Don’t Forget Your Mammogram!

All women are at risk for breast cancer, even if they don’t have a family history of it. Breast cancer is the second most common cancer in women. One out of every eight women will get this disease. That is why women aged 40 and over should have a mammogram every year. Mammograms can find cancer early, which saves lives. If you have not had a mammogram this year, call your doctor today!

Cervical Cancer Screening

Getting a PAP test at least every 3 years is the best thing you can do to prevent cervical cancer. PAP tests can find the earliest signs of cervical cancer, and save your life. Women who get regular PAP tests reduce their risk of dying from cervical cancer by 75%. If you have not had a PAP test in the last 3 years, call your in-network doctor to schedule your test today. No referral needed!

For more information about PAP tests, call Total Health Care at (313) 871-5258, or toll-free at (800) 826-2862.

Do You Know …

• The flu vaccine is available at participating pharmacies at no cost to you! It is free and easy…are you ready for the flu season?

• Total Health Care has a network of Urgent Care Centers available to treat minor injuries and when you “just don’t feel good” When your doctor can’t see you and you need care, try your neighborhood urgent care center.

• When you aren’t feeling good or are not sure what to do, we have nurses available to help you 24 hours a day, 7 days a week, and 365 days a year, nurse advice is only a call away! Call 1-800-826-2862, option 3; #5 to speak to a nurse.

• The Insurance Code requires health plans to pay all clean claims within 45 days of receipt Total Health Care average payment time is 6 days!
Quality at Total Health Care

Total Health Care works with you and your healthcare team to make sure you receive the care you need. Each year we have a quality plan and standards that are used to measure how well we are doing. We look at our results and make plans to continue to be sure you receive the best care possible. Visit our website at www.THCmi.com and look under the Member tab for more information on Total Health Care’s quality program. Or call Customer Service and ask for a copy.

Privacy Notice

Total Health Care respects your right to privacy. For this, we have a system of safeguards to keep your personal data safe. We protect the data used to identify you, document your health, medical care or payment for health care services.

On September 23, 2013, our Notice of Privacy Practices will change. The Notice of Privacy Practices explains how, when, and why we use or share your information. It also explains your rights to access your data and how.

You can find the Notice of Privacy Practices on our website at www.THCmi.com. You have the right to receive a copy of the Notice of Privacy Practices at any time. For a copy, call the Customer Service Department at (313) 871-2000 or (800) 826-2862.

Do You Know Your Body Mass Index (BMI)?

Obesity is a serious problem that can lead to health problems and chronic illness. The body mass index (BMI) is a ratio of height and body weight that can tell you whether your weight may be affecting your health. Adults should have their BMI checked each year. On your next visit to your primary care doctor, ask about your BMI.

BMI is also used to determine if a child’s weight is right for their height and age. Children need a BMI check as well as diet and exercise counseling every year. Ask your child’s doctor about this on your next visit.

Is Your Asthma Under Control?

Asthma is a chronic disease of the lungs that is caused by swelling in the airways. There is no cure for asthma, but it can be controlled through medication and by avoiding asthma triggers.

If you ...

• Miss school or work because of asthma,
• Have trouble being active or exercising because of asthma,
• Sometimes need to go to an urgent care facility or to the emergency room because of asthma,
• Take your “quick-relief inhaler” more than two times a week, and/or
• Refill your “quick relief inhaler” more than two times a year ...

Then your asthma is NOT UNDER CONTROL. Talk to your doctor about your asthma today. You can work with your doctor to determine what triggers your asthma, and the best plan for you to control it. Knowing more about asthma helps you to better manage it.

To learn more about asthma, call Total Health Care at 1-800-826-2862 ext 817.

General Messages

If you are unable to access our website or need Total Health Care materials in your language, we can provide the information in alternative formats. Interpreter services are also available at no charge. For help, call the Customer Service Department at (313) 871-2000 or (800) 826-2862.
Fraud Abuse

Total Health Care has a fraud and abuse program to make sure that health care dollars are spent correctly. To stop health care fraud, it takes your help! It begins with knowing what is fraud and abuse.

