



McLaren Medicare  
PO Box 44092  
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# For Better Health

Fall 2023



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**“For Better Health” is the member newsletter for McLaren Medicare members, collectively referred to as “members.” It is published twice per year by McLaren Health Plan, Inc. who shall be referred to as “MHP” throughout this newsletter.**

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## Member Services

833-358-2404 (TTY: 711)

Monday through Friday  
 8 a.m. to 8 p.m. April 1-Sept.30, seven days a week  
 8 a.m. to 8 p.m. Oct. 1-March 31, except for Thanksgiving Day and Christmas Day

We want to answer your questions and help you get the care you deserve. Please call Member Services 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 have free interpreter services available for non-English speakers. Call 711 to access the TTY line if you are deaf, hard of hearing or have speech problems.

## Pharmacy Help Desk

844-336-2678

24 hours a day, seven days a week  
 Call if you have questions about your pharmacy benefits.



## Online

**[McLarenHealthPlan.org/McLarenMedicare](https://www.mclarenhealthplan.org/McLarenMedicare)**

Our website contains useful member information, such as our Privacy Notice; provider directories; Rights and Responsibilities statement; healthy reminders; services covered by McLaren Medicare; what to do when you need medication; information about our quality programs and much more. Call Member Services if you want printed copies of anything on our website.

## Mail

**McLaren Medicare**  
**P.O. Box 44092**  
**Indianapolis, IN 46244-0092**

## E-Mail

Contact us at:  
[medicarememberservices@mclaren.org](mailto:medicarememberservices@mclaren.org)

# From Nancy Jenkins

President and CEO of McLaren Health Plan

Wow, did your summer fly by as fast as mine did? One minute I was loving the long, sunny days and the next I was watching the orange and yellow leaves pop out on the trees in my yard. Time stands still for no one!

As much as I love summer, fall in Michigan is spectacular. There is nothing like the cool, crisp air, the beautiful scenery when the leaves have turned and the crunch of a fresh picked apple!

I might like fall, but I know there are some of you who find it difficult to transition from summer to fall and into winter. Check out the article on page 6. There are some helpful tips about what you can do to stay active and boost your mood naturally while transitioning into cooler weather.

Fall is also a good time to do a quick inventory on what check-ups you need. Get them done before the snow flies - or before you fly south! See page 7 for a list of recommended immunizations and services you might need.

If you ever have any questions about your health care coverage, please call our member services team at 833-358-2404. We want you to be completely satisfied with the care and service you receive from us. Let us know if. . .

. . . it's taking a long time to get a doctor appointment. Does it take more than six months to get in to see your primary doctor for an annual exam? Does it take more than six months to get an appointment with a specialist?

. . . you are satisfied with your health care providers. Do they listen and answer all of your questions? Do you feel like you understand next steps after you leave an appointment?

. . . McLaren Medicare provides great customer service. Our goal is to make sure you are completely satisfied.



What can we do to be the best possible health plan and get you to say we're a '10'?

If we are not a '10' in your book, we want to know what we can do to improve! Representatives are available Monday through Friday from 8 a.m. to 8 p.m. April 1-Sept. 30 and seven days a week from 8 a.m. to 8 p.m. Oct. 1-March 31, except for Thanksgiving Day and Christmas Day.

In good health,  
Nancy

## Take a Look: Helpful Programs and Services From McLaren Medicare

Helping you stay healthy is something McLaren Medicare takes seriously. As the old saying goes, "There's nothing better than your good health." We want to make sure you have the help you need and the information necessary to make healthy lifestyle changes, if needed.

McLaren Medicare offers enhanced disease management programs, a fitness allowance and nutritional/dietary education, along with the following:

### Smoking and Tobacco Use Cessation

If you use tobacco, but do not have signs or symptoms of tobacco-related disease: McLaren Medicare covers two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits. If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: McLaren Medicare covers cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost sharing. Each counseling attempt includes up to four face-to-face visits.

### Wellness Classes and Events\*

From Petoskey to Mount Clemens, Caro to Lansing and many places in between, McLaren Medicare 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 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.

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

### Medicare Diabetes Prevention Program (MDPP)

MDPP services are covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.

# A Fall Boost to Your Mental Health

What do you think of when you hear the words 'fall' or 'autumn?' Apple picking, warm sweaters, hayrides, crisp air, colorful leaves – fall is a wonderful time of year and it can actually be good for your mental health.



## Activities

Fall activities create opportunities for exercise and socialization. There are many outdoor, fall-specific activities you can enjoy, such as apple picking, taking a trip to a pumpkin patch, even raking fall leaves can be fun! These types of activities get you outdoors, you burn calories and you can squeeze in quality time with family and friends.

