

# Health, Wellness and You

September 2021

 **McLaren**  
HEALTH PLAN

 **McLaren**  
HEALTH PLAN COMMUNITY

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FROM NANCY JENKINS, PRESIDENT AND CEO OF MCLAREN HEALTH PLAN:



Convenient. It means involving little trouble or effort. One year ago, the pandemic had me feeling like everything involved effort. I understood why, and it was for a good reason. I couldn't go to the grocery store, I couldn't go into the office to work and my family couldn't eat inside restaurants. Nothing seemed convenient. We had to wait until a vaccine was available and enough people were protected so we could safely resume being together again.

Now that the orders associated with the pandemic have been lifted, things do seem a little easier. Some of those limitations I experienced last year I now find convenient, like ordering groceries online for delivery.

It's also convenient to use virtual office visits to see a doctor. During the pandemic, one of our top priorities at McLaren was to keep you safe, yet make sure you had access to doctors for care. **McLarenNow** allows you to see a board-certified doctor 24 hours a day, 365 days a year, from the privacy of your own home. These telehealth visits increased during the pandemic but continue to remain a convenient way to get care when you need it. It's easy to use from your smart phone, tablet or computer and you don't even need an appointment. It's great for conditions such as the flu, a cold, minor injuries, ear pain, rashes, allergies or sinus problems.

Maybe adjusting to a new school or work situation has you feeling anxious. If you need to talk to someone about anything that is bothering you, we can help. **MyStrength** is an online program you access from the member portal, McLaren CONNECT, and you can use it at your own pace. Watch for it- and an app- coming soon.

If you do need to be seen for urgent care, there are several **McLaren CareNow** clinics that have recently opened in participating Walgreen's. Davison, Fenton, Lake Orion, Lansing, Midland, Mt. Pleasant, Petoskey and Rochester Hills all have **McLaren CareNow** clinics open for your urgent care needs.\* As always, please call 911 if you are experiencing a life-threatening emergency.

McLaren Health Plan also has expanded its provider and hospital networks. There are more than 76,000 providers and 143 hospitals in Michigan from which you can choose to seek care! We're especially excited about the brand new McLaren Lansing hospital opening in early 2022.

Our team has been working hard every day to bring you these new and convenient ways to get care when you need it. We want you to make the most of your McLaren Health Plan benefits. We're happy you chose us to be your health plan. We're here if you need us; please call Customer Service at 888-327-0671 (TTY: 711) if you have any questions.

Be well,  
Nancy

\*There are many other contracted urgent care clinics in the McLaren Health Plan network. Please check the online provider directory at <https://www.mclarenhealthplan.org/medicaid-member/find-a-provider-medicaid> for a clinic near you.



**“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.**

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

## Customer Service

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

## Online

[www.McLarenHealthPlan.org](http://www.McLarenHealthPlan.org)

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

Our website contains the most up-to-date information about COVID-19. It also includes 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](http://McLarenHealthPlan.org) and click on McLaren CONNECT in the upper left corner.

## Mail

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

Our lobby is closed due to the COVID-19 pandemic. If you need to make a payment, please mail it to the appropriate lockbox listed below:

McLaren Health Advantage  
P.O. Box 771981  
Detroit, MI 48277-1981

McLaren Health Plan  
P.O. Box 771982  
Detroit, MI 48277-1982

McLaren Health Plan Community  
P.O. Box 771983  
Detroit, MI 48277-1983

## Member Handbooks

Your McLaren Health Plan member handbook is available on our website. Go to [McLarenHealthPlan.org](http://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.



# **NEW** MEDICARE ADVANTAGE PLANS AVAILABLE JAN. 1

*McLaren Health Plan is excited to announce it will offer Medicare Advantage plans (Part C) effective Jan. 1, 2022. Medicare Advantage plans provide Medicare Part A and Part B benefits (except hospice) that include prescription drug coverage.*

*Watch for more information during the Medicare Annual Enrollment Period which runs from Oct. 10 through Dec. 7.*

# NEW COST SHARE ANNOUNCED FOR COVID-19 TESTING AND TREATMENT

McLaren Health Plan will continue to provide COVID-19 **testing** with no cost sharing through Dec. 31, 2021. Member cost share will apply for treatment of COVID-19 related services effective Oct. 1, 2021. This does not apply to McLaren Medicaid or Healthy Michigan Plan members. Please call Customer Service at 888-327-0671 (TTY: 711) if you have any questions.

