

# Keeping In Touch with our Members

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This newsletter is for our McLaren Health Plan, Inc. Medicaid and our McLaren Health Plan Community members. We often refer to our members as “McLaren members.”

## Free McLaren Quality Programs

### Do you have complex medical problems?

**Complex Case Management** — Support and nurse assistance for members with serious medical problems.

If you have a serious medical problem, we want to talk to you. At McLaren Health Plan and McLaren Health Plan Community, you can work with your own nurse to get the care and services you need. Call (888) 327-0671 (TTY:711) and ask to speak with your nurse.

### Are you having a baby?

**McLaren Moms** — Educational information and nurse telephone consults for pregnant members.

**McLaren Moms** is a program to help you take care of yourself and your baby. At McLaren, we care about the health of you and your baby! You will get free information about your pregnancy and your baby’s growth and development. Call us at (888) 327-0671 (TTY:711) today to learn about the best care for you and your child.

### Do you have Asthma or Diabetes?

McLaren has **Diabetes and Asthma Disease Management programs** for people with diabetes or asthma. You are enrolled as a benefit of McLaren. We have nurses who understand diabetes and asthma and will work with you. Your nurse will 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 that 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 to keep you informed of the latest information on diabetes or asthma**
- » **Materials that will help you understand and manage your medicine and plan visits to your doctor**

Your membership in the program is your choice. You do not have to join. Call us at (888) 327-0671 (TTY:711) if you don’t want to be in the program.

### Do you have High Blood Pressure?

**Down With Hypertension** — Information for members with high blood pressure.

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

pharmacists and nurses offer support to our members by phone. Call Customer Service at (888) 327-0671 (TTY:711).

### Do you need help with Weight Management?

**Taking it Off** — Information on weight management.

Our McLaren nurses are here to help members who want to lose weight. We have a program, “Taking it Off,” for adults and for children. Your nurse will provide you with:

- » educational materials that will be mailed to your home at your request
- » phone calls to offer support
- » a discount on healthy foods at Meijer stores
- » coordination with your Primary Care Physician

### What is your Body Mass Index (BMI)?

BMI measures a person’s weight and height. It helps to estimate a healthy body weight based on how tall a person is. It is an easy way to calculate body weight. BMI is the most widely used tool to identify obesity problems. Ask to have your BMI checked next time you visit your doctor.



# Case Management

Every McLaren 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 your difficult health problems and connect you with community support services.

Call your nurse if you think you need a second opinion. You can get one from another in-network provider. Your nurse can help you if you want a second opinion from an out-of-network provider. An approval is needed for a second opinion from an out-of-network provider. McLaren 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.

McLaren 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, McLaren will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary.

Please call Customer Service at (888) 327-0671 (TTY: 711) and ask to speak to **your nurse**.

## Special Needs and Self-Management Tools

Do you have special vision needs? Do you have a hearing impairment? McLaren has self-management tools that could help. Call us at (888) 327-0671 (TTY: 711) to receive self-management tools that offer advice about how to address your health care needs. 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.

## Taking Care of Your Diabetes

See your doctor regularly, and every year ask your doctor to do the following:

- » 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
- » Urine test to check for kidney changes
- » Blood pressure check

These tests are all covered by McLaren.

## Is Your Asthma Under Control?

[WebMD.com](http://WebMD.com) can help you with a personal action plan to control asthma.

Visit [WebMD.com/asthma/guide/smoking-and-asthma](http://WebMD.com/asthma/guide/smoking-and-asthma) today for tips about how to handle your asthma challenges, asthma triggers and signs that an asthma attack is about to happen. [WebMD.com](http://WebMD.com) does not replace the medical advice from your doctor.

## Taking Care of Yourself and Baby During Pregnancy

Being pregnant is exciting and stressful. To keep you and your baby healthy while you are pregnant, remember these things:

- » 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 physician to make sure you can take your current medications while pregnant
- » Go to all of 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
- » Contact us when you first become pregnant to enroll in the McLaren Moms program to receive your \$10 gift card.

If you are pregnant, please contact McLaren at (888) 327-0671 (TTY: 711). You can speak to our nurses to enroll in our McLaren Moms program.

We offer a quarterly iPad drawing for members who receive timely care after your baby is born. Call us for more information.



## YOU'RE WORTH IT!

Living to be 100 is no longer rare. On average, women now live to be 80 years old. We are learning how to take better care of ourselves. We try to prevent problems whenever we can. You can take an active role in your health:

- » Eat right, move more
- » Get annual checkups
- » Resist health risks such as smoking or drinking alcohol
- » Be involved in your health care
- » Be emotionally healthy
- » Stay informed

When it comes to living healthy, it really comes down to how you treat yourself. Create a healthy habit, one change at a time. Your efforts will be rewarded as you feel better, look better and live better!

## Good Questions for Good Health

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 medications with you when you visit your doctor or pharmacist. Like many people, you may see more than one doctor. It is important that your doctors know all the medications you are taking.

## Children's Special Health Care Services (CSHCS)

Children who qualify for Children's Special Health Care Services can get the care they need as a McLaren Health Plan 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.



