

# Secure Connection



A PUBLICATION OF THE HEALTH PLAN | DECEMBER 2018

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## Flu Season is Here

### Protect yourself from the flu.

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 a flu vaccination free of charge from any participating THP pharmacy or from your primary care physician.



Did you know that people 65 years and older are at a greater risk for serious complications from the flu? This is because the human immune defenses become weaker with age, which is why the flu vaccination is especially important. Flu vaccines change from year to year to better protect against the flu viruses that research indicate will be the most common during the flu season. Getting a flu vaccine annually and early in the flu season is the best defense to protect yourself from potentially serious complications of the flu.

Talk to your doctor or pharmacist about which flu vaccine is right for you. Aside from the standard flu vaccine, there are high-dose and adjuvanted flu vaccines that your doctor might recommend. Both the high dose and adjuvanted flu vaccines create a stronger immune response which can better protect you. These vaccines may cause mild side effects that can occur with standard flu vaccinations, such as pain, redness, or swelling at the injection site, headache, muscle ache, or malaise. Talk to your doctor or pharmacist about the right flu vaccination for you.

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. 🍏





High blood pressure affects one in three American adults

*Our disease management program can help you improve your health.*

## Disease Management

The Health Plan has registered nurses who are available to help you better manage your chronic health problems. If you have heart disease, diabetes or COPD, one of our nurses can assist you in understanding your disease. They will discuss lifestyle modifications that can help improve your quality of life, and prevent disease progression and complications.

They can also help you find care or services that you need to improve your health. If you believe you would benefit from the Disease Management Program, you can contact the nurse navigators 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 on The Health Plan website, [healthplan.org](https://www.healthplan.org). Choose "Solutions" and then "Disease Management" from the dropdown menu. A form is available for you to make your request online.

### **Caring for your chronic disease.**

If you have a chronic illness, it is important that you see your doctor on a regular basis for routine monitoring of your blood pressure, cholesterol, medications, and other blood work.

If you have COPD, a yearly breathing test can help your doctor monitor the effectiveness of your current treatment plan.

If you have diabetes, you also need to have the A1c test every three months and tests for eye and kidney disease once every year.

These tests and routine checkups can catch problems early. If you have questions about any of these tests, our nurses can be reached at the number above. 🍎

# The Health Plan Contracted Vendors

## Know who to call.

The Health Plan contracts with various vendors to help deliver specific services for our SecureCare (HMO), SecureCare (HMO SNP), and SecureChoice (PPO) members.



Our customer service representatives are available to assist you with all of your needs, including services provided by our vendors at 1.877.847.7907 (TTY 711).

Hours of operation:

- October 1 to March 31, 8:00 am to 8:00 pm, 7 days a week.
- April 1 to September 30, 8:00 am to 8:00 pm, Monday through Friday. 🍏

Benefit Type	Vendor Name	Contact Information
Vision Service (Routine)*	VSP	1.800.877.7195 (TTY: 1.800.428.4833) <ul style="list-style-type: none"> <li>• 5 am – 8 pm PT, Monday–Friday</li> <li>• 7 am – 8 pm PT, Saturday</li> <li>• 7 am – 7 pm PT, Sunday</li> </ul> <a href="http://vsp.com">vsp.com</a>
Dental Services	Liberty Dental	1.877.847.7907 (TTY: 711) <ul style="list-style-type: none"> <li>• Oct. 1 – Mar. 31: 8 am – 8 pm, 7 days a week</li> <li>• Apr. 1 – Sept. 30: 8 am – 8 pm, Monday – Friday</li> </ul> <a href="http://client.libertydentalplan.com/thp/findadentist">client.libertydentalplan.com/thp/findadentist</a>
Pharmacy*	ESI	1.800.592.4465 (TTY: 711) <ul style="list-style-type: none"> <li>• 24 hours a day, 7 days a week</li> </ul> <a href="http://express-scripts.com">express-scripts.com</a>
Fitness	Silver Sneakers	1.888.423.4632 (TTY: 711) <ul style="list-style-type: none"> <li>• 8 am – 8 pm, Monday–Friday</li> </ul> <a href="http://silversneakers.com">silversneakers.com</a>
Over-the-Counter (OTC)* (SNP members only)	Convey	1.855.816.9468 (TTY: 711) <ul style="list-style-type: none"> <li>• 8 am – 11 pm, Monday -Friday</li> </ul>

## Using network providers and

### Explore our Network

SecureCare (HMO), SecureCare (HMO SNP), and SecureChoice (PPO) have a network of doctors, hospitals, pharmacies, and other providers. If you use providers or pharmacies that are not in our network, the plan may not pay for those services or drugs, or you may pay more than you pay at an in-network pharmacy.

