

Mental Health Awareness

Mental health includes your emotional, psychological, and social well-being. Your mental health can impact your overall health and quality of life.

Seeking help is a sign of strength. If you, or someone you know is struggling, we are here for you.

988 Lifeline is a crisis number that is available 24/7 for calls and text messages, just dial or text 988 to speak with a counselor. You can visit their website here: 988lifeline.org.

The Health Plan also has an on call nurse line available 24/7 at [1.866.687.7347](tel:1.866.687.7347). You can also sign up for case management services here: healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment.



Mental Health Spotlight: Did you know that adults aged 75 and up have the highest rate of suicide? Check in on the seniors in your life and seek help if you notice changes in behavior. This resource has examples of changes to look for: samhsa.gov/sites/default/files/988-suicide-warning-signs-notecard-adult.pdf 🍎



Community Events

Health and Resource Fair

September 16, 2025

3:30 - 6 p.m.

Bridgeport High School,
Bridgeport, OH

THP Wellness Exhibition

November 7, 2025

9:00 a.m. - 3 p.m.

Highlands Sports Complex,
Triadelphia, WV

[healthplan.org/marketing/
thp-wellness-exhibition-2025](https://healthplan.org/marketing/thp-wellness-exhibition-2025)

Mobile Pantries

Mobile Pantries provide food where accessibility is limited. Fresh, healthy foods are available including fresh fruits, vegetables, dairy products, and baked goods.

Click the link below to learn more and see when the next Mobile Pantry will be in your county!

[mountaineerfoodbank.org/
mobile-pantry](https://mountaineerfoodbank.org/mobile-pantry) 🍎

Get Ready for Flu Season

The flu is a contagious respiratory illness caused by a virus (influenza) that infects the nose, throat, and lungs. It can cause mild to severe illness and can also lead to death in more severe cases.

The people most at risk are:

- People that have:
 - Asthma
 - Diabetes
 - Heart disease
- People with a body mass index (BMI) of 40 or greater
- Pregnant people
- Children younger than 5 years
- People that are over age 65

You cannot get the flu from the vaccine.

The vaccine causes no side effects in most people.

Ask your pharmacist or primary care provider about getting a flu vaccine. You can visit [vaccines.gov/find-vaccines](https://www.vaccines.gov/find-vaccines) and enter your zip code to see where you can get a flu vaccine. If you have questions about where you can get a vaccine that is covered by The Health Plan, call a Health Coach at **1.877.903.7504**. 🍏



Fall Health & Safety Checklist

Fall is an exciting time of year to get outside! Head to the park with your family or spend time in one of our beautiful state parks for some exercise. It is also a wonderful time of year to have fresh, seasonal produce. Foods such as broccoli, sweet potatoes, pumpkins, and kale are all in season and are powerful at strengthening your immune system.

As cooler weather starts to arrive and the leaves start to change, it is a good time to start thinking ahead for the colder months to come. This fall, schedule yourself time to take care of these important tasks:

- ☐ **Maintain your vehicle** – Check your tires to make sure they are in good shape before winter. Are your headlights and taillights working?
- ☐ **Change the batteries** – Smoke and carbon monoxide detectors need their batteries changed twice a year. Be sure that your flashlights are working and that you have back up batteries if needed.
- ☐ **Check your home heating system** – Before the weather gets too cold, schedule your heating system maintenance.
- ☐ **Prepare for ice and snow** – Sometimes winter weather makes an early appearance. Be sure to have your shovel, salt, and car brushes ready!
- ☐ **Pay attention to fallen leaves** – Leaves on the ground can be slippery, especially when wet. Be sure to sweep fallen leaves out of walkways to prevent falls.
- ☐ **Get your flu vaccine** – It is that time of year! To protect yourself and your loved ones from the flu, schedule time to get your flu vaccine. For questions about the flu vaccine and where you can get yours visit [vaccines.gov/find-vaccines.com](https://www.vaccines.gov/find-vaccines.com) or call THP's Health and Wellness team at **1.877.903.7504**. 🍏