## Healthy Information For You — FREE!

Please visit [WebMD.com](http://WebMD.com) for a variety of health topics. Click on Health A-Z. Many topics are discussed and interactive tools are provided to help you manage your health. Several examples that have detailed information are listed below:

- *Alcohol Abuse: Do you exhibit behaviors that suggest you have trouble with alcohol?*
- *Back Pain: 6 symptoms you shouldn't ignore*
- *Cholesterol Management: Do you have high cholesterol?*
- *Doctor's Appointment: Tips for communicating with your treating practitioners*
- *Psoriasis: Information on how to pick a dermatologist*
- *Allergies: Living with allergies*
- *Diet and Weight Management: Need advice on healthy eating?*

These are just samples of what is available on [WebMD.com](http://WebMD.com). Sign up today!

The contents of [WebMD.com](http://WebMD.com) are for informational use only. The content is not to be a substitute for professional medical advice. Always seek guidance from your health care professional with questions or concerns about your health. Never disregard professional medical advice or delay seeking it because of something you read on [WebMD.com](http://WebMD.com).



## Member Survey

Every year McLaren sends a survey to our members. This year you may get a survey in the mail or a phone call asking how you like the services McLaren 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!

Did you know you can now complete our Staying In Touch member survey online through our website? Go to McLarenHealthPlan.org, select the "Members" tab, choose your plan, then "health and wellness," and then select the "Staying in Touch" program. Click the submit button and your submission will be sent to us automatically.

You may also print the survey and mail it to us at:

McLaren Health Plan/McLaren Health Plan Community  
PO Box 1511  
Flint, MI 48501-1511

Please take a moment to complete this very important survey so we may serve you better. Mark your calendar to update your survey every year!

## We Want to Be a "10!"

At McLaren, we always try to provide you with the best service possible. Customer service, personal attention, quality care, easy access to care and free health programs are some of the reasons members stay with McLaren. Our case managers will be happy to assist you with your medical needs. Call Customer Service at (888) 327-0671 (TTY:711) if you have any questions or would like to speak to your case manager.

If we are not already a "10" in your opinion, please call and tell us what we can do to better serve you!

## Interpretation and Translation Services

Interpretation and translation services are FREE to McLaren members. If you need help understanding McLaren's written materials or need interpretation services, call Customer Service at (888) 327-0671. If you are deaf, hard of hearing or have speech problems, you can access the TTY line by calling 711. Michigan Relay will assist you and is available 24 hours a day.

## Decisions about Medical Services

McLaren makes decisions about the use of medical services based on whether they are appropriate and a covered benefit. No one at McLaren 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 underusing your benefits. We want you to get the care you need. We will always look out for your best interests. Please call if you have any questions.

## Developmental Screening



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

Having a well-child checkup regularly may help your doctor find health and learning problems early and stop some of the problems from happening. A well-child checkup should take place around the nine, 18, 24 and 30-month visits, 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 the following website:

**[www.cdc.gov/ncbddd/childdevelopment/screening.html](http://www.cdc.gov/ncbddd/childdevelopment/screening.html)**  
or call (800) CDC-INFO (232-4636).

# Get Wise About Healthy Kids Dental

Healthy Kids Dental (HKD) is a partnership between Delta Dental of Michigan and the Michigan Department of Health and Human Services. At no cost to families, children with Medicaid can receive oral exams, teeth cleanings, fluoride treatments, X-rays and more. 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, eight out of 10 dentists accept Healthy Kids Dental.

## Who is eligible?

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

## 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, self-confidence and help them succeed.

## How to get started.

If eligible, 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 HKD benefits, parents can find HKD dentists near them at [HealthyKidsDental.org](http://HealthyKidsDental.org). When calling to make an appointment, they should tell the dental office their child has Healthy Kids Dental.



# Protect Pre-Teens and Teens From Serious Diseases

Getting vaccines (shots) and staying protected from serious diseases is a lifelong job. Protect your children by making sure they are up to date on their shots.

Every pre-teen and teen should receive the following:

Type of Shot	Covers Against	When and How often to Receive
Tdap	Whooping cough, Diphtheria, tetanus	One dose between the ages of 10 and 12
Meningococcal	Meningitis	One dose between the ages of 11 and 12 and again at 16
Human Papillomavirus	Cervical Cancer	Two doses at least six months apart or three doses between the ages of 9 and 12

# Your Health Care Rights

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.

# New Medical Care

McLaren knows that new medical care options become available. To do our best for our members, we have a process to look at these options. McLaren researches the procedures, medications and devices involving the 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 makes a decision whether the new care is covered by McLaren. If you or your doctor have questions about new medical care, please call Medical Management at (888) 327-0671 (TTY:711).



## Physician Payments

You may ask how we pay our doctors, especially if you think it changes how your doctor treats you. Call (888) 327-0671 (TTY:711) if you have questions.

## Member Handbook

Have you looked at your Member Handbook lately? We have updated the handbook, and it has a lot of good information for you. If you are a new Member, you have received the most up-to-date handbook. If you have been a McLaren Member for a while and would like a copy of the updated handbook, please call Customer Service at (888) 327-0671.

# Your PCP

When you join McLaren, you can choose your own personal doctor from the list of family practice doctors, pediatricians or internal medicine doctors. This will be your assigned Primary Care Physician (PCP). You need to see your PCP for an annual well visit within 60 days of joining us. This way, when you do get sick, your PCP will already know important information about you. If you do not know who your PCP is or you need help scheduling an appointment, call Customer Service at (888) 327-0671 (TTY:711) and we will help you.

