

Health, Wellness and You

March 2026



 **McLaren**
HEALTH PLAN

INDIVIDUAL
MEDICAID
MEDICARE

“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., which shall be referred to as “MHP” throughout this newsletter.

TABLE OF CONTENTS

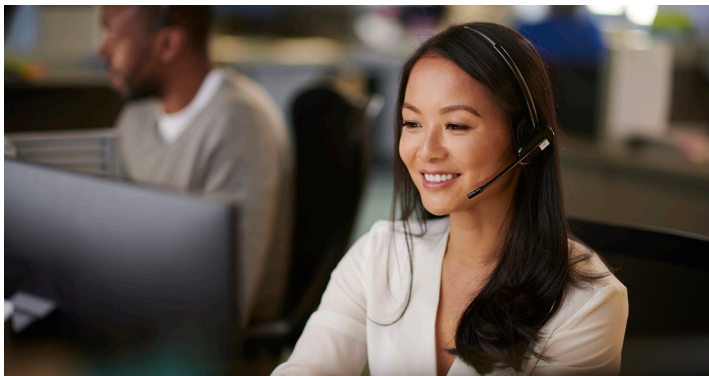
| | |
|---|----|
| Customer Service & MDHHS Beneficiary Info | 3 |
| MyCommunity Connect, Join a Committee Meeting | 4 |
| MHP Member Rewards Program | 5 |
| MHP Population Health Expert Named to National Committee | 6 |
| Allen Neighborhood Center | 7 |
| Research, Online Tools, Second Medical Opinion..... | 8 |
| Member Survey, Stay In Touch Survey | 9 |
| Health and Wellness For Child-Bearing Adults | 10 |
| MHP Free Programs | 12 |
| MHP Free Programs (Cont.), Social Security Benefits | 15 |
| Access Services, Standards and Network Adequacy | 16 |
| Access Standards For Dental, Hepatitis C Screening | 17 |
| Suicide Prevention, Lead Testing, Quality and More | 18 |
| Childhood Vaccinations | 19 |
| Cultural Services, Follow-up Care, Re-Admissions | 20 |
| Patient Advocate and Advance Directive, Medical Decisions | 21 |
| Help Prevent Fraud, Waste and Abuse..... | 22 |

Customer Service

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

We want to answer your questions and help you get the care you deserve. Please call Customer Service if you have questions about the content of this newsletter, need a printed copy of anything on our website or need verbal help with the provider directory. We've recently updated member handbooks and would be happy to send you a printed copy upon request. We have free interpretation and translation services available. Call 711 to access the TTY line if you are deaf, hard of hearing or have speech problems. Michigan Relay will assist you.

This service is available 24 hours a day. Call us if you have special vision needs. We also have self-management tools that could help. We are interested in learning if these tools meet your needs. Call us and let us know if you have used them and if they have helped you.



Online

www.McLarenHealthPlan.org

Click on Contact Us in the Featured Links section on the homepage.

Our website contains useful member information, such as our Privacy Notice, our member handbook, 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.

Call Customer Service if you want printed copies of anything on our website.

Check Out Your Member Handbook

The MHP Medicaid handbook was recently updated. It has a lot of great information in it. It's available at www.McLarenHealthPlan.org. Please call Customer Service if you've been a member for a while and would like a printed copy of the updated handbook.

Mail

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

You can send us letters or mail to the address listed above. There also is a drop box inside the main entrance at the McLaren Health Plan building for letters or mail. McLaren Health Plan or McLaren Health Plan Community members who need to make a premium payment should send those payments to the P.O. Box numbers listed below.

MCLAREN HEALTH PLAN

P.O. Box 771982

Detroit, MI 48277-1982

MCLAREN HEALTH PLAN COMMUNITY

P.O. Box 771983

Detroit, MI 48277-1983

Is Your Address Up to Date with MDHHS?

Please report any change in phone number, email or address to the Michigan Department of Health and Human Services (MDHHS) if you are a Medicaid beneficiary. You can do this by going to the MI Bridges website at www.michigan.gov/mibridges. You will need to create an account by choosing Register if you don't have one. Please report changes in both the Profile section and the Report Changes area. Your local office will use the Report Changes area to update your address for your case. All other McLaren Health Plan members: Please report any changes in phone number, email or address to Customer Service by calling 888-327-0671 (TTY: 711).



ADVOCATE FOR YOUR HEALTH AND SHARE YOUR VOICE

Learn how you can be an advocate in your health care. Learn how your health plan works and about the services you receive. Join us and share your experience on how to improve MHP materials and services:

- Member programs
- Member materials
- Self-service and portal options
- Rides for members

Committee meetings are open to any active member, caregiver and local community partners. To register, call 888-327-0671 (TTY: 711) or visit www.mclarenhealthplan.org/mhp-mac.

MYCOMMUNITY CONNECT

MyCommunity Connect helps members learn about services offered by McLaren Health Plan. Community ambassadors can connect you with health care, housing, food, transportation and other resources through services offered at www.gethelp.mclaren.org.

For in-person help at a location near you, go to www.mclarenhealthplan.org and click the Community Calendar or scan the QR code below.



CHECK OUT THE MHP MEMBER REWARDS PROGRAM

Taking care of your health has its rewards! McLaren Health Plan Medicaid members* can earn gift cards for taking care of your health! Services must be completed by Dec. 31, 2026.

| Activity | Reward |
|--|--------|
| ✓ Complete your annual mammogram | \$20* |
| ✓ Complete your Diabetic HbA1c Testing | \$10* |
| ✓ Complete your annual Diabetic Eye Exam | \$10* |
| ✓ Complete your Diabetic Kidney Disease monitoring | \$10* |
| ✓ Complete all of your child's immunizations by their 2nd birthday (incl. Dtap, IPV, MMR, HiB, HepB, VZV, PCV, HepA, RotaVirus, and Influenza) | \$50* |
| ✓ Complete all of your child's immunizations by their 13th birthday (incl. Meningococcal, Tdap, HPV) | \$50* |
| ✓ Let us know you are pregnant as soon as you know | \$10* |
| ✓ Complete a timely postpartum visit | \$50* |
| ✓ HMP members and adults 21+ complete an annual dental exam | \$10* |

How long does it take to get my reward?

After you complete your eligible services, gift cards will be mailed to the address on file. They will take between two to six weeks to arrive.

How can I report and confirm completion of eligible activities?

Email customerservice@mclaren.org after you complete an eligible activity or contact Customer Service. You will need to provide your contact information along with your Member ID, the service completed, the provider or facility name, and the date of service.

