



HEALTH PLAN

Keeping in Touch with our Members

September 2016



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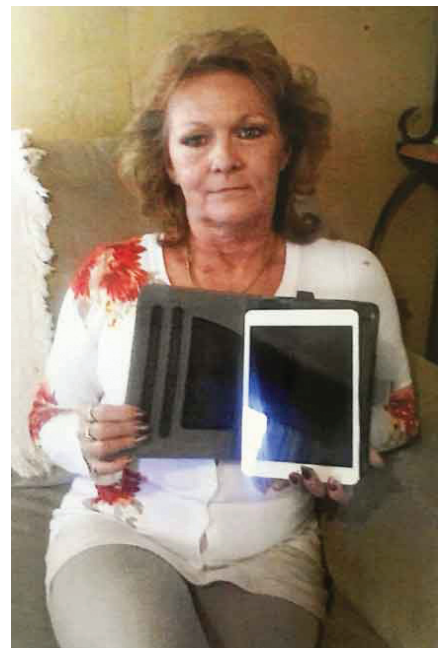
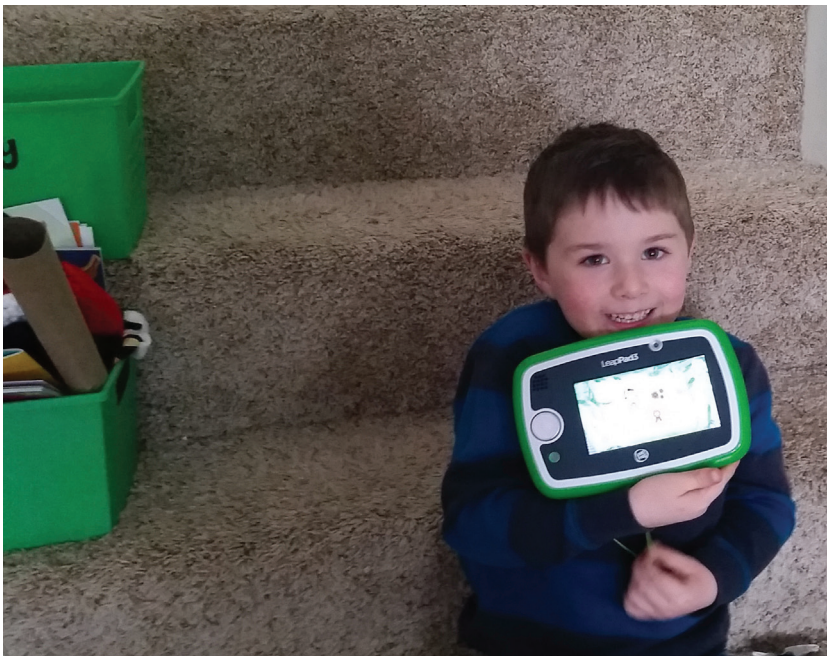
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Introduction: This Newsletter is for our McLaren Health Plan, Inc. Medicaid and Commercial Members and our McLaren Health Community Commercial Members. We often refer to our Members as “McLaren Members”.

Congratulations!

Congratulations to the following winners of McLaren’s quarterly drawings. McLaren holds quarterly drawings for Members who tell us they saw their doctor or got needed care.

- ★ Well Child Visit: 3-6 years old see your doctor for a well visit in 2016
Quarterly drawing for a LeapPad®
- ★ Access to Care: 7-21 years old see your doctor for a well visit in 2016
Quarterly drawing for an iPod®
- ★ Mammogram: Women who get their mammogram in 2016
Quarterly drawing for an iPad®



It’s not too late. You still have a chance to win. Just get your annual well visit or mammogram in 2016. You can register by calling McLaren at (888) 327-0671, or complete the drawing card that may have been sent to your home, and return it in the postage paid envelope.

Developmental Screening

All children should have a chance to grow up healthy, but sometimes children have problems with their growth and learning. This may keep them from getting a good start in life.

Help your children by getting well-child checkups regularly. These checkups may help your doctor find health and learning problems early. They can also stop future problems from happening. At every well-child checkup, the doctor should ask about your child's growth and development.

Your doctor may have you fill out a form with questions about your child's development. This happens around the 9, 18, 24 or 30-month visit, but may happen more often.