# Contact Us

McLaren wants to help answer your questions and make sure you get the care you deserve. You can contact us for any reason by telephone at (888) 327-0671 (TTY:711), online at McLarenHealthPlan.org (click on Contact Us in the Featured Links on the home page) or by mail at:

McLaren Health Plan /  
McLaren Health Plan Community  
G-3245 Beecher Rd.  
Flint, MI 48532



# Information on Prescription Drugs

## Using Antibiotics Wisely

If you or your child gets a sore throat, you may not need an antibiotic. Some sore throats are caused by bacteria, but most sore throats are caused by a virus. Antibiotics only work when they are given for a bacterial infection. Your doctor can tell which type of infection you have. If needed, your doctor may prescribe antibiotics. You should only take an antibiotic when your doctor says you need it. If you take an antibiotic when you don't need it (such as for a cold) you increase the risk of getting an infection caused by antibiotic-resistant bacteria.

Here are some tips on taking your medicine correctly:

- » Read the directions before taking the medicine
- » Ask your doctor or pharmacist questions if you don't understand the directions
- » Take the medicine exactly as the doctor ordered

## Frequently Asked Questions

**Q:** I just got my prescription refilled. Why do my pills look different?

**A:** Sometimes more than one drug company makes the generic form of a medicine. The medicine can look different from month to month depending on which manufacturer your pharmacy is using. If your medicine looks different, it is a good idea to double check with the pharmacy to make sure you have received the correct medicine.

**Q:** I just took my prescription to the pharmacy and they told me it's not covered. What do I do now?

**A:** It is important that you get the medicine that you need. If you have been told by the pharmacy that your medicine is not covered, call your doctor. Your doctor will know if there is another medicine you can take.

## What is Polypharmacy?

Polypharmacy is the use of multiple medicines. Sometimes they are given by different doctors and filled at different pharmacies. They are medicines that are used by a patient who may have one or more health problems. While polypharmacy is not always harmful, it can increase a patient's risk of drug to drug interactions and adverse drug reactions.

All medicines have possible side effects. If the number of medicines that a patient is taking increases, so does the risk of side effects from those medicines. This risk increases when you get prescriptions from multiple doctors and go to multiple pharmacies. To lower your risk of possible side effects it may be a good idea to follow these tips:

- » Always know why you are taking a medicine.
- » If your doctor adds a medicine to treat a medical problem for which you already feel you are taking a medicine, ask the doctor why you need more than one medicine to treat this problem.
- » Use only one pharmacy to get your medicine.
- » If you are seeing more than one doctor to treat your medical problems, always be sure that each doctor knows ALL the medicines that you are taking.



## 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 and skin
- » Check your vital signs such as blood pressure, pulse, breathing rate and temperature
- » Actual examination to listen 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 (TTY:711).

### Cervical Cancer: A Preventable Cancer

Cervical cancer is the world's second-most common cancer in women. Many women do not know about the human Papillomavirus (HPV). This is an infection that might lead to cervical cancer. Some types of HPV are spread through sexual contact.

Because many people who become infected don't have symptoms, they can unknowingly spread the virus. HPV infection is most common in young adults between the ages of 16-28. The good news is that you have the power to reduce your chance of getting cervical cancer. There are two important things you can do:

- » Get a routine Pap screening test
- » Get the HPV immunization shots. This is a series of two shots given during a six-month period. If you or your daughter(s) are between the ages of 9-26, it is important to consider getting this series of shots. Call your PCP today and schedule your annual Pap screening test and immunization shots.

### Facts About Chlamydia

Chlamydia can cause serious problems in men and women. Chlamydia is easy to get, but also easy to detect and to treat.

All sexually active women should get tested each year. It's even more important for women under 25 and males 16-18 years to be tested. It can make women unable to get pregnant. It can harm newborn babies of infected mothers. Most people with Chlamydia have no symptoms. Your doctor can give you a test for Chlamydia. The test is fast, easy and painless. You can be tested through a simple urine test.

Chlamydia is treated with antibiotics. Talk to your doctor about this important test. Expedited Partner Therapy (refer to pages 12-13) is important, and services can be provided by your doctor or at your local health department. Your partner should also get tested and treated if necessary. To prevent Chlamydia, use a condom every time you have sex.

Remember, you can see your 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.

### Breast Cancer Awareness

All women can get breast cancer, even those who have no family history of the disease. Women are at risk for breast cancer as they get older.

Women have a higher chance of surviving when the cancer is diagnosed early. That's when it is small and has not spread. Follow these helpful tips to detect and prevent breast cancer:

- » Do a monthly self-examination of breasts
- » Get a mammogram every year beginning at age 50
- » Tell your doctor immediately if you notice any changes to your breasts
- » Maintain a healthy weight
- » Limit alcohol consumption
- » Exercise regularly

### QUARTERLY iPad® DRAWING

Did you know we have drawings to receive a free iPad? Every quarter we will randomly choose an entry form from all eligible participants age 50 or older who get a mammogram!

McLaren sends you the entry form by mail. Fill out the form and send it back to us after you've received your mammogram. Call us at (888) 327-0671 (TTY:711) if you have questions or need help filling out the form.

# For Men Only

## Facts About Chlamydia

Chlamydia can cause serious problems in men and women. Chlamydia is easy to get, but also easy to detect and treat.

All sexually active males between 16 and 18 years of age should be tested each year. Most people with Chlamydia have no symptoms. Your doctor can give you a test for Chlamydia. The test is fast and easy and can be done through a simple urine test.