Have questions about an outstanding/non-delivered gift card?

Call Customer Service at 888-327-0671 (TTY: 711) Monday through Friday from 8 a.m. to 6 p.m.

*Rewards are in the form of Visa gift cards.

Terms and conditions

Members can earn rewards by completing some or all program activities if they qualify. Rewards can be earned from Jan. 1 to Dec. 31, 2026. Participation in the rewards program is voluntary and does not affect your McLaren Health Plan benefits. You may not qualify for every reward. You must be an active member to earn rewards and the activity must meet HEDIS requirements. You must report the completed services within 90 days. Eligibility and criteria are subject to change. Contact Customer Service to see if you qualify.



Learn more about member rewards by visiting <https://www.mclarenhealthplan.org/mclaren-health-plan/member-rewards-mhp> or scanning the QR Code to the left.

*Not all McLaren Health Plan members are eligible to participate in the member rewards program.

MCLAREN HEALTH PLAN POPULATION HEALTH EXPERT NAMED TO NATIONAL COMMITTEE



Yvanna Marlin-Guanga

McLaren Health Plan, the 242,000-member health plan and part of statewide McLaren Health Care, announced today the selection of Yvanna Marlin-Guanga to the Health Equity Expert Work Group of the National Committee for Quality Assurance (NCQA).

As one of 14 members selected from across the nation, Marlin-Guanga's appointment recognizes her leadership, expertise and long-standing commitment to improving health outcomes for local communities and health plan members. The committee brings together nationally recognized experts to help shape policies, strategies, and best practices that advance health care access throughout the country.

"This appointment is a tremendous honor and a reflection of Yvanna's unwavering dedication to serving the needs of our members and helping to ensure they get the care need when they need it," said Danielle Devine, Market President of McLaren Health Plan. "It also underscores our plan's deep commitment of a community-focused approach to health care — listening to our members, hearing their concerns, and taking actions that allow us to best provide for their needs."

In this role, Marlin-Guanga will collaborate with fellow workgroup members to support its mission and vision to improve the quality of health care and strive

to advance care through quality measurement, transparency, and by helping to ensure that patients' ability to access needed care services remains central to health care decision-making.

"I'm honored to be selected and proud to represent McLaren Health Plan on a national stage," Marlin-Guanga said. "Health care access is not just a goal — it's a responsibility. I look forward to contributing to work that helps remove barriers and improve access and outcomes for all."

Marlin-Guanga joined McLaren Health Plan in 2023, where she is responsible for defining, implementing and administering unified strategies to identify initiatives to promote and support members' access to care. She is a health communication leader with more than 12 years of population health experience and served on the first-ever Michigan Department of Health and Human Services Hubs Advisory Council.

NCQA is a private, nonprofit organization that sets quality standards for U.S. health care, accrediting health plans and providers, and developing performance measures to drive improvements.

Learn more about McLaren Health Plan at mclarenhealthplan.org.

BUILDING A HEALTHIER, HAPPIER NEIGHBORHOOD: ALLEN NEIGHBORHOOD CENTER

McLaren Health Plan recently caught up with Ethan Schmitt, Volunteer and Communications Manager at Allen Neighborhood Center (ANC). ANC is a nonprofit center rooted in Lansing's east side with one big goal: to build a healthier neighborhood by supporting people through food, housing and health care. But at its heart, ANC is about something even bigger—community.

Social Drivers of Health at the Core

For ANC, social drivers of health (SDOH) aren't buzzwords—they're the foundation of everything they do. From access to good food and health care, to safe places to live and gather, their work focuses on creating a neighborhood where people can truly thrive.

Programs That Make a Difference

ANC brings SDOH to life through a wide range of creative, community-centered programs:

- **Hunter Park GardenHouse** – Once a landfill, now a vibrant park with a walking track, playground, pool, pavilion and urban farm. It's a place for healthy food, safe exercise, and neighbors to connect.
- **Veggie Box Program** – Affordable produce boxes that support local farmers and accept SNAP and subsidies so everyone can participate.
- **Allen Farmers Market** – Created in a former food desert and the first in the area to accept food assistance benefits.
- **Breadbasket Food Pantry** – A produce-focused pantry offering free food to neighbors.

- **Outreach & Engagement Events** – From block parties to holiday celebrations, ANC creates spaces where people can come together and build relationships.

Inside the ANC building, neighbors can also find a health clinic, pharmacy and grocery store, all in one place—making access to care and healthy food easier than ever.

The Biggest Challenge: Access

According to Ethan, one of the largest barriers in Lansing is simply getting where you need to go. "Busy roads, limited transportation, and food deserts can leave people feeling isolated—especially if they don't have a car," said Ethan. "Add in low incomes, and many families are forced to make tough choices between housing, food and health care."

How Partners Like McLaren Health Plan Help

Support from partners like **McLaren Health Plan** makes this work possible. From funding programs to creative ideas like 'prescriptions' for fresh produce, their support helps remove real-life barriers. Connecting patients to local resources, recipes and affordable food options makes healthy choices realistic—not just recommended.

Staying Connected and Current

ANC stays informed through strong partnerships with the Michigan Department of Health and Human Services, Michigan State University and—most importantly—the people who live in the neighborhood. "Lived experience is just as valuable as research," said Ethan.

A Block Built on Community

The ANC block is more than a building—it's a gathering place. You'll see people shopping, living, cooking, learning and celebrating together. It's a space designed for connection, collaboration and joy.



Ethan Schmitt
Volunteer & Communications Mgr

And the Best Part? It's Fun.

Addressing social drivers of health shouldn't feel heavy. At ANC, it looks like block parties, friendly neighbors and a place where everyone feels welcome. The kindness and inclusion here make even the toughest challenges feel possible to overcome.

As Ethan shared, "There's no substitute for a good culture and good people." That's what fills him up—and what makes Allen Neighborhood Center such a special place to call home.

Learn more by visiting www.allenneighborhoodcenter.org, follow along on Facebook and Instagram, or sign up for the weekly newsletter to stay connected.

For more information about McLaren Health Plan, visit www.mclarenhealthplan.org.

RESEARCHING NEW MEDICAL CARE FOR YOU



McLaren Health Plan knows that new medical care options become available. To do our best for our members, we have a process to look at these options. MHP researches the procedures, medications, and devices involving new medical care. A special medical committee also reviews and considers the following:

- Is the care safe?
- Is the care approved by the FDA?
- Is there a more cost-effective option?