Children develop in their own way. If you are concerned 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 out more information on developmental screenings visit:

www.cdc.gov/ncbddd/autism/ActEarly/screening or call

(800) CDC-INFO (232-4636).

Lead Testing

All children should be tested for lead at 12 months and 24 months. Many people do not understand how important it is to check for lead in children's blood. Lead poisoning is hard to see. Many things can cause blood lead levels to be high, such as old pipes and ordinary dirt and dust. Lead poisoning can cause health and behavioral problems.

Some symptoms of high lead levels are:

- » Irritability
- » Diarrhea
- » Slow Reflexes
- » Poor Appetite
- » Constipation
- » Weight Loss

If your children have missed these screenings, it is not too late. They can be tested at any age to be sure they have safe levels. Ask your doctor to test your children. It is a simple finger stick and IT IS **FREE!** Call your Primary Care Physician or McLaren at (888) 327-0671 for more information.



Well-Child Checkups

Having a baby is one of the most exciting things that can happen to a person. Along with the fun a child brings comes added responsibility. Children depend on us for many things. One of the most important things is good health. This begins by taking your child to see their doctor for regular checkups and immunizations.

Babies and Toddlers

Babies should have six checkups and several immunizations by the time they are 15 months old. This will help keep your baby healthy and find any problems that you would not know about unless you took your baby to the doctor.

Children ages two and older should go to the doctor every year for a checkup. Children must have their well-child checkup and immunizations to start school.

Adolescents

Did you know that your adolescent children still need immunizations? These immunizations are very important to their health and safety. Plus, all children must have immunizations to play sports. Next time you are at your doctor's office, ask them if your child is due for a well-child checkup and immunizations.

Don't hesitate to call your doctor today!

Stop Smoking

Do you smoke? Do you want to quit? If you answered yes, we are here to help! First, check with your Primary Care Physician to see the best way for you to stop smoking. Try using these useful tips:

Make small changes:

- » Limit places where you smoke
- » Smoke in only one room in your house
- » Practice not smoking in your car

Pay attention to your smoking and list key triggers:

- » Where do you smoke?
- » When do you smoke?
- » Who do you smoke with?

Seek help:

- » The more help you get, the better chance of success

Be motivated:

- » The key to quitting smoking is commitment
- » List your reasons for quitting

Set a stop date:

- » Make it a day with low stress
- » Tell your family and friends you are quitting

Tobacco Cessation Benefits for McLaren Members:

- Free Tobacco Quit Line (800) 784-8669 *
- Tobacco cessation counseling from your physician
- Choice of several prescription medications; you and your doctor should decide the best option for you



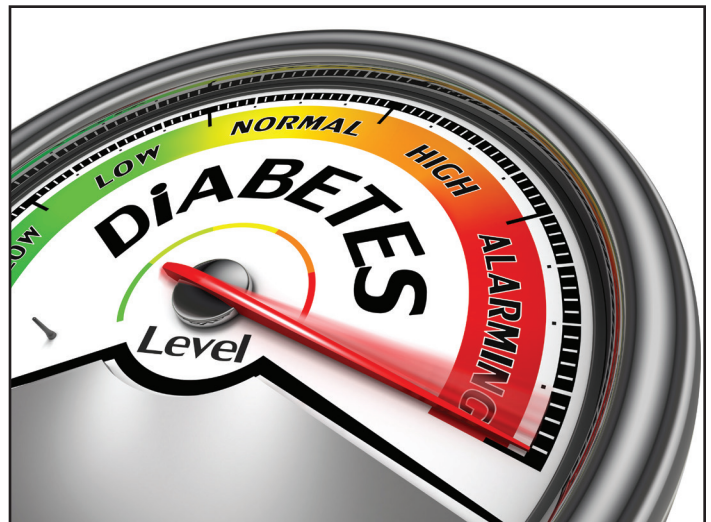
Know Your Diabetes Core Measures

Diabetics need to have their core measures completed every year. It is very important to make sure you have these tests. You should also know and understand your results so you can work on improving them.

Every year diabetics need to have:

- » Hemoglobin A1c Blood Test (two times per year)
- » Dilated Eye Exam
- » Urine Test
- » Foot Exam
- » Blood Pressure Check
- » Body Mass Index (BMI)
- » Physical Exam

All of these services are covered benefits for McLaren Members. Make sure to see your doctor regularly and talk about your diabetic core measures!



