

## Winter Health & Safety Checklist

Winter is a fun time to play in the snow or stay cozy indoors. It is also important to stay safe and healthy when the weather gets cold. Use this checklist to get ready for cold weather:

- ☐ **Wear Warm Clothes** – Put on layers, a hat, gloves, and boots to stay warm and dry.
- ☐ **Be Careful on Ice** – Ice can be slippery. Use salt or sand on sidewalks and walk slowly.
- ☐ **Check Your Furnace** – Make sure your home stays warm. Have your furnace checked and change the filter.
- ☐ **Check Your Space Heater** – Make sure it is working safely. Keep it away from things that can catch fire and never leave it on when you're not in the room.
- ☐ **Get Winter Supplies** – Have a shovel, blankets, flashlights, and extra batteries ready in case of snow or power outages.
- ☐ **Get Your Flu Vaccine** – These help protect you and others from getting sick. Visit [vaccines.gov](https://www.vaccines.gov) or call **1.877.903.7504** for help.
- ☐ **Check Your Car** – Make sure the tires, battery and wipers work well. Keep a blanket and flashlight in the car just in case.
- ☐ **Take Care of Your Feelings** – Cold weather and short days can make you feel sad. Talk to someone, get outside when you can, and spend time with friends and family.
- ☐ **Be Careful Shoveling Snow** – Shoveling can be hard on your body, especially in cold weather. It can raise your blood pressure and strain your heart. Take breaks, drink water, and stop if you feel dizzy, short of breath, or very tired. If you feel chest pain or discomfort, you should stop and call 911 immediately. 🍏



## Community Events

### Mobile Pantries

Mobile Pantries bring free food to your neighborhood. You can get fresh fruits, vegetables, dairy, and baked goods.

You do not need to sign up or fill out any forms. If you need help with food, you can come.

Click the link below to learn more. You can also enter your zip code to find out when the Mobile Pantry will be in your area:

[feedingamerica.org/  
our-work/hunger-relief-  
programs/mobile-food-  
pantry-program](https://feedingamerica.org/our-work/hunger-relief-programs/mobile-food-pantry-program) 🍏



## Healthy Eating

### What is healthy eating?

Healthy eating means having balance, variety, and not too much of anything. Eating different kinds of foods gives your body the nutrients it needs to stay strong. Most foods can be part of a healthy diet if you do not eat too much of them.

### Why pay attention to what you eat?

Eating healthy helps your body get the right vitamins and minerals. These help your heart beat, your brain think, and your muscles move.

Healthy eating also helps you feel good and gives you energy. It can help prevent problems like:

- Heart disease
- High blood pressure
- Type 2 diabetes
- Some types of cancer

### How do you make healthy eating a habit?

A habit is something that you do as part of your daily routine. Healthy eating can become a habit by making small changes that you can commit to. It takes 3 to 4 weeks of doing something for it to start feeling like a habit. Making one small change at a time can help you achieve your healthy eating goals.

For example, you may want to eat more fruits and vegetables. You can start by having some fruit for breakfast each day. Bananas, oranges, or apples can be great on-the-go fruits for morning commutes. After 3 to 4 weeks, this should start to feel like your routine. Then you can make another small change like adding a salad to one meal a day. This process can continue until you have met your healthy eating goal.

## How to Report Fraud, Waste & Abuse

Contact us if you suspect fraud, waste, or abuse has occurred. Our FWA/Compliance Hotline is **1.877.296.7283**. 🍏



## Member Surveys

Each year, The Health Plan (THP) sends surveys to learn how you feel about your providers and your health plan.

We work with a trusted company called Press Ganey. They keep your answers private.

If you get a survey in the mail or by email, we would love for you to fill it out. Answering any of the surveys will not change your benefits. Your answers help us learn how to make your experience better with us and with your healthcare provider. 🍏



## 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 **1.888.847.7904** now! 🍏

## 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. 🍏



### How to Meal Plan and Prep When You're Busy

Meal planning doesn't have to take a lot of time. Start by picking one day each week to plan your meals – many families choose Sunday. Write down what you'll eat for breakfast, lunch, and dinner, and make a grocery list based on those meals. Choose simple recipes with ingredients you already have or that can be used in more than one meal. Planning ahead helps you avoid last-minute decisions and makes it easier to cook at home, even on busy nights.

