

Keeping In Touch with our Members

March 2016



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Free MHP 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 Customer Service at (888) 327-0671 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 MHP, 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. To give you the best possible care, we cover BREAST PUMPS! Talk to your doctor about a breast pump prescription today! Call us at (888) 327-0671 today to learn about the best care for you and your child.



Do you have Asthma or Diabetes?

MHP has Diabetes and Asthma Disease Management programs for people with diabetes or asthma. You are enrolled as a benefit of MHP. Our programs 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 also keep your doctor informed of your condition and services we are giving you. It is very 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**

» **Material that can help you understand and manage your medicine and plan visits to your doctor**

Your membership in Disease Management Programs is your choice. You do not have to join the program. If at any time you wish to stop being in the program, just call us at (888) 327-0671.

Do you have High Blood Pressure?

Down With Hypertension — Information for members with high blood pressure

If you have been diagnosed with hypertension, you can be part of this program. All identified members will be mailed information about the program. MHP's pharmacist and nurses offer support to our members by phone.

Do you need help with Weight Management?

Taking it Off — Information on weight management

Our MHP 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 for commercial members
- » 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. Next time you visit your doctor, ask to have your BMI checked.

Special Needs and Self-Management Tools

Do you have special needs due to vision and/or hearing impairment? If you do, we are interested in learning if the self-management tools offered by MHP meet your needs. If you would like to receive self-management tools that offer advice on how to address certain health care needs, please call us at (888) 327-0671.

Case Management

Every MHP member has a Case Management Nurse who will help you get the care and services you need to stay healthy. A Case Management Nurse is available to all our members.

Your nurse will help you improve your health, connect you with community support services, and with any difficult health problems you may have.

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

Taking Care of Yourself and Baby During Pregnancy

Pregnancy is an exciting and stressful time in a woman's life. To keep you and your baby healthy during and after pregnancy, remember these things:

- Take Folic Acid before and during pregnancy 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 6 weeks after having a baby

If you are pregnant, please contact MHP at (888) 327-0671.

You can speak to our nurses to enroll in our McLaren Moms program.

Taking Care of Your Diabetes

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

- » Two HgA1c blood tests 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

These tests are all covered by MHP.

Is Your Asthma Under Control?

WebMD.com can help you with a personalized action plan to control asthma.

Visit <http://www.webmd.com/asthma/guide/smoking-and-asthma> today for tips about how to handle your specific asthma challenges, identifying asthma triggers and for signs of an impending asthma attack.

(WebMD.com does not replace the medical advice from your primary care physician).

Healthy Michigan Members Choose a Healthy Behavior for a Healthier You

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 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.



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

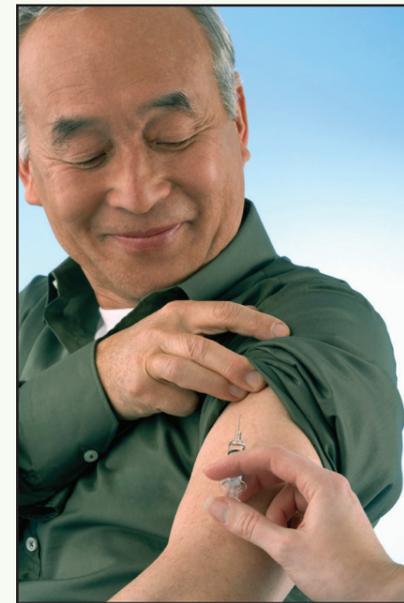
- Increase your physical activity. Things like brisk walking, biking or swimming are good activities to try. Do what you can to increase your activity even by a few minutes a day.



- 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

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®. 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) - MHP 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 - MHP 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 MHP 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 "Common Topics"; then "Alcoholism" or call MHP 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 MHP 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/mental-health/addiction/tc/drug-abuse-and-dependence-treatment or call MHP Customer Service (888) 327-0671 and ask to speak to your Nurse.



YOU'RE WORTH IT!

100th birthdays are 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
- Resist health risks such as smoking or drinking alcohol
- Be emotionally healthy
- Get annual checkups
- Be involved in your health care
- 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!

3 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)

Did you know that children who qualify for Children's Special Health Care Services can now get the care they need as a McLaren Health Plan member? We work closely with your Local Health Department and your doctor to provide full service care and access to community resources, case management, transportation, doctor visits and many more services. Please call Customer Service today at (888) 327-0671 to find out more.

Healthy Information For You — FREE!

Please visit 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: 5 symptoms to watch for
- » LDL Cholesterol: Do you have high cholesterol?
- » How to talk with your Doctor: Tips for communicating with your treating practitioners
- » Psoriasis: Information on how to pick a dermatologist
- » Seasonal Allergies: Help living with allergies
- » Weight Loss: Need advice on healthy eating?

