



HealthySense

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Help Finding a Provider

The Health Plan tries to ensure the accuracy of our "Find A Doctor" tool on our website. Updates to the list are made daily online. If you should have an issue with finding a doctor from our website, please contact our customer service representative. 🍏

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Not Just Good for Your Body

Exercise and Mental Health



Everyone knows that regular exercise is good for the body. But exercise is also one of the most effective ways to improve your mental health. It also relieves stress, improves memory, helps you sleep better, and can put you in a better mood.

Exercise fights depression. It triggers changes in the brain. It also gives off powerful chemicals in your brain that make you feel good. Exercise can also serve as a distraction, allowing you to find some quiet time to break away from bad thoughts that feed depression.

Exercise and Stress

Ever noticed how your body feels when you're under stress? Your muscles may be tense, leaving you with back or neck pain, or painful headaches. You may feel a tightness in your chest, a pounding pulse, or muscle cramps. You may also have problems such as not being able to sleep, heartburn, and an upset stomach. The worry of all these symptoms can, in turn, lead to even more stress, creating a bad cycle between your mind and body.

Exercising is an effective way to break this cycle. As well as chemicals in the brain, physical activity helps to relax the muscles and relieve tension in the body. Since the body and mind are so related, when your body feels better so, too, will your mind.

Info received from: Mayo Clinic 🍏

5 Reasons to Have a Family Doctor

Staying Healthy

Sometimes it's just easier to head to the ER when you're sick. But regular visits with your doctor could help you stay out of the hospital. Regular doctor visits could also save you time and money. Here are some great reasons to have a family doctor.

You're less likely to end up in a hospital

Sometimes we try to tell ourselves we're not getting sick so we can avoid the doctor. Then, after getting even sicker, we end up in the ER.

Sometimes you can prevent these trips to the hospital with regular care from your doctor.

An annual check-up is also important. It can give your doctor important info about your health. Your doctor could even catch some problems before they get worse.

You'll have a 'care manager'

Your family doctor can talk to you about your symptoms and health history. Then, your doctor can help you decide if you should see a specialist. Your doctor can also make sure you go to the right type of specialist. For example, is the discomfort in your chest because of an issue with your heart? Or could it be anxiety or even acid reflux? If you see the wrong type of specialist, you waste time and money. Instead, your doctor can refer you to a specialist who would be a good fit for you.

Your family doctor can also keep track of the care you get from a specialist. If you're seeing many specialists for health issues, your family doctor can help you decide what recommendations to focus on first.

There's a reason they're called 'family doctors'

When your family sees the same doctor, that doctor will get a good picture of your family's overall health. If your doctor knows that your relative had a genetic disease, he can look for symptoms in the rest of the family. This could help your doctor catch or prevent illnesses.

They do more than provide check-ups

Family doctors do more than check your blood pressure and give you antibiotics. They can also help you manage diabetes, asthma, arthritis, and other diseases.

Work with your doctor to come up with a care management plan. Your doctor can give you guidance and keep you on the right track.

They know your background

At the ER, you'll probably be seeing a doctor that doesn't know anything about your health history. But your family doctor will have your health records. Those records include your screening results, past and current medications, and other important health info.

If you're dealing with an emergency health issue, a trip to the ER or walk-in clinic may be the best option. But for long-term care, your family doctor has a better picture of your overall health. 🍏



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

Avoiding & Reporting Scams

Awareness

Identity Theft and Enrollment

Identity theft occurs when someone takes your personal info and uses it to bill for medical supplies and services.

Plans **MAY NOT:**

- Go door-to-door or leave information at your home to sell coverage
- Call you unless you have said that they can
- Hold events in places that provide health care services
- Make you meet with a plan employee or have you take a health screening in order to receive coverage
- Make you give out your email address or personal information

If you have any of these things happen you should report it. The health plan may be committing fraud.



Protect yourself from identity theft.

Never give out your social security number, health plan numbers

or your bank information to someone you don't know. Your current health plan will not call you to confirm your ID number.

Be careful of free offers and giveaways.

If you feel your identity has been stolen you should:

- Contact your bank and credit card companies so action can be taken to secure your accounts.
- Call your health plan or Medicare at 1.800.MEDICARE (633.4227).
- Contact the National Benefit Integrity (NBI) MEDIC at 1.877.7SAFERX (1.877.772.3379).



When to Find a Primary Physician for Your Young Adult

What's the right age to think about changing from a pediatrician to an adult health care provider? Many parents struggle with knowing when to make the change. It is an important choice and your pediatrician can help you make this change. Based on your child's level of comfort, or if there are special health care needs, they may need more time. At around age 18 - 21, you should start talking to your pediatrician to help your young adult find a doctor and make the change to adult health care. The move into adult health care won't happen quickly. By talking with your pediatrician, you'll be able to help your child make the change when the time comes. If you need help finding a doctor, log in to healthplan.org and use the "Find a Provider" tool to find primary care physicians in your area. If you need more help call customer service at 1.800.624.6961. 🍏

Member Rights and Responsibilities

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

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. 🍏



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St. Clairsville, OH 43950-9306

Chronic Disease Programs

We're Here to Help

Do you have COPD, diabetes, or heart disease? If so, The Health Plan has nurses on staff that specialize in each of these areas. The nurse can help you to take better care of your disease. She can help you get preventive care and tests to monitor your disease status. These include vaccines, breathing test, lab and blood pressure tests, A1c and kidney function tests, as well as, diabetic eye exams. They can help you with questions related to your disease and medicines.

They can also help you to make changes to 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. ●



Neonatal Abstinence Syndrome (NAS) and High-Risk Pregnancy

The Health Plan's high-risk pregnancy program has nurses skilled in maternity care. They can help mom's who are at high risk for a poor pregnancy outcome for them or baby. If you use tobacco, alcohol, 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 while pregnant.

The Health Plan nurse will work with you to get the care you need during pregnancy. She will also follow up with you after the birth of your baby to ensure he/she gets the right care to manage NAS. There are also resources on The Health Plan website, at healthplan.org. You can ask for one of the nurses contact you on the high-risk pregnancy link on the website or call customer service at 1.800.624.6961. Let them know that you are pregnant and would like to speak with the nurse. ●