Chlamydia is treated with antibiotics. Talk to your doctor about this important test. Your partner should also get tested and treated if necessary. Expedited Partner Therapy (refer to pages 12-13) is important, and can be provided by your doctor or at your local health department. To prevent Chlamydia, use a condom every time you have sex.

## Prostate Cancer Screening

The American Cancer Society recommends that men have a chance to make an informed decision with their health provider about whether to be screened for prostate cancer. The decision should be made after getting information about the uncertainties, risks and potential benefits of prostate cancer screening. Men should not be screened unless they have received this information. The discussion about screening should take place at:

- » **Age 50 for men who are at average risk** of prostate cancer and are expected to live at least 10 more years.
- » **Age 45 for men at high risk** of developing prostate cancer. This includes African Americans and men who have a first-degree relative (father, brother or son) diagnosed with prostate cancer at an early age (younger than age 65).
- » **Age 40 for men at even higher risk** (those with more than one first-degree relative who had prostate cancer at an early age).



## Getting Care

*Do you know what to do in an emergency?  
What about after an emergency?*

Your Primary Care Physician can help answer these questions.

Remember to call your Primary Care Physician before you go to the emergency room or urgent care center, if possible.

### **Urgent Care:**

You need care, but it is not life threatening. You should call your PCP when you have an earache, cold, flu or sore throat.

### **Emergency:**

If you have the following problems, you should go to the emergency room right away:

- Chest pain
- Breathing problems
- Choking
- Severe bleeding that won't stop

Remember to always follow up with your PCP after you go to the emergency room or an urgent care center.

## Staying Healthy and Fit



Enjoying a healthy lifestyle doesn't have to be hard. You can improve your health and well-being through moderate activity on a regular basis. Physical activity doesn't need to be tough to achieve health benefits. Here are some ideas to help you get started:

- » Turn off the TV and take a walk around the block with your family every evening after dinner
- » Laugh (you'll feel great and it has health benefits)
- » Take the kids to the park and run around with them
- » Vacuum the entire house twice a week
- » Get an exercise buddy
- » When you go to the store, park further away from the entrance
- » Jog in place or stretch while watching TV
- » Listen to music while you clean, and dance, since it can be fun and aerobic
- » At home, go up and down the stairs 10 times in the morning and 10 times in the evening

## Healthy Eating — The Food Guide Plate



In 2010, the USDA introduced MyPlate. It is a new picture to represent the five main food groups. This will help people understand how to eat healthy.

The plate encourages the same healthy eating tips as the pyramid, such as:

- » Eat a variety of foods
- » A balanced diet is one that includes all food groups
- » Focus more on fruits and veggies and less on sweets

## McLaren Information on the Web

The web address for McLaren Health Plan and McLaren Health Plan Community is [McLarenHealthPlan.org](http://McLarenHealthPlan.org). You will find useful information on our website, such as: Rights and Responsibilities; our Privacy Notice; provider directories; healthy reminders; a list of services covered by McLaren; what to do when you need a medication; information about our quality programs; Clinical Practice Guidelines, and much more. Visit us today!

## Online Provider Directory

Below are the web directions to take you to the provider directory you are looking for. These directions apply to every McLaren line of business: Community, Healthy Michigan and Medicaid.

In your web browser type in:

- » [McLarenHealthPlan.org/CommunityProviders](http://McLarenHealthPlan.org/CommunityProviders)
- » [McLarenHealthPlan.org/HealthyMichiganProviders](http://McLarenHealthPlan.org/HealthyMichiganProviders)
- » [McLarenHealthPlan.org/MedicaidProviders](http://McLarenHealthPlan.org/MedicaidProviders)

Do you have a question on how to use the online Provider Directory? Would you like a printed copy of anything on our website? If yes, please call Customer Service at (888) 327-0671 (TTY:711). Customer Service can also verbally assist you in reviewing the Provider Directory.

## Expedited Partner Therapy: Information Sheet for Patients and Partners

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***You have been offered expedited partner therapy (EPT). This information sheet contains important information and warnings you need to be aware of, so please read it carefully.***

Expedited Partner Therapy (EPT) is the clinical practice of treating the sexual partners of persons who receive chlamydia or gonorrhea diagnoses by providing medications or prescriptions to the patient. Patients then provide partners with these therapies without the health-care provider having examined the partner. In other words, EPT is a convenient, fast and private way for patients to help their sexual partners get treated.

Chlamydia and gonorrhea are bacterial infections you get from having sex with a person who is already infected. Many people with these infections don't know it because they feel fine, but without treatment these infections can cause serious health problems, such as pelvic inflammatory disease, ectopic pregnancy, infertility and increased risk of HIV.

It is important to get treated as soon as possible to protect your health, to avoid spreading these infections to others, and to prevent yourself from becoming re-infected. The good news is these infections can be easily cured with proper antibiotic medicine. The best way to take care of your self is to see a doctor or go to your local health department. If you are not able to see a doctor or other medical provider, you should take EPT.

**Recommended Medication EPT for Chlamydia:** Azithromycin (Zithromax) 1 gram orally in a single dose.

**EPT for Gonorrhea:** Cefixime (Suprax) 400 milligrams orally in a single dose PLUS Azithromycin (Zithromax) 1 gram orally in a single dose.