Glucometers Available

Call us at (888) 327-0671 if you need a glucometer. Our nurses will help you decide if the Bayer Contour Next®, Bayer Contour Next E2®, or the Contour Next USB® is the best glucometer for you. You will need a prescription from your doctor for testing strips and supplies. Medicaid members can get 30 days of supplies; commercial members can get 90 days of supplies through mail order. McLaren covers diabetic supplies!

Medication Safety

Every time you go to the doctor you should bring a list of the medications you are taking. This list should have prescription medications, over-the-counter medicines and vitamins.

Here are some additional drug safety tips:

- » Always remember to keep medications in their original containers
- » Never take another person's medication
- » Make sure your doctor knows about any of your medication allergies
- » Store medications where children can't see or reach them
- » If you are unsure why you are taking a medication, or how often you should take it, ask your doctor

What is a Formulary?

A formulary is a list of medications that McLaren uses for your pharmacy benefit. The medications on the formulary are reviewed by a group of doctors and pharmacists. Most of the time your doctor can find the medication they want to give you on McLaren's formulary. Sometimes after using McLaren's formulary medications, your doctor may want you to try another medication. If that happens your doctor will send a form to McLaren for review. If you have any questions about the formulary you can call Customer Service at (888) 327-0671.



Medication Compliance

Have you ever found it difficult to take a prescription medicine the way it has been prescribed?

Have you ever stopped a prescription medicine without telling your doctor?

If you answered "Yes" to either of these two questions, you are not alone. Many people forget to take some of their doses. Others do not take the medicine correctly. Both of these things can cause the medicine not to work effectively. Some people decide on their own to stop taking a medicine, and do not tell their doctors.

Here are some easy tips you can take to manage your medicines safely:

- » Read all the information about your medication before you take it, and ask your doctor if you do not understand
- » Always keep enough of your medication on hand; get refills before you run out of your medication
- » Develop a schedule to take your medicines on time
- » Remind yourself with notes, checklists, diaries, and other self reminders
- » Have a supportive network – let your family and friends help you

For Women Only

A checkup or physical exam will help you and your primary care physician (PCP) find out about your health. It allows you to ask questions. It also helps you find out if you have a health problem you don't know about. Some diseases may not have any symptoms. Tests can be given to find problems you don't know are there. When you have your checkup or physical, here are a few things your PCP may do:

- » A complete medical history (questions about your family health history, previous illnesses, etc.)
- » Check on how well body organs are working, such as your eyes, ears, heart, skin
- » Check your vital signs, such as blood pressure, pulse, breathing rate and temperature
- » Actual examination to listen to and look at specific body parts
- » Discuss specific health concerns

During your checkup, ask questions to make sure you understand what your PCP is saying to you. Don't forget to ask your PCP about scheduling tests for you, such as a mammogram, pap screening, or blood tests. If you need help making an appointment for your checkup or physical, call Customer Service at (888) 327-0671.

Taking It Off!

"Taking It Off" is McLaren's Weight Management Program! It is a **free** program for all McLaren Members. The program will help you manage food choices and provide ideas for a healthy lifestyle.

The program includes:

- » Support from your McLaren nurse to find the best ways to manage your nutrition and assess your health status
- » Educational materials and the latest information on nutrition and exercise
- » Tools to help you understand and manage your nutritional needs, snacks, and physical activity
- » Frequent visits with your primary care doctor

McLaren Members can join our "Taking It Off" program by calling us at (888) 327-0671.



What is your BMI?

BMI stands for Body Mass Index. BMI is a measurement which compares a person's weight and height. Though it does not measure the percentage of body fat, it helps to estimate a healthy body weight based on a person's height. It is an easy way to measure and calculate healthy body weight. BMI is the most widely used tool to identify obesity problems. Next time you visit your PCP, make sure to ask them to check your BMI.

"Step Up" to a Healthier Lifestyle

McLaren's health risk assessment tool is free and easy to use. Just go to our website www.McLarenHealthPlan.org; select the *Are you a Member?*; select your health coverage type; select *Health & Wellness*; select *Staying In Touch Program* from the box on the left. Click on the document *SIT Survey*. One of our nurses will review your survey and assess your health. No computer? No problem! Call our Customer Service Department at (888) 327-0671 and ask to speak with your Nurse Case Manager. You will be connected with your Nurse, and you can complete the survey over the phone. We can also mail you a survey to complete and return by mail.