Notice of Privacy Practices

The privacy and security of your health information is very important to The Health Plan. The Health Plan's Notice of Privacy Practices explains how we use and disclose your protected health information and your rights under the Health Insurance Portability and Accountability Act (HIPAA). The notice is available on our website. You may also contact us at **1.800.624.6961** if you wish to obtain a written copy. 🍏

Member Rights and Responsibilities

To view your member rights and responsibilities, please visit our website at [healthplan.org/legal/member-rights-and-responsibilities](https://www.healthplan.org/legal/member-rights-and-responsibilities). For a printed copy, please call **1.888.847.7902**. 🍏



Word to Know: Prior Authorization

A prior authorization means getting prior approval from The Health Plan before getting certain medical services or medications.

Your doctor or healthcare provider should send a request to The Health Plan before providing these services or prescribing medications. 🍏

Prior Authorization for Medications

What is a prior authorization?

For certain drugs, you or your provider may need to get approval from the plan before the drug may be covered for you. This is called "prior authorization." Prior authorizations are needed for certain drugs to make sure they are being taken safely and correctly. The Health Plan doctors and pharmacists check things like the reason you are taking the drug, your health history, how much of the drug you are taking, and what other drugs you take. If the drug your provider asked for is not on The Health Plan's formulary (list of covered drugs), The Health Plan may ask your provider if you can first try similar drugs that are on the formulary. Once you get approval, you can pick the drug up from your pharmacy.

How do I submit a prior authorization?

Either you or your provider can ask for a prior authorization of your drug. You can ask for a prior authorization request by calling The Health Plan pharmacy department at **1.800.624.6961 ext 7512**. Your provider can send in a request by sending in a fax, calling The Health Plan, or online through The Health Plan's website. 🍏

Child Health & Safety – From Birth to Back-to-School

Each year your child should see their doctor for a “well-child” visit. Well-child visits in the first 30 months of life are important to monitor development, give necessary immunizations, and identify any health issues early on. During these visits, your child’s doctor will do a physical exam and talk about how to stay healthy.



With the school year about to start, August is the perfect time to take your child to have their well-child visit. The doctor will give your child time to talk about anything that is on their mind and answer their questions. By having this time with their doctor every year, your child will learn how to stay safe and healthy and build trust with their doctor.

For more information visit this resource from the American Academy of Pediatrics: healthychildren.org/English/ages-stages/Your-Childs-Checkups/Pages/default.aspx



Mental Health Spotlight: The start of school can be stressful for any child or teen. There is homework to complete, extra-curricular activities, making and maintaining friendships and more! Here are four tips for parents, caregivers, and family to make this transition a healthy one!

- Know the warning signs of a mental health condition (loss of appetite, extreme mood changes, etc.)
- Accept and validate your child’s emotions.
- Talk with your child’s school.
- Create a safe and non-judgmental space for your child. 🍏

Breast Cancer Screening

Breast cancer happens when cells that are not normal grow in one or both of your breasts. The most common form of breast cancer screening is a mammogram. A mammogram is a low-dose x-ray picture of the breast. Mammograms can help save lives. Screening can find breast cancer early, before you have symptoms.

Signs and symptoms of breast cancer include:

- Detecting a lump.
- Breast or nipple pain.
- Skin dimpling.
- Swelling of all or part of the breast.
- Turned in nipples.
- Swollen lymph nodes under the arm or near the collarbone.
- Red, dry, flaking, or thickened nipple or breast skin.

This can lead to early treatment, a range of treatment options, and better chances of survival. The US Preventive Services Task Force recommends that you start screening for breast cancer at age 40 and continue through age 74, or until your doctor tells you to stop screening. The frequency of screenings will depend on your results, your personal medical history, and your doctor’s recommendations.

For more information visit this resource from the Breast Cancer Research Foundation: bcfr.org/about-breast-cancer/



Mental Health Spotlight: Cancer and cancer treatment can lead to energy loss, forgetfulness, a hard time concentrating, mood changes, swelling and pain in limbs and joints, and physical changes such as hair loss. These side effects can negatively impact mental health. Invest in a self-care routine and surround yourself with a support team. 🍏



Customer Service Reps

When you call The Health Plan, expect to speak with a real, local person. If you have questions or need assistance, call customer service at **1.888.847.7902** now! 🍏

Talk to a Nurse:

The nurse information line provides members with access to a THP nurse 24 hours a day, 7 days a week. The nurse information line is available to help support access to urgent and emergent care after hours.