These medicines are very safe. However, you should not take them if you have ever had an allergic reaction (like a rash) to any of these medicines: azithromycin (Zithromax), erythromycin, clarithromycin (Biaxin). If you are uncertain about whether you have an allergy, call your doctor or pharmacist before taking this medicine. If you have a serious, long-term illness like kidney, liver or heart disease, colitis or stomach problems, or you are currently taking other prescription medication, talk to your doctor before taking this medication.

**Women:** If you have lower belly pain, pain during sex, vomiting, or a fever, do not take this medicine. Instead, you should see a doctor to be certain you do not have pelvic inflammatory disease (PID). PID can be serious and lead to infertility, pregnancy problems or chronic pelvic pain.

**Pregnant Women:** It is very important for you to see a doctor to get pregnancy services and pre-natal care. These antibiotics for EPT are safe for pregnant women, but you still need to see a doctor as soon as possible. It is also important to note that Doxycycline is an alternative therapy for chlamydia, but it should not be taken by someone who is pregnant.

**Men:** If you have pain or swelling in the testicles or a fever, do not take this medicine and see a doctor.

**Men who have sex with men (MSM):** MSM in Michigan continue to experience high rates of syphilis and HIV. Many MSM with gonorrhea or chlamydia could also have syphilis and/or HIV and not know it. If you are a man who has sex with other men, it is very important that you see a doctor or other medical provider and are tested for HIV and syphilis.

Along with this information sheet is the medicine or a prescription for the medicine. If you receive a prescription it will be in your name and will indicate your date of birth, or it will be in the name of "Expedited Partner Therapy" and January 1 of the current year will be listed as the date of birth. In either case, you can have the prescription filled at a pharmacy. You will be responsible for the cost of the medicine, unless you have prescription drug coverage. In that case, you could provide your name so the pharmacy could bill your health plan.

Take the medication as directed. Some people will have a mild, upset stomach, which does not last long. After taking the medicine, do not have sex for 7 days. Do not share this medicine or give it to anyone else. It is important to tell everyone you have had sex with in the last 60 days that they need to go to the doctor to be tested for sexually transmitted infections.

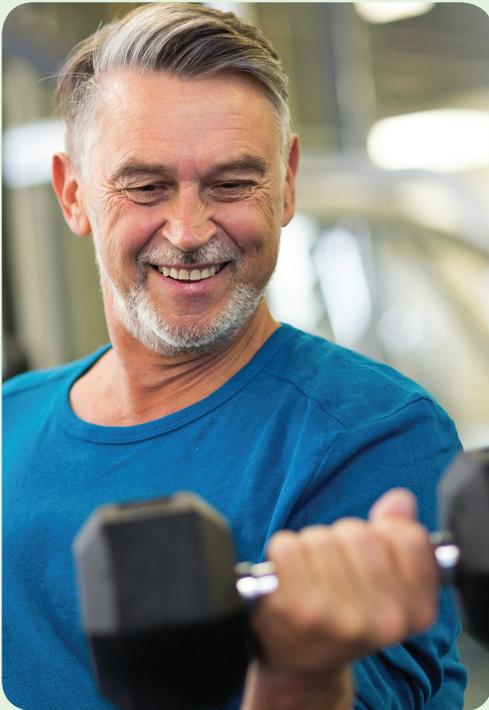
Ways to prevent these and other sexually transmitted diseases (STDs):

- Abstain from sex. This is the only sure way to avoid getting an STD.
- Use barrier methods, such as condoms, consistently and correctly.
- Limit the number of sexual partners.
- Have regular physical exams, including testing for STDs.

For more information about EPT or other issues pertaining to STD, please contact your health professional, local health department, or the Michigan Department of Health and Human Services STD Program at (517) 241-0870 or [www.michigan.gov/hivstd](http://www.michigan.gov/hivstd) .

*This information sheet was produced by the Michigan Department of Health and Human Services in compliance with Public Act 525 of 2014, MCL 333.5110.*

# 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 Health Plan 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 Health Plan Customer Service and we will help you complete the first three sections of your assessment. Let us know when your appointment with your Primary Care Physician is so we can send him or her a copy of your assessment.
- At your appointment your Primary Care Physician will complete section 4. You will also discuss with your Primary Care Physician the healthy behavior you choose and ways to keep on track.

Below you will find your choices of healthy 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.com](https://www.webmd.com) or the MI Healthier Tomorrow website at [Michigan.gov/mihealthiertomorrow](https://Michigan.gov/mihealthiertomorrow).

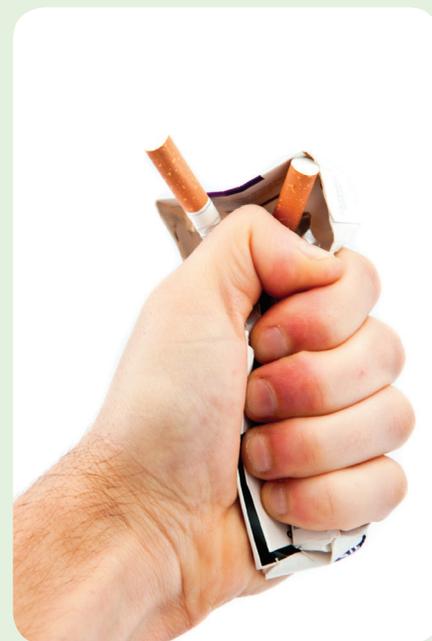


[WebMD.com](https://www.webmd.com) does not replace the medical advice from your doctor.

