

Secure Connection



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In this Issue

- 2 Member Rights & Responsibilities
- 2 Always on the Run
- 2 Dental and Vision Coverage for Medicare Beneficiaries
- 2 The Health Plan Fraud, Waste and Abuse Protection
- 3 Caring for Your Chronic Disease
- 3 Health Risk Assessment (HRA)
- 3 You're Getting a New Medicare Card!
- 4 Our Nurses are Here for You

Quality Improvement (QI) Program Evaluation

The 2017 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 met. If a goal has not been met, new programs are put in place to help us reach these goals. The 2018 quality improvement program describes The Health Plan organization and each department's responsibilities in meeting our goals for quality care and service. Both of these documents are available to you when you call the Quality Improvement Department at 1.800.624.6961 ext. 7659 or visit our website at healthplan.org. 🍏

Let's Get Physical

Physical activity is important at any age! In fact, Centers for Disease Control and Prevention (CDC) recommends getting at least 150 minutes of moderate-intensity aerobic activity per week, or 75 minutes of vigorous-intensity aerobic activity. Are you getting enough activity? If you struggle with everyday activities, such as cleaning, then a physical activity plan may be just what you need.

When starting a new exercise routine, you'll want to first think about what you'd like to improve – endurance, strength, balance or flexibility. If you haven't been physically active for a while, you'll want to start slowly and talk

to your doctor about appropriate exercise routines. A great way to get started is just by walking – even just a five minute walk a couple times a day can help you feel better and gain confidence.

Once you get your physical activity plan in action, you'll want to track your progress. Luckily, there are plenty of ways to track activity that is easy and inexpensive. There are several online and mobile trackers that you can access online or download to your tablet or smart phone. You can also track your activity the old-fashioned way, with a pen and paper. Tracking your activity helps you and your doctor track and achieve your goals.

As a Medicare member with The Health Plan, you can join a local participating gym through SilverSneakers. Learn more about SilverSneakers by visiting silversneakers.com or by calling The Health Plan's Quality Improvement Department at 1.800.624.6961, ext. 7659. 🍏





Member Rights & Responsibilities

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

Always on the Run

Does a leaky bladder keep you running to the restroom frequently? Don't worry, you are not alone. An estimated 50% of Americans over the age of 65 suffer from involuntary leakage of urine. Urinary incontinence is a common health condition that involves loss of bladder control and involuntary leakage of urine. It can vary in severity, from occasionally losing a few drops of urine to leaking a substantial amount several times each day. If you think you are experiencing urinary incontinence, don't be embarrassed or afraid to talk to your doctor or health care provider. This condition is a normal part of aging. Turn to your doctor to find a solution, such as medication therapies, behavioral therapies or electrical stimulation and surgical and palliative/support. 🍏

Dental and Vision Coverage for Medicare Beneficiaries

When using your dental and vision benefits, remember that Vision Services Plan (VSP) and Liberty/Guardian Dental services must be provided by a provider that is contracted through The Health Plan. If you need help finding a contracted provider, you can speak to a customer service representative by calling toll-free to 1.877.847.7907 (TTY: 711).

Hours of operation:

October 1–February 14,	February 15–September 30,
8:00 am–8:00 pm,	8:00 am–8:00 pm,
7 days a week	Monday–Friday

Or, visit The Health Plan's website at healthplan.org/medicare 🍏

The Health Plan Fraud, Waste and Abuse Protection

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.

For more information on how to protect yourself from the latest fraud schemes, scams and trends, visit our website at healthplan.org/healthcare-fraud OR medicare2018.healthplan.org/fighting-fraud. 🍏

Caring for Your Chronic Disease

Talking to your doctor

If you have heart disease, COPD or diabetes, it is important that you see your doctor every three to six months. If you are living with a chronic health condition, your doctor should order the following tests:

- For heart disease: Your blood pressure, cholesterol and other blood work should be checked regularly. Your doctor should also review all medications you are currently taking.
- For COPD: A yearly breathing test to help monitor your condition to see if it's getting better or worse.
- For diabetes: A1c tests should be checked every three months. You should also get tested for eye and kidney disease once each year.

These tests and regular checkups can help catch problems early.

Take control with THP's disease management programs

Did you know that 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 for your health. You can contact the nurse 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 by visiting The Health Plan's website healthplan.org, Choose Solutions and then Disease Management from the website. An enrollment form is available for you to make your request online. 🍎

Health Risk Assessment (HRA)

Our HRA, available online, can help you to pinpoint the areas where changing your habits would have the greatest impact on your health.

A healthy you in the digital age, our website allows you to find wellness tips, links to screening tools, and a HRA. This tool is designed to help you and your doctor determine your health risk for certain preventable diseases. It tells you habits you can change to live healthier and preventive screenings you should schedule.

Members without access to the internet can call the Quality Improvement Department at 1.800.624.6961 ext. 7659 for a copy of the HRA. 🍎



You're Getting a New Medicare Card!

A message from the Centers for Medicare and Medicaid Services (CMS)

Cards will be mailed between April 2018-April 2019. You asked, and we listened. You're getting a new Medicare card! Between April 2018 and April 2019, we'll be removing Social Security numbers from Medicare cards and mailing each person a new card. This will help keep your information more secure and help protect your identity.

You'll get a new Medicare Number that's unique to you, and it will only be used for your Medicare coverage. The new card won't change your coverage or benefits. You'll get more information from Medicare when your new card is mailed

Here's how you can get ready:

- Make sure your mailing address is up to date. If your address needs to be corrected, contact Social Security at ssa.gov/myaccount or 1.800.772.1213. TTY users can call 1.800.625.0778.
- Beware of anyone who contacts you about your new Medicare card. We'll never ask you to give us personal or private information to get your new Medicare Number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's. 🍎



Our Nurses are Here for You

The Health Plan has a team of dedicated nurses ready to help you with your health care needs. For example, after a hospital stay, one of our nurses will call you within the first week of your discharge. This nurse will ask you how you are doing, help you understand your discharge instructions and be sure you're keeping important follow-up appointments. When dealing with a catastrophic illness, injury or behavioral health problem, our nurses are here to help coordinate your health care services to ensure you're getting the care you need, when you need it. If you have behavioral health concerns, The Health Plan has specially-trained behavioral health nurses who are skilled in addressing any issue you may be experiencing, and can connect you with education and community resources.

To learn more about these resources, give us a call:

- Medical Department:
1.800.624.6961, ext. 7764 or 7643
- Behavioral Health Department:
1.877.221.9295

You may also submit a referral form online by visiting our website, healthplan.org. 🍏

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



Health & Wellness Information