

# Health, Wellness and You

SEPTEMBER 2019

 **McLaren**  
HEALTH PLAN

 **McLaren**  
HEALTH PLAN COMMUNITY

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*“Health, Wellness and You” is the member newsletter for McLaren Health Plan, Inc. Medicaid, Healthy Michigan, Individual and Community members, collectively referred to as “members.” It is published twice per year by McLaren Health Plan, Inc., who shall be referred to as “MHP” throughout this newsletter.*



**Contact Us**

We want to answer your questions and help you get the care you deserve. If you have questions about any of the content in the newsletter, please call Customer Service. Here’s how you can reach us:

**Customer Service**

Monday through Friday, 8 a.m. to 6 p.m. 888-327-0671 (TTY: 711), Fax: 833-540-8648

**Online**

McLarenHealthPlan.org

Click on *Contact Us* in the Featured Links section on the Home Page.

Our website contains useful member information, such as our Privacy Notice; provider directories; Rights and Responsibilities statement; healthy reminders; services covered by McLaren Health Plan; what to do when you need a medication; information about our quality programs; our Clinical Practice Guidelines and much more.

*McLaren CONNECT* is our member portal where you can sign up to review your enrollment history, request a primary care physician change, view and print ID cards and Explanation of Benefits (EOBs), view plan summaries, look up prescription information and more. To register, go to McLarenHealthPlan.org and click on *McLaren CONNECT* in the upper left corner.

**Mail**

McLaren Health Plan  
G-3245 Beecher Road, Flint, MI 48532

**Member Handbook**

Your McLaren Health Plan member handbook is available on our website. Go to McLarenHealthPlan.org, click on Are You a Member?, choose your plan, click on Member Materials, then your handbook. The handbooks are updated annually and include benefit details about your plan. For a complete list of your covered benefits and exclusions from coverage, please refer to your Certificate of Coverage and any applicable riders. Call Customer Service if you would like a printed copy of any of your member materials.



**Does Your Back-to-School Checklist Include Shots?**

When you make sure your children get their shots, you’re not only protecting them, you’re protecting the health of their classmates, friends, relatives and others in the community.

The Centers for Disease Control (CDC) recommends all preteens and teens get a flu shot every year. Preteens also should get:

- HPV vaccine to protect against HPV infections that can cause cancer later in life
- DTaP booster to help protect from diphtheria, tetanus and pertussis; also called whooping cough

- Meningococcal conjugate vaccine to protect against meningitis and bloodstream infections, which can be very serious or even fatal.

Children 4 to 6 years old are due for these boosters:

- DTaP
- Chickenpox
- MMR – measles, mumps and rubella
- Polio

If your children have missed any shots, your doctor can use a catch-up schedule from the CDC to get them back on track. Go to [www.cdc.gov/vaccines/schedules](http://www.cdc.gov/vaccines/schedules) if you need a copy to take to your child’s doctor.

**ALL CHILDREN SHOULD BE TESTED FOR LEAD POISONING!**

It’s a myth that only children who live in old houses or have confirmed lead levels in their water should be tested for lead poisoning. All children should be tested for lead poisoning at 12 months and 24 months of age. Lead poisoning is hard to see. Many things can cause blood lead levels to be high, such as ordinary dirt and dust, or older pipes in your home. Lead poisoning can cause health and behavioral problems. Some symptoms of high lead levels are:

- Irritability
- Slow reflexes
- Diarrhea
- Poor appetite
- Constipation
- Weight loss

If your children have not been tested at 12 or 24 months of age, it is not too late. They can be tested at any age. Ask your doctor to test your children. It is a simple finger stick and it’s free. Call your doctor or MHP Customer Service at 888-327-0671 (TTY: 711) for more information.



## FROM PEDIATRICIAN TO ADULT PCP: IS YOUR TEEN READY?

Transitioning your teen from a pediatrician to an adult primary care provider (PCP) is not an easy decision. Pediatric care is family-oriented and relies on significant parental involvement in decision making. Adult care is patient-specific and requires independent skills of the patient. Ideally this transition should occur between the ages of 18-21. You and your teen should talk about this change. Speak to your teen's pediatrician about a recommendation for a new PCP. McLaren Health Plan also can help your teen choose a new doctor. Call Customer Service at 888-327-0671 (TTY: 711) for help with this important decision.