The committee then decides whether the new care is covered by MHP. Call our Medical Management team at 888-327-0671 (TTY: 711) if you or your doctor have questions about new medical care.

Online Tools Help Manage Your Health

There are self-management tools online that can help you manage your health. They help provide insight about risk factors you may have for certain conditions. They can help reduce that risk and maintain low risk. The tools are interactive and focus on wellness and prevention. MHP offers self-management tools at www.McLarenHealthPlan.org; click on Health and Wellness. Call 888-327-0671 (TTY: 711) and ask to speak to your nurse for additional support. Go to www.webmd.com for health tips and wellness updates. Click on Conditions for risks, symptoms and treatments related to several health conditions. There's also information about physical activity, eating healthy, how to manage stress, and depression. Please remember, the advice received online does not replace the medical advice from your doctor.

Do you Need a Second Medical Opinion?

You can get a second opinion from an in-network provider without authorization. An approval is needed for a second opinion from an out-of-network provider. MHP will pay for the services as if they were provided in-network if the second opinion has been approved for the out-of-network provider.

If the services are available from an in-network provider but cannot be delivered timely, MHP will help you get the needed services from an out-of-network provider. The services must be covered and medically necessary.

We will help you take good care of yourself. Call Customer Service at 888-327-0671 (TTY:711) if you need help with a second opinion.

MEMBER SURVEY



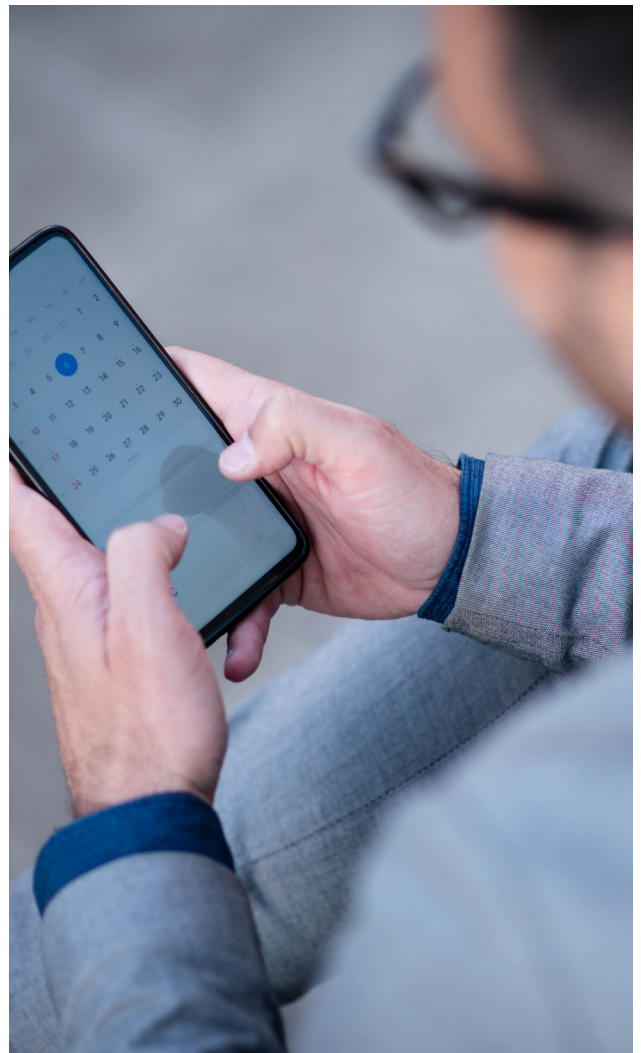
Have you had changes to your health? Have you been a McLaren Health Plan member for a year or more? Update your health needs with us by filling out our member survey: <https://www.mclarenhealthplan.org/mclaren-health-plan/new-member-survey-mhp>, or call Customer Service at 888-327-0671 (TTY: 711). Completing this survey helps us find out how we can better help you.

'STAY IN TOUCH' BY TAKING OUR 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, if requested, to 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 at www.McLarenHealthPlan.org. Click on *Health and Wellness* then click on *Staying in Touch* program.

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



IMPORTANT HEALTH AND WELLNESS VISITS FOR CHILD-BEARING ADULTS

Put these needed appointments on your calendar

Do you make doctor appointments for your kids, spouse, parents or siblings but forget to make them for yourself? Take the time to schedule the following visits with your doctor. Call Customer Service at 888-327-0671 (TTY: 711) if you need help scheduling any appointment. And don't forget — MHP members can see an in-network OB-GYN or certified nurse midwife for routine and preventive health care services without a referral. Routine and preventive health care services include prenatal and postpartum care, breast exams, mammograms and Pap tests.

Annual checkup

Make this appointment every year around your birthday. This way you won't forget to do it.

Ask your PCP questions. Your PCP will ask you questions about your family history and previous illnesses. Your vital signs will be taken, and your eyes, ears, heart and skin will be checked. Discuss specific health concerns you have. Schedule a mammogram, Pap screening or any blood tests you might need.

Cervical Cancer Screening

Cervical cancer screening finds abnormal cells or Human Papilloma Virus (HPV) to prevent or treat cancer early. Cervical cancer can affect any child-bearing adult who is or has been sexually active. It occurs in people who have had the human papilloma virus, or HPV. Many people who are infected have no symptoms. HPV is passed during sex and is most common in individuals ages 20-24. You can reduce your chances of getting cervical cancer by getting routine Pap screenings and the HPV vaccine. This is a series of two shots given during a six-to-12-month period. If you or your daughter(s) is between the ages of 9 and 26 it is important to consider getting this series of shots. Ask your doctor if the HPV vaccine is right for you.

Get tested for chlamydia

All sexually active child-bearing adults should get tested every year for chlamydia. Why? It's a common sexually transmitted disease that can make people unable to get pregnant. It can harm newborn babies of infected mothers. It can cause serious problems. Anyone can get this disease. It's even more important for child-bearing adults under age 25 and males ages 16-18 to be tested. It is easy to get but the good news is it's easy to detect and treat. Most people with chlamydia have no symptoms. Your doctor can give you a simple urine test for chlamydia. The treatment for chlamydia is antibiotics. Your partner also should get tested and treated if necessary. Use a condom every time you have sex to help prevent chlamydia.

Breast health

Do a monthly self-exam of your breasts. Tell your doctor immediately if you notice any changes. For general breast health, maintain a healthy weight, limit alcohol and exercise regularly. All child-bearing adults can get breast cancer, even those with no family history of the disease. You have a higher chance of surviving when the cancer is diagnosed early. Get a mammogram every year beginning at age 50.