Contact the nurse information line by calling **1.866.NURSEHP (1.866.687.7347)**. Or fill out the online form healthplan.org/for-you-and-family/get-care/talk-nurse. 🍏



Pardon Our Progress

The Health Plan is upgrading our systems to better serve you. During this process, you may notice your coverage shows as terminated. If you believe you are still active, please contact The Health Plan at **1.800.624.6961**. We appreciate your patience and understanding as we work to improve your experience. 🍏

Butternut Squash Soup

Nutrition:

Servings: 6. Calories: 135. Carbs: 24g. Fat: 4 g



Ingredients:

- 32 oz. vegetable broth
- 1 butternut squash, peeled and diced into cubes
- ½ tbsp. olive oil
- 2 garlic cloves, minced
- 1 onion, diced
- 1-2 tsp. salt

Directions:

1. In a Dutch oven pot (or heavy pot), heat olive oil over medium heat. Add onion and garlic. Cook until softened, about 5 minutes.
2. Add cut up butternut squash and vegetable broth. Bring to a boil then cover and simmer for 15-20 minutes until squash is softened.
3. Pour entire contents of pot into blender. Add salt.
4. Blend until smooth. Serve in bowls. 🍏

Source: yummyhealthyeasy.com/easy-butternut-squash-soup/#recipe.

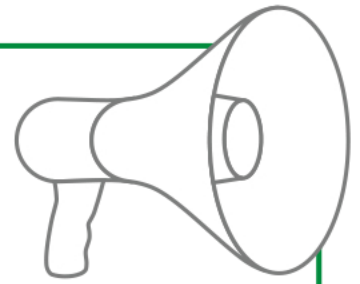


A Publication of
TheHealthPlan

1110 Main Street
Wheeling, WV 26003-2704

1.800.624.6961 | healthplan.org

You're Invited!



*Join Other Members from The Health Plan on a
Commercial Member Advisory Committee*

MEETINGS ARE HELD QUARTERLY AND ALL YOU NEED IS A PHONE TO PARTICIPATE



Why Participate?

Because your opinions about how THP offers benefits and services to you matter to us.

Together you can help us help you by:

- Identifying opportunities for improvement
- Understanding members barriers to care
- Increasing your health literacy
- Opportunity to interact with other THP members
- And much more!



Let us know today if you are interested or call **1.888.847.7902** (TTY:711) for more information.



Activating Multi-Factor Authentication (MFA)



Are you on MyPlan?

Setting up multi-factor authentication, also called MFA, will make it harder for someone else to gain access to your account without your permission.

What is MFA?

MFA is a login process that requires users to verify their identity through a second step, such as by entering a code that is sent to their email. MFA is sometimes called two-factor authentication.

Why should I sign up for MFA?

MFA helps protect your personal information from would-be hackers.

