

# RAFFLE PROGRAM

CONGRATULATIONS TO OUR 2016 \$500 RAFFLE WINNERS!



# Get Your FLU SHOT Today!

Getting the Flu Vaccine Is the  
Best Way to **PREVENT THE FLU** –  
You Can Protect Yourself by Getting  
the Flu Shot and Telling Your Loved  
Ones to Get It as Well

The Centers for Disease Control and Prevention (CDC) recommends annual flu vaccination for everyone aged 6 months and older. The CDC also recommended that the "nasal spray" FluMist® vaccine should not be used during the 2016-2017 flu season, after it was found to be less effective.

Parents can help make their child's visit to the doctor a better one. Here are some ways for relieving pain during and after the flu shot:

- Hold your child
- Bring a favorite toy to the appointment
- Offer a favorite meal or snack right after the shot so they have something to look forward to

Total Health Care covers the flu shot when you receive the vaccine at your Primary Care Physician's office or at any **CVS/pharmacy® MinuteClinic®**. It's free and easy!

## When you turn 18 years old, you may need to transfer your care from your Pediatrician to an adult Primary Care Physician (PCP)

Our Customer Service Department can help determine if you need to change your current doctor, and to also help you locate a new one in your area. Your Pediatrician may also offer suggestions, but be sure to call us or check our website to **confirm if the doctor you would like to switch to is in our Total Health Care network.**

For your ease, you can use the Find a Doctor search on **THCmi.com**, where you are able to search by name, specialty, or city. We are available Monday – Friday, 8:00 a.m. to 5:00 p.m., and can be reached at 313.871.2000 or toll free at 800.826.2862.

# Why You Should **VACCINATE** Your Child



As a parent, you may have concerns about the safety and value of vaccines for your child. What's in them? Why are there so many? What are the side effects? Do they cause autism? It is normal to have questions about your child's health. You want to do what's best for them. You understand the importance of car seats, baby gates and other ways to keep them safe. One of the best ways to protect your child is to make sure they are immunized against diseases that can severely disable them or even cause death. You can do this by making sure they get all of their vaccinations.

Here at Total Health Care, we want to ease your mind about vaccines and autism –

- **Myth:** Vaccines cause autism or other developmental disorders
- **Reality:** Many studies have been done to determine if there is any relationship between vaccines and autism; however, no reputable studies have found any connection

This topic received a lot of attention after a 1998 article in a medical journal linked autism and vaccines. This study was later pulled from the journal after being found by the scientific community to be a fraud. Since that time, many rigorous studies have shown no link between vaccines and autism.

In other words, you can feel confident that getting your child immunized does not put them at any risk of autism and in fact can help save their lives and the lives of others.



## RECONSTRUCTIVE BREAST SURGERY Following Mastectomy

Total Health Care, as required by the Women's Health and Cancer Rights Act of 1998, covers the following benefits after a mastectomy:

- Reconstruction of the breast on which the mastectomy has been performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses
- Treatment of physical complications of the mastectomy, including lymphedema, in a manner determined in consultation with the attending physician and the patient

For more information contact our Customer Service Department at 800.826.2862.

# How To Reach Us

Call Us:

Customer Service:  
800.826.2862 or 313.871.2000

Fraud, Waste & Abuse:  
313.871.6583

Grievance Coordinator:  
313.871.6583

Pharmacy Benefit Manager, Envision:  
844.222.5584

Write Us:  
3011 W. Grand Blvd., Suite 1600  
Detroit, MI 48202

Visit Us Online:  
THCmi.com

Our Hours:  
Mon. – Fri., 8:00 am – 5:00 pm

Materials about your Member rights and responsibilities, and access to health and medical services, like the Certificate of Coverage, Member Handbook, and Provider Directory, are posted on our website.

Can't access the internet? Need materials in another language? Our Customer Service Department is here to help you and can provide the information in other formats.