## Your Vaccine is Waiting for You

**It's safe. It's effective. And there's no cost to you.** If you haven't yet received the COVID-19 vaccine, go to [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus) to find a location near you. You also can find answers to important questions about the vaccine, such as:



- Why getting the vaccine is important.
- Is the vaccine safe?
- What to expect when you get the vaccine.
- Are the side effects different depending on which vaccine I get?
- Should I get the vaccine if I've already had COVID-19?

# New Program Offers Access to Community Services

Sometimes you just need a little help, right? And when you do, knowing where to find free or reduced-price services is key. McLaren Health Plan now offers access to connect people in need with the programs and services that can help them.

This free service, available at [www.GetHelp.McLaren.org](http://www.GetHelp.McLaren.org), is open to all members. It's easy to use! Put in your ZIP code and we will connect you to thousands of community resources like housing support, access to healthy foods, job assistance, legal services and more.

We take a holistic approach to your health. It's important to us to help make sure your physical and mental well-being contribute in a positive way to your overall quality of life by providing support when you need it. Help is a click away!





# **‘We Treat Hep C’ – Making it Easier to Get Treatment**

The Michigan Department of Health and Human Services (MDHHS) no longer requires prior authorization for Mavyret® prescribed to treat hepatitis C for Medicaid beneficiaries. All providers able to prescribe medications can do so as of April 1, 2021. This means hepatitis C medications no longer need to be prescribed by a hepatologist, gastroenterologist or infectious disease specialist.

Most cases of hepatitis C virus can be treated by primary care providers. Some patients may need to have their treatment managed by a specialist.

Help eliminate hepatitis C as a health threat in Michigan. Talk to your doctor to get screened at least once in your lifetime for the hepatitis C infection.

Source: [https://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2955\\_2976\\_94001\\_105637---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2955_2976_94001_105637---,00.html)

# LET'S TEXT!

Texting has become a quick and easy way to communicate with each other. Doctors and dentists text reminders about appointments. So do hairdressers and nail technicians. Waiting for a table at a restaurant? No problem, we'll text you when your table is ready!

"Hey, what time are we meeting for lunch?"

"Don't forget, you have practice after school today."

"Will you pick up some milk on your way home from work?"

McLaren Health Plan may text you from time to time. If you've given us your mobile phone number, we may text you to remind you it's time for your annual check-up. We may text you to tell you about flu shot clinics in your area or about a free food giveaway we're hosting. You can tell us you don't want us to text you at any time. Simply reply STOP and we won't text you anymore, it's your choice.

*BTW, texting is a great way to stay in touch. TTYL, THX! (LOL!)*

## McLarenNow Virtual Visits Make it Easy to See a Doctor

Virtual visits with a board-certified doctor are just a click away with McLarenNow. You can use your smartphone, tablet or computer with a webcam anytime, anywhere. McLarenNow virtual visits are great for your kids and are available for urgent care situations such as:

- Allergies
- Minor cuts or burns
- Sinus problems
- Vomiting or diarrhea
- Back strain
- Coughs or colds
- Pink eye
- Sore throat
- Ear pain
- Bronchitis
- Rashes
- Insect bites or stings



You do not have to be a McLaren Health Plan member to use McLarenNow. Anyone can use it. It's available in all 50 states. It's easy to use. There are multiple ways to access McLarenNow:



Download the McLarenNow app from the App store or Google play, then register  
Download McLaren CONNECT – the McLaren Health Plan member portal – from the App store or Google play, then register

Go to [McLarenHealthPlan.org](https://www.mclaren.org) and click on McLarenCONNECT. Register as a user on McLaren CONNECT to access.\*

Go to <https://www.mclaren.org/main/mclaren-now-virtual-visit>



# What Shots Do Your Kids Need?

The Centers for Disease Control (CDC) recommends everyone 12 years and older get the COVID-19 vaccine. If your children have missed any shots due to the pandemic, 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.

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

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

*The 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.