These are just samples of what is available on WebMD.com. Sign up today!

The contents of 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.



Member Survey

Every year MHP sends out 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 MHP offers, and how we can improve our services. What you tell us is important. Please take the time to answer the survey and let us know what you think!

Did you know you can now complete our Staying In Touch member survey online through our web site? 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 now so we may serve you better.

Mark your calendar to update your survey every year!

Our case managers will be happy to assist you with your medical needs. Call Customer Service at (888) 327-0671 if you have any questions or would like to speak to your case manager.

We Want to Be a "10"!

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

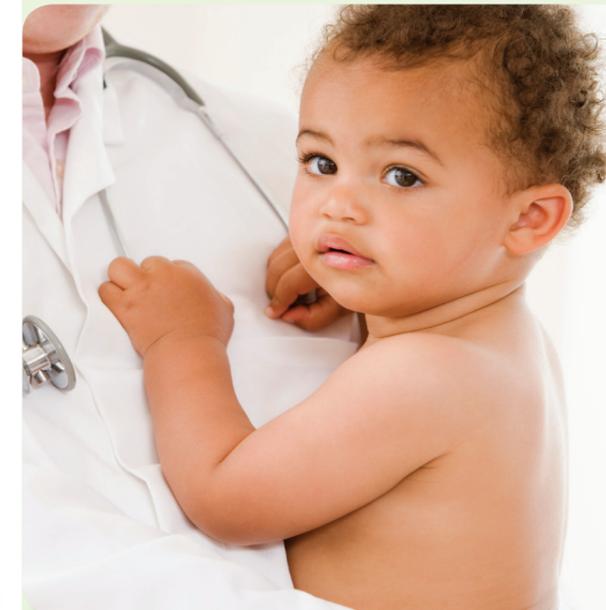
Interpretation and Translation Services

Interpretation and translation services are FREE to MHP members. If you need help understanding MHP'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/TDD line, call 711. Michigan Relay will assist you and is available 24 hours a day.

Decisions about Medical Services

MHP makes decisions about the use of medical services based on whether they are appropriate and a covered benefit. No one at MHP, the doctors or employees, are rewarded for making decisions to deny you medical services. We want you to get the care you need, and will always be looking out for your best interest. If you have questions, please call Customer Service at (888) 327-0671.

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 9, 18, 24, and 30-month visit, 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/features/DetectAutismEarly
or call (800) CDC-INFO (232-4636).

Protect Pre-Teens and Teens From Serious Diseases

Getting vaccines (shots) and staying protected from serious diseases is a lifelong job. Protect your child 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 11 and 12
Meningococcal	Meningitis	One dose between the ages of 11 and 12 and again at 16
Human Papillomavirus	Cervical Cancer	Three doses between the ages of 11 and 12

Quarterly iPod® Drawing

Did you know that if your child receives these important shots by the time they are 13 years old, they are eligible to be placed in a quarterly drawing for an iPod® just for getting their shots. Just fill out the entry form we send you in the mail and send it back to us. You can also call Customer Service at (888) 327-0671 to help.

Congratulations

Congratulations to the following winners of MHP's quarterly drawings. MHP 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®.

Mammogram: Women who get their mammogram in 2016 – quarterly drawing for an iPad®.



Just get your annual well visit, or mammogram or pap smear in 2016. You can register by calling MHP 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.

Your PCP

When you join MHP, 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 and we will help you.



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 if you have questions.

Contact Us

MHP 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, online at McLarenHealthPlan.org (click on Contact Us in the Featured Links on the home page) or by mail at:

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

We have many services for you.

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 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. 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.

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 MHP member for a while and would like a copy of the updated handbook, please call Customer Service at (888) 327-0671.

New Medical Care

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

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 what 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 your vital signs such as blood pressure, pulse, breathing rate, and temperature
- » Check on how well body organs are working, such as your eyes, ears, heart and skin
- » 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.

Cervical Cancer: A Preventable Cancer

Cervical cancer is the world's second-most common cancer affecting women. Many women do not know about the human papillomavirus (HPV), 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 and 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 Gardasil immunization shots. This is a series of three shots given during a six month period. If you or your daughter(s) are between the ages of 11 to 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 is important, and services can be provided by your doctor at your local health department. For more information please refer to pages 13 and 14. 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 OB-GYN Provider for an Annual Exam without a referral!

Breast Cancer Awareness

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

Women diagnosed early, when the cancer is small and has not spread, have a higher chance of surviving.

Follow these helpful tips to prevent and detect breast cancer early:

- » Do a self-examination of breasts monthly
- » 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 that if you are a female member age 50 or older that you are eligible to be placed in a quarterly drawing for an iPad® just for getting your mammogram?