# 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, and inhalers. In addition other covered medications include Zyban® or Chantix.® Other tobacco cessation benefits available to you include tobacco cessation counseling from your physician. If you are a Medicaid or Healthy Michigan member, or a member under an individual or small group plan, you are also eligible for the free Stop Smoking Quit Line; 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 (TTY:711) 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.com](http://WebMD.com) for tips to lower your cholesterol. [WebMD.com](http://WebMD.com) does not replace the medical advice from your doctor.
- Diabetes - McLaren has a free Diabetes Disease Management program. Call Customer Service at (888) 327-0671 (TTY:711) 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 [WebMD.com](http://WebMD.com). Select the "Health A-Z" section; choose "Common Topics;" then "Alcohol Abuse." You may also call McLaren Customer Service at (888) 327-0671 (TTY:711) and ask to speak to your nurse. [WebMD.com](http://WebMD.com) does not replace the medical advice from your doctor.

## 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.com/mental-health/addiction/tc/drug-abuse-and-dependence-treatment](http://WebMD.com/mental-health/addiction/tc/drug-abuse-and-dependence-treatment) or call McLaren Customer Service at (888) 327-0671 (TTY:711) and ask to speak to your nurse. [WebMD.com](http://WebMD.com) does not replace the medical advice from your doctor.



# Choose Health

There are many aspects of your health that are out of your control. Family history and genetics are among the things that you can't change about your health.

Take control of the things that you CAN change! Your choices today can affect how healthy you and your children are in the future. You can choose to quit smoking. You can choose to exercise and eat better. You can choose to go to prenatal visits when you are pregnant. You can choose to make positive and healthy changes in your life.

**You can choose to be healthier today!**

## Interactive Member self-management tools – *which one is right for you?*

[WebMD.com](http://WebMD.com) has tools to help you get healthy or stay healthy. They are called self-management tools. There are seven tools we will focus on in this newsletter. To find information on all the tools and more, go to [WebMD.com](http://WebMD.com). New this year under Health A-Z are quizzes that cover a wide variety of health topics. Just click on quizzes on the left side of the page.

- » BMI - Look up "B," find BMI calculator, and take the BMI quiz. After the quiz, you will learn helpful information to meet your fitness goals as well as food and exercise tips.
- » Smoking/tobacco cessation - Click on "S" for smoking cessation. You will find health tools and learn why you smoke and how to quit.
- » Exercise/fitness - Click on "E" for exercise and fitness. Click on quizzes and learn more about what exercises are best for you.
- » Healthy eating - Click on "D" for diet and healthy eating tips. Take any of the quizzes to learn more about the foods you eat and tips for success that are directed to your needs.
- » Managing stress - Click "S" for stress management. Learn what causes stress, how to manage it and ways to avoid it.
- » At risk drinking - Click on "A" for alcohol abuse. Find out how much drinking is safe, when you might need help and where to go for help.
- » Depression - Click on "D" for depression. Take a depression quiz. Find out if you need help and what are the first steps to take. [WebMD.com](http://WebMD.com) does not replace the medical advice from your doctor.

## 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 can assist you with choosing an adult primary care provider. Please call us at (888) 327-0671 (TTY:711) and allow us to help you with this transition of care.



## MI Care Team

As a McLaren Health Plan Medicaid or Healthy Michigan Plan member, you can take part in MI Care Team. Living with more than one health problem can be hard. MI Care Team is a new home health benefit. MI Care Team providers will work with you to coordinate, support and help manage your health care. The MI Care Team will also help you make the right decisions to meet your social needs. With this extra support, you will be able to better understand your health care. In order to be part of the MI Care Team, you must have qualifying health conditions. What are qualifying health conditions?

You must have been diagnosed with:

- Depression and/or
- Anxiety

Plus one or more of the following conditions to qualify:

- Diabetes
- Heart Disease
- Hypertension
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)



MI Care Team is available if you live in the counties of: Bay, Genesee, Huron, Kalamazoo, Kent, Lapeer, Lenawee, Macomb, Monroe, Montcalm, Montmorency, Oakland, Presque Isle, Saginaw, Shiawassee or Wayne.

If you live in one of these counties and have the qualifying diagnosis needed to participate in MI Care Team, call McLaren Customer Service at (888) 327-0671 (TTY:711) to see which MI Care Team location is in network.

## For Medicaid Members

Beginning April 1, 2018, you can receive up to 36 visits per year of physical therapy, 36 visits per year of occupational therapy, and 36 visits per year of speech therapy when your physician orders these services. Please contact McLaren Health Plan Customer Service at (888) 327-0671 (TTY: 711) if you have questions about your Medicaid therapy benefit.



## Quit Smoking For Good!

We are here to help you quit. First, check with your PCP to see the best way for you to stop smoking. Then try using some of these useful tips:

List key triggers:

- Where and when do you smoke?
- Who 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 2 to 3 weeks
- Smoker's cough and shortness of breath decrease
- You'll live longer and have a lower risk of heart disease, stroke, lung disease, and cancer
- You will feel more alive and full of energy

**Tobacco Cessation Benefits for McLaren members:**

- Free Stop Smoking 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

## Colorectal Cancer Screening

Colorectal cancer is the third most common cancer in the United States. It is the lead cause of death from cancer. It affects people in all racial and ethnic groups. It is most often found in people age 50 and older.