Mammogram Incentive

Child-bearing adult members ages 50 and older who get a mammogram can receive a \$20 gift card. MHP sends eligible participants an entry form by mail to return to us once you've received your mammogram. You can also notify Customer Service at 888-327-0671 (TTY: 711) that you've received your mammogram. Program may not be eligible to all members, contact Customer Service to verify your eligibility. Once we receive a claim for your services, your gift card will be mailed to you.

Prenatal and Post-Partum Care

Are you pregnant? Please let us know as soon as you find out, you may be eligible for a \$10 reward. You should see your doctor as soon as possible during the first trimester to start pregnancy care. Contact your doctor to make an appointment and find out about pregnancy care scheduling practices. You'll need to know how often to see your doctor and when to contact them if you have questions or concerns. You will have appointments throughout your pregnancy. If you have recently delivered a baby, you need to see your doctor to make sure you are healthy and can address any concerns you may have. The post-partum visit should happen within 84 days of birth. You may also be eligible for a reward for completing your post-partum visit within 84 days of birth. Please contact McLaren Health Plan for assistance or to inquire about your reward at 888-327-0671 (TTY: 711).

IMPORTANT HEALTH AND WELLNESS VISITS FOR CHILD-BEARING ADULTS

Maven

Free 24/7 virtual support for pregnancy & postpartum

We're excited to share this way to help you as you become a parent. Maven provides child-bearing adults and families with 24/7 support while they're pregnant. They can also help once the baby is here.

The best part? Maven is included at no cost as part of your McLaren Health Plan. That means no co-pays and no surprise bills (yes, seriously!)

You and your partner have free access to:

- Unlimited online appointments and messages with doctors
- A dedicated Care Advocate to help you find the right provider for your needs
- Trusted resources including articles and parenting classes



Join
Maven for
free here

McLaren Miracles

If you are pregnant, call MHP to enroll in our McLaren Miracles program and get a \$10 gift card. You'll talk to a nurse about your pregnancy and your baby's growth and development. You'll learn how to take care of yourself and your baby. Here are some other important things you should know if you're pregnant:

- Take folic acid as directed by your physician before and while you are pregnant to help prevent birth defects.
- A flu shot is the best protection from illness for mother and baby.
- Quit smoking and do not drink alcohol.
- Check with your doctor to make sure you can take your current medications while pregnant.
- Schedule your prenatal visit as soon as you find out you are pregnant. It is important to be seen during your first trimester.
- Go to all your prenatal visits; these are very important to track the health of you and your baby.
- See your doctor within six weeks after having a baby. This is a postpartum visit.

Your postpartum exam is important. You can receive a \$50 gift card if you get a postpartum exam within 7-84 days after delivery. Call Customer Service at 888-327-0671 (TTY: 711) after your postpartum exam is complete and let us know you've had your visit.

Once we receive your provider's claim, the gift card will be mailed to you.

If you are a McLaren Health Plan Medicaid member, you have dental coverage. Call us at 888-327-0671 (TTY:711) for more information.

Urgent Maternal Warning Signs - Part of the Centers for Disease Control and Prevention's Hear Her Campaign

Would you be able to spot an urgent maternal warning sign? Did you know that some problems due to pregnancy can happen up to a year after delivery? Please see the graphic and test your knowledge of urgent maternal warning signs that can indicate serious complications here: <https://www.cdc.gov/hearher/maternal-warning-signs/quiz.html> (Centers for Disease Control and Prevention, 2024).



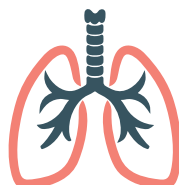
Dizziness or fainting



Severe nausea and throwing up



Fever of 100.4°F or higher



Trouble breathing



Changes in your vision



Overwhelming tiredness

TAKE A LOOK: FREE PROGRAMS FROM MHP

Call 888-327-0671 (TTY: 711) for information about any of these programs or if you do not want to be in any of these programs. Go to [McLarenHealthPlan.org](https://www.mclarenhealthplan.org) and click on Health and Wellness to learn more about these programs.

Food Resources

At McLaren Health Plan, we understand many individuals and families may currently be facing challenges accessing essential resources. If you or someone you know needs help finding food assistance, please see the following for resources available in your area. We are committed to helping our members and community members stay healthy and supported. If you need additional help locating resources, call McLaren Health Plan Customer Service at 1-888-327-0671 or <https://www.mclarenhealthplan.org/mclaren-health-plan/news/food-resources-5948>

Stop Smoking Quit Line is now Quitlink

MHP offers support for members who use tobacco or who smoke. Members can call 800-784-8669 for free counseling. Your primary care provider also offers stop-smoking counseling services. Several prescription medications are available to help you. Talk to your doctor about what is best for you.

Here are some useful tips when you're trying to quit smoking.

List key triggers:

- Where and when do you smoke?
- Whom do you smoke with?

Seek help:

- The more help you get, the better your chances of success.
- Be motivated.

Set a stop date:

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

Did you know that AFTER you quit smoking:

- Your blood pressure and pulse become normal within 20 minutes.
- Your sense of smell and taste come back.
- The smell of your breath gets better and stained teeth get whiter.
- Your circulation will improve in two or three weeks.
- Smoker's cough and shortness of breath decrease.
- You'll live longer and have a lower risk of heart disease, stroke, lung disease and cancer.

Care Management and Complex Care Management

Every MHP member has a nurse who will help you get the care and services you need to stay healthy and improve your health. Your nurse will help you with difficult health problems and connect you with community support services. Our nurses can help you with general health maintenance or improvement or assist you with one of our specialized care management programs below. Care Management programs are free benefits to you as McLaren members. Please contact us at 1-888-327-0671 (TTY: 711) and ask to speak with your nurse.

Diabetes and Asthma Management Programs

MHP has nurses who understand diabetes and asthma. They will work with you to help you understand your diabetes or asthma and provide you with support. Your nurse will keep your doctor informed of your condition and the services we are giving you. It is important you see your doctor regularly to discuss your care.

You will get

- Support from your nurse so you know the best ways to manage your condition & assess your health status
- Newsletters with the most up-to-date information about diabetes or asthma
- Materials that will help you understand and manage your medicine and plan visits to your doctor

You are enrolled in these programs as a free benefit of MHP. Membership in these programs is your choice. You do not have to join. Call us anytime if you don't want to be in the program.