Step Up to good health!

Flu Shots

It's that time of year — time for your annual flu shot! Flu shots are a covered benefit when you get them from a participating provider. If your doctor does not give flu shots, they are available at your local retail pharmacy. If you have any questions, please call Customer Service at (888) 327-0671.



Benefits and Exclusions from Coverage

For a complete listing of your covered benefits and exclusions from coverage, please refer to your Certificate of Coverage and any applicable riders or call Customer Service at (888) 327-0671.

Check it out!

The State of Michigan has a great website for all Michigan Residents

MI Healthier Tomorrow

www.michigan.gov/mihealthiertomorrow

Visit the site for all kinds of great information and to take the pledge to become a "Healthier You".

What's on the Web

McLaren utilizes our website as a way to inform, educate, and engage our members.

Visit our website frequently for the most up to date information regarding:

- » Provider Directory
- » Member Handbook
- » Pharmaceutical Management Information and Procedures
- » Drug Formulary (Including a Full Positive List)
- » Preauthorization Request Form & Guidelines
- » Privacy Policy
- » Many Clinical Practice Guidelines about:
 - Asthma
 - Depression
 - Diabetes
 - Prenatal
 - Preventive Services
- » Member Rights and Responsibilities
- » Fraud and Abuse
- » Developmental Screening for Your Child
- » Disease Management Programs (How To Access Programs)
- » Quality Performance Improvement Plan (Summary and Updates)
- » Health and Wellness
- » Complaint and Appeals Process
- » Utilization Management
 - Criteria Availability
 - Denial Process
 - Incentive Statement
 - Referral Process

If you would like a printed copy of anything on the website, please contact Customer Service at (888) 327-0671.



Consumer Assessment of Health Care Providers and Systems (CAHPS)

Every year some McLaren Members get a member survey. The results of this survey helps us find:

- » What we do best
- » What we need to work on
- » How happy you are with us

If you were part of the survey, thank you for your time. McLaren is pleased to announce that we saw many of our scores increase this year.

Some of the areas that were rated high were:

- » Members getting needed care
- » Members are treated with courtesy and respect by McLaren Customer Service
- » Overall rating of specialist

We are very excited about these results and we are glad you are our Member! We work hard every day to meet your health care needs.

Preventing Unintended Pregnancy

Contraceptives

Contraceptives should always be used when you are sexually active but want to avoid an unplanned pregnancy. Talk to your doctor about which contraceptive choices are best for you. Contraceptives are covered 100% by McLaren, and include:

- » Birth control pills
- » Spermicide
- » Hormone patches
- » Vaginal ring
- » Diaphragms
- » Implants
- » Injections (“Depo” shot)
- » Permanent sterilization is also available when certain requirements are met.

Make sure to talk to your doctor about the proper use of the contraceptive(s) that is right for you.

Do You Know the Warning Signs of an Asthma Attack?

Talk to Your Doctor About an Action Plan!

You can help avoid the emergency room by managing asthma daily. With your doctor’s help, you can create an at-home Asthma Action Plan to help reduce triggers.

Make sure you and your doctor discuss:

- » Your asthma triggers
- » Instructions for asthma medicine
- » What to do if you have an asthma attack
- » When to call your doctor
- » Who to call in an emergency

Be sure to fill your inhaler medications on a regular basis.



Keeping You Informed

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

- » If you don't understand the answers 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
- » Participate in your care and be part of all decisions about your treatment

Appeal Process

You have the right to be satisfied with the way McLaren has handled your complaint or concern. You can appeal any decision that we may have made about your care. We will contact you about our decision about your appeal. If you are still not satisfied, you have the right to request an independent review. Someone from the State of Michigan will do your review. You or your designated representative must make the request with the State of Michigan for an independent review. You can call the Department of Insurance and Financial Services for a review at (877) 999-6442. Your independent review has time frames. They can be shortened if a delay can seriously hurt your life or health. If you have questions about the McLaren appeal process or the independent review process, please call Customer Service at (888) 327-0671.