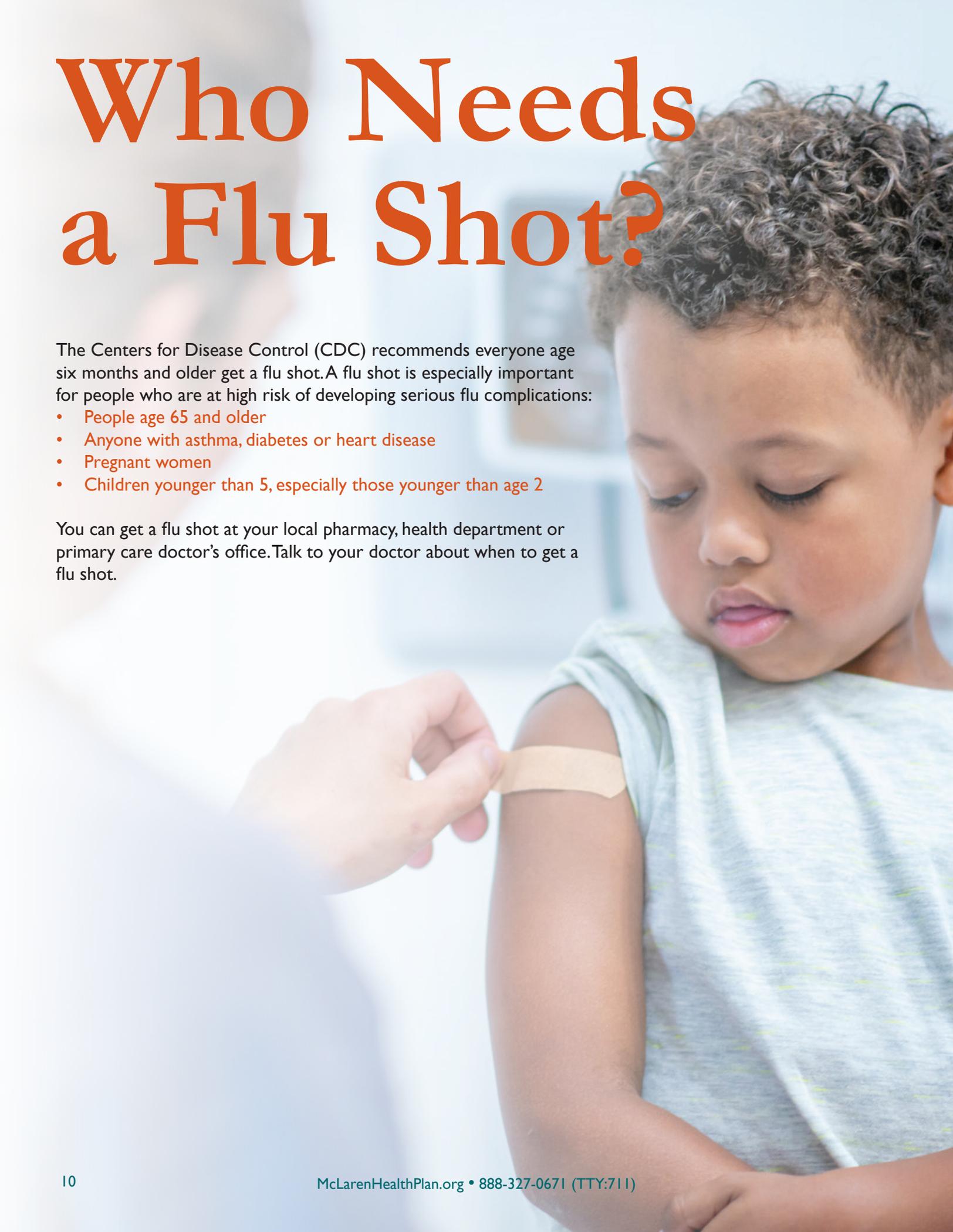
*Children also should be tested for lead poisoning at 12 months and 24 months of age. Lead poisoning can cause health and behavioral problems. Some symptoms of high lead levels are:*

- 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.

# Who Needs a Flu Shot?

A young child with curly hair is getting a bandage applied to their arm by a healthcare professional. The child is looking down at their arm. The background is a blurred clinical setting.

The Centers for Disease Control (CDC) recommends everyone age six months and older get a flu shot. A flu shot is especially important for people who are at high risk of developing serious flu complications:

- People age 65 and older
- Anyone with asthma, diabetes or heart disease
- Pregnant women
- Children younger than 5, especially those younger than age 2

You can get a flu shot at your local pharmacy, health department or primary care doctor's office. Talk to your doctor about when to get a flu shot.

A woman with long dark hair is gently holding a baby's head. The woman is looking down at the baby with a soft expression. The baby is looking towards the camera. The background is a soft, out-of-focus light color.

# Telehealth - A Good Choice for Your Child's Well Visit

Telehealth, or virtual visits, are a great way for your child to be seen by his or her doctor for a well visit. It's convenient and done from the privacy of your own home.