Defining Fraud and Abuse

Fraud is defined as an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law. Examples of member fraud may include:

- Loaning or using another’s ID
- Changing or forging an order or prescription
- Selling prescription drugs or supplies obtained under health care benefits
- Providing false information when applying for benefits or services

Abuse is defined as provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program. Examples of abuse may include:

- Doctor ‘shopping’- visiting many doctors to obtain multiple prescriptions
- Going to the emergency department for routine care
- Pretending to have symptoms to receive unnecessary treatment

Report Suspected Fraud and Abuse

If you have any information about fraud and abuse, please contact Total Health Care. It is not required that you give us your name. Reporting of suspected fraud and abuse can be made with or without giving your name. Reports can be made by calling, writing, faxing or emailing:

Mail: Total Health Care
Attn: Fraud and Abuse Coordinator
3011 W. Grand Blvd., Suite 1600
Detroit, MI 48202

Call: (800) 826-2862 or (313) 871-2000
Email: results@thc-online.com
Fax: (586) 461-2540

Some Medications Require Prior Authorization

Some medications need prior authorization from your doctor. This means that you will need to get an approval before you can get the prescription filled. If you don’t get the approval, the medication may not be covered.

To obtain a prior authorization, the doctor must complete a prior authorization form. If you are told by the pharmacy that your prescription cannot be filled, please call our Customer Service Department at (313) 871-2000 or toll free at (800) 826-2862. You may also call Catamaran, Total Health Care’s Pharmacy Benefit Manager at (877) 634-9202.

Drug Formularies

You can review Total Health Care’s most recent Drug Formularies under the “Pharmacy” tab of our website. (Go to www.THCmi.com) Or you can call Customer Service for printed copies.

Member Information

Your Member Handbook is on the website at www.THCmi.com. You can also get a copy from the Customer Service Department. The handbook is a good source of information to help understand benefit coverage and obtain care. If you have question about your benefits call us! The Customer Service Department is here to help.

Rights and Responsibilities

Total Health Care’s Rights and Responsibilities tells you what to expect from your health care providers. It also states what is expected of you.

For a copy of your Rights and Responsibilities, go to www.THCmi.com or call the Customer Service Department and request a copy be mailed to you.
Total Health Care …
Totally There for Forty Years

This year marks the 40th Anniversary of Total Health Care’s dedicated service to the people of southeastern Michigan.

We feel confident that in the years to come, when you think of this great community we’re all a part of, you’ll also think of us – not just for our longevity, but for the caring, compassion, and excellent service we’ve provided for all those years.

Thanks for allowing us to be a part of your life, just as we’re thankful for being a part of yours.

Total Health Care. Totally there for you.

Good Health Gazette

Total Health Care, Inc.
3011 W. Grand Blvd., Suite 1600
Detroit, Michigan 48202

Important Phone Numbers

Total Health Care:
(313) 871-2000 or Toll-Free (800) 826-2862

- Customer Service Representative: Option 3; #0
- Status of Claim Payment: Option 3; #7
- Pharmacy: Option 2
- Grievance Coordinator: ext. 822
- Health & Wellness: ext. 817

If you are unable to access our website, need interpreter services, or require Total Health Care materials in your language, we can provide the information in alternative formats. For help, call the Customer Service Department.

Board of Directors

Total Health Care USA, Inc. — A Nonprofit Organization

The Total Health Care Board of Directors, composed of members from the various communities we serve, oversees the activities of Total Health Care.

The Total Health Care Board members are:

Douglas Baker (Chairman) | Jeanette Abbott
Ruby Cole | Gertrude Minkiewicz

There is no compensation for Board members.

Documents regarding your member Rights and Responsibilities, benefits, and access to health and medical services, including the Provider Directory, Certificate of Coverage, and Member Handbook, are available on our website at www.totalhealthcareonline.com.

Can’t access the Internet? Contact the Customer Service Department at (800) 826-2862 for a copy of the documents.