Meal prep means planning and making your meals ahead of time, like cooking food for the week on Sunday. If you don't like to reheat food, you can focus on chopping the vegetables you need or measuring ingredients. This can help you eat healthier because you already have good food ready to go. When you keep doing meal prep each week, it gets easier and becomes a habit that helps you feel better and stay on track.

### Tips to Reduce Food Costs

Planning your meals can also help you save money. When you shop with a list, you're less likely to buy things you don't need. Try buying store brands, using coupons, and looking for sales on items you use often. Cooking at home costs less than eating out, and leftovers can be packed for lunch the next day. You can also save by buying in bulk and freezing extra portions for later. Small changes like these can make a big difference in your grocery budget.

### Where can you get support?

Your family and friends can support you. You might also find help from neighbors or coworkers. You could join a class or group that talks about healthy eating. 🍏

## Are You Moving or Have You Recently Moved?

Please make sure to update your address with The Health Plan. Simply call **1.800.624.6961** and ask to speak with one of the Customer Service Representatives for your individual plan. We will make the change right away and you won't miss out on any important information about your health insurance. If you are a Medicaid or WVCHIP member, also remember to update your information with the WV Department of Human Services by calling **1.877.716.1212**. 🍏





# Unstuffed Cabbage Roll

## Nutrition:

Servings: 6. Calories Per Serving: 67. Protein: 5g. Carbs: 3g. Fat: 4g



## Ingredients:

- 2 pounds of ground beef
- 1 large onion (chopped)
- 1 small head cabbage (chopped)
- 2 (14.5 ounce) cans diced tomatoes
- 1 (8 ounce) can tomato sauce
- 1/2 cup water
- 2 gloves garlic (minced)
- 2 teaspoons salt
- 1 teaspoon ground black pepper

## Directions:

1. Gather all ingredients.
2. Heat a Dutch oven or large skillet over medium-high heat. Cook and stir beef and onion in the hot Dutch oven until browned and crumbly, 5 to 7 minutes; drain and discard grease.
3. Add cabbage, tomatoes, tomato sauce, water, garlic, salt, and pepper and bring to a boil. Cover Dutch oven, reduce heat, and simmer until cabbage is tender, about 30 minutes.
4. Serve hot and enjoy! 🍏



Source: [allrecipes.com/recipe/235997/unstuffed-cabbage-roll/](https://allrecipes.com/recipe/235997/unstuffed-cabbage-roll/)

## Renew Your Medicaid or WV CHIP Benefits

WV Medicaid started completing enrollee reviews again. You will be required to renew eligibility with WV DHS at some point over the next 12 months. If your address or phone number has recently changed, call **1.877.716.1212** or go to [wvpath.wv.gov](https://wvpath.wv.gov) to make sure your phone and address information is up to date with your local WV DHS so that you get your review packet in the mail when it is time for you to complete that process. If you don't fill out the packet you could lose important health benefits. Even if you are not sick it is important to keep your insurance. Keeping your insurance covers you if you have an accident or get sick. Do not throw away anything received from WV DHS without carefully reading and acting, if needed. 🍏



## Member Rights & Responsibilities

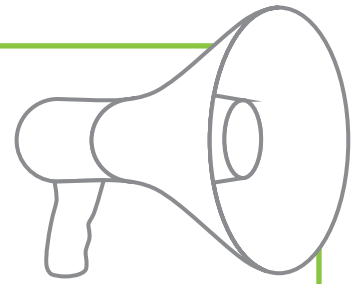
To view your member rights and responsibilities, please visit our website at [healthplan.org/Medicaid](https://healthplan.org/Medicaid). For a printed copy, please call **1.888.613.8385**. 🍏

## 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](https://healthplan.org/for-you-and-family/get-care/talk-nurse). Please note it may be up to 24 hours before you receive a response. 🍏

# You're Invited!



*Join Other Members from The Health Plan on a  
WV Medicaid & CHIP 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 **1.888.613.8385** (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.