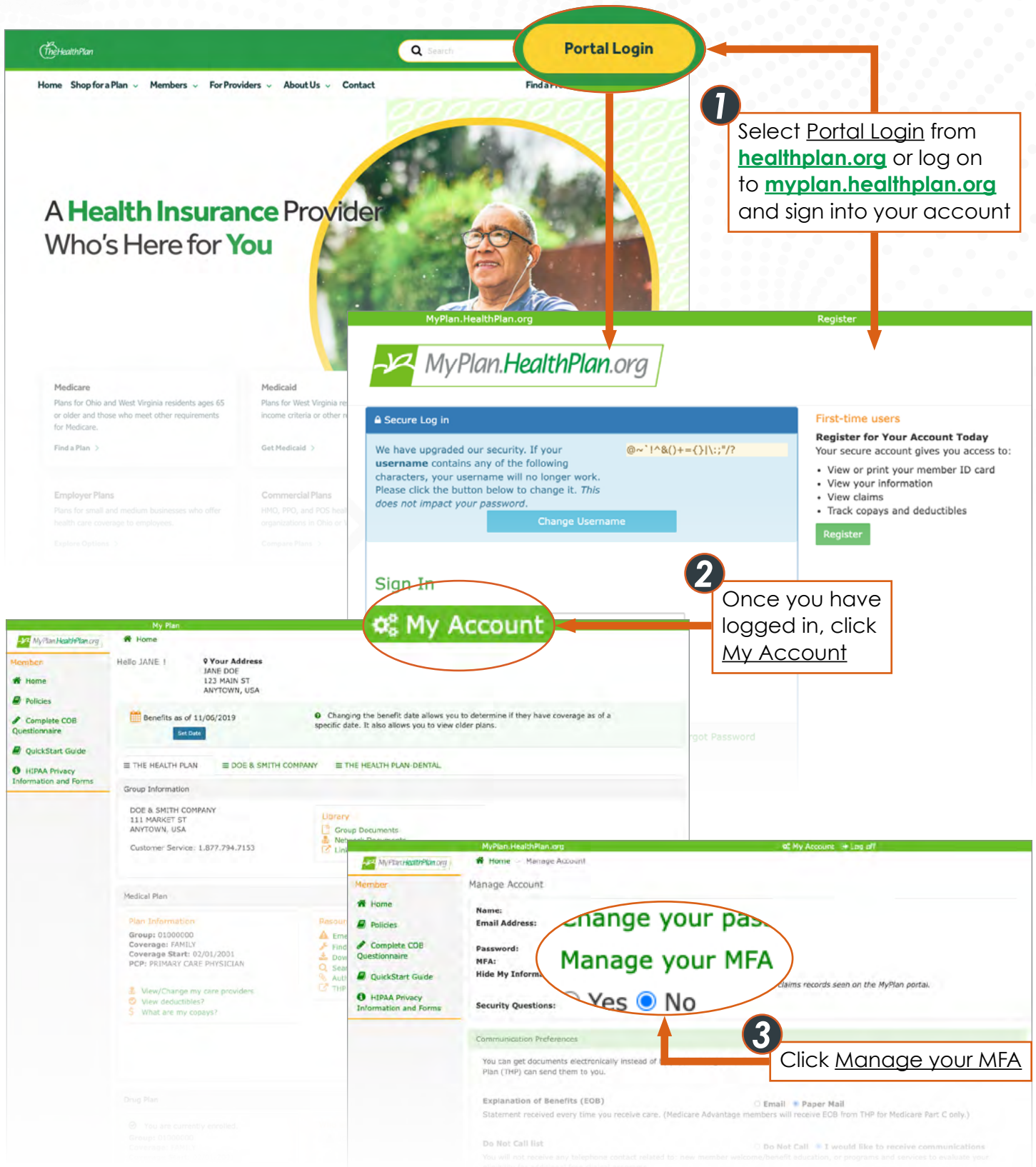
MFA is a strong security measure that can prevent your account from being hacked or compromised because it adds an extra layer of security. You should use MFA on all accounts that contain private or sensitive information.

How do I sign up for MFA?

It's easy! Just login to your MyPlan account and follow the steps below. A few minutes setting up MFA now may help to protect you from identity theft.



Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



1 Select Portal Login from healthplan.org or log on to myplan.healthplan.org and sign into your account

2 Once you have logged in, click My Account

3 Click Manage your MFA

Change your password

Manage your MFA

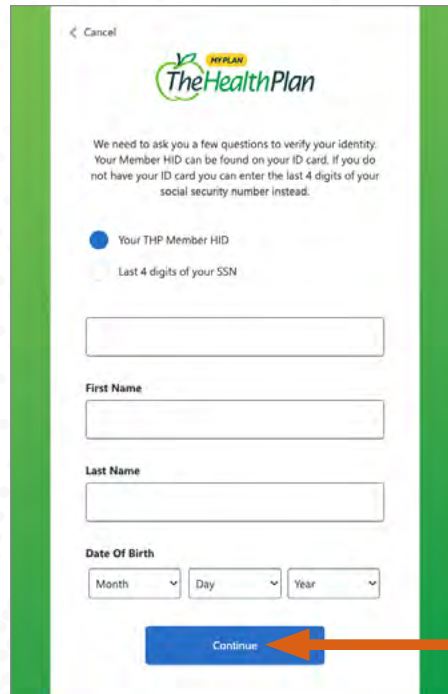
Yes **No**

Click Manage your MFA

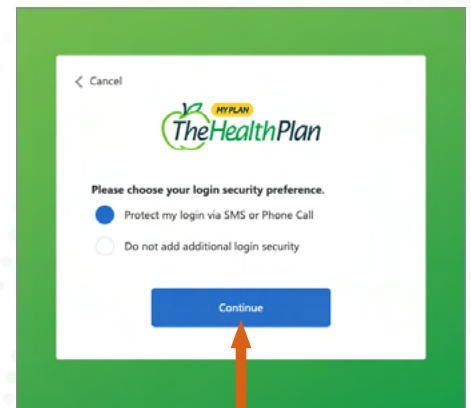
Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



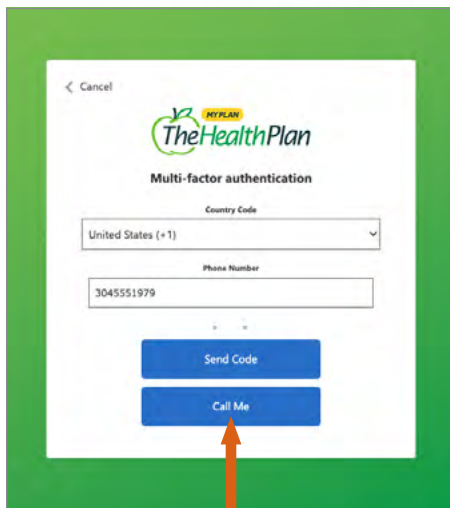
4 Enter your Email Address and click Continue



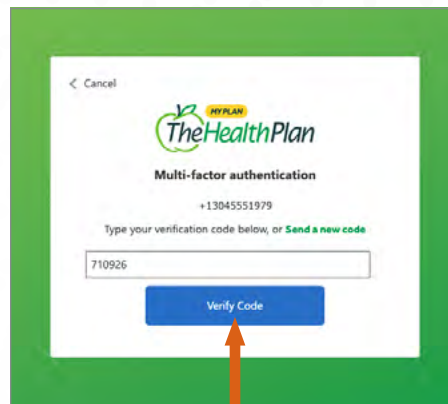
5 You will be prompted for additional information Complete the questions and click Continue



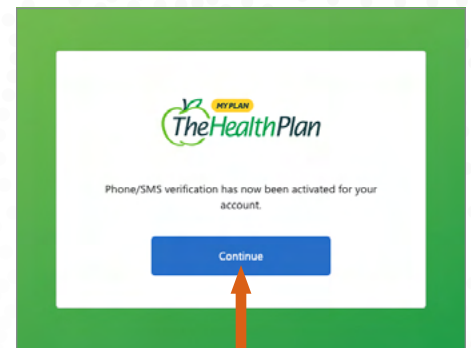
6 Choose Protect my login via SMS or Phone Call and click Continue



7 Enter your phone number and choose Send Code or Call Me



8 Enter the code sent to your phone and click Verify Code



9 MFA is now activated

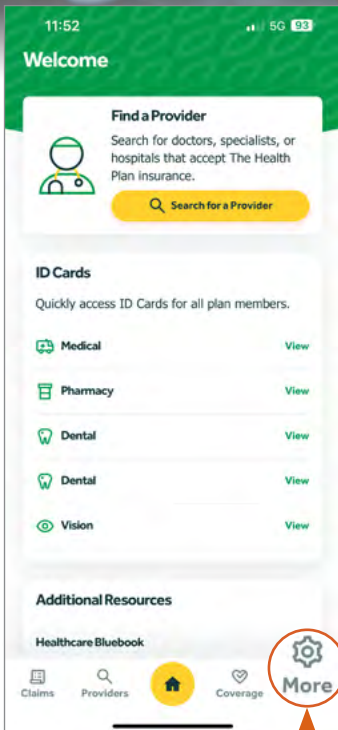
Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**