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.

# Do You Have Coverage for Dental Care?

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 EPO	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 EPO	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 Supplemental)	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.



# Take Our ‘Staying in Touch’ Survey

We can better coordinate your care if our team at McLaren Health Plan (MHP) knows 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. We will help you find the right health care services if you tell us about any health conditions or special needs you may have. Making sure you get the best care possible when you need it is important to MHP. 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. A nurse will contact you and help coordinate the best care for your situation after you complete and return the survey. We’re here to help.

The survey is on our website. Go to [McLarenHealthPlan.org](https://www.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 to fill it out and mail back to us. Call Customer Service at 888-327-0671 (TTY:711) and we will mail it to you.



# Check Out These **Free** Programs to Help Manage Your Health

Our self-management programs for high blood pressure, diabetes, asthma, weight management and more are on our website. Go to [McLarenHealthPlan.org](http://McLarenHealthPlan.org), click on Are You a Member?, choose your plan, then click on Health & Wellness. You can learn helpful tips, how to create a personal care plan, what tests you need every year, terms you should know and foods you should eat. These programs provide support from nurses and information to help you understand how to best manage your condition. Membership is up to you and it's free. If you are enrolled and no longer wish to be in any program, call us at 888-327-0671 (TTY: 711).



**HIGH BLOOD PRESSURE.** The exact causes of high blood pressure are not known. Several things may play a role, including:

- Smoking
- Being overweight
- Not exercising
- Eating too much salt
- Having more than 1 to 2 drinks of alcohol per day
- Family history of high blood pressure
- Chronic kidney disease
- And others

High blood pressure does tend to run in families. It affects more men than women. High blood pressure can lead to a heart attack or stroke. Your doctor should take your blood pressure at every visit. Or you can provide your blood pressure numbers to your doctor during a telehealth visit. He or she may prescribe medication, if needed. Sometimes lifestyle changes can lower your blood pressure. Eating a diet low in sodium and exercising more often can help.

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

**DIABETES.** 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.

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

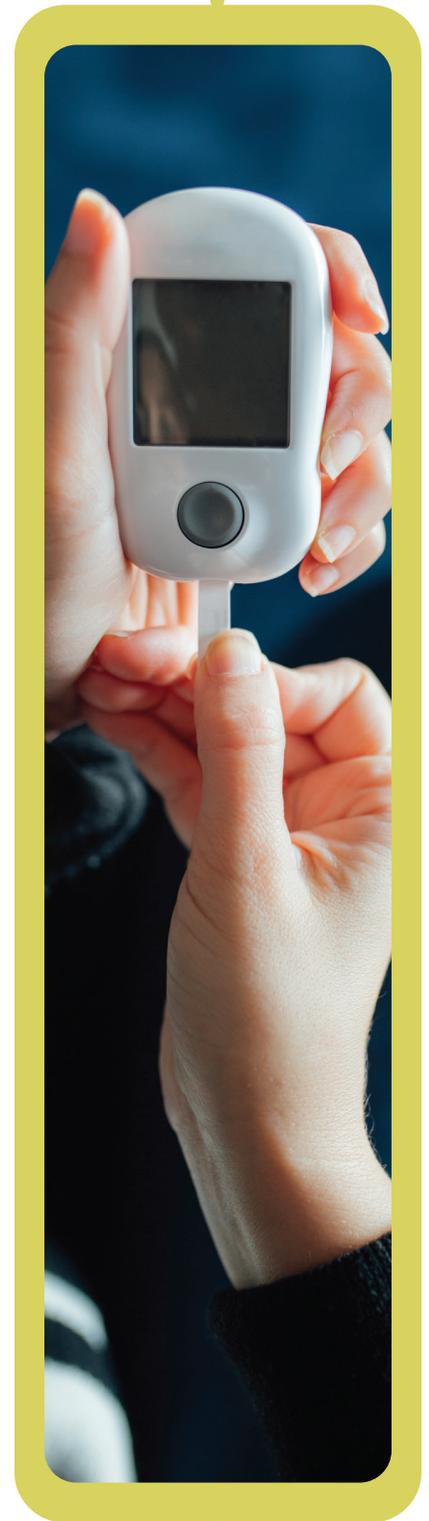
Tell your dentist if you have diabetes. Over time, increased levels of blood glucose can put you at risk for oral health problems, so you'll want to get your teeth and gums cleaned and checked by your dentist twice a year. Your dentist may recommend you do it more often, depending upon your condition.

