



HealthWise

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Contact Us

Customer Service:

HMO, POS or PPO: 1.888.847.7902

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

Inside this issue ...

Notice of Formulary Changes	2
Disease Management Programs	2
90-Day Refills	3
Continuity of Care	3
THP Fraud, Waste and Abuse (FWA) Hotline	3
THP Affirmative Statement Regarding Incentives	3
Pregnant or Planning a Pregnancy?	3
Member Rights and Responsibilities	3
Are You a Flu Fighter?	4



Always Ready to Help

Our Nurses are Here for You

After a hospital stay. A nurse navigator at The Health Plan will call you within the first week of your discharge. The nurse will ask you how you are doing, help you understand your discharge instructions, and be sure you're keeping important follow-up appointments.

Behavioral Health Services. The Health Plan's nurse navigators are happy to answer any question or concerns you may have. They are skilled in addressing any issue you may be experiencing while also providing you with educational and community resources.

Feel free to call us toll-free at 1.877.221.9295 and ask for Behavioral Health Services, or visit our website, healthplan.org.

Case Management. The Health Plan has registered nurses who are certified case managers. They coordinate health care services for members with catastrophic illnesses, injuries or behavioral health problems. You can contact the case managers by calling the Medical Department at 1.800.624.6961, ext. 7644 or 7643.

After hours, you can contact Behavioral Health Services at 1.877.221.9295. You may 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 registered nurse can help if you have concerns, need assistance accessing services or obtaining urgent care out of the area. The nurse information line is not meant to replace services offered by your health care providers including after-hours assistance.

You can contact the Nurse Information Line by calling a nurse directly at 304.639.8597 or by calling The Health Plan at 1.800.624.6961. 🍏



Changes Take Effect January 1, 2019

Notice of Formulary Changes



Our formulary is revised annually by an independent national panel of health professionals with the goal of ensuring that patients receive the right drug at the right cost. Beginning January 1, 2019 our formulary will exclude 48 new medications which affects approximately less than 0.2% of The Health Plan's overall membership.

The Health Plan will be notifying prescribers and members 60 days prior to formulary changes taking effect so they can take action to avoid paying full price for their medication.

EXCLUSION MEDICATIONS					
Alcortin A	Chorionic Gonadotropin	Emadine	Fml Forte, FML S.O.P	Neupro	Topicort Spray
Alocril	Climara Pro	Embeda	Humatrope	Pradaxa	Verdeso
Alomide	Contrave ER	Extaia	Lupron Depot-PED	Pred Mild	Xadago
Altoprev	Cortiform	Fenoprofen cap.	Mavyret	Pregnyl	Xerese
Atripia	Duzallo	Fenortho	Maxidex	Recombinate	Xyntha, Xyntha Solofuse
Berinert	Eloctate	Flarex	Nalfon	Savaysa	Zurampic
Brovana					

PREFERRED TO NON-PREFERRED CHANGES – MEDICATIONS MOVING TO A HIGHER COST-SHARING TIER					
Acthar H.P.	Elelyso	Lemtrada	Oxsoalolen	Technivie	Viekira, Viekira XR
Adcirca	Emend Powder Packet	Lucentis	Potiga	Temazepam	VPRIV
Arcalyst	Gardasil	Natazia	Renflexis	Vaqta vial	Zavesca
Cervarix	Inflectra	Oxazepam	Sivextro vial	Ventavis	Zostavax

BRAND-FOR-GENERIC SUBSTITUTION			
<i>Dispensing branded medications in situations where the generic equivalent is more expensive.</i>			
Covered brands	Excluded generic	Covered brands	Excluded generic
Adderall Xr	Dextroamphetamine/amphetamine	Lialda	mesalamine
Concerta	Methylphenidate ER	Welchol	Colesevelam hcl
Estrace 0.01%	Estradiol 0.01%	Uceris	Budesonide

If you have questions about these changes, call our Pharmacy Department at 1.800.624.6961, ext. 7914. 🍏

Disease Management Programs

The Health Plan has nurses that can help you take care of your heart disease, diabetes or COPD (lung disease). They will discuss steps you can take to improve your health and life. They can also help you find care or services that you need. You can contact the nurse by calling 1.800.624.6961, ext. 7644 or 7643. You can also make a request for a nurse to call you on The Health Plan's website. Visit

healthplan.org choose 'Solutions' and then 'Disease Management' to fill out an enrollment form online. 🍏



90-Day Refills

Simplify Your Life



If you are taking medication for diabetes, high blood pressure, or high cholesterol, talk to your doctor about the benefits of switching your prescriptions to a 90-day refill.

It can feel like a chore to travel the pharmacy every month just to pick up your medications and with winter weather upon us, it can be hard to get to the pharmacy on time depending on the weather forecast. This is where a 90-day refill can help. Talk to your doctor about switching to 90-day refills through a convenient delivery service or at your local retail pharmacy. Switching to a 90-day refill will help you stay on track with your therapy and achieve better health outcomes!

For questions about 90-day refills, call our Pharmacy Services Department at 1.800.624.6961, ext. 7914. 🍏

Behavioral Health and Primary Care Practitioners Continuity of Care

Continuity and coordination of care between behavioral and physical health care providers is an important aspect in the delivery of quality health care as behavioral and medical conditions can interact to affect an individual's overall health.

All federal and state confidentiality laws must be followed. The Health Plan expects that this information be shared accordingly and recognizes the right to keep progress notes private. The Health Plan also understands that there are special situations where information cannot be shared. A continuity of care consultation sheet is available on The Health Plan's website for use in facilitating this communication at healthplan.org.

An article that explores the topic of continuity and coordination more in depth is also located on the provider web page. 🍏



THP Affirmative Statement Regarding Incentives

The Health Plan bases its decision making for coverage of healthcare services on medical appropriateness utilizing nationally recognized criteria. Incentives are not offered to providers or employees of The Health Plan involved in the review process for issuing non-authorization nor does The Health Plan specifically reward, hire, promote, or terminate practitioners or other individuals for issuing denials of coverage. Also, no incentives are given that foster inappropriate under-utilization by the provider, nor does The Health Plan condone under-utilization, nor inappropriate restrictions of healthcare services. 🍏

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 us 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. 🍏

Member Rights and Responsibilities

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

Get Your Flu Shot Today

Are You a Flu Fighter?



Do your part this season to fight the flu by getting your annual flu shot. Getting a flu vaccine has never been simpler. As a member of The Health Plan, you can receive your vaccination free of charge from any participating THP pharmacy or from your primary care physician.

Getting an annual flu shot is your first and best protection from the flu and its potentially serious complications. It's best to get vaccinated by the end of October, but if you still haven't received a flu shot yet, it's still beneficial to receive one at any time throughout the flu season, even into



January or later. Keep in mind that it takes about two weeks after you are vaccinated for the antibodies that protect against the flu to develop, which is why getting vaccinated early is so important. When you receive a flu shot, you aren't just protecting yourself from the flu, but also those with compromised immune systems, such as older adults, young children, pregnancy women, and people with certain long-term health problems.

If you have questions about where you can get vaccinated, call us at the number on your THP ID card or at 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. 🍏

The Health Plan • 1110 Main Street • Wheeling, WV 26003-2704 • 1.800.624.6961 • healthplan.org



Health & Wellness Information