



March is Colorectal Cancer Awareness Month

45 IS THE NEW 50

Now “45 is the new 50” to start screening for everyone at average risk for colorectal cancer. Your gastroenterologist can find colon polyps early so they can be safely removed and help to prevent colorectal cancers.

Learn About Your Screening Options for Colorectal Cancer

One-Step Screening vs. Two-Step Screening for Colorectal Cancer

1-Step Test

COLONOSCOPY

Your doctor can see and remove pre-cancers called polyps and prevent, detect or confirm colorectal cancer all in one step.

2-Step Test

1st Step:

STOOL-BASED TEST

- FIT Test (Fecal Immunochemical Test)
 - Multitargeted Stool DNA
- or –

FLEXIBLE SIGMOIDOSCOPY

– or –

IMAGING TESTS

- CT Colonography
- Colon Capsule

– Positive Test? –



2nd-Step: COLONOSCOPY



The American College of Gastroenterology 2021 Guidelines on Colorectal Cancer Screening explain the difference between recommended tests that are “one-step tests” and “two-step tests.” No matter which test you and your provider choose, getting tested is what matters.

To learn more about colorectal cancer, colonoscopy, in-home testing kits, or for help with finding a provider, please call The Health Plan at **1.877.903.7504**. We are here for you!

Colorectal Cancer: You Can Prevent it | gi.org/coloncancer 🍏



Community Events

Mobile Pantries

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

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

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

or

[facinghunger.org/events/
category/mobile-pantry/](https://facinghunger.org/events/category/mobile-pantry/) 🍏



Spring Health & Safety Checklist



As we “spring” forward and head into warmer months, it's time for Spring cleaning. Here is a list of items we often forget about but are very important to you and your family's safety!

Cleaning Products.

Are you getting the urge to clean? Don't forget to store your cleaning products in a safe place and out of the reach of young children. Put safety latches on drawers or cabinets. Safety latches can prevent children from accessing chemicals and cleaners.

Family Emergency Plan.

What would your family do in the event of a natural disaster? What if you lost power for many days? Take some time to discuss a plan with your family. If you live alone, choose a trusted person that you will communicate with in an emergency.

Be sure to prepare both a home and a car emergency kit. If you already have an emergency kit, check it and replace items that have expired.

Carbon Monoxide Detectors.

Carbon monoxide is a dangerous gas that has no smell. Carbon monoxide exposure can cause death. Test the batteries of your carbon monoxide detectors. Change the batteries once a year. It is also important to make sure the vents for your gas appliances are clear of any debris.

You should place carbon monoxide detectors outside every bedroom. They should also be in the common areas on each floor.

Smoke Alarms.

Test your smoke alarms to make sure they are working. Replace the batteries at least once a year. If your smoke detector is “chirping,” replace the batteries immediately.

You should place smoke alarms in every bedroom and in the common areas on each floor.



Window Safety.

It's nice to open the windows and let a breeze come inside as temperatures rise! Be sure to practice window safety, especially in homes with young children. Keep windows locked when closed. When windows are open, be sure to supervise young children. Don't place furniture near windows. This will help prevent children from climbing and gaining access to windows.

Medicine Cabinet.

Clean out any unwanted or expired medications. You can take them to a prescription drop box. The next National Drug Take Back Day is Saturday, April 25th. For more information, visit dea.gov/takebackday. You can also call your local pharmacy or police department to find the nearest drop off location. 🍏



The Bladder Brief: You Know Your Body Best

Bladder leaks are common.

Bladder leaks happen to many people. You are not alone. If something feels different, trust your gut. Your body is talking to you.

It's okay to bring it up.

It might feel awkward to talk about bladder leaks. Your doctor talks about this all the time. A quick conversation can help you find answers.

Write it down.

Before your visit, write down when leaks happen and how often. This helps your doctor understand what's going on.

At your next visit, ask your PCP about bladder health. 🍏

Word to Know: Copay



Your copay is a fee that you pay for covered health care services. These may include doctor appointments, laboratory tests, or filling prescriptions. Copays will be collected until your deductible has been met.

Example:

If your health plan has a \$20.00 copay for primary care visits, you will owe \$20.00 after each primary care visit.

To determine what health care services are covered and how much your copays are, please see your:

- Annual Member Handbook
- Annual Schedule of Benefits 🍏

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. Please note it may be up to 24 hours before you receive a response. 🍏



Member Rights & Responsibilities

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

Renew Your Medicaid or WV CHIP Benefits

WV Medicaid started completing enrollee reviews again. You will be required to renew eligibility with WV DoHS 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 to make sure your phone and address information is up to date with your local WV DoHS 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 DoHS without carefully reading and acting, if needed.

