



HealthWise

A Publication of The Health Plan • July 2018

Contact Us

Customer Service:

HMO or POS: 1.888.847.7902

PPO: 1.855.577.7123

TPA: 1.888.816.3096

THP Corporate:

1.800.624.6961

Behavioral Health Services:

1.877.221.9295

Medical Management Dept.:

1.800.624.6961, ext. 7644 or 7643

Nurse Information Line:

304.639.8597 or 1.800.624.6961

Pharmacy Services:

1.800.624.6961, ext. 7914

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Keeping Your Doctor Up-to-Date

Improve Your Quality of Care

To get the best care, it is vital that your doctor knows about the care that you get at other places and by other doctors. The goal is for your doctor to know your whole history. Think of your family doctor as the guardian of your history. They will need to know what medicines you take and what your health goals are. If another doctor prescribes you a medicine or you get care at another office or hospital, you should make sure that your family doctor knows about it. If you are receiving care from a behavioral health provider, we encourage you to allow them to share this information with your family doctor. You may need to sign a release for another facility to send records to your doctor.



Know what to ask

You can't get the answers that you need if you don't know what questions to ask. These are the most important questions to know when talking to your doctor about a procedure, medication, treatment, etc.:

1. What is the test for?
2. Have you treated many patients with my problem?
3. When will I get the results?
4. Why do I need this treatment?
5. Are there other options?
6. What are the possible complications?
7. Which hospital is best for my needs?
8. How do you spell that medicine?
9. Are there any side effects?
10. Will this medication interact with my other medications? 🍏

The following tips might help:

1. Keep notes on other doctor's that you see, health problems that you have, or medicines that you are prescribed.
2. Take your medicines with you to your appointments; don't forget vitamins, herbal supplements, and over the counter medicines.
3. Write down questions that you have ahead of time.
4. Make sure that you understand what the doctor is saying. Don't be afraid to ask questions!

Our Nurses are Here for You

Available 24/7

There are plenty of reasons to talk to one of our on-staff nurses:

After a hospital stay. A nurse from The Health Plan will call you after you leave the hospital. The nurse will ask you questions about how you are doing. They will also go over your discharge instructions. They will check in to see if you are keeping your follow-up appointments. After a hospital stay, you can also call our nurses at any time with questions or concerns.

Behavioral health concerns. The Health Plan's nurses are happy to answer any question you may have. They can help with any issue you may be having. Our nurses can also give you educational and community resources.

Case management. The Health Plan has nurses who coordinate health care services for members with serious health conditions. You can contact these nurses by calling the Medical Management Department.

You can also submit a member case management referral form online at healthplan.org.

Call for help, any time. The nurse information line provides members with access to a nurse 24 hours a day, 7 days a week.

A nurse can help if you have worries, need help getting services, or getting urgent care out of the area.

The nurse information line is not meant to replace services offered by your doctor. This includes your doctor's after-hours help.

You can contact the nurse information line by calling a nurse at 1.304.639.8597 or by calling The Health Plan at 1.800.624.6961.

After hours you can reach Behavioral Health Services at 1.877.221.9295. 🍏



Helping You Improve Your Health

Disease Management Programs

The Health Plan has nurses that can help you take care of your heart disease, diabetes, or COPD. They will discuss things you can do to improve your health and life. They can also help you find care or services that you need for your health. You can contact the nurse by calling the Medical Department toll-free at 1.800.624.6961, ext. 7644 or 7643.

You can also make a request for a nurse to call you on The Health Plan website, healthplan.org. Choose 'Solutions' and then 'Disease Management' from the website. An enrollment form is available for you to make your request online. 🍏

Pregnant or Planning a Pregnancy?

Registered nurses experienced in maternity care can help you before and during pregnancy to help promote the best outcomes for you and your baby.

You can contact the nurse by calling toll-free at 1.800.624.6961, ext. 6262 or 6177.