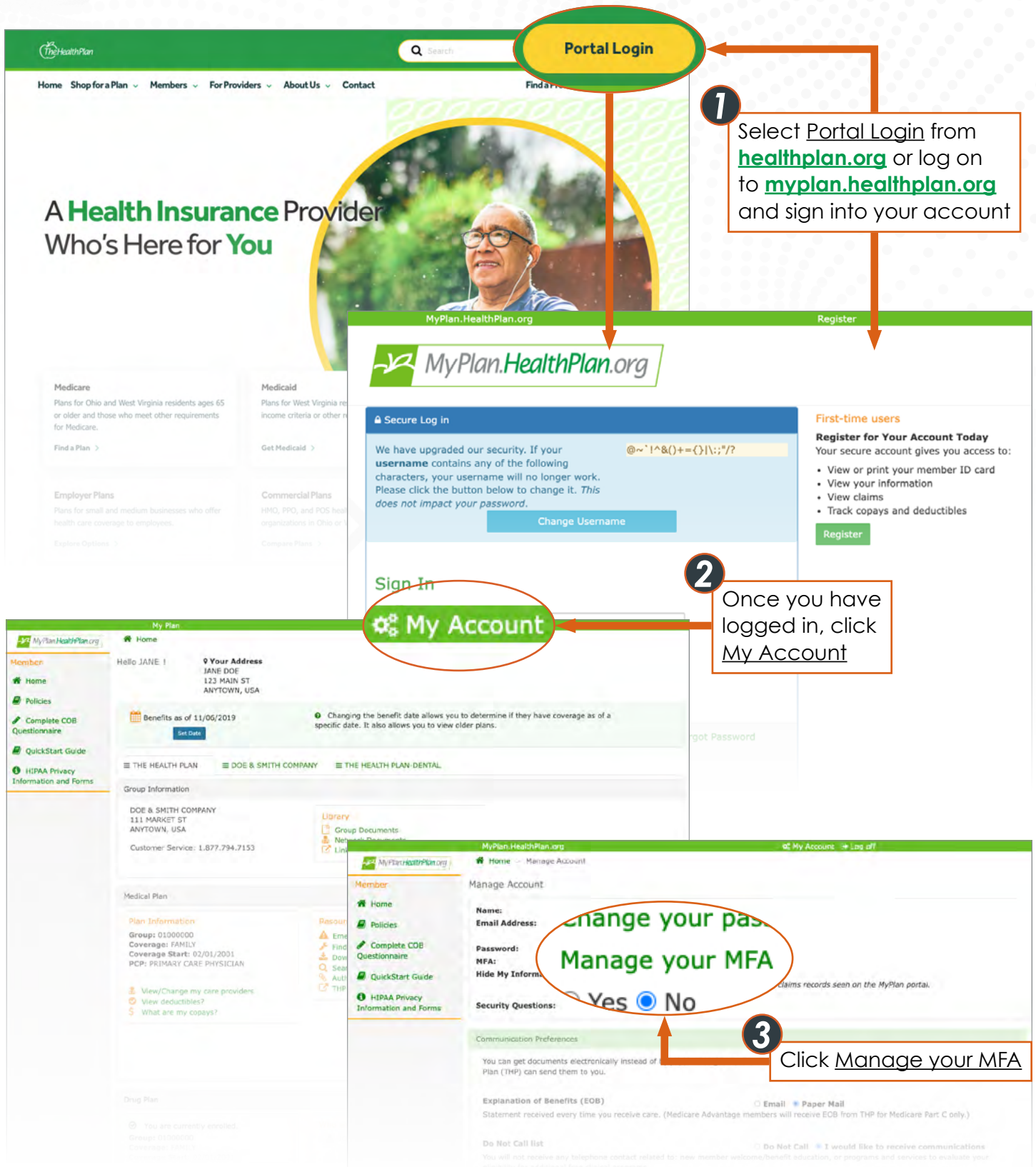
MFA is a strong security measure that can prevent your account from being hacked or compromised because it adds an extra layer of security. You should use MFA on all accounts that contain private or sensitive information.