Fraud, Waste, and Abuse

McLaren works hard to prevent fraud, waste, and abuse. McLaren follows state and federal laws about fraud, waste, and abuse.

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

- » Changing a prescription
- » Changing medical records
- » Changing referral forms
- » Letting someone else use your McLaren ID card to get health care
- » Resale of prescriptions

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

- » Falsifying his/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

To report a possible violation, call the McLaren Compliance Hotline at (866) 866-2135. (You do not need to give your name.)

You may also write to:

McLaren Health Plan
Attention: Compliance Officer
G-3245 Beecher Road, Flint, MI 48532

Or email: MHPcompliance@mcclaren.org

Medicaid members may also report fraud, waste, and abuse. (You do not need to give your name.) by writing to: **Michigan Dept. of Health and Human Services Office of Inspector General P.O. Box 30062, Lansing, MI 48909** Or email: MDHHS-OIG@michigan.gov (You do not need to give your name.)

Or you may call the Office of Inspector General at 1-855-MI-FRAUD (643-7283). (You do not need to give your name.) You can also report suspected fraud, waste, or abuse online at www.michigan.gov/fraud.

Healthy Michigan Members Choose a

If you are a Healthy Michigan Member you must complete an *Annual Health Risk Assessment* and choose a *healthy behavior*. McLaren and your Primary Care Physician are here to help you choose and work on your *healthy behavior*.

Your first step toward a healthier you is completing your *Annual Health Risk Assessment*.

- Call your Primary Care Physician to make an appointment for your annual well visit.
- Call McLaren Customer Service and we will help you complete the first 3 sections of your Assessment. Let us know when your appointment with your Primary Care Physician is so we can send them a copy of your Health Risk Assessment.
- At your appointment your Primary Care Physician and you will complete section 4. You will also discuss with your Primary Care Physician the healthy behavior you choose and ways to keep on track.

Healthy Michigan Plan Members are eligible for a reward when choosing to work on a *healthy behavior*! Call Customer Service today at (888) 327-0671 to learn more!

Below you will find your choices of health behaviors and some tips to help you keep on track.



Increase physical activity, learn more about nutrition, and improve diet and/or weight

- Increase your physical activity. Things like brisk walking, biking, or swimming are good activities to try. Do what you can to increase your activity even by a few minutes a day.

- Maintain a healthy diet. The current dietary guidelines for Americans recommend that adults eat between 1.5 and 2.5 cups of fruit and between 2.5 and 4 cups of vegetables daily, depending on age, gender, and amount of regular physical activity.
- At your annual well visit, talk with your Primary Care Physician about the best types of physical activity and diet for you. For more information on diet, nutrition, weight loss, and physical activity visit the WebMD website at www.WebMD.com or the MI Healthy Tomorrow website at www.michigan.gov/mihealthiertomorrow

Healthy Behavior for a Healthier You

Reduce/Quit Tobacco

- Did you know that with a prescription from your doctor you have a choice of several prescription medications to help you stop smoking? You and your doctor should decide on the best option for you. Some of your choices are Nicotine gum, lozenges, patches, inhalers, and nasal sprays. In addition other covered medications include Zyban® or Chantix®. Some of these medications may require prior authorization, so make sure you talk to your doctor. In addition McLaren offers a free Stop Smoking Program. All you have to do is call (800) 784-8669 to get started!

Annual Influenza Vaccine

- You can get your flu shot at your doctor's office or at your local pharmacy. It only takes a few minutes and will help you avoid getting the flu this year.



Have Your Primary Care Physician Run Tests For:

- Hypertension (high blood pressure) - McLaren has a program "Down with Hypertension". Call Customer Service at (888) 327-0671 to enroll in this program.
- Cholesterol - Have your cholesterol checked regularly, follow a low cholesterol diet and visit your doctor regularly. You can visit WebMD website www.WebMD.com for tips to lower your cholesterol.
- Diabetes - McLaren has a free Diabetes Disease Management Program. Call Customer Service at (888) 327-0671 to learn more.