## Pack a Healthier Lunch for Your Kids

The dreaded lunchbox. What to pack each week? Starting healthy habits early in life can impact choices in later years, so make good choices now for your kids. Here are some tips for packing a healthier school lunch.

**CHOOSE WHOLE GRAINS** – Whole grains provide fiber, magnesium and other notable nutrients. For starters, use one slice of whole grain bread in a sandwich instead of both. Send whole grain crackers with a favorite cheese.

**PRODUCE IS A WINNER** – Include as many whole fruits and vegetables as you can in every lunch. Kids love to play with their food, so try cutting them into strips and including dips such as hummus, tahini or guacamole for the veggies, or yogurt and nut butters for the fruit.

**LET YOUR KIDS HELP** – If your kids help pack their own lunches with healthy foods they like, it's a win-win all around. Make it fun by having them choose two foods of

the same color (cherry tomatoes and red pepper slices) or two foods that start with the same letter (cucumbers and cauliflower). Or have them try something new and make a game out of it. Children respond well to praise, so let them know how much you appreciate their willingness to try new foods!

**HOMEMADE "LUNCHABLE PIZZA"** – Here's a recipe for a homemade lunchable that's easy to make and more nutritious than the pre-packaged kind: Lunchable Pizza  
1 whole wheat English muffin, split  
2 TBSP reduced fat shredded mozzarella cheese  
2 TBSP pizza sauce  
½ small green bell pepper, diced  
6 turkey pepperoni

Place each item in individual lunch containers. Let your children assemble the "pizzas" at lunch time by spreading the pizza sauce on the English muffins then topping with the cheese, bell peppers and pepperoni. (If eating at home, can broil for 2-3 minutes until cheese is melted.)

## HOW TO KNOW IF YOUR CHILD'S DEVELOPMENT IS ON TRACK



A well-child visit is a doctor appointment when your child isn't sick. These visits are important. Their purpose is to keep children healthy. They also can help pick up early signs of possible problems. These visits are so important to your child's health that McLaren Health Plan pays for them at no cost to you. Babies should have six well-child visits before they are 15 months old. Children age 2 and older should go to the doctor every year.

Developmental screening takes a closer look at how your child is growing and learning. Your child will get a brief test, or you will fill out a form with questions about your child. The doctor will talk to you about your child's language, movement, thinking, behavior and emotions. This happens around the 9-, 18-, 24- or 30-month visit, but may happen more often.

Children develop in their own way. If you are concerned about how your child is growing and learning, don't worry, but don't wait. Call your child's doctor to talk about your concerns.

For more information about developmental screenings, call 800-CDC-INFO (232-4636) or visit [www.cdc.gov/ncbddd/actearly/milestones/](http://www.cdc.gov/ncbddd/actearly/milestones/). The CDC has a free Milestone Tracker mobile app you can download and use to track your child's milestones from age 2 months to 5 years.



# Dental Care: Do You Have Coverage?

Here’s a quick chart that tells you about your dental coverage as a McLaren Health Plan member.

NAME OF YOUR HEALTH PLAN	WHO IS ELIGIBLE FOR DENTAL COVERAGE?	WHO PROVIDES THE COVERAGE?	WHERE DO I GET DENTAL CARE?
McLaren Health Plan (Medicaid or MIChild)	Members up to age 21	The State of Michigan	Find a participating dentist at <a href="http://www.healthykidsdental.org">www.healthykidsdental.org</a>
McLaren Health Plan (Medicaid)	Pregnant women	Delta Dental	Find a participating dentist at <a href="http://www.deltadentalmi.com">www.deltadentalmi.com</a>
McLaren Health Plan (Healthy Michigan Plan)	Members age 19-64	Delta Dental	Find a participating dentist at <a href="http://www.hmidental.com">www.hmidental.com</a>
McLaren Health Plan Community (Commercial/Group)	Check with your employer to see if dental coverage is offered and who is eligible	A dental carrier chosen by your employer	From a dentist affiliated with the plan chosen by your employer.
McLaren Health Plan Community (Marketplace/ Individual)	Must purchase separate dental plan on your own	A dental carrier chosen by you	From a participating dentist in the plan chosen by you
McLaren Health Advantage (Group, Self-funded)	Check with your employer to see if dental coverage is offered and who is eligible	Check with your employer	Check with your employer
McLaren Health Plan (Medicare Supplement)	Must purchase separate dental plan on your own	A dental carrier chosen by you	From a participating dentist in the plan chosen by you

If you don’t have a dentist, call us at 888-327-0671 (TTY: 711) to talk about your options. Having healthy teeth and gums is important to your overall health. Conditions like mouth cancer and gum disease can be spotted during regular visits to your dentist and then treated. Don’t wait until you’re in pain to see a dentist. If you do have dental pain, call your dentist or doctor right away.