1

Sign Into the app on your Smart Device

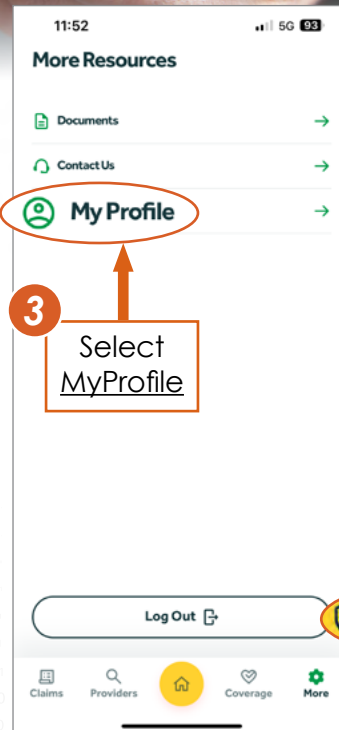
Download on the
App Store

GET IT ON
Google Play



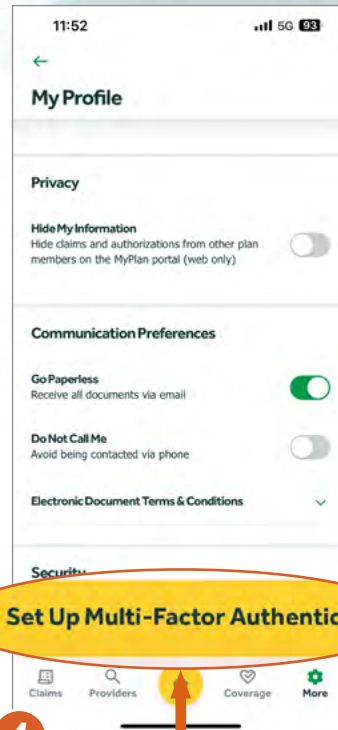
2

From the Home page, click More



3

Select MyProfile



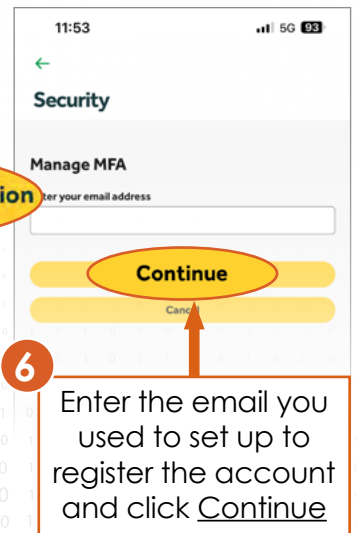
4

Scroll to the bottom of My Profile and select Set Up Multi-Factor Authentication



5

Click Manage MFA



6

Enter the email you used to set up to register the account and click Continue

Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**



11:53 5G 93

Security

We need to ask you a few questions to verify your identity. Your Member HID can be found on your ID card. If you do not have your ID card you can enter the last 4 digits of your social security number instead.

☒ Your THP Member HID ☐ Last 4 digits of your SSN

First Name

Last Name

Date Of Birth

Month Day Year

Continue

Cancel

7 Enter your information and click Continue

11:55 5G 93

Security

Please choose your login security preference.

☒ Protect my login via SMS or Phone Call

☐ Do not add additional login security

Continue

Cancel

8 Select Protect my login via SMS or Phone Call and click Continue

11:55 5G 93

87882 Use verification code 502679 for MyPlanLogin authentication

Security

Multi-factor authentication

+1304XXX1979

Type your verification code below, or [Send a new code](#)

Verify Code

Cancel

10 Complete verification

11:56 5G 93

Security

Phone/SMS verification has now been activated for your account.

Continue

11 Phone/SMS verification is now activated

11:55 5G 93

Security

Multi-factor authentication

Country Code

United States (+1)

Phone Number

Send Code

Call Me

9 Enter your phone number and choose verification method