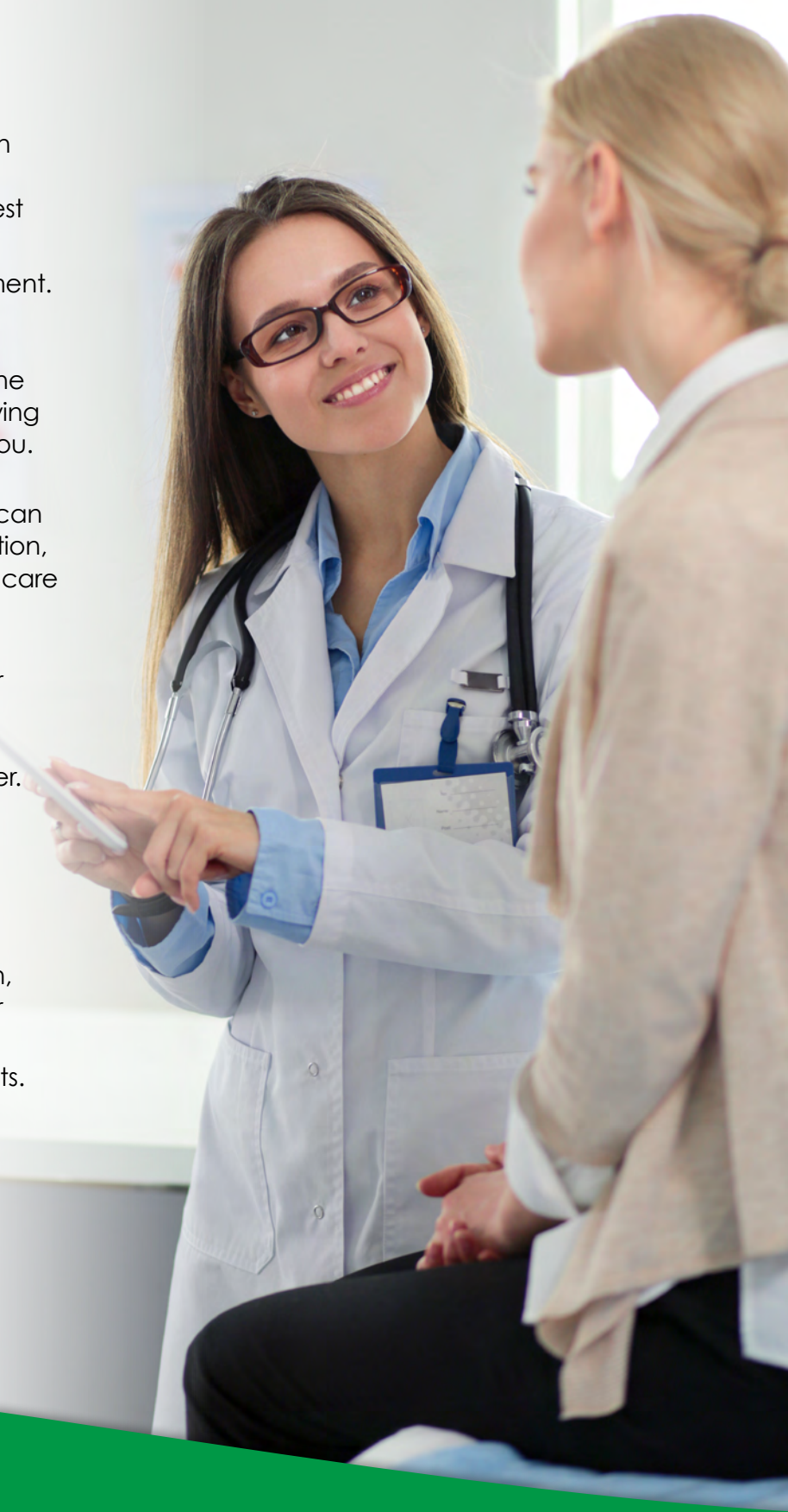
Due to the passage of recent federal legislation, many changes are come to Medicaid as of January 1, 2027. Be on the lookout for important updates from DoHS and The Health Plan 🍏

Be an Active Participant in Your Health Care

Many people are more satisfied with their health care if they share the responsibility with their health care provider. Your health care provider is an expert on medical care, but you are the expert on yourself. By being a partner with your health care provider, you can help choose the option that best fits your values, beliefs, and lifestyle. Here are some tips to make the most of your next visit:

- Health care providers can include different provider types like doctors (MD or DO), physician assistants (PA), nurse practitioners (NP), and pharmacists. Primary Care Physicians (PCP) are healthcare professionals who partner with you to manage your health. PCPs can be doctors, physician assistants, and nurse practitioners.
- It is important to schedule a preventive visit with your PCP at least once a year. Preventive visits are a great time to plan with your PCP to prevent future health issues.
- Build a relationship with your health care provider. Let your health care provider know that you want to be a partner in your health care. Tell the health care provider what your expectations are.
- Tell your health care provider if you have accessibility concerns. Tell your health care provider if you need help moving around at your visit. For example, you could ask for a wheelchair or help getting on the exam table. Tell your health care provider if you are hard of hearing. Ask your health care provider if they have handouts in larger print or in a different language. Tell your health care provider if you need an interpreter to speak a language you feel more comfortable using.
- Be an active participant in each appointment. Listen carefully to what your health care provider says. If you do not understand a diagnosis or treatment, ask questions. Tell the health care provider if you think that following the prescribed treatment will be hard for you.
- Have a family member or friend with you during your appointment, if possible. They can take notes, ask questions to clarify information, and help you remember what your health care provider says.
- Bring your medicines to your appointment. If you take prescription or over-the-counter medicines, including herbal remedies or vitamins, bring all of them with you to any appointment with your health care provider. If you cannot bring the medicines, bring a list of the medicines that you take.
- Ask for instructions. Before you leave the health care provider's office, make sure you know what you are supposed to do to care for yourself. Ask for written information, links to videos and websites, and any other instructions.
- Be sure to make and go to all appointments. Call your health care provider if you are having problems. It's also a good idea to know your test results and keep a list of the medicines you take. 🍏

Source: healthplan.org/library/articles/hw226888 🍏



Medical/Behavioral Health Case Management



Are you having trouble navigating the health care system to get the help you or your minor child need? A nurse case manager is available to help you with medical, substance use or behavioral health care issues or conditions.

Our nurses will work with you and your health care providers to customize a plan of care that will:

- Help you understand your disease or condition
- Manage or control your symptoms
- Follow your prescribed medication regimen
- Remove or overcome any barriers to care
- Help you take control of your health and live your best life

Information can be provided by phone, mail, secure email or in the secure member portal. To enroll in a case management program, please call **1.888.613.8385**, Monday through Friday from 8 am to 5 pm. You can also complete the online enrollment form at healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment. All members are eligible for case management services. Risk levels are taken into consideration for assignment to complex case management. 🍏

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 **1.888.613.8385** now! 🍏

Italian Caprese Avocado Toast

Nutrition: Servings: 4. Calories: 188. Protein: 8g. Carbs: 22g. Fat: 8.5g.



Ingredients:

- 4 slices whole-grain or whole-wheat bread, toasted
- 1 medium avocado, coarsely chopped
- 1/4 cup fresh basil leaves, finely sliced
- 1/8 teaspoon pepper
- 1 pint cherry tomatoes, halved
- 1/4 cup shredded fat-free mozzarella cheese
- 2 teaspoons balsamic vinegar

Directions:

1. In a small bowl, using a fork, mash the avocado. Gently stir in the basil and pepper.
2. Spread the avocado mixture on each slice of toast. Top with the tomatoes cut side down.
3. Sprinkle the mozzarella over the tomatoes. Drizzle with the balsamic vinegar. 🍏



Source: [recipes.heart.org/en/recipes/italian-caprese-avocado-toast](https://www.recipes.heart.org/en/recipes/italian-caprese-avocado-toast)

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 **1.888.613.8385** if you wish to obtain a written copy. 🍏

Are You Moving or Have You Recently Moved?



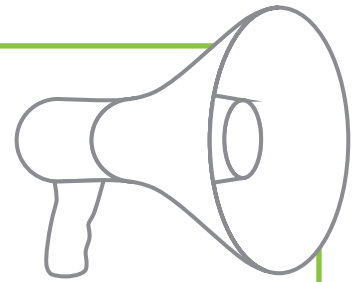
Please make sure to update your address with The Health Plan. Simply call **1.888.613.8385** and ask to speak with one of the Customer Service Representatives for your individual plan. We will make the change right away and you won't miss out on any important information about your health insurance. 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**. 🍏



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 **1.888.613.8385**. We appreciate your patience and understanding as we work to improve your experience. 🍏

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.