See your doctor regularly if you have diabetes. Ask your doctor to do the following every year:

- An A1c blood test at least twice a year to check how well your blood sugar is being controlled
- Dilated eye exam (this is a covered benefit for members with diabetes)
- Foot exam
- Cholesterol blood check
- Body Mass Index (BMI)
- Urine test to check for kidney changes
- Blood pressure check

These tests are all covered by MHP.

www.webmd.com/asthma/what-is-asthma

<https://www.lung.org/lung-health-diseases/lung-disease-lookup/asthma/managing-asthma/create-an-asthma-action-plan>

Asthma Control and Your Medicaid

How is your family's asthma control?

Good Control

- Able to sleep, play and be active without coughing, wheezing or chest feeling tight.
- Little need for rescue puffers, steroid pills, shots or syrup.

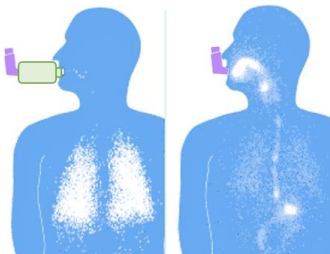
Poor Control

- Need to use your rescue puffer more than two times a week.
- Refilled your rescue puffer more than two times in the last year.
- Wake up at night with asthma more than two times a month.
- Needed steroid pills, syrup or shot more than two times in the last year.

Talk to your doctor about asthma control. Here are some ways that Medicaid can help:

Use a Spacer

- This plastic tube with valves helps the puffer mist go into your lungs, not your mouth or stomach.
- Medicaid allows four spacers per year from the pharmacy or medical supply store. It covers many brands, and masks for babies and young kids.
- Ask your doctor to show you how and when to use your puffers with a spacer. Bring your spacer and your puffers to every doctor visit.
- Keep the spacer with your puffers, so you are ready when you need it.



Use a Single Maintenance and Reliever Therapy (SMART) Puffer

- A SMART puffer has both reliever (rescue) and maintenance (daily) medicines. This means you have just one puffer to use and keep track of.
- SMART puffers work great to give fast relief during asthma flare-ups and bring down the airway swelling that keeps the flare-up going.
- The puffers used for SMART are Symbicort, Dulera and Breyna. They are all covered by the Medicaid Common Formulary for people with asthma aged five years and older.
- Ask your doctor if SMART puffers will work for you.

Help With Rides

- Medicaid plans pay for rides to and from doctor visits, the pharmacy and the medical supply company.
- You can call or email your plan to set up rides.

More help - Children's Special Health Care Services (CSHCS)

- CSHCS offers medical care and other help to some families of children (up to age 26) with asthma.
- There is no fee to join CSHCS if the person is on Medicaid.
- Your doctor can help you find out if CSHCS is right for your family.

To learn more about how you can control your Asthma visit: https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Keeping-Michigan-Healthy/Chronic-Disease/Diabetes-and-other/Public_Medicaid-Fact-Sheet-2025.pdf

Get 90-day Asthma Medicine Refills

- Your asthma maintenance (daily) puffers can be prescribed in 90-day amounts.
- This can help you go to the pharmacy less often and still get all the medicine you need. Ask your doctor for a 90-day supply.

FREE PROGRAMS FROM MHP (cont.)

Down With Hypertension

You can be a part of this program if your doctor says you have high blood pressure. It's a free benefit of being a McLaren Health Plan member. All identified members will be mailed information about the program. MHP's pharmacists and nurses offer support to you by phone. If you do not want to participate in this program, you may opt out, please call us at 1-888-327-067 (TTY: 711).

McLaren Miracles

If you are pregnant, call MHP to enroll in our McLaren Miracles program and get a **\$10** gift card. You'll talk to a nurse about your pregnancy and your baby's growth and development. You'll learn how to take care of yourself and your baby. Here are some other important things you should know if you're pregnant:

- Take folic acid as directed by your physician before and while you are pregnant to help prevent birth defects.
- A flu shot is the best protection from illness for mother and baby.
- Quit smoking and do not drink alcohol.
- Check with your doctor to make sure you can take your current medications while pregnant.
- Schedule your prenatal visit as soon as you find out you are pregnant. It is important to be seen during your first trimester.
- Go to all your prenatal visits; these are very important to track the health of you and your baby.
- See your doctor within six weeks after having a baby. This is a postpartum visit.

Your postpartum exam is important. You can receive a **\$50** gift card if you get a postpartum exam within 7-84 days after delivery. Call Customer Service at 888-327-0671 (TTY: 711) after your postpartum exam is complete and let us know you've had your visit.

Once we receive your provider's claim, the gift card will be mailed to you.

If you are a McLaren Health Plan Medicaid member, you have dental coverage. Call us at 888-327-0671 (TTY:711) for more information.

Taking It Off

Our MHP nurses are here to help you if you want to lose weight. Our "Taking it Off" program is for adults and children. Your nurse will provide you with:

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

Do you know your BMI? BMI stands for Body Mass Index. It measures a person's weight and height.

It helps to estimate a healthy weight based on how tall a person is. BMI is the most ideal tool used to identify obesity problems. Ask to have your BMI checked next time to visit your doctor.

Membership in these programs is your choice. They're free benefits to you as a member of MHP. You do not have to join. Call us anytime at 1-888-327-0671 (TTY: 711) if you don't want to be in any of these programs.



Depression: Eyes Wide Open

Eyes Wide Open is a McLaren Health Plan program for members with depression. The program goal is to improve the care of our members with depression by:

- Educating members and providers about the impact of depression
- Increasing screening for depression
- Promoting optimal treatment
- Increasing member cooperation with treatment

Members with a diagnosis of depression are automatically enrolled in the Depression Management program. Members can become ineligible if they are incorrectly identified as having a depression diagnosis, are no longer an MHP member (termed/expired) or if the member chooses to opt out of the program. For questions or to opt out of this program, contact Customer Service toll free at 1-888-327-0671 (TTY: 711)

Sickle Cell

Your nurse can assist you with your needs related to Sickle Cell Disease by providing support, education, and resources to help manage your disease and improve your health. For questions or to opt out of this program, contact Customer Service toll free at 1-888-327-0671 (TTY: 711).

MHP Medicaid members can earn up to \$170.00 in rewards for managing your sickle cell anemia. Please contact MHP Customer Service at 1-888-327-0671 today to learn more.

FREE PROGRAMS FROM MHP (cont.)

*Rewards are in the form of McLaren Visa gift cards. You must report services completed within 90 days of completing the service. You do not have to complete all activities to claim your rewards.

