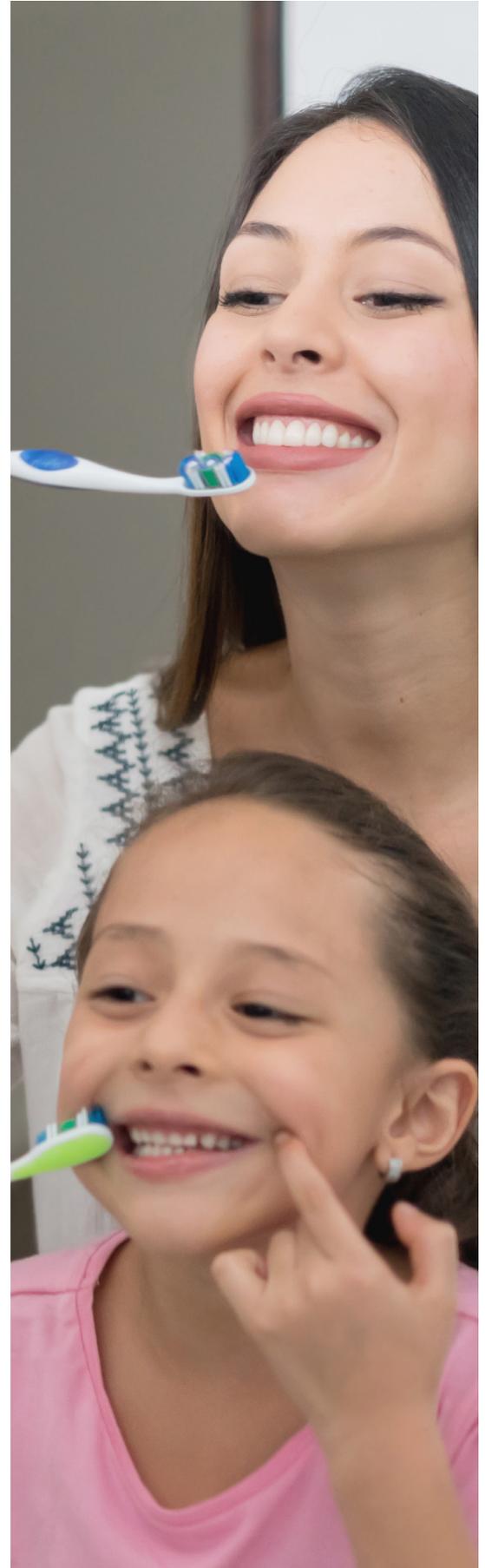
## TAKE CARE OF YOUR TEETH!

### Did you know:

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.

McLaren Healthy Michigan Plan members McLaren Medicaid members 21 years of age and older 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.



# WHY DO KIDS AND TEENS NEED TO GO TO THE DOCTOR WHEN THEY AREN'T SICK?

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.

As your teen moves into adulthood, the thought of moving care from his or her pediatrician to an adult PCP can seem challenging. MHP can assist you and your teen with choosing an adult PCP. Please call us at 888-327-0671 (TTY: 711) and allow us to help with this transition of care.

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 Papillomavirus</b> | Cervical cancer                     | Two doses at least six months apart or three doses between the ages of 9 and 12. |

## MHP HELPS YOUR KIDS GET THE EXTRA CARE THEY NEED

Children who qualify for Children's Special Health Care Services (CSHCS) 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.



# MEN: WHICH CANCER SCREENINGS DO YOU NEED?

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. Most 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.

# 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 [mdhhs.michigan.gov/Fraud/](http://mdhhs.michigan.gov/Fraud/) OR
- Call the MDHHS office in the country where you think the fraud, waste or abuse took place OR

- Call the MDHHS office in the country 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.

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:

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

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.

# 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 your 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.

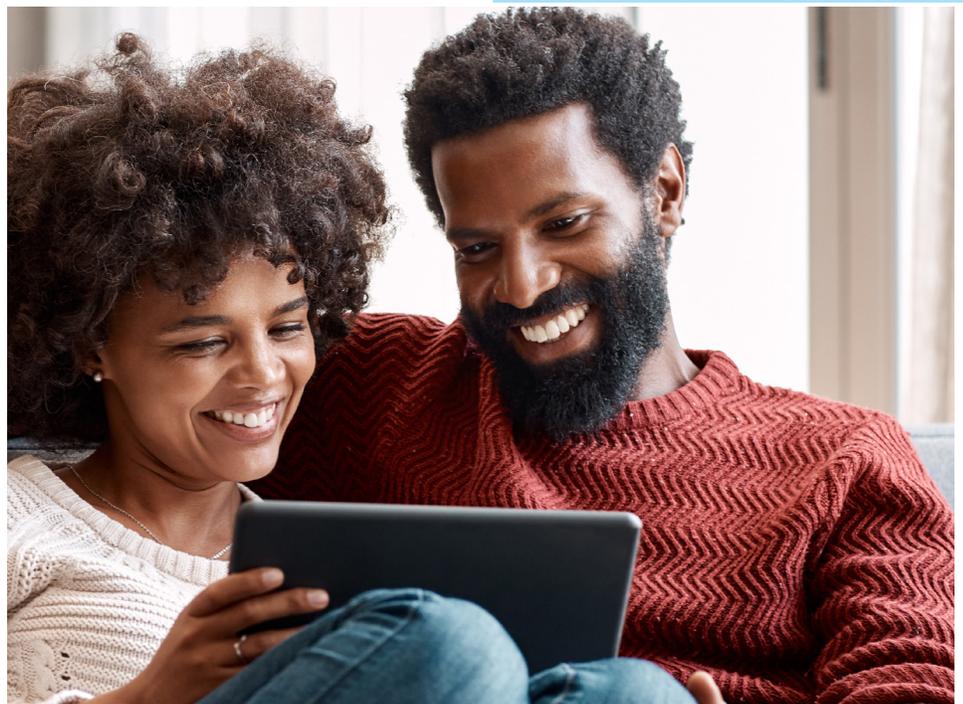
## 3. MHP will not use your data:

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

## Do your part!

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



# LET MHP KNOW WHAT YOU THINK

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](https://McLarenHealthPlan.org), click on “Are You a Member,” choose your plan, 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 [www.mclarenhealthplan.org/mhp/member-survey-mhp.aspx](https://www.mclarenhealthplan.org/mhp/member-survey-mhp.aspx) to do so.

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!







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