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HAPPY HALLOWEEN

Safety Tips

Halloween Should Be a Fun Time … Be Aware of Potential Halloween Hazards and Take Precautions to Eliminate Them by:

- Avoiding masks
- Making sure costumes fit properly
- Applying reflective tape if the costume is not easily seen
- Crossing only at intersections and designated crosswalks
- Visiting well lit houses
- Only eating treats in original, unopened wrappers
- Throwing away candy if wrapper is faded, or has holes or tears
- Checking fruit and homemade treats for punctures or contamination – only eat such items from someone you know

Marketplace Open Enrollment … Don’t Miss It!

The 2015 Open Enrollment Period runs from November 15, 2014 - February 15, 2015

If you do not enroll during this time, you will have to wait until the next Open Enrollment Period, unless you have a “Qualifying Life Event,” such as the birth of a child, divorce, or loss of employer coverage.

Please Join Total Health Care in the FIGHT Against Breast Cancer

If you are a woman age 50–74 years and have not had your mammogram in the past year, don’t miss the chance to reward your health. Total Health Care will reward you with a $20 gift card. Visit our website for a list of network mammography centers.

For questions or if you need assistance call Stacey at (313) 293-6458.
Don't Leave Home without It!

ALWAYS Carry Your Total Health Care ID CARD with You
When You Visit Your Doctor, Hospital, or Pharmacy

Using Your ID card when you obtain services makes sure that your medical costs will be processed through Total Health Care and that you will not be billed for charges in error. It also helps providers identify you and prevents fraud, waste, and abuse.

Total Health Care Respects Your Right to PRIVACY

We protect your information carefully and have a system of safeguards to keep your personal data safe.

Total Health Care’s Notice of Privacy Practices states:

• How, when, and why we use or share your information
• Your rights to access your information

The Notice of Privacy Practices can be found on our website. For a printed copy, call our Customer Service Department.

QUALITY at Total Health Care

Total Health Care has a Quality Improvement Program to Ensure You Have Access to and Receive the Care You Need to Stay Healthy

We strive to help you maintain good health, while delivering great service. Every year we measure how well we meet our goals to improve your health. You can review THC’s most recent quality information on our website at www.THCmi.com. Click the Member box, scroll to the More Information section, and then choose the Documents & Additional Info link.
Some medications need an approval from your doctor before you can fill your prescription. This approval is called a Prior Authorization. To obtain a Prior Authorization, the doctor must:

- Complete a Prior Authorization form; and
- Submit the completed form with supporting medical information

Your doctor can obtain a Prior Authorization form by:

- Calling Total Health Care’s Customer Service Department;
- Calling Total Health Care’s Pharmacy Benefit Manager, Envision at (844) 222-5584; or
- Visiting www.THCmi.com

If you are told by your pharmacy that your prescription cannot be filled, call our Pharmacy Department for assistance.

You can see Total Health Care’s Drug Formularies on our website by clicking on the “Members” page and scrolling down to the “Pharmacy” section. Printed copies are available by calling our Customer Service Department.

Be Our Eyes and Ears
We Have a Compliance Program to Help Us Detect FRAUD, WASTE, and ABUSE

As a member, you can help. If you suspect potential fraud, waste, or abuse, report it immediately. You do not have to give your name when you make a report.

How to report potential fraud, waste, or abuse?

Call, Email, Fax, or Write Total Health Care at:

Total Health Care
Attn: Fraud and Abuse Coordinator
3011 W. Grand Blvd., Suite 1600
Detroit, MI 48202
Call: (800) 826-2862
Fax: (586) 461-2540
Email: results@THCmi.com

Your INFORMATION At Your Fingertips

Total Health Care offers an online portal that makes it easy to view and update your information. To get started, register for THC Central at www.THCmi.com.

Once logged in, you will have access to the following features and more:

- Drug Coverage
- Eligibility
- Change Requests
- Claim Status
- Member Handbooks
- Benefit Summaries
- Certificate of Coverage
- Authorization Status

INCENTIVES And Your Doctor

Your health is our main concern. We do not pay money (incentives) to your doctors or encourage them in any way to withhold or deny medical care or services. Your care is based on your medical needs and health care benefits.
It’s Important To **TALK** With Your **DOCTOR**

Your Doctor Is A Valuable Resource When You Have Questions About Your Health

Since time is limited during medical appointments, you will want to make the most of your time together. Be prepared and ask questions during the visit. Here are some ideas to get you started:

Prepare for the appointment

- Think about what the visit is for. Do you need to discuss diagnoses, treatments, medicines?
- Write down your questions and take them with you.

Possible questions to ask during the visit

- If you need to have a test – What is the test for? When will you get the results?
- Why do you need this treatment? What are the possible complications? Are there any alternatives?
- If medication is prescribed: Are there any side effects for this medicine? Will this medicine interact with medicines that you are already taking?
A Nurse Is Here For You Now!
Did you know that Total Health Care has nurses available 24 hours a day, 7 days a week to answer health-related questions? The Total Health Care Nurse Advice Line is answered by a live nurse anytime, day or night. Call us at: (866) 330-9368.

Note: If you have a medical emergency, please go to the nearest Emergency Room or call 911.

Get Your Flu Shot Today!
Total Health Care covers the flu shot at your PCP’s office or any network pharmacy that gives the vaccine. It’s free and easy.

Destination MOTHERHOOD Program
Pregnant? The best gifts to give your baby are early and frequent checks by your doctor. Total Health Care offers a program to help you take charge of the health of you and your baby. Our Destination Motherhood Program offers:

- Rewards for visits to your doctor
- Helpful information for your pregnancy
- Tips and information to help your baby stay healthy once they are born

To sign up for this FREE program or to receive more information, call (313) 871-7815 or email motherhood@THCmi.com.

Board Of Directors
Total Health Care, 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:
Jeanette Abbott, Douglas Baker (Chairman), LaVenia Brown, Ruby Cole, Gertrude Minkiewicz, and Elizabeth Pratcher
There is no compensation for Board members.