



# HealthWise

A Publication of The Health Plan • April 2016

## Help Finding a Provider

The Health Plan makes every effort to ensure the accuracy of "Find A Doctor" on our website. Updates to the directory are made daily online. If you should have difficulty with locating a provider from the information on our website please contact a customer service representative. 🍏

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## Getting and Staying Healthy CoreWellness Program

The Health Plan is pleased to announce its CoreWellness Program. Beginning in April 2016, members and partners can use an innovative and engaging system designed to help improve members' health and well-being.

"We are very excited to provide this cutting-edge well-being solution to our members and partners," said Jim Pennington, CEO, The Health Plan. "We are committed to the health of our members and the communities that we serve. Providing our members and associates with the tools they need to achieve a healthier lifestyle was the obvious next step in our continued commitment to preventive care and lifestyle modification to improve overall well-being."



The Health Plan members can use the CoreWellness program to get support in adopting better health behaviors and making smarter health care



decisions. Members will have access to the award-winning Compass™ Health Assessment, which quickly helps you to form a personalized health improvement plan. You will also have the opportunity to use Journeys®, an innovative digital coaching tool to help form healthy and lasting habits. Journeys topics address a wide variety of needs across the health continuum, including living with chronic illnesses, eating better and getting more exercise, and managing cholesterol.

For more information about The Health Plan's CoreWellness Program, please visit [healthplan.org](http://healthplan.org) and click "Member Sign In." 🍏

# Avoiding and Reporting Scams

## Awareness

### Protect Against Tax Refund Fraud

A tax refund fraud scheme impacting Medicare beneficiaries in central Florida is believed to be shifting nationwide.

According to information received from Medicare Advantage organizations and the Federal Bureau of Investigations (FBI), the schemers are:

- Engaging in a scheme to commit tax fraud using stolen identities of Medicare beneficiaries
- Obtaining the identities of beneficiaries through employers, schools, hospitals, and prisons
- Stealing the beneficiary's name, social security number, address, and date of birth
- Using the beneficiary's information to electronically file a fraudulent tax claim
- Requesting that the tax refund be loaded onto a prepaid MasterCard or Visa debit card

The true taxpayer is not aware of the scam until they are rejected when they attempt to file their taxes.

The Internal Revenue Service (IRS), Secret Service, FBI, and Postal Inspection Service are involved in the investigation of these reported cases.

Never give out your social security number, Medicare number, or banking information to someone you don't know.

If you have been a victim of tax fraud, here are some steps you should take:

- Contact the IRS Identity Protection Specialized Unit, at 1.800.908.4490, so they can take steps to further secure your account.
- File a report with the police and get a copy of it for your records.

### Marketing And Enrollment Violations

Marketing and enrollment violations occur when Medicare health plans do not follow the strict rules set by Medicare regarding Open Enrollment. These rules are in place to protect your rights and benefits.

Plans **MAY NOT**:

- Sell Medicare coverage door-to-door or leave leaflets, flyers, or door hangers at your home
- Call you unless you have given them permission
- Conduct marketing events in your doctor's office, at the pharmacy counter, or in other places that deliver health care services, such as physical therapy clinic
- Make you meet face-to-face with a plan representative or have you undergo a health screening in order to receive coverage
- Require you to provide your email address or other contact information, Medicare ID number, or social security number at a marketing event

If you encounter any of these things, know that the health plan is violating Medicare rules and may be committing fraud.

### Protect yourself from this tax fraud scheme and all forms of identity theft.

Never give out your social security, Medicare, health plan numbers or your banking information to someone you don't know. Medicare or your current health plan will not call you to confirm your Medicare ID number or health plan number. Don't be afraid to ask questions if someone asks for your personal information. Often people claiming to be from Medicare or your health plan or another organization informs

you of new benefits or wants to send you a new Medicare ID card.

Be careful of free offers and giveaways. Some companies will offer free supplies, tell you that you are eligible for a refund trying to get your Medicare, insurance or personal information.

Carefully review your plan statement to ensure all the information is correct.

If you are a beneficiary whose identity has been compromised, 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).



### Identity Theft And Enrollment

Your health care needs can change suddenly. If you are covered by both Medicare and Medicaid, you can change your health plan or drug coverage whenever you need to.

Whether you change your coverage when needed or at the time of open enrollment, scammers can try to get you to sign up for a plan that doesn't fit your needs. Before you make any changes, be sure they are right for you.

Identity theft occurs when someone obtains your personal information

and uses it to bill for medical supplies and services. Identity theft of senior citizens has more than doubled in recent years. Open enrollment and changes to coverage are prime times for scam artists to target Medicare beneficiaries like you. Fraud costs us all and threatens Medicare for generations to come.

[www.cms.gov](http://www.cms.gov)

1.800.MEDICARE (1.800.633.4227)

**To discuss benefits, coverage or claims payment concerns, contact customer service at 1.888.847.7902.**



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

## When to Find a Primary Physician for Your Young Adult

What's the right age to consider changing 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. Generally at age 18-21, you should begin talking to your pediatrician to help your young adult find a physician and make a smooth transition to adult health care. 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, log in to [healthplan.org](http://healthplan.org) and use the "Find a Provider" tool to locate primary care physicians in your area. You can also call the customer service department if you need additional help at 1.800.624.6961.



## Member Rights and Responsibilities

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

Our health risk assessment, available online in the secure member area under CoreWellness, can help you to pinpoint the areas where changing your habits would have the greatest impact on your health.

# Chronic Disease Programs

## We're 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](http://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 registered nurses experienced in maternity care that can help mom's 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](http://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. 🍏

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Health & Wellness Information