Reduce/Quit Alcohol Consumption

Taking the first step to reducing or quitting alcohol consumption is an important one and McLaren is here to help you along the way. It is always a good idea to have regular appointments with your doctor when making lifestyle changes. Your doctor will help keep you on track. If you want to learn more about Reducing/Quitting Alcohol Consumption visit www.WebMD.com. Select the "Health A-Z" section; choose the letter "A", then "Alcohol Abuse" or call McLaren Customer Service (888) 327-0671, and ask to speak to your Nurse.

Treatment For Substance Use Disorder

Taking the first step to seek treatment for a substance use disorder is an important one, and McLaren is here to help you along the way. It is always a good idea to have regular appointments with your doctor when making lifestyle changes. Your doctor will help keep you on track. If you want to learn more, you can visit the WebMD website at www.WebMD.com, select the "Health A-Z" section, choose the letter "A", then "Addiction and Substance Abuse for Adult or Teen", or call McLaren Customer Service (888) 327-0671 and ask to speak to your Nurse.





HEALTH PLAN



HEALTH PLAN COMMUNITY

Notice of Privacy Practices for McLaren Health Plan, Inc. and McLaren Health Plan Community

MCLAREN HEALTH PLAN, INC. AND MCLAREN HEALTH PLAN COMMUNITY ARE AFFILIATED COVERED ENTITIES. THIS NOTICE DESCRIBES HOW PERSONAL AND MEDICAL INFORMATION ABOUT MEMBERS OF THOSE PLANS MAY BE USED AND DISCLOSED AND HOW A MEMBER CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Understanding the Type of Information We Have. We get information about you when you enroll in our health plans that is referred to as Protected Health Information or PHI. It includes your date of birth, gender, ID number, and other personal information. We also get bills and reports from your doctor and other data about your medical care which are also PHI.

Our Privacy Commitment to You. We care about your privacy. The PHI we use or disclose is private. We are required to give you this Notice of Privacy Practices and describe how your PHI may be used and disclosed. Only people who have both the need and the legal right may see your PHI. Many uses and disclosures require your permission or authorization. For example, most uses and disclosures of psychotherapy notes (where appropriate), uses and disclosures of PHI for marketing purposes and disclosure that constitute a sale of PHI require your authorization. Other uses and disclosures not described in this Notice of Privacy Practices will be made only with your permission or authorization.

Uses and Disclosures That Usually Do Not Require Your Authorization:

- **Treatment.** We may disclose medical information about you to coordinate your health care. For example, we may notify your doctor about care you get in an emergency room.
- **Payment.** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may ask an emergency room for details before we pay the bill for your care.
- **Health Care Operations.** We may need to use and disclose information for our health care operations. For example, we may use information for enrollment purposes or to review the quality of care you get.
- **As Required by Law.** We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas, or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety, or in other kinds of emergencies.

MHPCC20151106-1 Rev. 12/2015

With Your Permission. In most cases, if you give us permission in writing, we may use and disclose your personal information to the extent you have given us authorization. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, too. We cannot take back any uses or disclosures already made with your permission.

Note: We are prohibited from and will not use your genetic information for underwriting purposes even with your permission or authorization.

Your Privacy Rights

You have the following rights regarding your PHI that we maintain.

Your Right to Inspect and Copy. In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying your records.

Your Right to Amend. You may ask us to change your records that are in our possession if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.

Your Right to a List of Disclosures. You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was disclosed with your authorization.

Your Right to Request Restrictions on Our Use or Disclosure of your PHI. You have the right to ask for limits on how your PHI is used or disclosed. We are not required to agree to such requests.

Your Right to Receive Notification of a Breach. If our actions result in a breach of your unsecured PHI we will notify you of that breach.

Your Right to Request Confidential Communications. You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send you information at your work address instead of your home address.

Genetic Information. Genetic information is health information. We are prohibited from and do not use or disclose your genetic information for underwriting purposes.

Who to Contact. To exercise any of your rights, to obtain additional copies of this Notice or if you have any questions about this Notice please write to:

McLaren Health Plan
Attn: Privacy Officer
P.O. Box 1511
Flint, MI 48501-1511

Additional Information:

Find the Notice on Our Website: You can also view this Notice of Privacy Practices on our website at www.MclarenHealthPlan.org.

Changes to this Notice. We reserve the right to revise this Notice. A revised Notice will be effective for PHI we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever Notice is currently in effect. Any changes to our Notice will be published on our website at www.MclarenHealthPlan.org.