## DO YOU NEED EXTRA HELP TO COORDINATE YOUR CARE?

Complete our ‘Staying in Touch’ survey so we can help you get the care you need

Making sure you get the best care possible when you need it is important to McLaren Health Plan. We understand it can sometimes be overwhelming to know where to start, especially if you’re new to our health plan. We’re here to help.

We can begin to coordinate your care if we know a little bit about your health and well-being before you start getting services. That’s why we’d like you to complete our “Staying in Touch” survey. You tell us about any health conditions or special needs you may have, and we will help you find the right health care services. This could mean continuing treatment with doctors you are already seeing. We also ask about family members and other factors in your life (stress, ER visits, lifestyle behaviors) that could affect your health. After you complete and return the survey, a nurse will contact you and help coordinate the best care for your situation.

The survey is on our website. Go to McLarenHealthPlan.org, click on Are You a Member?, choose your plan, click on Health & Wellness, then Staying in Touch program.

We can send you a paper copy if you’d like to fill it out and mail it back to us. Call Customer Service at 888-327-0671 (TTY:711) and we will mail it to you.

## MHP Members Help Us Help You!

McLaren Health Plan asked some of our members to become part of a Member Advisory committee. We brought people together for two meetings in Lansing and Flint. We wanted to know things like:

- How do you rate your personal doctor?
- How do you rate McLaren Health Plan?
- How do you rate your personal health?
- How can McLaren Health Plan help you with your personal health?



The members who attended were generally happy with the doctor they chose to be their personal doctor. Time in the waiting room was mentioned as an issue by some, but one doctor’s office had a unique solution for this situation. A display in the waiting room shows the amount of time remaining until patients are seen by the doctor. While it doesn’t change the wait time, it helps to know exactly how much longer the wait will be.

Everyone in attendance had positive comments to say about McLaren Health Plan and had excellent interactions with our customer service representatives. We strive to provide top-notch customer service at every opportunity. Call us at 888-327-0671 (TTY: 711) if you have questions about your health care coverage or concerns we can help you with. If you’re someone who likes to do things for yourself, you can use McLaren CONNECT, our member portal, to print a new ID card, make a PCP change, check your eligibility or search for a doctor. Go to McLarenHealthPlan.org and click on McLaren CONNECT in the upper left-hand corner.

They might sound like New Year’s resolutions but ‘losing weight’ and ‘quitting tobacco’ are universal personal health goals many people want to achieve. Did you know that you can get free help from MHP to lose weight and quit using tobacco? Our Taking it Off program is for adults and children who want to lose weight. We have nurses who will provide you with:

- Educational materials mailed to your home at your request
- Phone calls to offer support
- Coordination with your PCP

We also offer help to quit tobacco. Call 800-784-8669 for free counseling. Your PCP offers free services and can prescribe medications that can help, too. Talk to your doctor about what is right for you.



# 'Happy Healthy Kids Day' Brings Families to Lansing's Potter Park Zoo

MHP and Ingham County Health Department partner to offer lead screenings, health and nutrition advice, free admission



It was all smiles and sunshine as McLaren Health Plan Medicaid children ages 1-13 from Ingham County enjoyed a day of fun at Potter Park Zoo Aug. 22. Members and their families were invited to get free lead testing, health and nutrition counseling and immunizations, if needed, before strolling through the zoo to see, pet and interact with the animals, have a treat at the snack bar and spend some quality family time together.

The McLaren Health Plan Outreach Team creates opportunities for members to access health services, or partners with area organizations that host events where services are offered.

"We want to remove barriers that may prevent our members from getting needed care," said Tami Cuccia, quality supervisor. "That's why we host events like this at the zoo or bring our outreach team to health fairs at locations across the state. It gives us a chance to talk to our members about important health screenings and services they may not otherwise get."