### 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](http://healthplan.org) or log on to [myplan.healthplan.org](http://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**

**Communication Preferences**

**Explanation of Benefits (EOB)**

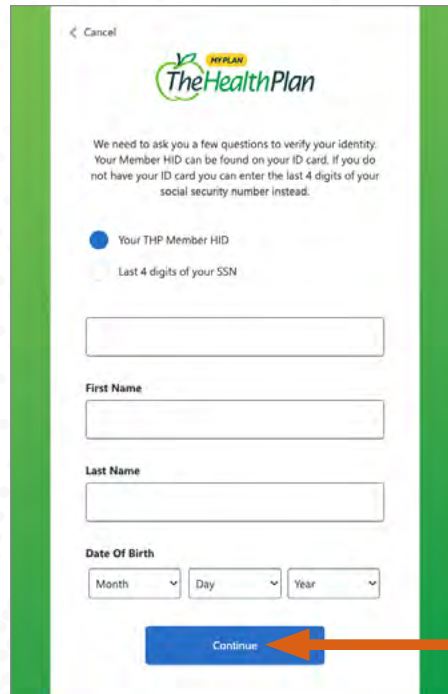
**Do Not Call list**



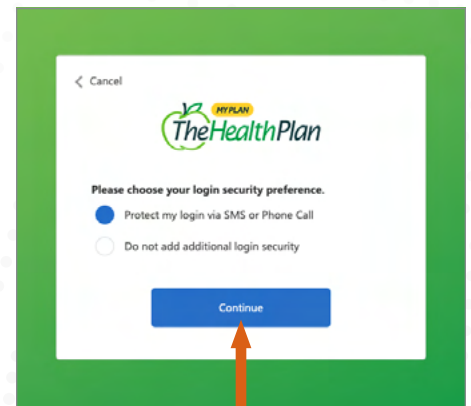
## Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



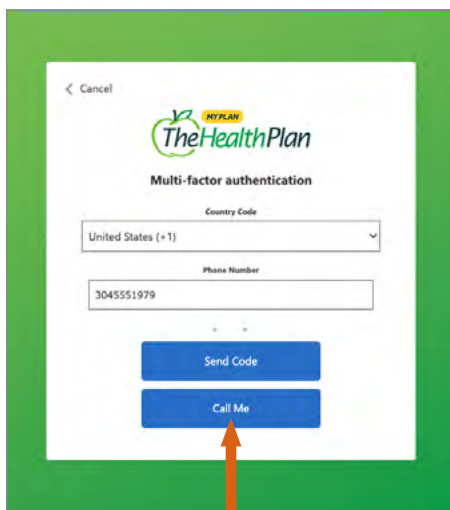
**4** Enter your Email Address and click Continue



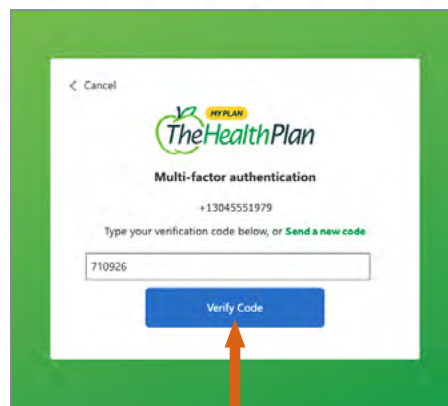
**5** You will be prompted for additional information Complete the questions and click Continue