MHP members with Sickle Cell disease who have the following services completed by December 31, 2026 can earn:

- 1 PCP visit: \$10 annually
- 1 Transcranial Doppler (TCD) screening: \$50 annually
- 1 Hematologist visit: \$10 annually
- Antibiotic prophylaxis (300 days used) Members age 3 months to 5 years: \$50 annually
- Hydroxyurea (300 days used) Members age 1-18: \$50 annually

LGBTQIA+

MHP promotes a culture of inclusivity and diversity of lived experience. Your nurse can assist you with resources and information to help you get the care you need. Contact Customer Service toll free at 1-888-327-0671 (TTY: 711) and ask for your nurse.

Chronic Kidney Disease -Are you the 33%?

Chronic Kidney Disease (CKD) is permanent kidney damage or decreased level of kidney function for three months or more; 33% of adults in the United States

are at risk for kidney disease. That's one in every three people.

About 37 million American adults (age 20+) have chronic kidney disease, and many do not even know they have it. Kidney disease often has no symptoms. You can learn more about your risk by taking the quiz at www.kidneymi.org/kidneyquiz. (National Kidney Foundation).

Diabetes and high blood pressure (hypertension) are the number one and two causes of kidney failure in the United States. Kidney failure caused by diabetes or high blood pressure can be prevented or delayed by eating healthy, increasing physical activity, and taking the right medications (National Kidney Foundation).

- In the first phases of CKD, there are often no symptoms. A simple urine test for small amounts of protein in your urine can find early-stage kidney disease.

Finding CKD early and getting treatment helps slow down kidney disease and keep you healthy! Learn more about CKD, the "Are you the 33%?" campaign, and your risks: <https://nkfm.org/morris-hood-iii-ckd-and-covid-complications-prevention-initiative/kidney-risk-quiz-campaign-toolkit-2/>.

Do You Need Help Applying for Social Security Benefits?

MHP can help you apply for social security benefits. Please contact Customer Service at 888-327-0671 (TTY: 711) and ask to speak with your nurse. Your nurse will gather some information from you and make a referral to Centauri Health Solutions. Someone from Centauri Health Solutions will contact you (if you agree) to help you apply for additional benefits.

For other Public Benefits:

<https://www.mclarenhealthplan.org/mclaren-health-plan/public-benefits-mhp>



ACCESS TO COVERED SERVICES AND NETWORK ADEQUACY

McLaren Health Plan provides our Medicaid and Healthy Michigan Plan members with a provider network adequate to serve the medical needs of our members. MHP continually looks at our provider network to make sure that we meet time and distance standards. Time and distance standards are measured in several ways:

1. Geographically by county designation measured by miles and minutes
2. Availability of specific number of provider types in each county within specified miles and minutes requirements:
 - Primary Care Providers, Adult and Pediatric
 - Hospitals
 - OB/GYN Providers
 - Cardiology Providers
 - Neurology Providers
 - Oncology Providers (Medical, Surgical, Radiation)
 - Orthopedic and Orthopedic Surgery Providers
 - Occupational/Physical/Speech Therapy
 - Outpatient Clinical Mental Health Providers, Adult and Pediatric
 - Psychiatrists, Adult and Pediatric
 - Dental Providers
 - » General Dentist
 - » Endodontist
 - » Oral Surgeons
 - » Periodontist
 - » Prosthodontic Provider
 - Pharmacy

If you have any questions about the time and distance standards as they apply to the above listed provider types, please call Customer Service at 888-327-0671 (TTY:711) for additional information.

TIMELY ACCESS STANDARDS AND APPOINTMENT WAIT TIMES

McLaren Health Plan educates and carefully reviews our provider network to make sure that providers have timely access standards. McLaren Health Plan sends surveys to our providers and makes phone calls to providers to make sure they have appointment availability. The types of medical appointment timeliness standards that we follow are listed below:

Timely Access Standards for Medical Appointments

| TYPE OF APPOINTMENT | LENGTH OF TIME |
|--|--|
| Emergency Services | Immediately, 24 hours per day, 7 days per week |
| Urgent Care | Within 48 hours |
| Routine Care | Within 30 business days of request |
| Non-Urgent Symptomatic Care | Within 7 business days of request |
| Specialty Care | Within 6 weeks of request |
| Acute Specialty Care | Within 5 business days of request |
| Mental Health | Routine care within 10 business days of request Non-life-threatening emergency within 6 hours of request Urgent care within 48 hours of request |
| Prenatal Care - Initial Prenatal Appointment Appointment should be with an OB/GYN, Primary Care Provider, Certified Nurse Midwife, or other Advanced Practice Registered Nurse with experience and training in prenatal care | If in the first or second trimester of pregnancy - within 7 business days of being identified as pregnant If the in the third trimester of pregnancy - within 3 business days of being identified as pregnant If there is any indication of the pregnancy being high risk (regardless of the trimester) - within 3 business days |

TIMELY ACCESS STANDARDS AND APPOINTMENT WAIT TIMES (CONT.)

Delta Dental, on behalf of McLaren Health Plan, educates their providers and reviews the following dental appointment timeliness standards:

Timely Access Standards for Dental Appointments

| TYPE OF APPOINTMENT | LENGTH OF TIME |
|-----------------------------------|--|
| Emergency Dental Services | Immediately, 24 hours per day, 7 days per week |
| Urgent Dental Care | Within 48 hours |
| Routine Dental Care | Within 21 business days of request |
| Preventive Dental Services | Within 6 weeks of request |
| Initial Dental Appointment | Within 8 weeks of request |

If you have any questions about the timely access standards and appointment wait times as listed above, please call Customer Service at 888-327-0671 (TTY:711) for additional information.



SHOULD YOU BE SCREENED FOR HEPATITIS C?

Hepatitis C is a liver infection caused by the hepatitis C virus (HCV). It's contagious and symptoms may include jaundice, fatigue, nausea, fever and muscle aches. The good news is HCV is curable. McLaren Health Plan covers the drugs used to treat hepatitis C.



SUICIDE PREVENTION HOTLINE NUMBER AVAILABLE

When it comes to a mental health crisis, one call can save a life. Dial 988 to connect to the National Suicide Prevention Lifeline when seeking mental health assistance. Remember 988 the same way you remember 911 and teach your family and friends this number. Knowing whom to call during an emergency ensures people in crisis will get the help they need, when they need it.