If you or a family member need immunizations, information about eating healthy or staying active, or if you don't have a family doctor, please call Customer Service at 888-327-0671 (TTY: 711).

Free Lead Testing Today!

Brought to you by McLaren Health Plan



## GENEROUS MHP EMPLOYEES SUPPORT CHARITIES WITH DONATIONS



There's more that goes on behind the scenes at McLaren Health Plan than you know. From the friendly voices you hear when you call, to the analysts who process your claims, MHP employees are a generous group of people!

In the past seven years, nearly \$45,000 has been raised by employees, a couple of dollars at a time. The money is donated to several Michigan charities as a result of the efforts organized by the "STARS" committee at MHP. The committee, made up of representatives from all areas of the company, organizes jeans days, spirit weeks, staff picnics and other fun activities for employees who pay a fee to participate. At the end of the year, the money collected goes to charities suggested by employees.

Kathy Harris, STARS committee member, creates the employee newsletter that includes photos from every jeans day or fundraising activity.

*"I absolutely love being a member of the STARS committee, brainstorming to plan activities for the staff," said Kathy. "Especially when we're all together, boosting employee morale. I love it when you can't even hear yourself think because everyone is laughing, talking and having a great time while raising money for a good cause."*

While most of the funds collected stay local, employees also support national efforts, such as Red Nose Day in May. That's when employees had the opportunity to wear jeans and something red if they donated to the cause to help fight the war on poverty for our nation's children.

*"I'm extremely proud of the generosity of our employees," said Nancy Jenkins, president and CEO of McLaren Health Plan. "Not only do they do good work for our members every day, but these small gestures add up to significant and meaningful help to the bottom line of many worthwhile, charitable organizations."*





There are many different flu viruses and they are constantly changing. The World Health Organization made the selection of the components for the 2019-2020 flu vaccines, which protect against the three or four viruses research suggests will be the most common.

**The Centers for Disease Control (CDC) says everyone should get a flu shot.** Those who are at high risk for flu complications and are especially urged to get a flu shot are:

- Adults over age 65
- Pregnant women
- Young children
- People with asthma
- People with heart disease and/or those who have suffered a stroke
- People with diabetes
- People with HIV/AIDS
- Anyone with cancer
- Children with neurological conditions

Serious problems relating to the flu can happen to anyone. Some people get sinus and ear infections. Other more serious complications triggered by the flu can include issues with your heart or brain or multiple organ failure. The flu is nothing to sneeze at!

McLaren Health Plan covers the flu shot. You can get the flu shot at your doctor's office, health department or participating retail pharmacy. Call Customer Service at 888-327-0671 (TTY: 711) if you have questions about where to get a flu shot.

Source: [www.cdc.gov/flu](http://www.cdc.gov/flu)

## GET CONTROL OF HIGH BLOOD PRESSURE

You could have high blood pressure and not know it. The only way to find out is to have regular check-ups with your doctor. This is especially important if you have a close relative who has high blood pressure.

Here are symptoms to look for that could mean you have high blood pressure:

- Severe headache
- Fatigue or confusion
- Vision problems
- Chest pain
- Difficulty breathing
- Irregular heartbeat
- Blood in the urine
- Pounding in your chest, neck or ears

See your doctor right away if you have any of these symptoms. High blood pressure can lead to a heart attack or stroke. The good news is you can make lifestyle changes to lower your blood pressure. Eating a diet low in sodium and exercising more often can help. Your doctor also may prescribe medication, if needed.

Source: [www.webmd.com](http://www.webmd.com)

## THE TRUTH ABOUT SMOKING

You know smoking is bad for you. That's not a myth, that's the truth. Read some of these common myths about smoking and the real truth behind them.



**Occasional smoking won't hurt me. MYTH.** There is no safe level of exposure to tobacco smoke. Even small amounts damage blood vessels and make your blood more likely to clot. That damage causes heart attacks, strokes and even sudden death. Smoking just one to four cigarettes a day doubles your risk of dying from heart disease.

**'Light' cigarettes are safer. MYTH.** You can get just as much tar smoking a light cigarette as a regular one. By law, tobacco companies aren't allowed to call cigarettes "light" anymore, but the same products are still on shelves in packaging you may recognize.



**It's too late for me to quit. MYTH.** Even if you've smoked your entire life, quitting at any age will improve your health and quality of life. Your heart rate and blood pressure will go down and your lungs will start to work better. After one year, your chance of having heart disease drops to about half that of a smoker. After five to 15 years, your odds of having a stroke will match a nonsmoker's.

