



HealthySense

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Member Experience Survey

Every year, The Health Plan sends out surveys for our medical management programs. If you participated in one of our programs in 2016 you might get one. Please fill out the survey and return it to us. We use this data to improve our service to you. 🍏

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Help is a Phone Call Away

Our Nurses are Here for You

There are plenty of reasons to talk to one of our on-staff nurses:

After a hospital stay. A nurse navigator from The Health Plan will call you after you leave the hospital. The nurse will ask you questions about how you are doing. They will also go over your discharge instructions. They will check in to see if you are keeping your follow-up appointments. After a hospital stay, you can also call our nurses at any time with questions or concerns.

Behavioral health services. The Health Plan's nurse navigators are happy to answer any question you may have. They can help with any issue you may be having. Our nurses can also give you educational and community resources. You can contact Behavioral Health.

Case management. The Health Plan has certified nurse case managers. They help coordinate health care services for members with serious health conditions. You can contact the case managers by calling the Medical Management Department. After hours, you can contact Behavioral Health Services.

You can also submit a member case management referral form online at healthplan.org.

Call for help, any time. The nurse information line provides members with access to a nurse 24 hours a day, 7 days a week.

A nurse can help if you have worries, need help getting services, or getting urgent care out of the area.

The nurse information line is not meant to replace services offered by your doctor. This includes your doctor's after-hours help.

You can contact the nurse information line by calling a nurse at 304.639.8597 or by calling The Health Plan at 1.800.624.6961. 🍏



Customer Service: 1.888.613.8385
Behavioral Health Services: (available 24/7) 1.877.221.9295
Medical Management Dept.: 1.888.613.8385, ext. 7644 or 7643
Nurse Information Line: (available 24/7) 304.639.8597 or 1.800.624.6961

Facts About Autism

Possible Signs & General Information

Did You Know...

- Autism is the fastest growing developmental disorder
- The rate of autism has grown steadily over the last 20 years
- Autism now affects 1 in 68 children
- Boys are four times more likely to have autism than girls
- Autism varies greatly from person-to-person (no two people with autism are alike)
- There is no medical detection or cure for autism

Developmental Red Flags for Autism

- By 6 months: No big smiles or other warm, joyful expressions
- By 9 months: No back-and-forth sharing of sounds, smiles or other facial expressions
- By 12 months: Lack of response to name. No babbling or "baby talk." No back-and-forth gestures, such as pointing, showing, reaching or waving
- By 16 months: No spoken words
- By 24 months: No meaningful two-word phrases that don't involve imitating or repeating 🍏



You may report anonymously.
There can be **NO** retaliation against you for reporting suspected noncompliance in good faith.



Go Paperless

We're Going Green for 2018!

Your member handbook is now offered on our website at healthplan.org/medicaid. If you don't have access to the internet you may ask for a paper copy. Call Customer Service at 1.888.613.8385 to request your paper copy. You may also access our newsletters and other health and wellness resources at healthplan.org. 🍏

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. 🍏

Our Staff is Here to Help

Chronic Disease Programs

Do you have COPD, diabetes, or heart disease? If so, The Health Plan has registered nurses that can help you. Our nurses can offer guidance and help to monitor your condition.

Common topics covered include:

- Vaccines
- Spirometry testing
- Cholesterol and blood pressure tests
- A1c and kidney function tests
- Diabetic exams



Our nurses can answer questions about your disease and how to make healthy lifestyle changes. They can also discuss your medications. We have health information on our website, at healthplan.org.

You can ask to have one of the nurses contact you on the disease management link on the website. You can also call Customer Service at 1.888.613.8385. 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 nurses that can help improve outcomes. Your pregnancy is at risk if you use tobacco, alcohol, prescription or street drugs while you're pregnant. Health conditions, like diabetes, also puts you at risk. NAS is the term for the withdrawal that babies go through if their mothers used drugs during pregnancy. The Health Plan nurses can help you get the care you need during pregnancy.

They will reach out to you after birth to make sure your baby is getting the proper care. There is also information on The Health Plan's website, at healthplan.org. You can ask for a nurse to contact you on the high-risk pregnancy page on our website. You can also call Customer Service at 1.888.613.8385. Specify that you are pregnant and would like to speak with a pregnancy nurse. 🍏

When to Find a Primary Physician for Your Young Adult

When is it right to switch from a pediatrician to an adult health care provider? Many parents ask this question. It's an important choice that your pediatrician can help you make.

Sometimes, your child has special health care needs and may need more time. Young adults normally switch to an adult health care provider

between ages 18-21. The switch won't happen quickly. But your pediatrician can talk to you about options that are best for your child when they are ready to switch.

If you need help finding a doctor, go to findadoc.healthplan.org. This tool lets you search for doctors in your area. You can also call the Customer Service Department if you need help at 1.888.613.8385. 🍏



Member Rights and Responsibilities

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

Reviewing Your Annual Summary

An annual summary is available for your review. This is the financial statement of our plan. We send this summary to each local DHHR office in which we manage care. You can see it there. Also, feel free to call The Health Plan for this information. 🍏



1110 Main Street
Wheeling, WV 26003-2704

CoreWellness Journeys

Take Control of Your Health

Do you want to breathe easier, get rid of back pain, eat better, move more, sleep better, have less stress, quit smoking, or lose weight? CoreWellness Journeys are fun and quick ways to learn easy tips to boost your health. It's like going to a health class right from the comfort of your own home!

Our CoreWellness program allows you to track your activity, diet, test results, and ways that you live well. Examples are:

- Activity – active breaks, biking, walking, yard work
- Eat healthy – fruit, whole grains, water
- Live well – new learning, relaxation, spending time with friends and family
- My numbers – blood pressure, glucose, cholesterol, weight
- ...and much, much more!

Have you ever wondered what your health status is and what areas you should focus on? The Compass Health Assessment can help you spot your strengths and risks. The survey takes about 15 minutes to finish. Once you finish the assessment, specific steps to improve your health are provided.

To get started, all you have to do is login or register as a new user on healthplan.org and click on "Access CoreWellness." 🍏



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). 🍏