You should get your first colorectal cancer screening at age 50. Ask your doctor for this test. The most common colorectal cancer screening is a colonoscopy. This test only needs to be done every 10 years. It may be done more often if you have a family history of colon cancer or the doctor finds a problem during the test.

The good news! Six out of 10 deaths from colorectal cancer should be prevented if everyone age 50 and older were regularly tested!

## Redetermination for McLaren Medicaid and Healthy Michigan Members

If you are a McLaren Medicaid or Healthy Michigan member, the Michigan Department of Health and Human Services (MDHHS) determined that you are eligible to receive these benefits. Your eligibility may need to be redetermined from time to time. If so, you will get your redetermination paperwork from MDHHS in the mail. You will fill out a redetermination form, provide new verification of information and return the paperwork to your caseworker. Each program has its own requirements. Call your local MDHHS office if you do not receive your paperwork in the mail.



You can complete your redetermination paperwork by doing one of the following:

1. Submit your complete paperwork with the supporting documentation to your MDHHS caseworker by mail or in person at your local MDHHS office. If you do not know where your MDHHS office is, call McLaren Health Plan Customer Service at (888) 327-0671, TTY:711 for help.
2. You can complete your paperwork online by going to: <https://www.mibridges.michigan.gov/access/>.
  - Go to the View my case tab
  - Renew my benefits

If you do not have access to a computer, contact your local library or your local MDHHS office.

# 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 form
- » Changing medical records
- » Changing referral forms
- » Letting someone else use his or her McLaren ID card to get health care benefits
- » 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 have to give your name).

You may also write to

(you do not have to give your name):

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

Or by writing to (you do not have to give your name):

Office of Inspector General  
P.O. Box 30062  
Lansing, MI 48909

Or you may call:  
(855) MI-FRAUD (643-7283)

## Did You Know?

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

### Take action to protect your benefits:

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

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

Current fraud schemes to be on the lookout for include:

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

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

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

## Do Your Part!

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

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



## What's Your Name?

### Fit activity for kids

*Spell out your full name and complete each activity listed for each letter. For a greater challenge include your middle and last name as well. For a variety you can use your favorite movie character's name or a family member's name.*

A

Do 10 jumping jacks

B

Spin in a circle 5 times

C

Pretend to jump rope for a count of 20

D

Bend down and touch your toes 10 times

E

Hop on one foot 15 times

F

Flap your arms like a bird 30 times

G

Skip to the nearest door and back.

H

Do 8 push ups

I

Walk on your tip toes for a total of 25 steps

J

Walk backwards 20 steps and run back

K

Crawl like a crab for a count of 10

L

Do 4 somersaults

M

Do 10 crunches

N

Do 10 high knees

O

Walk on your knees to the other side of the room

P

Pretend to shoot a basketball 5 times

Q

Hold your arms out at your side and make 10 circles with them in the air

R

Pretend to ride a horse to the door and back

S

Dance silly for 1 minute

T

Take 6 HUGE steps forward and back

U

Hop like a frog for 30 seconds

V

Stretch your arms to the sky for 30 seconds

W

Do 5 cartwheels

X

Do 10 karate kicks

Y

You choose!

Z

Pretend to sit in an invisible chair 5 times- Sit then stand, sit then stand, etc.



# Cut back on your kids' sweet treats

**Set your kids on a path for lifelong healthy eating by limiting the amount of added sugars they eat.** Sweet treats and sugary drinks have lots of calories but few nutrients. Most added sugars come from sodas; sports, energy, and fruit drinks; cakes; cookies; ice cream; candy; and other desserts.

**1** **Serve small portions**  
Show kids that a small amount of treats can go a long way. Use smaller bowls and plates for these foods and serve them in bite-size portions.

**2** **Sip smarter**  
Soda and other sugar-sweetened drinks contain a lot of sugar and are high in calories. Offer water when kids are thirsty.



**3** **Use the checkout lane that does not display candy**  
Most grocery stores will have a candy-free checkout lane to help avoid temptation. Waiting in a regular checkout lane tempts children to ask for candy that is right in front of them.

**4** **Choose not to offer sweets as rewards**  
By offering food as a reward for good behavior, children learn to think that some foods are better than other foods. Reward your child with kind words and comforting hugs, or give them non-food items, like stickers, to make them feel special.

**5** **Make fruit the first choice**  
Offer a variety of fruits in different ways. Make fruit kabobs using cantaloupe, bananas, and strawberries or offer whole fruits such as pears, clementines, or apples.



**6** **Make food fun**  
Sugary foods that are marketed to kids are advertised as “fun foods.” Make nutritious foods fun by preparing them with your child’s help and being creative together. Create a smiley face with sliced bananas and raisins. Cut fruit into fun and easy shapes with cookie cutters.

**7** **Encourage kids to invent new snacks**  
Make your own snack mixes from dry whole-grain cereal, dried fruit, and unsalted nuts or seeds. Let school-age kids choose the ingredients to create their own snack.



**8** **Play detective in the grocery aisle**  
Show kids how to find the amount of total sugars on the Nutrition Facts label in various cereals, yogurts, and other products. Challenge them to compare products they like and select the one with the lowest amount of sugar.

**9** **Make treats “treats,” not everyday foods**  
Treats are okay once in a while. Just don’t make treat foods an everyday thing. Limit sweet treats to special occasions.