**E-cigarettes or vaping are a healthier choice. MYTH.** They are not harmless. The aerosol in e-cigarettes can have damaging chemicals, ultrafine particles that you can inhale into your lungs, flavorings linked to lung disease and heavy metals. Plus, the addiction to nicotine remains and the long-term effects of smoking e-cigarettes or vaping remain unknown.



**Smoking isn't so bad if it's my only vice. MYTH.** Even if you work out, eat your fresh fruit and vegetables and otherwise take care of yourself, it's still not OK to smoke. Exercise and diet cannot undo the impact of smoking. Smoking can cause cancer almost anywhere in your body, plus stroke, heart disease and lung disease.

McLaren Health Plan can help you quit smoking or tobacco use. Call the free tobacco quit line at 800-784-8669. Your doctor can help you quit. Talk to him or her today. There also are several prescription options available. You and your doctor can decide which is the best option for you.

Source: [www.webmd.com](http://www.webmd.com)





## Take the Pledge! MHP Supports Effort to Make Michigan Healthier

We all have the same 24 hours in a day . . . how many of those hours do you spend focusing on healthy habits that will lead to improved well-being? Small changes can add up to big results. That's the message behind the **MI Healthier Tomorrow** pledge. More than 37,000 Michiganders have already taken the online pledge to lead a healthier lifestyle and have received a free starter kit to get their journey going! The kit includes money-saving offers, a food journal, magnets, motivational tips and more. Are you in? Go to [www.michigan.gov/mihealthiertomorrow](http://www.michigan.gov/mihealthiertomorrow) and take the pledge today!

If you need an extra boost to get rid of a few pounds, McLaren Health Plan has a free program to help you manage food choices and provide ideas for a healthy lifestyle, too. It's called **"Taking it Off"** and you'll get:

- Support from your MHP nurse case manager to find the best ways to manage your nutrition and assess your health status
- Educational materials and the latest information on nutrition and exercise
- Tools to understand and manage your nutritional needs, snacks and physical activity
- Visits with your primary care doctor

Call Customer Service at 888-327-0671 (TTY: 711) to join.

# Know Your Diabetes Core Measures

Do you know why it's important to have your core measures completed every year if you have diabetes? Diabetes is a chronic illness that needs ongoing care by you and your doctor. This will help prevent or reduce the risk of long-term complications. There are tests you should have every year. You should know and understand the results, so you and your doctor can work together to improve diabetes outcomes.

These are the core measures you need to have taken and reviewed every year if you have diabetes:



- Hemoglobin A1c blood test (two times per year)
- Dilated eye exam
- Urine test
- Foot exam
- Blood pressure check
- Body mass index (BMI)
- Physical exam

These services are covered under your McLaren Health Plan benefits. Schedule an appointment with your doctor to get these tests done and talk about the results.

Don't forget to tell your dentist if you have diabetes. Over time, increased levels of blood glucose can put you at risk for oral health problems, so you'll want to take special care of your teeth and gums. Tell your dentist if you take insulin and when you took your last dose. Get your teeth and gums cleaned and checked by your dentist twice a year. Your dentist may recommend you do it more often, depending upon your condition.

## MHP Covers Diabetic Testing Supplies

Glucometers are covered under your McLaren Health Plan benefits. Our nurses will help you decide which glucometer we offer is best for you. Call us at 888-327-0671 (TTY: 711) if you need a glucometer.

Line of Business	Preferred Brand
Medicaid and Health Michigan	Bayer Contour/Contour Next
Individual Small Group*	Bayer Contour/Contour Next
Large Group	Abbott Freestyle
Health Advantage	Abbott Freestyle

*\*Through Dec. 31, 2019. Abbott Freestyle will be the Preferred Brand beginning Jan. 1, 2020*

You need a prescription from your doctor for testing strips and supplies. After you have your prescription, you can get your supplies fast and easy.