You can also make a request for a nurse to call you on The Health Plan website healthplan.org. Choose Solutions and then Prenatal and Pregnancy. An enrollment form is there for you to make a request to be called. 🍏

Importance of Well Visits

The Best Medicine is Preventative

A well visit is not the same as a trip to the doctor when you're sick. Well visits are a time to "check in" with your doctor, without a clear-cut concern. Your doctor will probably:

- Take your health and family history
- Measure your height, weight, body mass index (BMI), and blood pressure
- Assess for depression or anxiety
- Discuss any vaccines or tests that you need
- Refer you to other services if needed, such as seeing a dietitian or a program to help you stop smoking



Annual doctor visits will help you to avoid future problems. Your doctor will talk to you about things that you can do to keep healthy. A well visit gives you the chance to ask questions about your health and to talk about any concerns that you might have. Adult members between the ages of 19 and 64 should have a well visit every one to three years and adults over the age of 65 should have one yearly. 🍏

THP Fraud, Waste and Abuse (FWA) Hotline

Anyone (e.g., employee, volunteer, provider, member, Board of Directors) can report suspected fraud or issues of noncompliance.

To report suspected fraud, waste or abuse and/or suspected compliance issues call the hotline number: 1.877.296.7283.

Your report will be confidential and you may report anonymously. There can be no retaliation against you for reporting suspected noncompliance in good faith.

Visit healthplan.org/healthcare-fraud-medicaid-members for information on how to protect yourself from the latest fraud schemes, scams and trends. 🍏

A graphic showing a smartphone displaying the text: 'The HealthPlan FRAUD WASTE & ABUSE HOTLINE 1.877.296.7283'. To the right of the phone is a blue callout box with white text: 'Anyone (i.e., employee, volunteer, provider, member, Board of Directors) can report abuse or compliance issues. Your report will be confidential and can be reported anonymously. To report suspected fraud, waste or abuse and/or suspected compliance issues call the hotline number shown here.' Below the phone is another blue callout box with white text: 'You may report anonymously. There can be NO retaliation against you for reporting suspected noncompliance in good faith.' At the very bottom, in small text, it says 'Please do not remove unless compliance department is notified'.

When to Find a Primary Physician for Your Young Adult?

What's the right age to think about finding an adult care provider for your child? Parents struggle with knowing when to make the change. Your child's doctor can help you with this process. Depending on your child's level of comfort or if there are special health care needs your child may need more time. Between the ages of 18 and 21, you should begin talking to your child's doctor. Your child's doctor can help you make a smooth transition to adult health care. This transition to adult health care won't happen quickly. By talking with your child's doctor, you'll be able to help your child be successful when the time does come. If you need help finding a doctor, log in or create a member account at myplan.healthplan.org and use the Find a Provider tool. You can also call the Customer Service Department if you need additional help by calling 1.800.624.6961 🍏

Our health risk assessment, available online at myplan.healthplan.org under CoreWellness, can help you to pinpoint the areas where changing your habits would have the greatest impact on your health. 🍏

Member Rights and Responsibilities

Please refer to healthplan.org for information regarding member rights and responsibilities. 🍏

Preventing Addiction

Opioid Safety

Opioids are a group of pain control medications. You can only get these with a prescription from your doctor. While opioids can help ease pain, they can be addictive if taken improperly. If you're prescribed an opioid, here are four tips to keep you and your family safe:



1. Keep track of your medication. Make sure you (or your family member) are taking medicine as the doctor recommended. That means taking the right amount at the right time. Keep a count of how many pills you have.
2. Keep all prescription medication locked in a cabinet or lock box. Keep prescription medicine somewhere where children cannot reach them.
3. If your child's doctor prescribes them an opioid, make sure they are taking the medicine properly. Talk to your doctor about how to safely transition your child off of their opioid prescription.
4. Properly dispose unused medication as soon as your doctor says it's time to stop taking it. To find a safe, secure drop off location, visit rxdropbox.org.

If you have questions about opioid safety, call The Health Plan at 1.877.221.9295. All information discussed is confidential. 🍏

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Health & Wellness Information