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.

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 at any in-network pharmacy.

If you take behavioral health medicines and have gained weight, talk to your doctor.

Some medicines people take for these illnesses increase the chance of developing Type 2 diabetes or insulin resistance. It's important to tell your doctor that you take these kinds of medicines. Not everyone taking behavioral health medicines will develop diabetes. Instead, people who use certain medicines are at an increased risk. The weight gain caused by many behavioral health medicines is one reason people who take them are at a greater risk for diabetes. Not getting enough exercise is another. You can lower your risk by watching your weight and exercising. If you take these medicines, diabetes screening is important for you. Your doctor should test your blood for diabetes on a regular basis. You can even provide your A1c numbers to your doctor through a telehealth visit.





**ASTHMA.** 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.

**WEIGHT MANAGEMENT.** If you need an extra boost to get rid of a few pounds, we have a program called **“Taking it Off.”** 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.





# THE McLAREN INSTITUTIONAL REVIEW BOARD SEEKS NEW MEMBERS

The McLaren Health Care Human Research Protection Program (HRPP) is accepting applications for membership on the Institutional Review Board (IRB).

The IRB makes sure appropriate steps are taken to protect the rights and well-being of people taking part in a research study. The IRB makes sure the research is carried out ethically, safely and in compliance with policies, requirements and laws.

An IRB is made up of members from different backgrounds. They represent the communities they serve. They are required to have diverse membership and include community members who are not affiliated with McLaren Health Care. The IRB board may review:

- Clinical trials testing new drugs and devices to treat disease;
- Development of new methods to screen and test for diseases;
- Surveys and interviews, and
- Past outcomes of treatment methods

After training, IRB board members are expected to attend at least 80% of their assigned meetings. Meetings are held the first and third Friday of every month. Meetings currently take place via the web conferencing service Zoom. Members are assigned one or more research studies at least one week prior to the meeting they plan to attend. They must complete a review of the study, which will be discussed at the meeting. There may be a review outside of the meeting.

Fill out an [application](#) if you are interested in applying. Or you can access the form here: <https://www.mclaren.org/main/irb-member-corner>

There is no deadline to submit an application. Your application will be kept on file for future consideration if a membership opening is not available.

Please contact Patricia Ivery, manager of the Research Integrity Office, at 248-484-4955 or e-mail her at [hrpp@mclaren.org](mailto:hrpp@mclaren.org) if you have questions or want more information.

# WOMEN: GET THESE IMPORTANT SERVICES TO MAINTAIN GOOD HEALTH

OCTOBER IS **BREAST CANCER AWARENESS MONTH**. ALONG WITH THIS IMPORTANT REMINDER, THERE ARE OTHER CHECK-UPS AND EXAMS WOMEN NEED EVERY YEAR. YOU MAY HAVE MISSED A SERVICE OR TWO DUE TO THE PANDEMIC. BE SURE TO GET BACK ON TRACK AND SCHEDULE THESE SERVICES SOON!

**MAMMOGRAM.** 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 during 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.

**ANNUAL EXAM.** 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.

Ask about birth control. 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)



**CHLAMYDIA.** Talk to your doctor about this important test. 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. 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.

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



# Help Available for Internet, Laptop Purchase

There is a new Federal Communications Commission program called the Emergency Broadband Benefit. It helps families and households struggling to afford internet service during the COVID-19 pandemic. This temporary benefit will help lower the cost of internet service for eligible households. It also connects qualified people to jobs, health care services virtual classrooms and more.

The program provides a discount up to \$50 per month toward broadband service for eligible households and up to \$75 per month for qualifying households on qualifying Tribal lands. Eligible households also can receive a one-time discount of up to \$100 to purchase a laptop, desktop computer or tablet from participating broadband providers if they contribute more than \$10 and less than \$50 toward the purchase price. More information is available at [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit) or by calling 833-511-0311.

## 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.

# Meet our 'Great Docs'

These high performing doctors and staff are a shining example of how to achieve compliance with quality measures and better patient outcomes.