You can go to [healthplan.org/medicare](http://healthplan.org/medicare) to search for a network provider or pharmacy by using the online directories. You can also view the plan formulary (drug list) to see what drugs are covered and if there are any restrictions.

Not all plans have the benefit marked with an asterisk(\*). Please refer to your Evidence of Coverage or contact Customer Service for assistance. 🍏



Beginning January 1, 2019, there will be coverage rule changes for opioid prescriptions for SecureCare HMO and SecureChoice PPO members. Please contact Pharmacy Services if you have any questions at 1.800.624.6961 ext. 7914.

# Medication Therapy Management

## Free Program!

If you are taking medications to manage multiple health conditions, The Health Plan offers a medication therapy management (MTM) program to help ensure that your medicines are working to improve your health.

Through the MTM program, you'll receive a welcome letter that tells you how to get started, a full medication review, and ongoing targeted medication review, all at no cost to you! If you are eligible, you will be auto-enrolled into the program and the service is provided at no additional cost.

The MTM program is offered through our partnership with Express Scripts Inc. and the Medicare Therapy Management vendor, SinfoniaRx. When you are enrolled, you'll receive a phone call from the SinfoniaRx's medication management center out of Ohio and/or Arizona. Callers often refer to themselves as the Medication Management Center. You may choose not to participate in the MTM program, but it is recommended that you take advantage of this free service.

For more information about the MTM program or to see if you qualify, you can call The Health Plan toll-free at 1.800.624.6961, ext. 7914 Monday through Friday from 8:00 a.m to 5:00 p.m. (TTY users: 711). 🍏

**Anyone** (e.g., employee, volunteer, provider, member, Board of Directors) can report suspected fraud or issues of noncompliance.

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.

Please do not remove unless compliance department is notified

## Member Rights and Responsibilities

Please refer to [healthplan.org](http://healthplan.org) for information regarding plan benefits and member rights and responsibilities. 🍏

## 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!

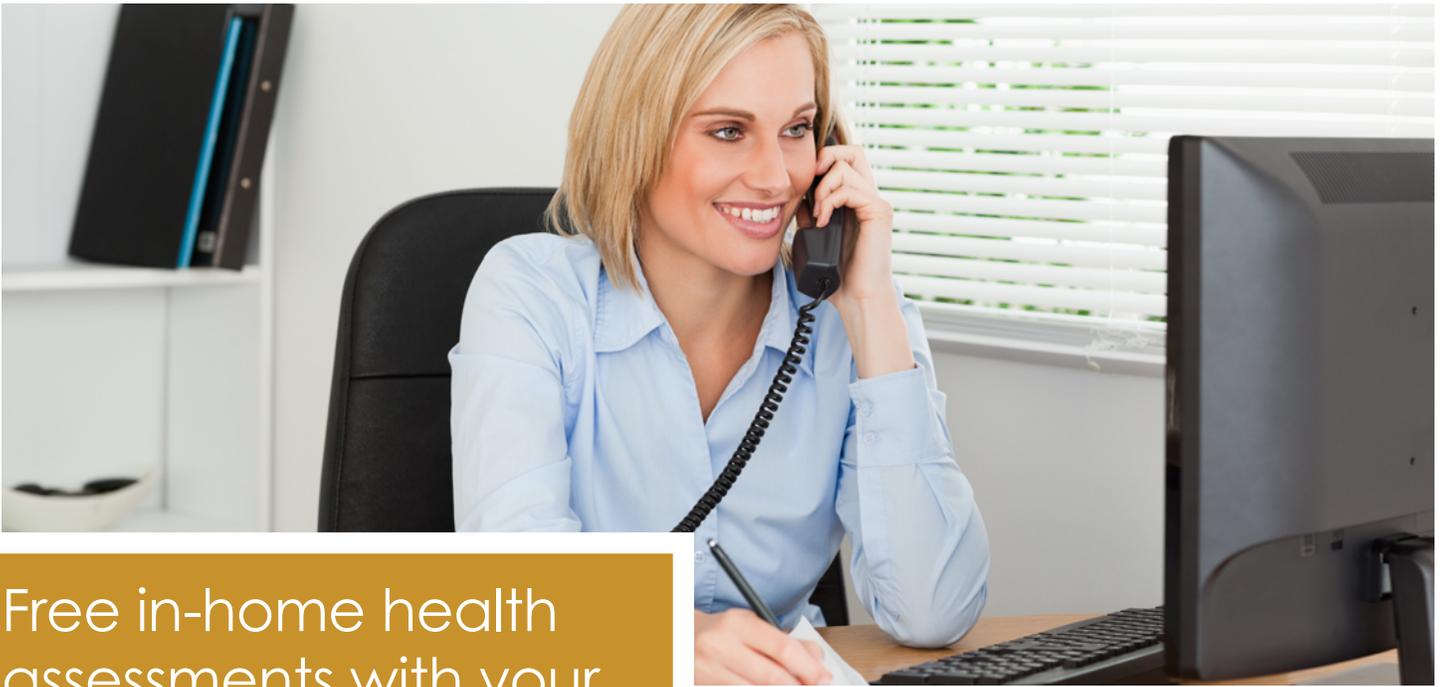
For questions about 90-day refills, call our Pharmacy Services Department at 1.800.624.6961, ext. 7914. 🍏