**10** **If kids don’t eat their meal, they don’t need sweet “extras”**  
Keep in mind that candy or cookies should not replace foods that are not eaten at meal time.



## MyPlate Word Blanks

# "Cook-Off Craze"

**How to play:** Fold the paper in half so that the story is hidden. Read the Word Blanks below and fill in a word for each one. Match the numbered words from your word list with numbered blanks in the story. When you've finished, read your funny story out loud! You can also play with friends by writing down their choices for the word list, adding their words to the story, and then reading their special story to them.

### WORD LIST

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| 1. Noun: _____                   | 10. Orange/red vegetable: _____   |
| 2. Your name: _____              | 11. Grain food: _____             |
| 3. Friend's name: _____          | 12. Lean protein food: _____      |
| 4. Verb (ending in "ing"): _____ | 13. Dairy food: _____             |
| 5. Verb (ending in "ing"): _____ | 14. Noun (plural): _____          |
| 6. Green vegetable: _____        | 15. Adjective: _____              |
| 7. Noun (plural): _____          | 16. Fruit: _____                  |
| 8. Noun (plural): _____          | 17. Verb (ending in "ing"): _____ |
| 9. Color: _____                  | 18. Verb (past tense): _____      |

----- Fold Here -----

# "Cook-Off Craze"

It was the end of the school year, and summer was just around the corner. It was almost time for the annual (1) \_\_\_\_\_ County School End-of-Year Cook-Off! (2) \_\_\_\_\_ and (3) \_\_\_\_\_ entered themselves in the cook-off. They knew they had a good chance of winning if they used fresh veggies from Grandma and Grandpa's garden — the secret to their recipe! They were ready to start (4) \_\_\_\_\_!

Once they got the pot of water (5) \_\_\_\_\_, they began adding the ingredients. While (2) \_\_\_\_\_ chopped up the (6) \_\_\_\_\_, (3) \_\_\_\_\_ washed the (7) \_\_\_\_\_. (8) \_\_\_\_\_ and (9) \_\_\_\_\_ cabbage were next. After this, they threw in some grated (10) \_\_\_\_\_, going crazy with all of their yummy fresh veggies! Making sure they didn't forget some grains, they added some whole wheat (11) \_\_\_\_\_, and for protein power, chopped (12) \_\_\_\_\_. For a finishing touch, they sprinkled some low-fat (13) \_\_\_\_\_ on top. *Voilà!* Summer Garden Soup!

The day of the cook-off finally arrived and they were ready. The event was a huge success! At the end of the day, it came time for the group of (14) \_\_\_\_\_ to announce the winners. After Runner-Up went to a (15) \_\_\_\_\_ (16) \_\_\_\_\_ frozen yogurt, (2) \_\_\_\_\_ and (3) \_\_\_\_\_ were (17) \_\_\_\_\_ their breath. "And first place, with the highest score, goes to (2) \_\_\_\_\_ and (3) \_\_\_\_\_'s Summer Garden Soup!!!" They were so happy that they (18) \_\_\_\_\_ all day long!



Word Blank #1



HEALTH PLAN



HEALTH PLAN COMMUNITY

## IS IT URGENT OR EMERGENT?

It can be hard to know what to do when you or a family member gets sick and your doctor's office is closed. Here are some helpful tips:

I should go to <b>URGENT CARE</b> if:	I should go to <b>EMERGENCY</b> if:
<ul style="list-style-type: none"> <li>◆ I think I have the flu</li> <li>◆ I have an earache</li> <li>◆ I have a fever without any seizures or shaking</li> <li>◆ I have a sore throat</li> <li>◆ I have a skin rash</li> <li>◆ I have a sunburn or minor burn</li> <li>◆ I have a cold</li> <li>◆ I have a sprain or strain</li> </ul>	<ul style="list-style-type: none"> <li>◆ I can't breathe</li> <li>◆ I have chest pain</li> <li>◆ I fainted</li> <li>◆ I am suddenly dizzy, weak or have sudden severe pain</li> <li>◆ I am bleeding and it won't stop</li> <li>◆ I feel like I might hurt myself</li> <li>◆ I feel like I might hurt someone else</li> <li>◆ I swallowed poison</li> </ul>
<p>This is a short list of <b>examples</b> of when you should NOT go to the emergency room (ER). Most of the time you should contact your doctor with these complaints before you get treatment.</p>	<p>This is a short list of <b>examples</b> of when you need to call 911 or go to the nearest Emergency Room (ER).</p>
<p style="text-align: center;"><b>This is not meant to take the place of your doctor's medical advice. Follow what your doctor tells you.</b></p>	



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.

**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 or authorization.

**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](http://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](http://www.MclarenHealthPlan.org).

## Discrimination is against the law

McLaren Health Plan, McLaren Health Plan Community, McLaren Health Advantage and McLaren Medicare Supplement (collectively 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 (no cost) 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
  - Write: G-3245 Beecher Rd., Flint, MI 48532
  - Call: (866) 866-2135, TTY: 711
  - Fax: (810) 733-5788
  - Email: [mhpcompliance@mclaren.org](mailto: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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://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  
(800) 368-1019, (800) 537-7697 (TTY)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://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:**

ملاحظة: إذا كنت تتحدث لغة سورية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-327-0671 (TTY: 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).



## HEALTH PLAN

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