The Health Plan

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](https://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](#)

Portal Login

1

Select [Portal Login](#) from healthplan.org or log on to myplan.healthplan.org and sign into your account

MyPlan.HealthPlan.org

Register

Secure Log in

We have upgraded our security. If your **username** contains any of the following characters, your username will no longer work. Please click the button below to change it. *This does not impact your password.*

Change Username

First-time users

Register for Your Account Today

Your secure account gives you access to:

- View or print your member ID card
- View your information
- View claims
- Track copays and deductibles

Register

Sign In

2

Once you have logged in, click [My Account](#)

My Account

Manage Account

Name:

Email Address:

Password:

MFA:

Hide My Inform

Security Questions:

Change your pas
Manage your MFA

Yes No

3

Click [Manage your MFA](#)

Communication Preferences

You can get documents electronically instead of Plan (THP) can send them to you.

Explanation of Benefits (EOB)

Statement received every time you receive care. (Medicare Advantage members will receive ECB from THP for Medicare Part C only.)

Do Not Call list

You will not receive any telephone contact related to: new member welcome/benefit education, or programs and services to evaluate your eligibility for additional free dental programs.

Email Paper Mail

Do Not Call I would like to receive communications

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

4 Enter your Email Address and click Continue

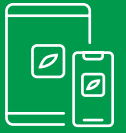
5 You will be prompted for additional information Complete the questions and click Continue

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

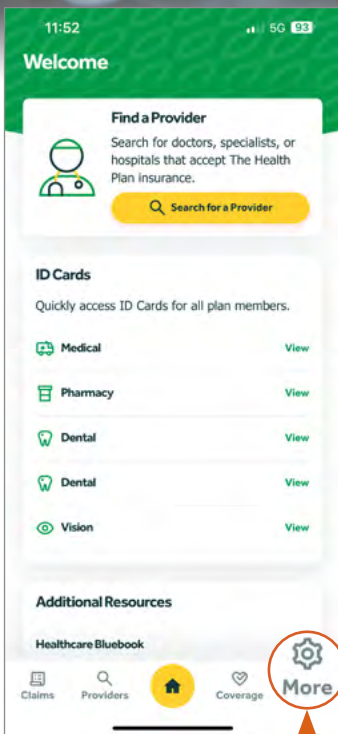
8 Enter the code sent to your phone and click Verify Code

9 MFA is now activated

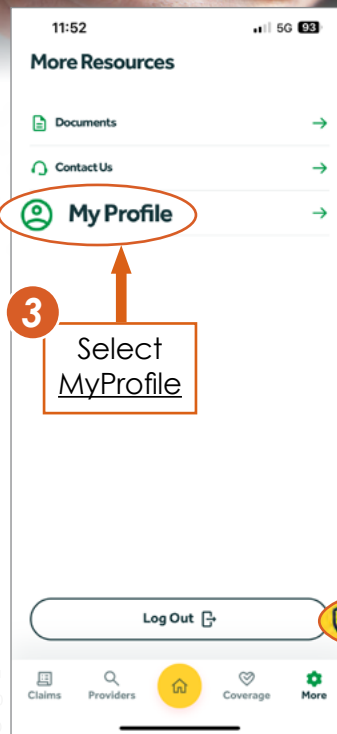


Activating Multi-Factor Authentication (MFA) Using the *MyPlan App*

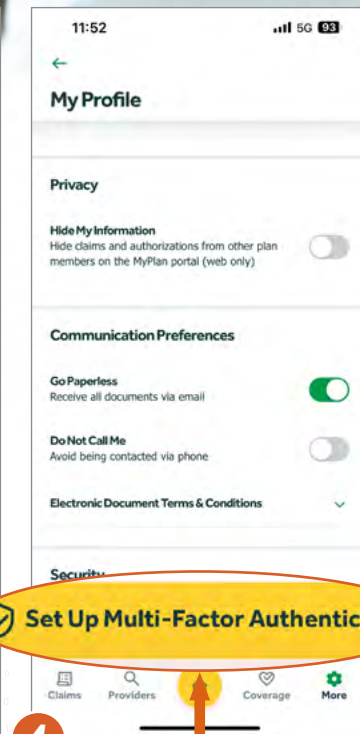
1 Sign Into the app on your Smart Device



2 From the Home page, click More



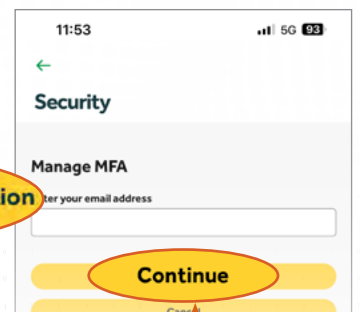
3 Select MyProfile



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



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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

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

87892 Use verification code 502679 for MyPlanLogin authentication

Security

Multi-factor authentication

+1304XX1979

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

