

Secure Connection



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Coordinating Your Medical and Behavioral Health Care

Your primary care physician (PCP), also known as your family doctor, can help you manage your care. This includes your medical care and behavioral health care. We suggest that you share your behavioral health records with your PCP. This can help your PCP keep track of your complete care. 🍏



Behavioral Health Crisis Planning

Plan ahead in case an emergency should arise

In the event of a behavioral health crisis, you want to be protected. A behavioral health crisis plan is a document that tells what healthcare services you want in the event that you cannot make a decision for yourself. Anyone with a behavioral health illness can prepare suggested treatment for times of a psychiatric emergency. Creating this self-action plan is a way to stay more in control of your treatment. It is also a way for family to make home safety plans and to let members of your treatment team know your wishes.

A self-action crisis plan must be written at a time when illness does not impair your judgement. You can record your treatment choices or appoint someone to make decisions for you. Examples of things to include on your crisis plan are:

- Names of people you trust to help you in crisis
- When will the crisis plan take effect
- What kind of treatment do you want
- Where do you want to be treated

For further information, visit our health library at healthplan.org. Behavioral health advance directives is a helpful article that gives you directions on how to access the advance directive rules for the state where you live.

If you have any questions about behavioral health crisis planning, call our Behavioral Health Services Department at 1.877.221.9295. 🍏



Member Rights & Responsibilities

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

Stay Active at Any Age!

Tips for staying active in cooler temperatures

There are plenty of reasons why older adults should stay active. For starters, staying active improves your mental health. Besides the extra release of endorphins (the “feel good” chemical your brain releases when you are physically active), there is documented research that shows a correspondence between exercise and decreased depression. Staying active with activities like walking and light strength training also increases your range of motion and decreases your risk of being injured from a fall. Even your cognitive health can improve through activities such as dancing, yoga, and tai chi. Here are some ways you can stay active, even as the temperatures get cooler:

Join a mall walking group

When it's too cold to walk outside, malls are a great alternative. Many malls open their doors before the stores do, so walkers can take advantage of the open space before shoppers arrive. Joining a seniors' mall walking group can be a nice social outing as well.

Seek out an indoor pool

Swimming is a great way for seniors to stay active as it is not hard on joints. Call around to your local community centers to see if they offer senior aqua-fit classes and free swim hours.

Join a community class

Contact your local community center, YMCA or other fitness facility to learn about the group classes they offer. There are usually many classes, such as chair yoga or gentle toning that have been adapted specifically for older adults.

Try a home workout

If leaving your home isn't always an option, there are plenty of ways to stay active at home. Local libraries will often have fitness videos and DVDs you can borrow. You can also find videos and articles online to give you new ideas. If structured workout routines aren't your thing, simply cleaning or taking a walk around your house a few times can help keep you moving in the comfort of your own home.

While staying active is important for both your physical and mental well-being, it's important to talk to your health care provider before beginning a new exercise routine. 🍏

2017 Flu Clinics

The Fight Against the Flu Starts with You!

The Health Plan is pleased to announce our flu clinics for 2017.

The flu shot is free to THP members, requires no prescription and you don't need an appointment!

You can get the flu shot at any pharmacy that has it available and accepts The Health Plan insurance.

All family members who have The Health Plan coverage and are at least 19 years of age can come! Those under the age of 19 must get the flu vaccine at a doctor's office and can't go to a pharmacy or a flu clinic of The Health Plan to get it.

Please bring your ID card with you. If you need directions or more information, call us at 1.800.624.6961. 🍏



Flu Clinics:

September 30, 2017

9 a.m. to 1 p.m.

Bridgeport High School

55707 Industrial Drive
Bridgeport, OH 43912

October 7, 2017

9 a.m. to 1 p.m.

Massillon Rec Center

505 Erie Street North
Massillon, OH 44646

Affirmative Statement Regarding Incentives — August 2017

The Health Plan bases its decision-making for coverage of health care 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 or inappropriate restrictions of health care services. 🍏

Dilated Eye Exams

Did you know that all Medicare members can receive one free dilated eye exam each year? This is a new benefit that allows one free dilated retinal exam per calendar year with no copay! Your doctor has been made aware of this benefit and will be reimbursed the copay by The Health Plan when they submit your bill.

If you have diabetes, you may have received a coupon for a free diabetes eye exam in the mail in the past to take with you to the eye doctor. You no longer need the coupon. Your doctor has been made aware of this benefit and they will be paid the copay by The Health Plan when they submit the bill for a diabetes eye exam and submit a report of the results of your exam.

You will not receive a coupon in 2018 but you will still have the same free eye exam benefit.

Keep this page as a reminder to schedule your eye exam, if it has not yet been done. If you have any questions, call the customer service number on the back of your ID card. 🍏

The Health Plan Fraud, Waste and Abuse Hotline

Anyone (i.e. employee, volunteer, provider, member, Board of Directors) can report abuse or compliance issues.

To report suspected fraud, waste or abuse and/or suspected compliance issues call the hotline number: 1.877.296.7283.

Your report will be confidential and you may report anonymously. There can be no retaliation against you for reporting suspected noncompliance in good faith.

Visit healthplan.org/healthcare-fraud for information on how to protect yourself from the latest fraud schemes, scams and trends. 🍏



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 🍏

Our Nurses are Here for You

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. You can contact a nurse 24 hours a day, seven days a week by calling 1.800.624.6961 or 1.304.639.8597

You can also make a request for a nurse to call you on The Health Plan's website, healthplan.org. Choose 'Solutions' and then 'Disease Management' to fill out an enrollment form online. 🍏

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



Health & Wellness Information