Just fill out the entry form we send you in the mail and send it back to us, or call Customer Service at (888) 327-0671 to help you fill out an entry form.

QUARTERLY iPad® DRAWING

Did you know that if you are a female member between the ages of 21 and 64 you are eligible to be placed in a quarterly drawing for an iPad® just for getting your pap smear?

Just fill out the entry form we send you in the mail and send it back to us, or call Customer Service at (888) 327-0671 to help you fill out an entry 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 is important, and can be provided by your doctor or at your local health department. For more information please refer to page 13 and 14. To prevent chlamydia, use a condom every time you have sex.

Colorectal Cancer Screening

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

At age 50 you should get your first colorectal cancer screening. If your doctor does not offer you this test, please make sure to ask for it. The most common colorectal cancer screening is a colonoscopy. This test only needs to be done every ten years unless you have a family history of colon cancer or the doctor finds a problem during the procedure.

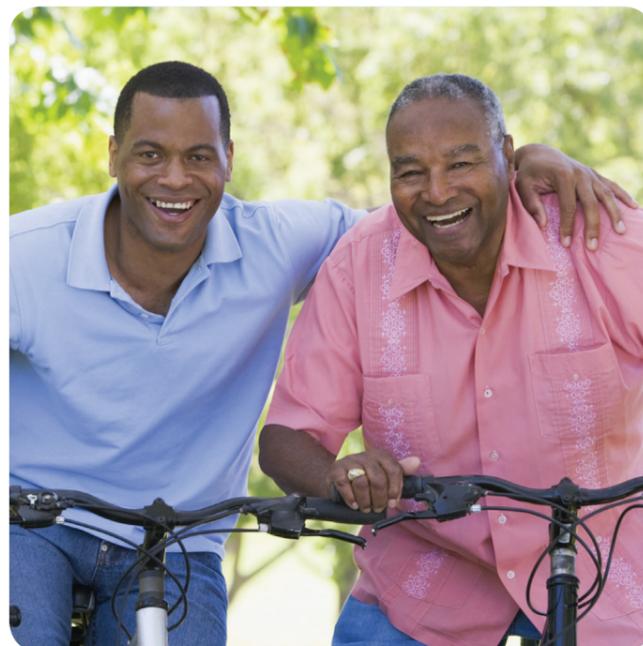
The good news! If everyone age 50 and older were screened regularly, 6 out of 10 deaths from colorectal cancer should be prevented.

TALK TO YOUR DOCTOR ABOUT GETTING SCREENED FOR COLORECTAL CANCER STARTING AT AGE 50.

Prostate Cancer Screening

The American Cancer Society (ACS) 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).



Expedited Partner Therapy: Information Sheet for Patients and Partners

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/hhsstd.

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.

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
- » Turn on the radio while you clean and dance, as 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
- » Use a cool mist humidifier in the room



Healthy Eating — The Food Guide Plate



In 2011, 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

MHP Information on the Web

The web address for McLaren Health Plan and Mcaren Health Plan Community is 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 MHP*, *What to Do When You Need a Medication*, *Information on Our Quality Programs*, *Clinical Practice Guidelines*, and much more. Visit us today!

Online Provider Directory

Below are the MclarenHealthPlan.org directions to take you the provider directory you are looking for. These directions apply to every MHP line of business: Commercial, Community, Healthy Michigan, Medicaid, and Medicare Advantage.

- » Go to MHP's website: MclarenHealthPlan.org
- » On the navigation bar, select "**Are You a Member?**"
- » Under "**Are You a Member?**", **select your plan** (*Commercial, Community, Healthy Michigan, Medicaid, or Medicare Advantage*)
- » Then select "**Find a Provider**"
- » From the Document list, **select the appropriate Directory**

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. Customer Service can also verbally assist you in reviewing the Provider Directory.

Bicycle Safety:

When you are riding your bike, safety comes first and fun will follow. Find the words that are in **BOLD**

**BALANCE • BICYCLE • BRAKE • CHAIN • CURBS • FLAG • GEARS GRAVEL
• HANDLEBARS • HELMET • LOCKING • PEDALS • REPAIR • RIDE • ROUTE
• SIGNAL • STOPSIGN • TRAFFIC • VEHICLE • WEATHER • WHEELS • YIELD**

