



HealthySense

A Publication of The Health Plan • September 2017

Help in Your Language

If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

Si habla inglés, los servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al número que aparece en la parte posterior de su tarjeta de identificación (TTY: 711). 🍏

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Earn a \$25 CVS Gift Card

The Importance of Well Visits

If you are between the ages of 3-6 and 12-18, you are eligible to receive a \$25 gift card from CVS.

A well visit is not the same as a trip to the doctor when you're sick. Well visits are a time to "check in" with your doctor, without a clear-cut concern. Your doctor will:

- Take your health and family history
- Get your height, weight, body mass index (BMI), and blood pressure
- Assess for depression or anxiety
- Discuss any vaccines or tests that you need
- Refer you to other help if needed, such as a dietitian or a program to help you stop smoking



Yearly doctor visits will help you to avoid future problems. Your doctor will talk to you about things that you can do to keep healthy. A well visit gives you the chance to ask questions and to talk about any concerns that you might have.

Well visits are very important for children! It will give the doctor a chance to make sure that your child is doing well for their age. Your doctor will talk to you about nutrition, sleep, and safety. Before their third birthday, children should have many well visits (nine total). Follow the schedule given to you by your child's doctor. After their third birthday, well visits should be yearly.

Adult members between the ages of 19 and 64 should have a well visit every one-to-three years and adults over the age of 65 should have one yearly. The well visit is a covered benefit for all adults and children in your house who have The Health Plan insurance. 🍏

Contact Us

Customer Service
1.888.613.8385

**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 🍏

Eating Better on a Budget

Saving Money 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 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. 🍏

Here to Help

Disease Management Programs

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 the nurse by calling 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, choose 'Solutions' and then 'Disease Management' from the website. An enrollment form is there for you to make your request online. 🍏

Behavioral Health Crisis Planning



What is a mental health crisis plan?

- A document that tells your family and doctor what your wishes are in an emergency
- A plan that gives you control over your health care treatment.
- You can either create a plan, or choose someone to make decisions for you.

When should you write a crisis plan?

- When illness does not impair your judgement.
- Share your plan with your family and care team.

What information is included in your crisis plan?

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

For more information, visit our health library at healthplan.org.

There, you will find more information on crisis planning and advance directives.

If you have any questions, you can call our Behavioral Health Services Department 24 hours a day, 7 days a week at 1.877.221.9295. 🍏

Diabetes Eye Exams

Free to all Medicaid Members with Diabetes

If you have diabetes, you should have a dilated eye exam each year to check for problems related to the diabetes. One diabetes eye exam each year is free of charge. In the past, you may have received a coupon or postcard in the mail to take to the eye doctor with you. You no longer need the coupon. Your doctor has been made aware of this benefit and they will be paid

by The Health Plan when they submit the bill for “diabetes eye exam.” They should also submit a report of the results of your exam.

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. 🍏

Coordinating Your Medical & Behavioral Health Care

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. 🍏

Quality Improvement (QI) Program Evaluation

This program helps us to see if we've met our service and care goals. If a goal has not been met, new plans are put into place to help us reach these targets. The 2017 program frames our duties to reach these goals. If you want to see this report, call the QI Department at 1.800.624.6961, ext. 7659. 🍏

THP Fraud, Waste and Abuse (FWA) Hotline

Anyone can report compliance issues. To report suspected fraud, waste, abuse, or compliance issues call the FWA hotline: 1.877.296.7283

Your report is confidential and anonymous. The Health Plan does not hold anything against members who report issues in good faith.

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

Member Rights & Responsibilities

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



1110 Main Street
Wheeling, WV 26003-2704

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 🍏

THP Affirmative Statement Regarding Incentives

The Health Plan uses strict rules to decide if a health care service is appropriate. The Health Plan does not:

- Reward our employees or providers for not authorizing health care services
- Reward, hire, promote, or terminate employees or providers for denying coverage
- Condone inappropriate limitations of health care coverage 🍏

Need help changing your habits? Our online health risk assessment can help you pinpoint what areas would have the greatest impact. Visit myplan.healthplan.org to access this tool. 🍏