LEAD TESTING & CHILDREN

Michigan has implemented new laws requiring blood lead testing for all children at 12 and 24 months of age to prevent lead exposure and its associated health risks. The new testing requirements are:

- As of 2025, Michigan law requires that all children be tested for lead at 12 months and 24 months of age. If there is no record of these tests, children between 24 months and 6 years old must be tested, especially if they are at risk for lead exposure.
- Why it's important: Lead exposure can significantly affect a child's learning, behavior, speech, hearing, and overall development. There is no safe level of lead in the body, making early detection crucial.
- Testing coverage: Blood lead testing is covered by insurance and provided at no extra cost under the Affordable Care Act. Please discuss testing with your healthcare provider.

For more information on lead testing and prevention, please visit Michigan Lead Safe website <https://www.michigan.gov/mileadsafe> or contact your primary care provider or your local health departments for resources and support.

TRANSITION TO ADULTHOOD

As your teen moves into adulthood, the thought of moving care from his or her pediatrician to an adult PCP can seem challenging. MHP can assist you and your teen with choosing an adult PCP. Please call us at 888-327-0671 (TTY: 711) and allow us to help with this transition of care.

TRANSITIONS OF CARE

Are you new to McLaren Health Plan? If you are a new member, you can keep your out-of-network doctors and services for at least 90 days. This may help with your medical health, behavioral health and pharmacy drug needs.

You can keep seeing your current doctor through your pregnancy and postpartum. You can keep seeing your current doctor if you are getting care for certain chronic diseases. MHP will not approve on-going care by an out-of-network doctor if:

- Your doctor only wants to keep an eye on an illness
- The doctor has an issue that could cause you harm
- The doctor says they will not see you any more
- You started seeing the doctor after you enrolled with MHP
- The doctor does not meet MHP's standards

Our Transitions of Care Policy is posted on our website at <https://www.mclarenhealthplan.org/mclaren-health-plan/transitions-of-care-policy-mhp>. McLaren Health Plan can help you choose new in-network doctors. We can also help you get the services you need. You or your doctor can call McLaren Health Plan at 888-327-0671 (TTY: 711).

FIND OUT ABOUT MHP'S QUALITY PROGRAMS

McLaren Health Plan works hard to provide many free, quality programs for you. We look for ways to improve and we measure how we deliver services. One way is through scores we get based on the care you receive. Our main goal is to provide you with high quality health care that meets your needs. Go to <https://www.mclarenhealthplan.org/mclaren-health-plan/quality-programs-mhp-members> to view the Quality Improvement Update.



CHILDHOOD VACCINATIONS: ANSWERS TO COMMON QUESTIONS

Question: Are childhood vaccines safer than the diseases themselves?

Answer: Yes, the benefits continue to outweigh the risks for routine vaccine-preventable diseases. For example, the risks of side effects from a measles-mumps-rubella (MMR) vaccination are very small, especially compared to the effects of a measles infection, as shown below:

Question: Do children really need vaccinations, even if the disease is not still around?

Answer: Although many diseases, like measles, are no longer widespread in most U.S. communities, children still need vaccines to maintain their immunity. These diseases are still alive and well in other parts of the world. In the U.S., we have cases of rubella, for example, but only from international travelers.

Question: Children receive so many more vaccines these days. Why? Is this OK?

Answer: This is true; Children born before the 1990s received far fewer vaccines than today's kids. However, over the years, we have gotten better at developing vaccines in two ways. We target immune protection far more efficiently. Over the years, scientists got smarter at targeting viruses and bacteria—exposing children to fewer and fewer parts of the microbe (antigens) to stimulate the immune system

This is one-way scientists and physicians know that the number of childhood vaccines cannot 'overwhelm' immune systems. Also, this number of antigens is far less than the germs our immune systems marshal a response to every day, almost always without us even knowing it. That's the immune system doing its job!

Advances in medical research have also led to many new vaccines that have further reduced childhood illnesses. For example, a safe and effective Haemophilus influenzae type b ("HiB") vaccine was developed in the late 1980s. It has dramatically lowered rates of childhood meningitis (brain infections), pneumonia, and epiglottitis (infection of the epiglottis that prevents kids from breathing). The same can be said for vaccines against varicella, pneumonia, rotavirus, and others capable of causing severe illness and deaths of children.

Additional Questions?

Your additional questions and concerns can best be discussed with your child's provider to determine the best actions for you and your child. If you need assistance in finding a primary care provider, please call Customer Service at 888-327-0671 (TTY:711)



CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES

MHP is committed to providing you with inclusive and equitable health care. As part of this commitment, MHP will continue asking you about your race, ethnicity, preferred language, gender, sexual orientation, and pronouns. Having this information will help us make sure you have access to the highest quality of care based on your unique needs.

We want to be clear that providing this information is entirely voluntary, and you have the option to decline to answer any or all questions. We respect and honor the privacy and confidentiality of our members, and we will never share this information with anyone outside of our healthcare team without your explicit consent.

Thank you for your understanding and support as we work to provide the best possible care for you and your loved ones.

The Importance of Follow-up Care After an Emergency

Proper care following a hospitalization or Emergency Department visit is important. If you have been hospitalized or visited an Emergency Department for a mental health diagnosis, or substance use issues please follow up with your doctor as soon as possible (within 7-30 days) of discharge or visit to the Emergency Department.

Hospitalizations and Re-hospitalizations

Being in the hospital once is hard enough, here are some ways to avoid being re-admitted to the hospital within a short period of time.

- **Post-discharge follow-up.** You should see your doctor as soon as possible after discharge (generally within 7 days)
- **Medication checks, often referred to as medication reconciliation.** Hospitals should check your medications and make sure you understand how and when to take them. Your doctor should also do this. When you visit your doctor after discharge, make sure they review all of your medications.
- **Patient education.** You should be educated on the reason for your hospitalization, the treatment you received, your treatment plan and what to watch for after your discharge.
- **Address your social needs.** Do you need resources for food, housing, transportation or other things that may not be covered by your insurance? Talk with the hospital social worker or discharge planner before you are discharged.
- **Family involvement.** Do you have family members helping you? Do they understand your discharge plans and post-discharge care needs? Are they able to help you with the things you need?

Please contact your McLaren Health Plan Nurse at 888-327-0671 (TTY: 711) after your discharge, especially if there are things you need that were not addressed.