## Food

Eating seasonal vegetables adds color to your meals and can improve your mood. Visit a local farmers market and see what a wide range of fresh fruits and vegetables are available during the fall season that you can use to make a new or nostalgic dish. Try these natural mood enhancers:

- Squash – contains magnesium, an important nutrient that helps with anxiety and stress
- Pumpkin – contains minerals that boost brain function as well as the amino acid tryptophan, which helps the brain produce serotonin
- Cinnamon – helps regulate blood sugar, which stabilizes mood

## Scents

Bring fall indoors with scents. Cinnamon spice, baked apples, rose and chamomile can help bring on relaxation as well as spark joy in any room of the house. Pleasant aromas can also take your mind off stressful thoughts as the scent can transport you to a more peaceful and relaxing moment.

## Colors

Rich reds, vibrant oranges, warm yellows – the brilliant colors of fall foliage may do more than delight your senses. The colors you notice when the leaves begin to change may have some mental health benefits, too. Yellow is often thought to convey energy, enthusiasm, fun, cheerfulness and a positive emotional state. Red helps improve your attention span and boost your confidence.

# Get These 'Routine' Health Care Services

Routine. Sounds a little boring, doesn't it? But routine actually means "a customary or regular course of procedure." There are many regular tests, immunizations and procedures you should get to maintain good health.

**Annual wellness visit** – You should see your doctor every year, even if you are not sick. If you've had Medicare Part B (medical insurance) for longer than 12 months, you get a yearly wellness visit to develop or update your personalized plan to help prevent disease or disability, based on your current health and risk factors. This yearly visit isn't a physical; it's your opportunity to ask any questions you might have.

**Flu shot** – September and October are the best months for older adults to get the flu vaccine. The flu is easily passed from person to person when someone coughs, talks or sneezes. Older adults with underlying conditions, including heart disease, diabetes and lung disease, are at highest risk for developing life-threatening complications from the flu.

**Pneumonia shot** – All adults 65 and older need two pneumococcal shots: PCV13 (Pneumovax®13) and PPSV23 (Pneumovax®23). If you were younger than 65 when you had the pneumonia vaccine, you may need another one. Ask your doctor or pharmacist.

**Mammogram** – women up to age 75 should have a breast screening test (mammogram) every one to two years depending on your personal risk factors.

**Colon cancer screening** – men and women age 50 to 75 should be screened for colorectal cancer using fecal occult blood testing, sigmoidoscopy or colonoscopy.

**Shingles vaccine** – Everyone age 50 and over should get the shingles vaccine and it's now free for those who have prescription drug coverage as part of a Medicare Part D plan or Medicare Advantage plan with prescription drug benefits, like McLaren Medicare.

If you have diabetes, it's important to see your doctor annually to get your eyes and kidneys checked. Talk to your doctor about creating or reviewing your diabetes management plan. Your plan will be based on your lifestyle, preferences, health goals and other health conditions you may have. Your doctor may prescribe medications. You may have a diabetes educator help you understand your diabetes and provide support as you make lifestyle changes to manage your diabetes.

## Survey Time

The Health Risk Assessment (HRA) is a survey you need to complete if you are enrolled in the McLaren Medicare Inspire Duals plan, also called a D-SNP. The HRA helps you and McLaren Medicare nurses identify your health care needs. The D-SNP HRA needs to be completed upon enrollment, annually thereafter and after transitions of care such as an inpatient stay or emergency department visit. Your nurse will contact you to complete this survey.



## Get Help at the Click of a Button

Are you concerned about the possibility of falling? Do you take more than four medications daily or spend time alone during the day or night? Have you recently been hospitalized, been to the ER, or have you been diagnosed with heart disease, pulmonary disorders, osteoporosis, diabetes, or arthritis? These are just a few reasons you may want to consider a personal emergency response system (PERS).

Personal emergency response systems, also known as medical alert systems, provide remote patient monitoring to save lives and preserve independence for people in need and the caregivers who support them. McLaren Medicare offers a PERS to give you 24/7/365 support at no cost to you.\*

With a PERS, you have a support team available at the push of a button to help you stay safe, independent, and connected. Eligible members receive a device with access to a support center that provides:



### Support.

Reminders, healthy tips, and education to support your well-being.



### Rapid Response.

Support in seconds when you need it - from locking yourself out of your home to emergency needs.



### Plan connection.

Connection to your plan resources to support care coordination.



### Engagement.

A friendly voice when you just want to chat.



### How PERS works

1. Press the button if you think you need help.
2. A representative will speak to you over the unit to confirm you need help.
3. The representative will send appropriate assistance - based on your preference - from a friend, family member or emergency responders.

For more information or to enroll in this benefit:

- Visit [McLarenPERS.com](https://www.mclarenpers.com) or
- Call **1-800-860-4230 option 1** 8 a.m. to 6 p.m. Monday-Friday to speak with a representative.

