



HealthySense

A Publication of The Health Plan • December 2015

2016 Health Fairs Save the Date

St. Clairsville:

February 17, 2016
May 18, 2016
August 17, 2016
November 16, 2016

Massillon:

February 24, 2016
May 25, 2016
August 24, 2016
November 23, 2016

The health fairs on November 16 in St. Clairsville and on November 23 in Massillon will include the flu vaccine. 🍏

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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. You may need to sign a release for another facility to send records to your doctor.

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! 🍏

Avoiding and Reporting Scams

Awareness



Did you know?

Your health care needs can change suddenly. If you are covered by both Medicare and Medicaid, you can change your health plan or drug coverage whenever you need to. This is a great benefit!

But, scammers might sign you up for a plan or try to get you to sign up for a plan that doesn't fit your needs. Before you make any changes, be sure they are right for you.

Do your part

Learn How to Protect Yourself and Medicare

Fraud can harm you and costs the Medicare and Medicaid programs. To protect yourself and save Medicare and Medicaid for generations to come:

- Only make changes that are right for you
- Understand the differences between your current plan and new coverage options
- Do not change your coverage if someone calls or visits your home without permission
- Review your plan statements and other mailings to make sure no one changed your plan without you knowing

To report suspected Medicaid fraud, contact your state Medicaid agency or call the Office of Inspector General's National Fraud Hotline: 1.800.HHS.TIPS (1.800.447.8477).

Need help changing your habits? Our online health risk assessment can help you pinpoint what areas would have the greatest impact.

Did you know?

October 15 – December 7 is Medicare Open Enrollment.

During this time, you can make changes to your Medicare health plan and prescription drug coverage. This is also a busy time for identity thieves. Identity theft of senior citizens has more than doubled in recent years, but you can protect yourself:

- Never give out your Social Security, Medicare, health plan numbers or your banking information to someone you don't know.
- Don't be afraid to ask questions if someone asks for your personal information.
- Be suspicious of free offers and giveaways.

Protect yourself from scams

Beware: this is a scam! You receive a call offering a special discount on your Medicare plan. The fraudster claims that you could save a lot but only if you act now. The caller pressures you for your Social Security number and bank information to sign you up. Do not give it out and hang up the phone!

Medicare and your health plan will never call you for this information, and Medicare guidelines forbid health plans to call you without your permission.

You can change plans any time between October 15 and December 7 – there are no early-bird discounts or limited time offers.

To discuss benefits, coverage or claims payment concerns, contact Customer Service at: 1.888.847.7902

To report suspected fraud, call: 1.877.7SAFERX (1.877.772.3379)

For questions, more information about Medicare or if you need help selecting a Medicare Advantage or prescription drug plan, call: 1.800.MEDICARE (1.800.633.4227) or visit www.cms.gov

Chronic Disease Management Programs

Help With Chronic Diseases

Do you or your loved one live with heart disease, COPD, asthma, or diabetes? If so, The Health Plan has nurses on staff that can help you to live well with these diseases. They can help you to prevent flare ups and problems related to them. They will help you to understand your disease and medicines and how to get the care you need. Call Customer Service and ask to speak with one of the nurses. You can also

request a call from one of the nurses on The Health Plan website under 'Solutions.' Information on these diseases is on the The Health Plan website under 'Resources.' Printed materials are available upon request. Flu vaccines are recommended for everyone with one of these chronic health problems, so talk to your doctor if you haven't had your flu shot. 🍏

Always Someone to Turn To

There is always someone to turn to. This means whatever time of day or night a health concern arises.

The **Nurse Information Line** provides members with access to a nurse 24 hours a day, 7 days a week. It has been a feature of The Health Plan since 1994.

You will speak with a registered nurse if you have concerns about a specific issue. The nurse can help if you need assistance accessing services or obtaining

urgent/emergent care out of the area. The nurse information line is not meant to replace any services offered by our health care providers. This includes after hours assistance.

You can contact the nurse information line by calling a nurse directly at 304.639.8597. You can also call The Health Plan's St. Clairsville office toll-free at **1.800.624.6961** or **740.695.3585**. 🍏

Behavioral Health Benefits

The Health Plan is now managing your behavioral health. If you need mental health or substance abuse services:

- You may call a provider and make an appointment.
- If you are seeing someone for mental health or substance abuse services, you may continue to see them.

- You may be getting a call from a nurse. The nurse's job is to help you get the care you need.

Call 1.877.221.9295 if you have any questions. 🍏

Know What Questions 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:

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? 🍏



Source: Agency for Healthcare Research and Quality.

Member Rights and Responsibilities

Go to healthplan.org for information about your member rights. 🍏



52160 National Road East
St. Clairsville, OH 43950-9306

The Importance of Well Visits

Earn a \$25 CVS Gift Card

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:

- take your health and family history
- get 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 help if needed, such as a dietitian or a program to help you stop smoking

Yearly 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 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.

Well visits are also very important for children! It will give the doctor a chance to make sure that your child is doing well for their age. Your doctor will talk to you about nutrition, sleep, and safety. Before their third birthday, children should have many well visits (nine total). Follow the schedule given to you by your child's doctor. After their third birthday, well visits should be yearly.

The well visit is a covered benefit for all adults and children in your house who have The Health Plan insurance. Each member who gets a well visit is eligible for a \$25 CVS gift card. 🍏

Mental Health or Substance Abuse Emergencies

What To Do When In Crisis

If you or someone you know has a mental health or substance abuse crisis – get help at once.

You should call 911 or go to the nearest ER, call your doctor, therapist or social worker for help.

If you have a problem or need to speak to someone at The Health Plan, call 1.877.221.9295. 🍏