Source: National Institutes of Health <https://www.ncbi.nlm.nih.gov/books/NBK606114/>

PATIENT ADVOCATE AND ADVANCE DIRECTIVE

McLaren Health Plan supports your right to file an Advance Directive according to Michigan law. This document is a written statement of your wishes for medical care. It explains, in advance, what treatments you want or don't want if you have a serious medical condition that prevents you from telling your provider how you want to be treated. Your health care representative also may make medical decisions on your behalf to carry out your wishes if you become incapacitated. Our plan cannot refuse care or otherwise discriminate against a member based on their decision to have or not have an Advance Directive.

The State of Michigan only recognizes an advance directive called a durable power of attorney for health care. To create one, you will need to choose a patient advocate.

This person carries out your wishes and makes decisions for you when you cannot. It is important to choose a person who you know and trust to be your advocate. Make sure you talk with the person to let them know what you want.

Talk to your family and primary care physician about your choices. File a copy of your advance directive with your other important papers. Give a copy to the person you designate as your patient advocate. Ask to have a copy placed in your medical record.

Where to get Durable Power of Attorney for Health Care Forms:

State Bar of Michigan - A Guide to Medical and Legal Decisions: Planning and Your Peace of Mind <https://www.legislature.mi.gov/Publications/PeaceofMind.pdf>

CaringInfo: Free templates for Michigan www.caringinfo.org/planning/advance-directives/by-state/michigan/

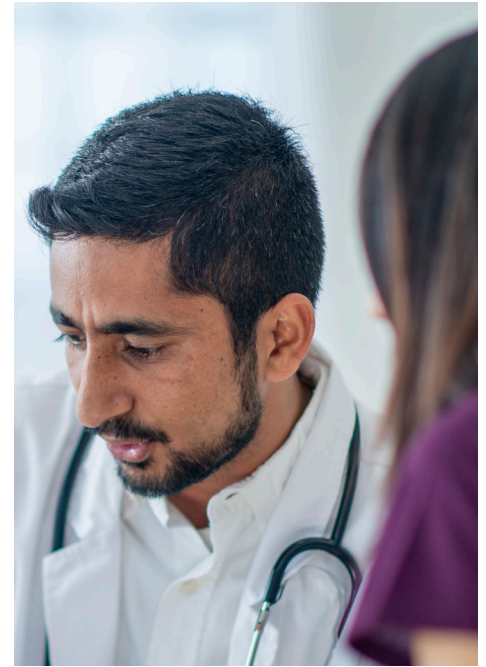
Michigan Power of Attorney Forms (free and downloadable) <https://powerofattorney.com/michigan/>

For complaints about how your provider follows your wishes, write or call:

Bureau of Professional Licensing (BPL), Ottawa Building
611 W. Ottawa, P.O. Box 30004, Lansing, MI 48909
517-241-0199 or <https://www.michigan.gov/lara/bureau-list/bpl/complaint> (click on File Complaint Now)

For complaints about how your health plan follows your wishes, write or call:

Michigan Department of Insurance and Financial Services
Toll free at 877-999-6442 or www.michigan.gov/difs



How MHP Makes Medical Decisions About Your Care

McLaren Health Plan makes decisions about the use of medical services based on whether they are appropriate and a covered benefit. No one at MHP is rewarded in any way for making decisions to deny you medical services. That means doctors or employees. They are not rewarded in any way for encouraging underuse of your benefits. We want you to get the care you need. We will always look out for your best interests.

Please call Customer Service if you have any questions.

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 their 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.

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 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
- 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.

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:

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

YOUR PRIVATE DATA AND HOW WE PROTECT IT

MHP has policies that cover who can see and use private data about you. This includes your race or ethnicity and what language you speak.

This is how MHP protects your data:

- We keep your paper documents in locked file cabinets.
- We keep electronic data on physically secure media.
- We keep electronic data in files with passwords.
- Only MHP staff who need to know this information will have it.

This is how MHP uses your data:

- To help with health care disparities
- To create programs to improve your health.
- To create outreach materials.
- To tell your provider about your language, cultural, or other needs that have to do with your care.
- To tell your provider to help improve health outcomes.

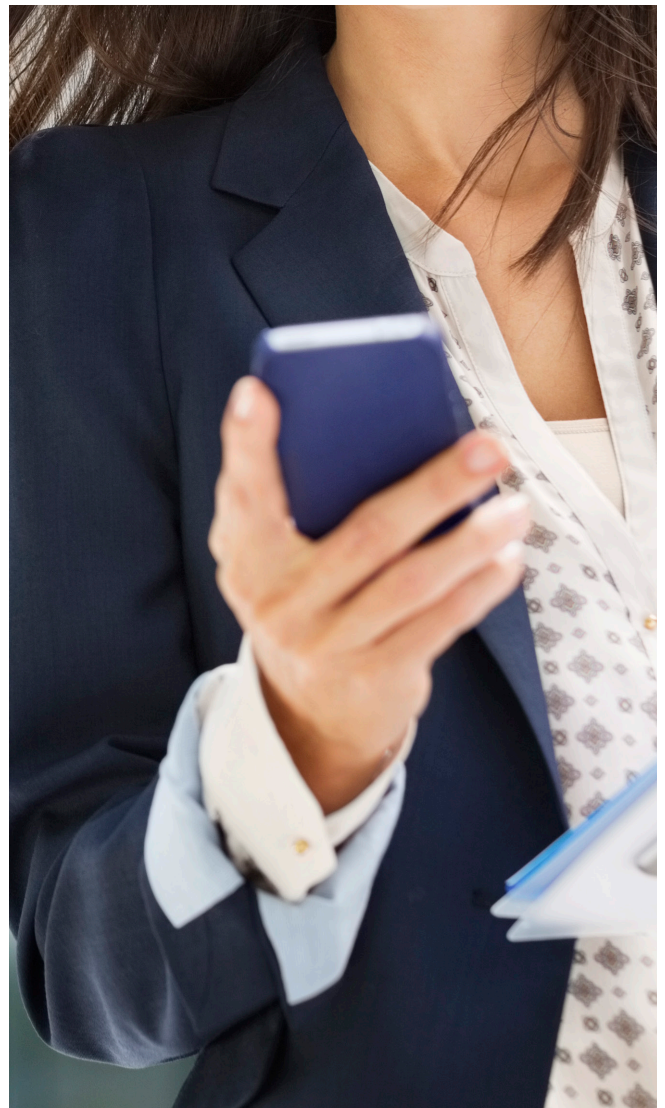
MHP will not use your data:

- For underwriting, setting rates or benefit decisions
- To give to those who shouldn't have it.

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 ID 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.





HEALTH PLAN

G-3245 Beecher Road
Flint, MI 48532