# THE [LINK] BETWEEN DIABETES AND BEHAVIORAL HEALTH MEDICINES

Diabetes, or high blood sugar, is common in people with some behavioral health illnesses. Some medicines people take for these illnesses increase the chance of developing Type 2 diabetes or insulin resistance. This is when the body can't use insulin properly and sugar builds up in the blood. It is important to tell your doctor(s) that

you take these kinds of medicines. Your doctor should test your blood for diabetes on a regular basis. The weight gain caused by many behavioral health medicines is one reason people who take them are at greater risk for diabetes. Not getting enough exercise is another reason. You can lower your risk by watching your weight and exercising. If you take these medicines, diabetes screening is important for you. Please talk with your doctor.

**["Not everyone taking behavioral health medicines will develop diabetes. Instead, people who use certain medicines are at an increased risk."]**

## Need Info on Diabetes or Asthma? Check out our Website!

MHP publishes online information that can help you manage your diabetes or asthma. Go to [McLarenHealthPlan.org](http://McLarenHealthPlan.org), click on *Are You a Member?*, choose your plan, then click on *Health & Wellness*. You can learn self-management tips, how to create a personal care plan, what tests you need every year, terms you should know and foods you should eat. There's information about free programs we have, too. These programs provide support from nurses and information to help you

understand how to best manage your diabetes or asthma. Membership in these programs is up to you. If you are enrolled and no longer wish to be in the diabetes or asthma program, call us at 888-327-0671 (TTY: 711).





ANTIBIOTIC AWARENESS WEEK IS NOV. 18-24

Why is it important to know when to take an antibiotic? Antibiotics do not work on viruses, such as colds and flu, or runny noses, even if the mucus is thick, yellow or green. Antibiotics are only needed for treating certain infections caused by bacteria. Your doctor will know when an antibiotic is right for you. Antibiotics won't even help some common bacterial infections, including most cases of bronchitis, many sinus infections and some ear infections.

What should you do when you are sick? See your doctor, follow his or her advice, and keep these points in mind:

- Bronchitis – rarely caused by bacteria or need antibiotics.
- Common cold and runny nose – antibiotics cannot cure a common cold.
- Ear infection – antibiotics may help some ear infections, but only your doctor can make this decision based on an exam and diagnosis. Your body may fight off the infection without antibiotics. Your doctor may have you try over-the-counter

- pain relievers first.
- Flu – antiviral drugs, not antibiotics, are used when you have the flu.
- Sinus infection – sometimes antibiotics are needed if your sinus infection is bacterial. Antibiotics won't work if your sinus infection is caused by second-hand smoke or a virus.
- Sore throat – almost always gets better on its own without antibiotics. Strep throat is different. It is caused by bacteria and requires antibiotics. A lab test must be done to diagnose strep.
- Urinary Tract Infection (UTI) – bacteria are often the cause of UTIs. The body can sometimes fight the bacteria without any problems. See your doctor if you have pain or burning while urinating, frequent urination or the feeling to urinate after emptying your bladder. Your doctor will determine if you have a UTI and what antibiotic is needed.

“YOUR DOCTOR  
WILL KNOW WHEN  
AN ANTIBIOTIC IS  
RIGHT FOR YOU.”

Source: www.cdc.gov

An Asthma  
Action Plan  
Can Help  
You Avoid  
the ER

No one wants to spend time in the emergency room if you don't have to, especially if it could be avoided. If you have asthma, having an asthma action plan can help you manage your condition at home and reduce your chances of having to go to the hospital for care.

You and your doctor create an asthma action plan that helps you manage your condition. It should include:

- Your asthma triggers
- The asthma medications you take – how much and how often
- What to do if you have an asthma attack
- When to call your doctor
- Who to call in an emergency situation

Be sure to fill your inhaler medications when needed. If your child has asthma, make sure he or she has an asthma action plan on file at school.

What You  
Should  
Know About  
the MHP  
Pharmacy  
Formulary

The McLaren Health Plan pharmacy formulary is a list of medicines that are covered under your health plan. The medicines on this list are regularly reviewed by doctors and pharmacists.

Most of the time, your doctor can find the right medicine for you on the formulary. Sometimes your doctor may want you to try a medicine that is not on the formulary. Your doctor will send a form to MHP for review if this happens.

Call Customer Service at 888-327-0671 (TTY:711) if you have any questions about the formulary.

Take Your Pills with You When  
You Go to the Hospital

Pete is an active 78-year-old man who recently experienced shortness of breath and went to the emergency room. He remembered to gather his prescription and over-the-counter medicines and take the bottles with him before he left his house.

