



HealthWise

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Member Experience Survey

If you participated in a case management or disease management program in 2016, you may have recently received a survey to complete. We appreciate that you are willing to take the time to fill out this survey and return it to us. We will use these results to improve our service to you. 🍏

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Nurse Information Line

Our Nurses are Here for You

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

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. After a hospital stay, you can also call our nurses at any time with questions or concerns.

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.

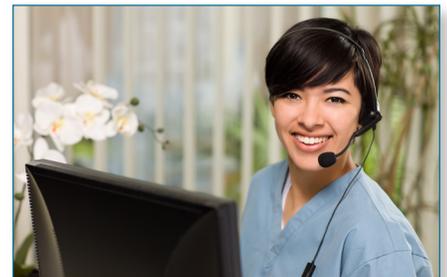
Feel free to call us 24 hours a day, 7 days a week and ask for Behavioral Health Services, or visit our website, healthplan.org.

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 Management Department. After hours, you can contact Behavioral Health Services.

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 and has been a feature of The Health Plan since 1994.

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 any services offered by our healthcare providers including after-hours assistance. 🍏



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

Facts About Autism

Possible Signs & General Information

Did You Know...

- Autism is the fastest growing developmental disorder
- The rate of autism has grown steadily over the last 20 years
- Autism now affects 1 in 68 children
- Boys are four times more likely to have autism than girls
- Autism varies greatly from person-to-person (no two people with autism are alike)
- There is no medical detection or cure for autism

Developmental Red Flags for Autism

- By 6 months: No big smiles or other warm, joyful expressions
- By 9 months: No back-and-forth sharing of sounds, smiles or other facial expressions
- By 12 months: Lack of response to name. No babbling or "baby talk." No back-and-forth gestures, such as pointing, showing, reaching or waving
- By 16 months: No spoken words
- By 24 months: No meaningful two-word phrases that don't involve imitating or repeating 🍏



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.



Go Paperless

We're Going Green for 2018!

To receive email notifications any time The Health Plan has information to share, log in or create a new account on myplan.healthplan.org and choose the paperless option from the communications preferences page. Access our newsletters and other health and wellness information online at healthplan.org. 🍏

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. 🍏

Neonatal Abstinence Syndrome (NAS) and High-Risk Pregnancy



The Health Plan's high-risk pregnancy program has registered nurses experienced in maternity care that can help moms who are pregnant and at high risk for a poor pregnancy outcome for them or baby. If you are pregnant and use tobacco, alcohol, prescription or street drugs, or have other health problems such as diabetes, these could put you and your baby at risk for problems. NAS is the term for the withdrawal that babies go through after birth if their mothers used drugs during pregnancy.

The Health Plan nurses will work with you to get the treatment you need during pregnancy. They will also follow up with you after the birth of your baby to ensure he/she gets the appropriate care to manage NAS. There are also resources on The Health Plan website, at healthplan.org. You can request one of the nurses contact you on the high-risk pregnancy link on the website or call Customer Service at 1.800.624.6961. Specify that you are pregnant and would like to speak with the pregnancy nurse. 🍏

Chronic Disease Programs

Our Staff is Here to Help

Do you have COPD, diabetes, or heart disease? If so, The Health Plan has registered nurses on staff that specialize in each of these areas. The nurses can help you to take better care of your disease by guiding you through preventive care and testing to monitor your disease status. These include vaccines, spirometry testing, cholesterol and blood pressure tests, A1c and kidney function tests, as well as, diabetic eye

exams. They can assist you with questions related to your disease, medications, or how to make changes to better manage your disease. There are also resources related to these diseases on The Health Plan website, at healthplan.org. You can request one of the nurses contact you on the disease management link on the website or call Customer Service at 1.800.624.6961. Specify which disease program nurse you would like to speak with. 🍏

CoreWellness Journeys

Do you want to breathe easier, get rid of back pain, eat better, move more, sleep better, have less stress, quit smoking, or lose weight? CoreWellness Journeys are fun and quick ways to learn easy tips to boost your health. It's like going to a health class right from the comfort of your own home!

Our CoreWellness program allows you to track your activity, diet, test results, and ways that you live well. Examples are:

- Activity – active breaks, biking, walking, yard work
- Eat healthy – fruit, whole grains, water
- Live well – new learning, relaxation, spending time with friends and family
- My numbers – blood pressure, glucose, cholesterol, weight
- ...and much, much more!

Have you ever wondered what your health status is and what areas you should focus on? The Compass health assessment can help you spot your strengths and risks. The survey takes about 15 minutes to finish. Once you finish the assessment, specific steps to improve your health are provided.

To get started, all you have to do is login or register as a new user on healthplan.org and click on "Access CoreWellness." 🍏

Member Rights and Responsibilities

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

When to Find a Primary Care Physician for Your Young Adult

What's the right age to switch from a pediatrician to an adult health care provider? Many parents struggle with knowing when to make the change. It is an important decision and your pediatrician can help you with this process. Depending on your child's level of comfort or if there are special health care needs, they may need more time. Usually between ages 18-21 is when young adults find a new doctor. You can discuss switching and what your options are with your pediatrician.



The transition into adult health care won't happen quickly. But by talking with your pediatrician, you'll be able to help your child be successful when the time does come. If you need help finding a physician, go to findadoc.healthplan.org to find a doctor in your area. You can also call the Customer Service Department if you need additional help at 1.800.624.6961. 🍏

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



Health & Wellness Information