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

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## Good Health Gazette



### Inside this Edition...

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- ...and more



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# HAPPY HOLIDAYS!

Total Health Care wants to make sure you enjoy the holiday season by helping to keep your children safe

The following tips will help ensure that your little ones have fun with their toys while still staying safe:

- Be sure to read the age recommendations on toys, and pick one that is appropriate for your child
- Check to see if there are any small parts or other potential choking hazards
- Throw away plastic wrappings from toys as soon as they are opened
- Inspect toys for sharp edges or points
- Teach older children to keep their toys out of reach of young ones
- Always put toys away when children are done playing with them, to prevent accidental falls

These tips will help your family have a happy and safe holiday!



## WHAT'S NEW

at



- Good news! As of September 1, 2016 our new vendor for Durable Medical Equipment (DME) is **BINSON'S MEDICAL EQUIPMENT & SUPPLIES**. Binson's has retail locations in our service area. We believe this will be a very good and easy change for you. If you have problems, please call our Customer Service Department for assistance.

- We would like to announce that Total Health Care's mail order pharmacy provider – Orchard Pharmaceutical Mail Order Services – changed their name to **EnvisionPharmacies**. Our compounding pharmacy – Orchard Compounding – also changed their name to **Envision Compounding**. If you use a retail pharmacy, you may continue to do so with no change in coverage.

Pharmacy information, such as phone and fax numbers will remain the same. The same professional team you have been dealing with will stay the same, but now with a new name.

For further information, please visit [THCmi.com/pharmacy](http://THCmi.com/pharmacy) or contact our Pharmacy team at 800.826.2862 Ext. 3300.

# Our **DOCTORS** Are Totally There for You

Did you know that Total Health Care has nearly 6,000 doctors? Our large physician network means you can get the care you need from a Total Health Care doctor near you. **It's important to choose Total Health Care doctors to make sure you're covered.**

At Total Health Care, we want to make sure you get the right care at the right time and by the right doctor. Choosing where to go to get the best results is an important decision. We've made it easy! Here's how:

- **VISIT YOUR PCP AT LEAST ONCE A YEAR FOR A WELL VISIT.** Pick a PCP close to your home so it's easy to get there when you are sick. If you think you need to see a specialist, visit your PCP for a referral or authorization for services. Your PCP and specialist will work together to coordinate your care and make sure all procedures are followed. Make sure the specialist you choose practices at a THC network hospital. Together, you can decide what is best.
- Use the Find a Doctor search on **THCmi.com** to be sure the doctor is in our network. You can search by name, specialty, or city. Use the Advanced Search to find in-network hospitals, laboratories and other facility services. You can also call Customer Service.

Remember, our Customer Service Department is available for questions from 8:00 am to 5:00 pm Monday through Friday. Our website, **THCmi.com** is always **totally there for you.**

# 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: 313.871.6583 or toll-free 800.826.2862  
Fax: 313.748.1397  
Email: [eliminatefwa@THCmi.com](mailto:eliminatefwa@THCmi.com)

## **PHARMACY**

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 **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.

# CLAIMS

## Processing

### What Is A Claim?

A claim is a request for payment that your health care provider submits to Total Health Care when you get items or services that are covered.

### Did You Know that Your Claims on Average Are Processed within 30 Days?

#### Did you know that on average claims are paid within 6.07 days?

Sometimes there are reasons why we are not able to pay for your items or services. Total Health Care may determine that a claim is not eligible for payment, in full or in part, based on a determination that:

- The claim is not complete;
- The service provided is not a covered benefit under the contract or policy;
- The insured did not obtain a referral or pre-certification or satisfy any other condition to receive covered benefits from the physician;
- The covered benefit exceeds the benefit limits of the contract or agreement;
- The person is not eligible for coverage or is otherwise not compliant with the terms and conditions of his or her contract;
- Another HMO or insurer is liable for all or part of the claim; or
- The plan has a reasonable suspicion of fraud or abuse.