B	T	L	X	Q	Y	C	N	H	S	S	R	M	W	X
A	E	D	O	L	G	G	D	T	N	R	P	E	H	I
L	M	J	P	C	I	R	R	X	V	A	D	L	E	O
A	L	O	G	S	K	A	K	S	T	B	S	T	E	A
N	E	F	P	R	F	I	Q	K	P	E	D	A	L	S
C	H	O	I	F	A	M	N	F	E	L	R	S	S	P
E	T	Z	I	Y	R	V	E	G	T	D	K	B	K	L
S	O	C	A	R	I	E	E	S	U	N	E	Z	A	L
V	E	H	I	C	L	E	H	L	O	A	E	N	Q	R
C	N	I	A	H	C	E	L	T	R	H	G	G	E	Z
G	E	A	R	S	R	X	K	D	A	I	B	P	D	S
E	L	C	Y	C	I	B	O	A	S	E	A	U	B	F
D	Z	B	J	Q	D	V	S	R	I	W	R	L	P	
N	B	E	F	X	E	N	G	X	R	B	U	A	G	V
L	Y	L	Z	W	P	B	X	G	D	C	G	M	U	Q



Helmet Safety

Fact: Eighty-five percent of kids' head injuries can be prevented by a properly-fitted helmet.

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 MHP 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

* Note: Large group members are not eligible for the free Stop Smoking Quit Line

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.

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 has tools to help you get healthy or stay healthy. They are called self-management tools. There are 7 tools we will focus on in this newsletter. To find information on all the tools and more, go to www.webmd.com and click on Health A-Z. Look up each tool by the starting letter.

1. BMI - Look up “**B**”, find BMI, and take the BMI quiz. After the quiz, you will learn helpful information to meet your fitness goals.
2. Smoking/tobacco cessation - Click on “**S**” for smoking cessation. You will find health tools and learn why you smoke and how to quit.
3. Exercise/physical activity - Click on “**E**” for exercise and fitness. Take the fitness quiz and learn more about what exercises are best for you.
4. Healthy eating - Click on “**H**” for healthy eating tips. Take a diet assessment to learn more about the foods you eat and tips for success that are directed to your needs.
5. Managing stress - Click “**S**” for stress management. Learn what causes stress, how to manage it and ways to avoid it.
6. 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.
7. Depression - Click on “**D**” for depression. Take a depression quiz. Find out if you need help and what are the first steps to take.



You should complete this assessment every year as your needs can change.

Michigan 4x4 Plan

The Michigan 4x4 Plan health risk assessment tool is free and easy to use. You can use it to evaluate your health and learn how to take good care of yourself. The assessment will help you determine your current level of movement, eating, smoking and second-hand smoke exposure. Next, the tool helps you set personal goals and create a personal plan. This will help you step up to healthy living.

To set up your personal plan, visit <http://www.michigan.gov/healthymichigan> and click on “Create Personal Plan.” To access self-management tools, simply click on the picture slide show in the center of the screen.

To review Preventive Health Guidelines for you and your family, please visit MclarenHealthPlan.org/Prevention.

Referrals to Specialists

At McLaren Health Plan, a referral from your PCP is not needed to see an In-Network Specialist. * Be sure to see your PCP regularly so that your PCP is aware of all your health care needs.

A referral from your PCP or In-Network Specialist and preauthorization by MHP is needed to see a provider that is not in the MHP network. If you get services from an Out-of-Network provider without a referral and authorization from MHP, you may be responsible for payment for the care that you receive.

If you have questions about the participation status of a provider, call Customer Service at (888) 327-0671.

Please review your Certificate of Coverage for information about what services require preauthorization by MHP, or call Customer Service at (888) 327-0671 if you have any questions.

** Note: Some services provided by In-Network Specialists require MHP preauthorization. Review your certificate of Coverage or call Customer Service at (888) 327-0671 for more information.*



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

Fraud, Waste, and Abuse

MHP works hard to prevent fraud, waste, and abuse. MHP 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 their MHP 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 MHP 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
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)



HEALTH PLAN



HEALTH PLAN COMMUNITY

IS IT URGENT OR EMERGENCY?

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 <u>Should</u> Go To Urgent Care If:	I <u>Should</u> Go To Emergency If:
<ul style="list-style-type: none"> ◆ I think I have the flu ◆ I have an earache ◆ I have a fever without any seizures or shaking ◆ I have a sore throat ◆ I have a skin rash ◆ I have a sunburn or minor burn ◆ I have a cold ◆ I have a sprain or strain 	<ul style="list-style-type: none"> ◆ I can't breathe ◆ I have chest pain ◆ I fainted ◆ I am suddenly dizzy, weak or have sudden severe pain ◆ I am bleeding and can't stop ◆ I feel like I might hurt myself ◆ I feel like I might hurt someone else ◆ I swallowed poison
<p>This is a short list of examples 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 examples of when you need to call 911 or go to the nearest Emergency Room (ER).</p>
<p>This is not meant to take the place of your doctor's medical advice. Follow what your doctor tells you.</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.

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.



HEALTH PLAN

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