



# HealthWise

A Publication of The Health Plan • September 2017

## 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. 🍏

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## Behavioral Health Crisis Planning

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 a 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](http://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, you can call our Behavioral Health Services Department 24 hours a day, 7 days a week at 1.877.221.9295. 🍏

## Quality Improvement Program Evaluation

The 2017 quality improvement (QI) program evaluation is a year-end review that determines if the quality of care and service goals set forth at the beginning of the year were achieved. If a goal has not been met, new programs are put in place to help us reach these goals. The 2017 QI program describes The Health Plan's organization and each department's responsibilities in meeting our goals for quality care and service.

Both of these documents are available to you by contacting the Quality Improvement Department at 1.800.624.6961, ext. 7659. 🍏

# Eating Better on a Budget

## Saving Money While on a Healthy Diet



Eating healthy on a budget is possible with proper planning. There are many ways to save money on the foods that you eat. The three main steps are making a game plan before you shop, finding the items you need at the best price, and preparing meals that stretch your food dollars. Read through these tips and try a few out next time you grocery shop!

- 1. Make a plan.** Before you head to the store, think about the meals you want to make for the week. Include meals like stews, casseroles, or stir-fry, which can stretch expensive items into more portions. Be sure to check what foods you already have at home and make a list of what you need to buy.
- 2. Find the best price.** Check your newspaper, online, and at the store for weekly deals and coupons. Sign up for loyalty cards to get extra savings at the stores where you shop. Look for specials and sales on meat and seafood, which are often the most expensive items on your list.
- 3. Compare and contrast.** Find the “unit price” on the shelf directly below the product. Use it to compare different brands and different sizes to determine the best value.
- 4. Buy in bulk.** It’s almost always cheaper to buy foods in bulk. Items like family packs of chicken, steak or fish and larger bags of potatoes and frozen vegetables are all great items to buy in bulk. Just make sure to check that you have enough space to properly store your items.
- 5. Buy in season.** Buying fruits and vegetables that are in-season can lower the cost and ensure that it is fresh.
- 6. Stick with the basics.** Convenience foods, like frozen dinners, pre-cut vegetables, and instant oatmeal and rice will cost more than if you were to make them from scratch. Take time to prepare your own and save!
- 7. Choose low-cost items.** Certain foods are typically low-cost all year round. Try beans for a less expensive high-protein food. For vegetables, buy carrots, greens, or potatoes. As for fruits, apples and bananas are good choices.
- 8. Cook in bulk.** Prepare a large batch of your favorite recipe and freeze in individual containers. You can use them throughout the week for a quick meal without spending money on take-out.
- 9. Get creative!** Use your leftovers in new ways to keep meals exciting. For example, use leftover chicken in a stir-fry, over a garden salad, or in a chicken chili. Throwing away food is throwing away money, so make your leftovers last!
- 10. Eating out.** Restaurants can be expensive. If you do choose to eat out, save money by getting the early bird special, going out for lunch instead of dinner, or looking for “two-for-one” deals. Stick to water instead of ordering other beverages, which will save you money and empty calories. 🍏

# Disease Management Programs

The Health Plan has nurses that can help you take care of your heart disease, diabetes or COPD. They will discuss steps you can take to improve your health and life. They can also help you find care or services that you need.

You can contact the nurse by calling 1.800.624.6961, ext. 7644 or 7643.

You can also make a request for a nurse to call you on The Health Plan's website. Visit [healthplan.org](http://healthplan.org) choose 'Solutions' and then 'Disease Management' to fill out an enrollment form online. 🍏



## Free to all Commercial Members with Diabetes Dilated Eye Exams

Dilated eye exams are free to all Commercial members with diabetes.

Because routine screening for diabetes-related eye disease is critical to early detection and treatment, THP Commercial members are provided one free dilated diabetes eye exam each year to encourage you to stay up-to-date with this annual exam.

In the past, you may have received a coupon or postcard in the mail to take to the eye doctor with you so that you were not charged a copay. Now, you no longer need the coupon! Your doctor has been made aware of this benefit and The Health Plan will pay your copay when we receive a bill for your diabetes eye exam and a report of the results of your exam. The benefit has not changed, we have just eliminated the need for you to retain and take the coupon with you to the doctor's office.

You will not be mailed a coupon in 2018. Keep this page as a reminder to schedule your test if it has not been done.

If you have any questions, call the customer service number on the back of your ID card. 🍏

## THP Fraud, Waste and Abuse (FWA) 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](http://healthplan.org/healthcare-fraud) for information on how to protect yourself from the latest fraud schemes, scams and trends. 🍏



Our health risk assessment, available online at [myplan.healthplan.org](http://myplan.healthplan.org) under CoreWellness, can help you to pinpoint the areas where changing your habits would have the greatest impact on your health. 🍏

## THP 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. 🍏

## Member Rights and Responsibilities

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

## Contact Us

### 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

# 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.

**Saturday, September 30**

9 a.m.- 1 p.m.

Bridgeport High School,  
55707 Industrial Drive,  
Bridgeport, OH 43912

**Saturday, October 7**

9 a.m.- 1 p.m.

Massillon Recreation Center,  
505 Erie Street North,  
Massillon, OH 44646 🍏



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



Health & Wellness Information