It is our goal that your claims are processed quickly and correctly. To make sure that your claim is paid, make sure that the service is covered. If you have questions about your claim or benefits, please visit our member portal at **THCmi.com** or contact our Customer Service Department at 800.826.2862.



# Total Health Care

# HEALTH & WELLNESS

## Programs

Total Health Care offers Health & Wellness programs to assist with managing both your physical and mental health and create a positive, lasting change in your life. To learn more about these programs, please contact our Health Improvement Coordinator at 313.871.7815!

### WEIGHT MANAGEMENT PROGRAMS

#### Weight Watchers®

Total Health Care has developed a free 12-week Weight Management Program through Weight Watchers®. The program is geared toward individuals 13 years and older with a high Body Mass Index (BMI). When a physician identifies a patient that is a candidate for weight management, Total Health Care requests that the primary care physician submit a prescription as follows:

- Written approval to join Weight Watchers®
- Member's name
- Date of Birth or Total Health Care ID number
- Height and Weight
- BMI

Prescriptions can be faxed to 313.748.1368 or emailed to [Qi1@THCmi.com](mailto:Qi1@THCmi.com).

#### FITKIDS

Total Health Care has also developed a free 8-week Weight Management Program through FitKids360® Detroit. This program is geared toward overweight children ages 5-16 with a BMI at the 85th percentile or above. When a physician identifies a patient that is a candidate for weight management, Total Health Care requests that the primary care physician submit a prescription as follows:



- Member's name
- Date of Birth or Total Health Care ID number
- Written approval for: 1 hr. of physical activity per day and to join FitKids360®
- Height and Weight
- BMI Percentile and actual BMI
- Co-morbidities (medical conditions, if any)
- Detroit Residents only

Prescriptions can be faxed to 313.748.1368 or emailed to [Qi1@THCmi.com](mailto:Qi1@THCmi.com).



## 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](mailto:motherhood@THCmi.com).

## RAFFLE PROGRAM

Total Health Care offers incentives to help you take charge of your health. Our new Raffle Program offers rewards to our members for completing multiple visits with your doctor based on your age and health care needs as follows:

- Pediatric Raffle (15 months – 10 years)
- Adolescent Raffle (11 years – 17 years)
- Men's Wellness Raffle (Adult men 18 & up)
- Women's Wellness Raffle (Adult women 18 & up)
- Comprehensive Diabetes Care Raffle (All diabetic members)
- Hypertension Raffle (all Hypertensive members)
- Perinatal Raffle & Destination Motherhood Program (all pregnant members)

## SMOKING CESSATION PROGRAM

Do you smoke or use tobacco? Thinking about quitting? Smoking cessation programs and services can help even if you are addicted to nicotine. It takes time to break free from nicotine addiction. Total Health Care's Tobacco Cessation program offers free information and referral to all members. You may also qualify for free one-on-one coaching and nicotine replacement therapy to help you quit.

To sign up for this FREE program, call 855.377.2416

## DISEASE & CASE MANAGEMENT PROGRAMS

Total Health Care offers Disease Management and Case Management Programs that can help you take care of yourself. Our disease management program addresses the following diseases:

- Asthma
- COPD
- Diabetes
- Heart Disease
- Hypertension

These programs were created to keep you healthy and out of the hospital.

We understand that you may need help answering questions before going to the ER. Call our Nurse Advice Line 24 hours a day, 7 days a week at 800.826.2862, extension 4357 (HELP). Our nurses will answer your questions and tell you where to go for needed care. If you do need hospital care, our nurses will work with hospital staff to help you transition back to the community safely.

For more information about our Disease Management and Case Management Programs, visit our website at [THCmi.com](http://THCmi.com) and click Health & Wellness, or call us at 800.826.2862, ext. 6441, 6416 or 6427.

## 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), Doreen Carter, Ruby Cole, Gertrude Minkiewicz, and Elizabeth Pratcher

There is no compensation for Board Members.