Transitioning from Your Pediatrician to an Adult Primary Care Provider

As adolescents move into adulthood the thought of moving care from their pediatrician to an adult primary care provider can seem challenging. McLaren Health Plan can assist you with choosing an adult primary care provider. Please call us at (888) 327-0671 and allow us to assist you in this transition of care.



McLaren Health Plan (McLaren) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. McLaren does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

McLaren:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact McLaren's Compliance Officer.

If you believe that McLaren has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with McLaren's Compliance Officer, G-3245 Beecher Rd., Flint, MI 48507, call: (866) 866-2135, TTY 711, Fax: (877) 733-5788, or Email mhpcompliance@mclaren.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, McLaren's Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-327-0671 (TTY: 711).

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-327-0671 (رقم هاتف الصم والبكم: 711).

Syriac/Assyrian:

ܡܠܚܘܙܬܐ: ܐܕܐ ܟܢܬܐ ܬܬܚܕܬܐ ܐܕܟܪ ܐܠܠܘܒܐ، ܐܢ ܟܘܡܬܐ ܡܫܥܘܕܐ ܐܠܠܘܒܐ ܬܬܘܘܦܪ ܠܟ ܒܐܡܚܐܢ. ܐܬܘܘܠ ܒܪܩܡ 1-888-327-0671 (ܪܩܡ ܗܘܬܐܦ ܐܠܘܘܟܘܢܐ: 711)

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-327-0671 (TTY: 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-327-0671 (TTY: 711).

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-327-0671 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-327-0671 (TTY: 711)번으로 전화해 주십시오.

Bengali: লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৮৮-৩২৭-০৬৭১ (TTY: 711)।

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-327-0671 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-327-0671 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-327-0671 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-327-0671 (TTY:711) まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-327-0671 (телетайп: 711).

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-327-0671 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-327-0671 (TTY: 711).

WORD SCRAMBLE-WHOLE GRAINS

Grab Some Grains!

Unscramble the words and place the correct spelling in the boxes. Copy the letters from the numbered boxes into the

boxes at the bottom of the page with the same number to decode the hidden message.

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Adapted from

Team Up At Home Team Nutrition Activity Book

Answer key: popcorn, brown rice, muesli, buckwheat whole wheat bread, oatmeal, whole grain barley



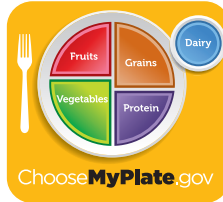
**MyPlate
Champion**

MyPlate Pledge for

I pledge to be a MyPlate Champion. I will choose healthy foods from the five food groups at school and at home (or elsewhere) to keep my body and mind healthy. I pledge to find fun ways to be active everyday. I will also encourage my friends and family to make smart food choices and be active.

I pledge MyPlate! Everyday I will:

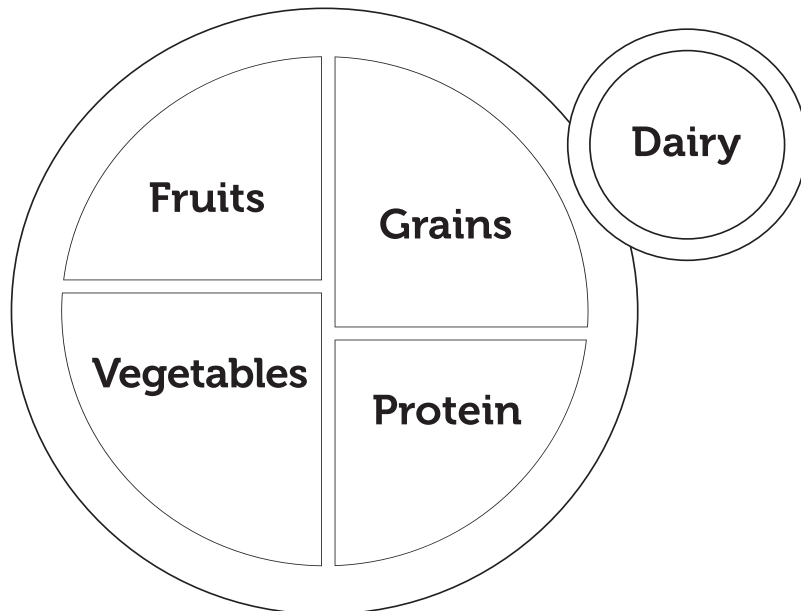
- Eat more fruits & veggies.
- Try whole grains.
- Re-think my drink.



