



Health Risk Assessment

Our online health risk assessment (HRA) is a quiz to help improve your health. On our website, you can find wellness tips, links to screening tools and the HRA. This tool can help you and your doctor determine the best steps to take to improve your health.

If you do not have access to the Internet, call the Quality Improvement Department at 1.800.624.6961, ext. 7659 for a copy of the HRA. 🍏

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Keeping Your Child Safe

Autism and Wandering

A common problem with those who have autism is wandering off. This can happen at home, school and other public settings. Children who wander are at risk for accidents, such as drowning. In fact, drowning is currently the leading cause of death in children with autism. If your child has autism, here are some tips to prevent wandering:

- **Secure your home.** Installing secure locks or a home security system is a great line of defense to protect your child from wandering outside of your home. However, something as simple as a wind chime or baby monitor can help protect your child too. It's also a good idea to make sure gates are securely locked and garage door openers and keys are kept out of reach.
- **Personal safeguards.** Consider getting a wearable identification necklace or bracelet for your child. Temporary tattoos work great for field trips and outings.
- **Community awareness.** It's important to let people know about your child's needs. Talk to trusted neighbors and introduce them to your child. Fill out an alert form with the local police. Make sure the people in your child's life are aware of their likes, fears, behaviors and personality.
- **Stay alert.** Warmer months, holidays, vacations, and outdoor events are common times for wandering. Create a plan with your family and other caregivers to make sure someone is closely supervising your child at all times.
- **Identify triggers.** Be aware of triggers that could cause your child to wander. You can also work with your child to teach them how to respond. For example, if your child flees due to loud noise, you can use noise cancelling head phones to help block out noise.
- **Teach safety skills.** You can teach calming techniques to help your child deal with stress, fear, etc. A big risk for children who wander is drowning, so enrolling your child in swim lessons can help teach them skills to stay safe while in the water.



If your child does wander off, remain calm and call 911 immediately. Once you call 911, search areas the pose the highest risk first, such as nearby water, busy streets, train tracks and parked cars.

If your child has autism and you'd like additional support and resources, contact our Autism Advocate at The Health Plan by calling 1.800.624.6961, ext. 6120. 🍏

Our Nurses are Here for You

Ready to Help

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 1.888.613.8385.

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



Report Available Online

Quality Improvement (QI) Program Evaluation

The QI program helps us to see if we've met our service and care goals. If a goal has not been met, new plans are put into place to help us reach these targets. The 2017 program states our plan to reach these goals. If you want to see this report, call the QI Department at 1.800.624.6961, ext. 7659 or visit our website, healthplan.org. 🍏

Need help changing your habits? Our online health risk assessment can help you pinpoint what areas would have the greatest impact. Visit myplan.healthplan.org to access this tool. 🍏

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.

You may report anonymously. There can be **NO** retaliation against you for reporting suspected noncompliance in good faith.

Meeting Your Child's Needs

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 1.888.613.8385. 🍏



Caring for Your Chronic Disease

See Your Doctor Routinely

If you have diabetes, COPD, heart failure or heart disease, it is important that you see your doctor every three to six months. Your doctor should check your blood pressure, cholesterol and other blood work. Your doctor should also review your medicines. A yearly breathing test for people with COPD can help the doctor to see if you are getting better or worse. If you have diabetes, you should have an A1c test every three months. You also need tests for eye and kidney disease once every year. These tests and regular checkups can catch problems early. If you have questions about any of these tests, call our nurses at 1.800.624.6961, ext. 7644 or 7643. 🍏



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 by visiting The Health Plan's website, healthplan.org. Choose 'Solutions' and then 'Disease Management' from the website. An enrollment form is available for you to make your request online. 🍏

Member Rights and Responsibilities

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

Reviewing Your Annual Summary

An annual summary is available for your review. This is the financial statement of our plan. We send this summary to each local DHHR office in which we manage care. You can see it there.

Also, feel free to call The Health Plan for this information. 🍏





1110 Main Street
Wheeling, WV 26003-2704

Opioid Safety

Preventing Addiction

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 www.rxdropbox.org.

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

Help in your language

If you do not speak English, call us at 1.888.613.8685 (TTY: 711). We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can communicate with you in your language.

Si usted no habla inglés, llámenos al 1.888.613.8385 (TTY: 711). Ofrecemos servicios de interpretación y podemos ayudarle a responder preguntas en su idioma. También podemos ayudarle a encontrar un proveedor de salud que pueda comunicarse con usted en su idioma. 🍏