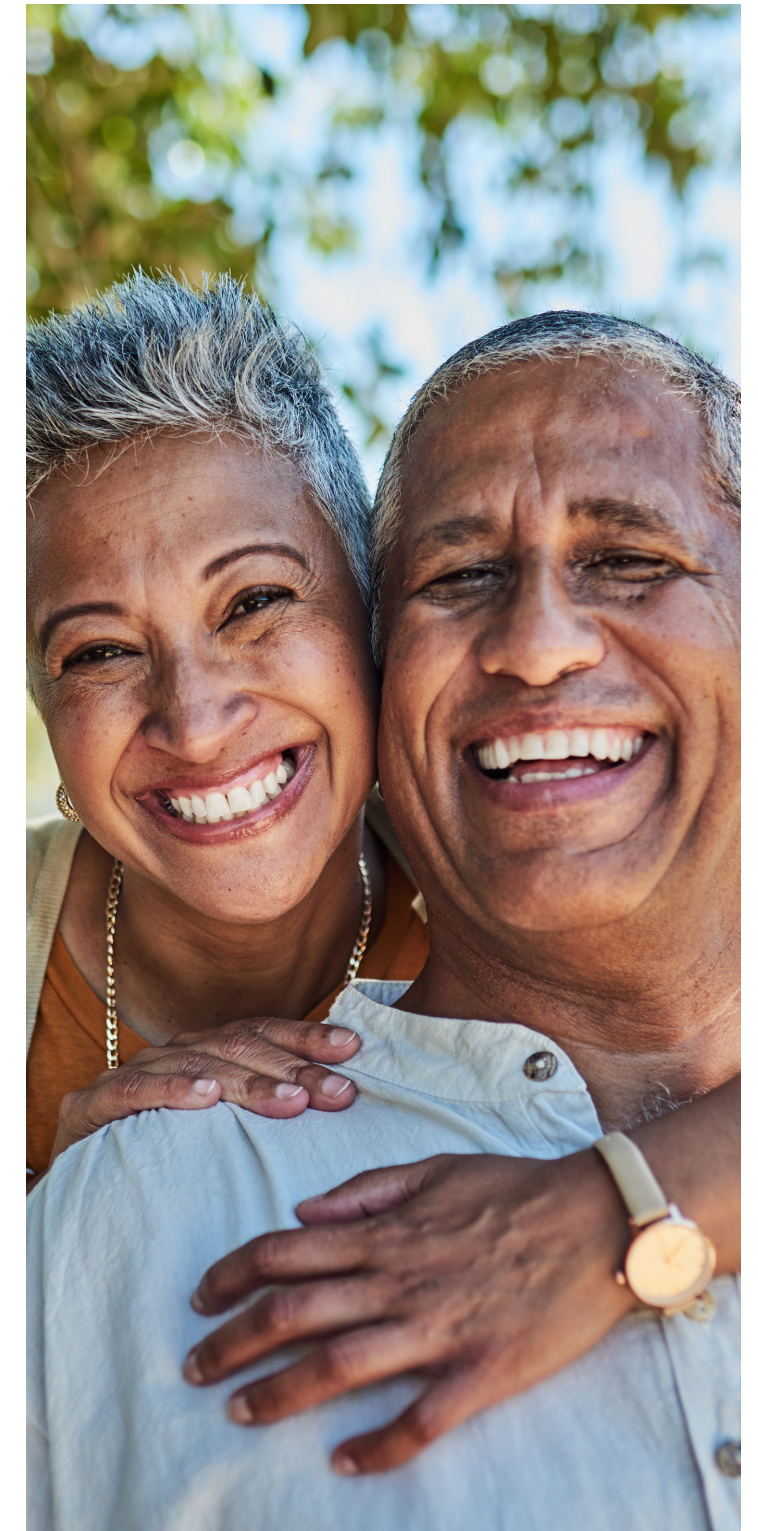
\*Not a benefit for McLaren Inspire members.

## Do You Take Your Medications As Directed?

It may sound simple, but drugs don't work unless you take them! There are many reasons why people don't take their medication as directed:

- They may forget.
- They may not be convinced of the medication's effectiveness.
- They may be unsure if it is working.
- They may fear the side effects.
- They may have difficulty taking the medication, especially with injections or inhalers.
- They may find the copays a barrier.

Talk to your doctor or pharmacist if any of these situations apply to you. You could miss out on potential benefits, quality of life improvements and could lose protection against future illness or serious health complications. Your trusted health professional can provide you with tips on how to manage your medications and help you with your concerns. Having a conversation about how your medication impacts your chronic condition is crucial to managing your condition and taking back your health.



# Help Prevent Fraud, Waste And Abuse

McLaren Medicare 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 our 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 Medicare**  
**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](https://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.

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 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 Medicare ID number to anyone.

Share this information with your friends. Please call Member Services at 833-358-2404 (TTY: 711) to discuss benefit, coverage or claims payment concerns.

# How We Stay in Touch

You may get a welcome phone call from us when you join McLaren Medicare. It's our way of making sure you know how to get the care and services you need. Our Outreach team may send you emails throughout the year reminding you about preventive services you need or sharing health and wellness tips with you. You can opt out of any of these reminders at any time, just let us know when we call or email that you prefer not to receive any more communication from us.

# Your Private Data and How We Protect It

McLaren Medicare 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 we protect 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 our staff who need to know this information will have it.

## 2. This is how we use 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. We will not use your data:

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