- Focus on lean protein.
- Slow down on sweets.
- Be active my way.

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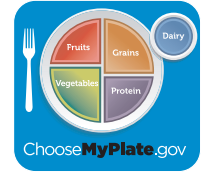
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Choose**MyPlate**.gov

**MyPlate
Kids'
Place**

MyPlate snack tips for kids



10 tips for making great tasting snacks

If you're a budding chef, it's easy to create a great tasting snack!
Below are some quick ideas that you can make on your own.

1 create a yogurt sundae!

Top plain, low-fat or fat-free yogurt with fresh, frozen, or canned fruit, like bananas, strawberries, or peaches. Sprinkle whole-grain cereal on top for crunch.



2 make pita pockets

Stuff a small whole-wheat pita with sliced bell peppers, salsa, and a slice of low-fat cheese. Melt in the microwave for 15-20 seconds.

3 jazz up your favorite cereal

Make a trail mix! Stir 1/4 cup of unsalted nuts, 1/4 cup of dried raisins or cranberries, and 1/4 cup of whole-grain cereal together.



4 make a fruit sandwich

Cut an apple into thin slices. Spread peanut butter or almond butter between two slices to create "apple sandwiches."

5 dip your veggies

Create veggie treats by dipping slices of cucumbers, peppers, and carrots in a low-fat salad dressing or hummus.

6 pack an afterschool snack

For a healthy afterschool snack, keep a fruit cup packed in 100% juice or water in your bag. Some fresh fruit, like bananas and oranges, are also easy to pack and eat any time.



7 try a piece of cheesy toast!

Toast a slice of whole-wheat bread and top with a slice of your favorite low-fat cheese.

8 freeze your fruit

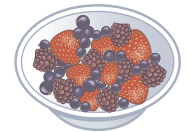
For a frozen treat on hot days, try freezing grapes or bananas! Don't forget to peel bananas and pull grapes from the stem before freezing.

9 power up with 'roll-ups'

Roll a slice of low-salt deli turkey or ham around an apple wedge or around a slice of low-fat cheese.

10 build a fruit salad

Mix your favorite sliced fruits such as pineapple, grapes, and melon.



United States
Department of
Agriculture

Go to www.ChooseMyPlate.gov for more information.

MP4K-1 (8-12 years old)

May 2013

Center for Nutrition Policy and Promotion

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HEALTH PLAN

G-3245 Beecher Road
Flint, MI • 48532

MHP20160812

MHP Privacy Notice to Members

We care about your privacy. McLaren has policies and procedures in place that keep your information private. McLaren's policies protect your protected health information (PHI), whether in an oral, written or electronic format. Every year, all employees receive training on keeping your information private. Only employees who need to manage your care are allowed to see your personal information. Paper information is stored in secure places. Additional information about McLaren's policies relating to its use and disclosure of PHI, use of authorizations, access to PHI and internal protection of oral, written and electronic PHI is available in McLaren's Notice of Privacy Practices, which is located in this newsletter, your Member Handbook and on our website. If you have any questions or would like a copy of McLaren Privacy Notice, please call Customer Service at (888) 327-0671.

For our Non-Medicaid Members: To Group Health Plans and Plan Sponsors – We give these plans and employers or other group sponsors enrollment information, which is PHI. Certain plans and plan sponsors may receive other PHI from us. When we disclose PHI to plans, they must follow all state and federal laws having to do with the use and disclosure of your PHI.

Appeal Process

You have the right to be satisfied with the way McLaren has handled your complaint or concern. You can appeal any decision that we may have made about your care. We will contact you about our decision on your appeal. If you are still not satisfied, you have the right to request an independent review. Someone from the State of Michigan will do your review. You or your designated representative must make the request with the State of Michigan for an independent review. You can call the Department of Insurance and Financial Services for a review at (877) 999-6442. Your independent review has time frames. They can be shortened if a delay can seriously hurt your life or health. Medicaid members can also ask for a State Fair Hearing. If you have questions about the McLaren appeal process or the independent review process, please call Customer Service at (888) 327-0671.