**James Brouillette, MD**  
**Okemos**

*April Fienn, director of Operations for Dr. Brouillette, says he is a great doctor who educates his patients about vaccinations at every visit.*

**Bhaskar Devanagondi, MD**  
**Bay City**

*Physician Assistant Ann Toevs, PA-C, created visit packets according to the patients' age that includes everything needed during a visit, plus any paperwork that needs to be completed.*



**Katherine Roth, MD**  
**Macomb**

*Dr. Roth's office calls and texts patients every day to ensure they keep appointments.*

**Faisal Mawri, MD**  
**Flint**

*Dr. Mawri uses reports provided by McLaren Health Plan to contact families every day to schedule important screenings and well visits.*



**Nuzhat Ali, MD and staff**  
**Flint**

*Dr. Ali's dedicated and caring staff uses a patient portal and electronic health record system to stay in touch with their patients and make sure they received needed services.*



**Sandra Bronni, MD**  
**Southgate**

*The compassionate and caring staff at Dr. Bronni’s office contributes to the successful patient outcomes with daily outreach interactions using reports from McLaren Health Plan.*

**Alexandria Smits, DO and staff**  
**Bay City**

*Dr. Smits and staff are driven to succeed and spend part of every day reaching out to patients to ensure well visits are scheduled so needed care can be given.*



**Roderic E. Tinney, MD**  
**Charlevoix**

*Dr. Tinney’s staff is well educated on vaccine safety, effectiveness and appropriate administration schedule. They advocate vigorously for all recommended vaccines at every office visit and schedule the next well visit before families leave the clinic.*

**Julie Hodson, NP**  
**Indian River**

*I have an outstanding RN as my clinical partner and we both know our patients and their habits and health challenges very well. There is an awesome team of quality staff that support us with needed data and a reception team that makes sure patients get scheduled appropriately.*



## 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*

Call MHP's Fraud and Abuse line at 866-866-2135 if you think a doctor, other health care provider or member might be committing fraud, waste or abuse. You can email MHP's Compliance department at [MHPcompliance@McLaren.org](mailto:MHPcompliance@McLaren.org).

You also can write to MHP at:  
McLaren Health Plan, Inc.  
Attn: Compliance  
P.O. Box 1511  
Flint, MI 48501-1511

Contact the State of Michigan if you think a member has committed fraud, waste or abuse. Here's how:

- *Fill out a fraud referral form at <https://mdhhs.michigan.gov/Fraud> OR*
- *Call the MDHHS office in the county where you think the fraud, waste or abuse took place OR*
- *Call the MDHHS office in the county where the member lives*

Contact the Michigan Department of Health and Human Services Office of Inspector General if you think a doctor or other health care provider has committed fraud, waste or abuse. Here's how:

- *Call them at 855-MI-FRAUD (855-643-7283) OR*
- *Send an email to [MDHHS-OIG@michigan.gov](mailto:MDHHS-OIG@michigan.gov) OR*
- *Write to them at Office of Inspector General, P.O. Box 30062, Lansing, MI 48909*

## HELP PROTECT YOURSELF FROM FRAUD

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

Take action to protect your benefits:

- *Refuse medical supplies you did not order*

- *Return unordered medical supplies that are shipped to your home*
- *Report companies that send you these items*

Identity theft can lead to higher health care costs and personal financial loss. Don't let anybody steal your identity. Current fraud schemes to be on the lookout for include:

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

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

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

## DO YOUR PART!

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

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



## Discrimination is against the law

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

McLaren:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact McLaren's Compliance Officer. If you believe that McLaren has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- McLaren's Compliance Officer
  - Write: G-3245 Beecher Rd., Flint, MI 48532
  - Call: 866-866-2135, TTY: 711
  - Fax: 810-733-5788
  - Email: [mhpcompliance@mclaren.org](mailto:mhpcompliance@mclaren.org)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, McLaren's Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
800-368-1019, 800-537-7697 (TTY)

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



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

**Arabic:**

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

**Syriac/Assyrian:**

ملاحظة: إذا كنت تتحدث لغة غير الإنجليزية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-327-0671 (TTY: 711).

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

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

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

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

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

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

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

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

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

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

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

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



HEALTH PLAN



HEALTH PLAN COMMUNITY

## Notice of Privacy Practices

### for McLaren Health Plan, Inc. and McLaren Health Plan Community

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

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

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

#### Uses and Disclosures That Usually Do Not Require Your Authorization:

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

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

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

## **Your Privacy Rights**

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

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

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

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

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

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

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

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

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

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

## **Additional Information:**

**Find the Notice on Our Website:** You can also view this Notice of Privacy Practices on our website at [www.MclarenHealthPlan.org](http://www.MclarenHealthPlan.org).

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



## HEALTH PLAN

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