*“I know they're going to ask me about my medicines when I get there,” Pete said. “This way, the emergency room staff can see exactly what I take, when I'm supposed to take it and who prescribed it.”*

This is a smart move by Pete. The hospital staff may prescribe new medicines based on Pete's condition. They will document his current medicines in his chart, so the emergency room doctors and all other staff will be able to see what medicines he takes. This will help them safely prescribe any new medicines, if needed.

Here are some additional drug safety tips:

- Keep medicines in their original containers
- Never take another person's medicine
- Tell your doctor or nurse about medicine allergies
- Store medicines where children can't see or reach them
- If you are unsure why you are taking a medicine or how often you should take it, ask your doctor

You may think your primary doctor knows all the medicines you are taking, but that may not be true. Your doctor may not know what prescriptions your specialist has written for you. It's a good idea to write the medicines you take – including over-the-counter medicines and vitamins – on an index card. Make sure you include the strength and dosage. Bring the index card with you to every doctor appointment or take a picture of it on your phone. Tell the office staff you have it, so your records can be updated.





# Tips to Safely Manage your Medications

When Yolanda and Patricia get together to chat over coffee and talk about their grandchildren, the topic often switches to their own health. They're neighbors, best friends and in their late '60s, and both take "more than a few" medications every day.

*"I can't seem to remember when or how to take my medicine," said Yolanda. "Do I have to take it exactly like my doctor told me to? What would happen if I took one of my 'morning' pills at night?"*

Patricia thinks that when she starts to feel better, she can stop taking her medicine. *"Isn't that OK?"* she asked.

Yolanda and Patricia are not alone. Many people find it difficult to take prescription medicines exactly as prescribed. This can cause the medicine to not work effectively.

Here are some tips to safely manage your medicines:

- Read all the information about your medicine before you take it. Ask your doctor or pharmacist if you do not understand.
- Always keep enough of your medicine on hand. Get refills before you run out.
- Make a schedule to take your medicine at the same time every day. Remind yourself with notes, checklists, diaries or other self-reminders.
- Have a supportive network. Let your family and friends help.

## October is Breast Cancer Awareness Month

A mammogram is an x-ray picture of the breast. They are used to check for breast cancer in women who have no signs or symptoms of the disease. This type of mammogram is called a screening mammogram. The x-ray images often make it possible to detect tumors that cannot be felt. They also can find tiny deposits of calcium that sometimes indicate the presence of breast cancer.

Screening mammograms are covered by McLaren Health Plan. Early detection means that treatment can be started earlier in the course of the disease, if needed.

Regular, high-quality screening mammograms and clinical breast exams are the most sensitive ways to screen for breast cancer and can help reduce the number of deaths from breast cancer among women ages 40 to 74, especially for those over age 50.

Talk to your doctor about your breast health and getting a mammogram.

Source: National Institute of Health; National Cancer Institute; [www.cancer.gov/types/breast/mammograms-fact-sheet/](http://www.cancer.gov/types/breast/mammograms-fact-sheet/)



## WOMEN: DON'T FORGET TO SCHEDULE YOUR OWN ANNUAL EXAM

If you're like most women, you take care of everyone else in your family first. Kids need shots? You call the doctor and make an appointment. Spouse needs a script? You pick it up on the way home from work. You probably even find time to take your dog to the vet and the groomer's, but there never seems to be enough time to get your annual exam scheduled, does there? Time is precious, but so is your health.

An annual exam with your primary care physician provides you with an opportunity to ask questions about your health. Some diseases may not have any symptoms, so you may have health problems you don't know about. Talking to your doctor gives both of you the chance to ask questions about your overall well-being.

When you have your check-up or physical, here are a few things your doctor may do:

- A complete medical history, which includes questions about your family health history and previous illnesses
- Check on how well your body organs are working, such as your eyes, ears, heart and skin
- Check your vital signs, such as blood pressure, pulse, breathing rate, temperature, height and weight
- Listen to and look at specific parts of your body
- Discuss any health concerns you may have

During your checkup, ask questions to make sure you understand what your doctor is saying to you. Don't forget to ask about any tests you might need, such as a mammogram, Pap screening or blood tests.





# MHP Covers Most Birth Control

Birth control should always be used when you are sexually active and want to avoid an unplanned pregnancy. Talk to your doctor about what type is best for you. Most are covered by McLaren Health Plan.