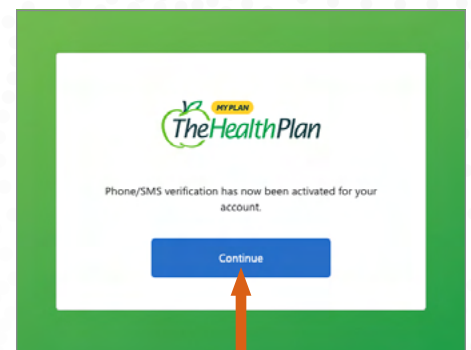
**6** Choose Protect my login via SMS or Phone Call and click Continue



**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

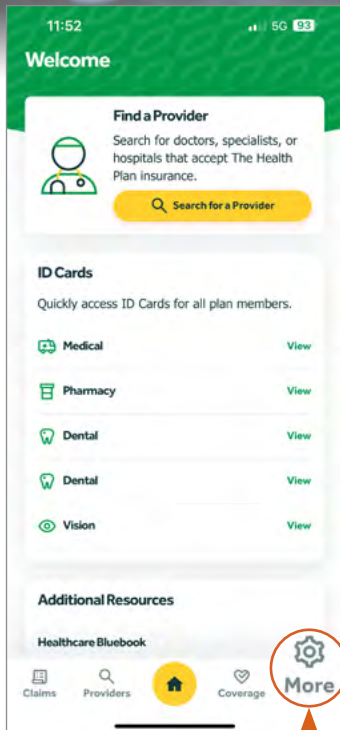
## Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**

1

Sign Into the app on your Smart Device

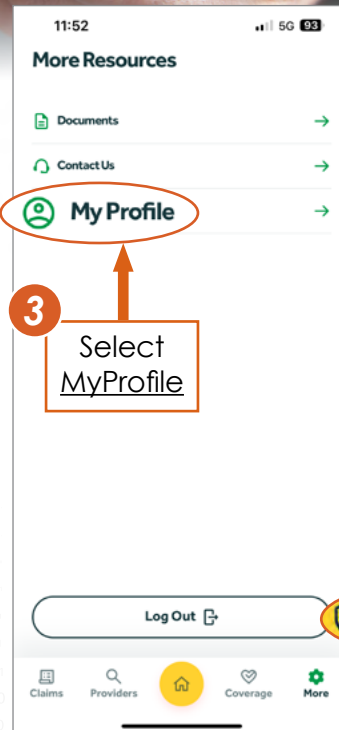
Download on the  
App Store

GET IT ON  
Google Play



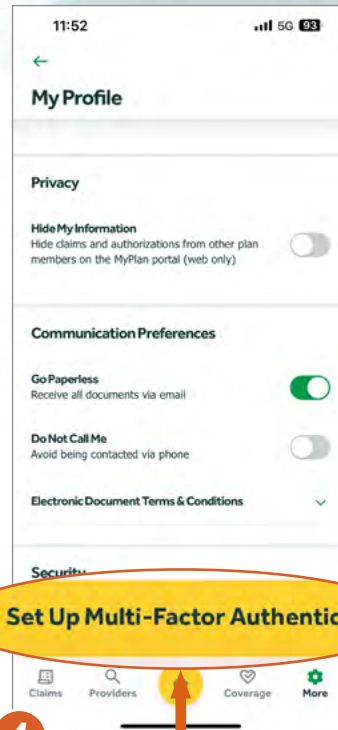
2

From the Home page, click More



3

Select MyProfile



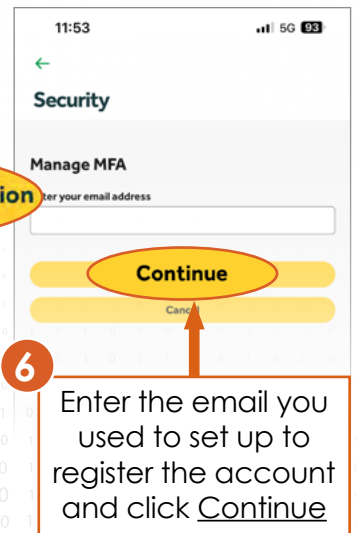
4

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

**Security**

**Multi-factor authentication**

Country Code

United States (+1)

Phone Number

**Send Code**

**Call Me**

**9** Enter your phone number and choose verification method

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

