

Secure Connection



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Disease Management

Our Disease Management program can help you improve your health

The Health Plan has registered nurses who are available to help you better manage your chronic health problems. If you have heart disease, diabetes or COPD, one of our nurses can assist you in understanding your disease. They will discuss lifestyle modifications that can help improve your quality of life, and prevent disease progression and complications. They can also help you find care or services that you need to improve your health. If you believe you would benefit from the Disease Management program, you can contact the nurse managers 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 on The Health Plan website, www.healthplan.org. Choose "Solutions" and then "Disease Management" from the dropdown menu. A form is available for you to make your request online.

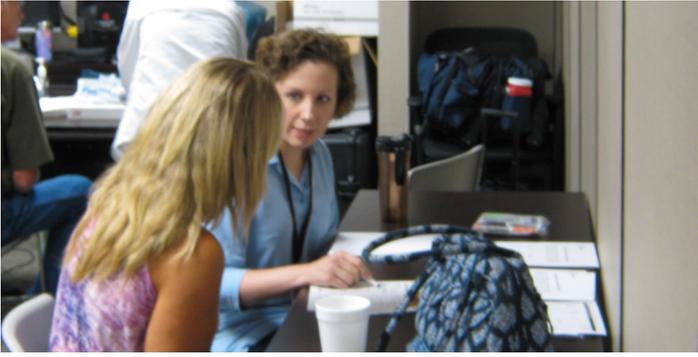
Caring for your Chronic Disease

If you have a chronic illness, it is important that you see your doctor on a regular basis for routine monitoring of your blood pressure, cholesterol, medications, and other blood work. If you have COPD, a yearly breathing test can help your doctor monitor the effectiveness of your current treatment plan. If you have diabetes, you also need to have the A1c test every three months and tests for eye and kidney disease once every year. These tests and routine checkups can catch problems early. If you have questions about any of these tests, our nurses can be reached at the number above. 🍎

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. Visit healthplan.org and click "Find a Provider" to see those who accept your insurance plan. If you should have difficulty, please contact a customer service representative. 🍎





Join Us for a Free Health Fair or Flu Clinic

Member Health Fairs with Flu Vaccines:

November 2, 2016
8 a.m. to noon
Massillon office

November 16, 2016
8 a.m. to noon
St. Clairsville office

Flu Clinics:

September 17, 2016
9 a.m. to 1 p.m.
Bridgeport High School
55707 Industrial Drive
Bridgeport, OH 43912

October 1, 2016
8 a.m. to noon
Massillon Rec Center
505 Erie Street North
Massillon, OH 44646

Let Us Help You Get the Care You Need

Nurse Information Line

Call for help, any time of day.

There is always someone to turn to, no matter what time of day or night a health concern arises. The Nurse Information Line provides members with access to a nurse 24 hours a day, 7 days a week and has been a feature of The Health Plan since 1994.

You will speak with a registered nurse if you have concerns about a particular issue, need assistance accessing services or obtaining urgent/emergent care out of the area. The Nurse Information Line is not meant to replace any services offered by our healthcare providers including after hours assistance.

You can contact the Nurse Information Line by calling a nurse directly at 304.639.8597 or by calling The Health Plan at 1.800.624.6961. 🍎

Case Management Program

The Health Plan has registered nurses that are certified case managers to coordinate health care services for members with catastrophic illnesses, injuries or behavioral health problems. You can contact the case managers by calling the Medical Department at 1.800.624.6961, ext. 7644 or 7643. After hours, you can contact the Behavioral Health Unit at 1.877.221.9295. You may also submit a Member Case Management Referral Form online by going to healthplan.org, and choosing Member Services from the drop-down box. 🍎

Our Nurses Are Here for You

We can help you get to the right specialist in a reasonable time.

If you are given an appointment to see a specialist and you feel the time frame may be unreasonable or your condition worsens, please call The Health Plan at 1.800.624.6961, ext. 7644 or 7643. Our nurses can assist you in getting the care you need. They will work on your behalf to secure earlier appointments through contacting local specialists or provider specialists in other regions. 🍎

Fall Favorites Made Healthy

Easy tips for seasonal foods

Fall is upon us, and that means many of us crave nourishing, warm foods. Below are some fall favorites, and ideas to help you slash the calories, fat and sodium, while keeping all of the flavor.

Chili

- Make with extra-lean ground beef, ground turkey, turkey sausage, or trimmed pork tenderloin
- Use low-sodium beans, and be sure to rinse them well before using them
- Use no-salt-added canned tomatoes and reduced sodium broth
- Use lite beer, if beer is called for, in your favorite recipe
- Experiment with spices to add flavor without a lot of sodium or fat – chili, cumin, cayenne, cinnamon, and allspice are all good choices for chili
- Sneak in some veggies – sweet potatoes, butternut squash, zucchini, peppers, and carrots are all good choices



Top chili with a dollop of low-fat, plain Greek yogurt in place of sour cream.



Mashed potatoes

- Use reduced fat cream cheese or lite margarine in place of butter
 - Try adding low-fat, plain Greek yogurt to make a smooth mashed potato without a lot of cream and butter
- Replace some of the potatoes with steamed cauliflower (it sounds odd, but it works)
 - Add flavor by garnishing with parsley, chives, or green onions

Sweet potato casserole

- Use egg whites or Egg Beaters® in place of the whole eggs
- Reduce the amount of margarine or use lite margarine
- Replace canned sweet potatoes with fresh sweet potatoes
- Add a cut-up apple to the topping and cut down on the amount of pecans

Stuffing

- Make with low-fat margarine
- Replace whole eggs with egg whites or Egg Beaters®
- Substitute chicken or turkey sausage for pork sausage
- Use fat-free, low-sodium chicken broth
- Choose whole-grain bread
- Add sautéed apples for a touch of sweetness 🍏

Attention TTY Users

Recently, The Health Plan began using the TTY Telecommunications Relay Service for our hearing impaired members.

This service allows the caller to dial 711. When prompted, please give the Member Service phone number, 1.877.847.7907, and the relay service will connect to a THP representative. Together, the relay service and THP representative will assist you with any questions or concerns that you may have.



Smoking Cessation

The Health Plan provides help for members who wish to stop smoking or using any other tobacco products. The American Lung Association's "Freedom from Smoking" program is offered by The Health Plan certified staff on an ongoing basis. Classes are free to all members.

The Freedom from Smoking program is an eight-session program that takes place once a week and is approximately an hour-and-a-half long. It is offered on-site in a group setting, or it can be done by calling in to join the group.

Members are eligible for smoking cessation medications as well.

For more information or to register for the class, call the QI Department at 1.800.624.6961, ext. 7647. 🍏

Follow-up Care

After you are discharged from a behavioral health hospital stay, it is important to keep your follow-up appointments with your doctor and your therapist. This gives you a chance to speak with the doctor and ask questions about your medications. Your doctor will also be able to make sure that you are doing well. Keep a diary. Write down any symptoms that you are having or any questions that you want to ask. It is important to see your doctor or therapist within 7 days of being discharged.

If you are having any difficulty with scheduling, call the Behavioral Health Services at 1.877.221.9295, and a nurse will help you to schedule an appointment.

Your primary care physician is the coordinator of your medical and behavioral health care.

If you are receiving care from a behavioral health provider, we encourage you to allow the behavioral health provider to share this information with your primary care physician. 🍏

The Health Plan • 52160 National Road East • St. Clairsville, OH 43950-9306 • 1.800.624.6961 • healthplan.org



Health & Wellness Information