- Birth control pills designated as “preventive” on the MHP formulary
- Spermicide
- Hormone patches
- Vaginal ring
- Diaphragms
- Implants
- Injections (“Depo” shot)
- Permanent sterilization (when certain requirements are met)

# What is WIC and Who is Eligible?

Women, Infants and Children (WIC) is a health and nutrition program that helps low-income moms, babies and children get nutritional foods, help with breastfeeding and referrals for health care. If you are a McLaren Health Plan Medicaid mom, you may qualify. Call 211 for more information or to locate a WIC clinic near you.

# CHLAMYDIA: THE FACTS

Most people who have Chlamydia don’t know it. That’s because it often has no symptoms. Anyone can get Chlamydia. It is very common among teens and young adults. You can pass Chlamydia to others without knowing it, so that’s why it’s very important to be tested for it. Chlamydia is easy to treat and cure. If you don’t treat it, it can lead to serious health problems.

All sexually active women should be tested every year. It’s even more important for women under age 25 and males age 16-18 to be tested. It can make women unable to get pregnant. It can harm newborn babies of infected mothers. Use a condom every time you have sex to prevent Chlamydia.

Chlamydia is treated with antibiotics. Talk to your doctor about this important test. Your partner also should get tested and treated if necessary. If you have Chlamydia, your doctor may be able to offer your partner something called Expedited Partner Therapy or EPT. This is the clinical practice of treating the sexual partner of people who receive a Chlamydia diagnosis without having to examine the partner. In other words, EPT is a convenient, fast and private way for you to help your sexual partner get treated.

If you are diagnosed with Chlamydia, ask your doctor about EPT treatment.

# Talk to Your Doctor About Preventing Cervical Cancer

Almost every person who is sexually active will get human papillomavirus, or HPV, at some time in their life without HPV vaccination. While most HPV infections will go away on their own, infections that don’t go away can cause certain types of cancer. HPV can cause cervical cancer in women. And early-stage cervical cancer generally produces no signs or symptoms, which is why it’s important to stay on top of screening tests to reduce your risk of developing cervical cancer.

The HPV vaccine provides safe, effective and long-lasting protection. Adolescents should start getting the shot at age 11 or 12. HPV vaccine is recommended for young women through age 26. Cervical cancer screening (Pap test) is recommended to detect changes on the cervix that might become cancer if they are not treated.

Your annual exam is the best time to talk to your doctor about cervical cancer screening and the HPV vaccine.

[www.cdc.gov/hpv](http://www.cdc.gov/hpv); [www.cdc.gov/cancer](http://www.cdc.gov/cancer)



# Your Satisfaction is Important

You have the right to be satisfied with the way McLaren Health Plan has handled your complaint or concern. You can appeal any decision we may have made about your care.

We will contact you about our decision about your appeal. If you are still not satisfied, you have the right to request an independent review. Someone from the State of Michigan will do your review. You or your designated representative must make the request with the State of Michigan for an independent review. You can call the Department of Insurance and Financial Services for a review at 877-999-6442. Your independent review has time frames. They can be shortened if a delay can seriously hurt your life or health. Please call Customer Service at 888-327-0671 (TTY: 711) if you have questions about this appeal process or the independent review process.

# HELP PREVENT FRAUD, WASTE AND ABUSE

McLaren Health Plan works hard to prevent fraud, waste and abuse. We follow state and federal laws about fraud, waste and abuse. Examples of fraud, waste and abuse by a member include:

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

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

- Falsifying his or her credentials
- Billing for care not given
- Billing more than once for the same service
- Performing services that are not needed
- Not ordering services that are medically necessary
- Prescribing medicine that is not needed

To report a possible violation, call the MHP Compliance Hotline at 866-866-2135 or email [MHPcompliance@mcclaren.org](mailto:MHPcompliance@mcclaren.org). You do not have to give your name.

You also may write to:

**ATTN: COMPLIANCE OFFICER**  
**McLaren Health Plan / McLaren Health Plan Community**  
**G-3245 Beecher Road**  
**Flint, MI 48532**

You do not have to give your name. Or write to:

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

You do not have to give your name. Or call:

**855-MI-FRAUD (643-7283) or email [www.michigan.gov/fraud](http://www.michigan.gov/fraud)**





**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).

[illegible]

- 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: ৭১১)।

**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).

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





## 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).





## HEALTH PLAN

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