*Try to get at least 30 minutes of physical activity a day. Visit your local gym or wellness center to swim or try a SilverSneakers class.*

## The Health Plan 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. 🍏



Free in-home health assessments with your THP coverage

*Get the help you need from the convenience of your own home.*

## THP Partners with Signify Health

### **Quality care with a personal touch.**

As a member of The Health Plan, you have access to a variety of health and wellness resources, one of them is a yearly in-home health evaluation through our partnership with Signify Health. Signify Health is the new name of Advance Health, have partnered with us for in-home health evaluations for several years. With Signify Health, trained clinicians come right to your door and perform a comprehensive evaluation, at no cost to you. During the evaluation, you can ask questions and discuss any concerns you have about your health in the comfort of your home.

After the evaluation, the clinician will provide you with a personalized list of recommendations to discuss with your regular doctor. Each health evaluation helps improve the quality of your care by getting a full picture of your health and focusing on what matters to you. The in-home health evaluation is a way for us to ensure physicians provide you with the best clinical care.

There is no requirement to take part in any health evaluation, but we especially recommend doing so if someone from The Health Plan or Signify Health has contacted you. Health evaluations do not impact your healthcare coverage in any way. Through in-home health evaluations, we focus on providing you with a personalized experience by working face-to-face with you.

One member was so pleased with their experience, they said they would have the nurse come back to see her anytime! We hope you will consider taking advantage of this service, too! To learn more you can contact Signify Health at 1.855.393.7378, or call The Health Plan at 1.877.847.7907 to speak with a customer service representative. 🍏

# 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 1.800.624.6961 and ask for Behavioral Health Services, or visit our website, [healthplan.org](http://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](http://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 any services offered by our 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. 🍎

# Fall Prevention

**Stay safe this winter.**

Each year, more than one in four adults ages 65 and older experience a fall. While not all falls cause injury, in serious cases people can experience a head injury or hip fracture. There are some simple tips you can follow to reduce your risk of falling:

- Wear sensible shoes
- Remove home hazards, such as loose carpeting or rugs and furniture or boxes in high-traffic areas.
- Keep your home well-lit to avoid tripping on hard-to-see objects. Place nightlights in hallways and bedrooms and keep flashlights in easy-to-find places in case of power outages.
- Use assistive devices to keep you steady, such as a cane or walker. You can also consider home modifications such as a raised toilet seat, grab bars in your shower, and hand rails on both sides of stairways to reduce your risk of falling.
- Talk to your doctor about your risk of falling and have them review your medicine to see if any might make you dizzy or sleepy.
- Do strength and balance exercises, such as tai chi, to help keep your legs strong and improve your balance.
- Have your eyes checked every year, and update your glasses if needed.



If you do have a fall, be sure to talk to your doctor about it. You should schedule a bone density test with your doctor to determine your risk of fracture if you happen to fall again. These tests are easy, fast and painless. 🍎

## Contact Us

### Customer Service

1.877.847.7907 (TTY: 711)

### Behavioral Health Services

(available 24/7)

1.877.221.9295

### Medical Management Department

1.800.624.6961, ext. 7644 or 7643

### 24-Hour Nurse Information Line

304.639.8597 or 1.800.624.6961

### Pharmacy Services

1.800.624.6961, ext 7914 🍏



## Continuity and Coordination of Care Between Behavioral Health and Primary Care Practitioners

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](http://healthplan.org).

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

The Health Plan • 1110 Main Street • Wheeling, WV 26003-2704 • 1.800.624.6961 • [healthplan.org](http://healthplan.org)



Health & Wellness Information