Getting Needed Care and Getting It Quickly

We want you to be satisfied with getting the care you need and getting that care quickly.

Every year we check to see how well we are meeting these needs. This table lists the guidelines for how quickly you should be seen by your Primary Care Physician (PCP).

<table>
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<tr>
<th>Type of Medical Care</th>
<th>Response Standards</th>
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<td>Office Visit Wait Time for Scheduled Appointments</td>
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Can’t access the Internet? Contact the Customer Service Department at (800) 826-2862 for a copy of the documents.

Documents regarding your member Rights and Responsibilities, benefits, and access to health and medical services, including the Provider Directory, in alternative formats. For help, call the Customer Service Department.

Total Health Care materials in your language, we can provide the information if you are unable to access our website, need interpreter services, or require

Grievance Coordinator: (313) 871-7822

Toll-free: (800) 826-2862

Customer Service: (313) 871-2000 or (800) 826-2862, option 2

Or you can call the Pharmacy Department at (313) 871-2000 or toll free at (800) 826-2862, option 2.

If your card is lost or stolen, please let us know right away. Call us at (313) 871-2000 or toll-free at (800) 826-2862.

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 Pharmacy Department at (313) 871-2000 or toll free at (800) 826-2862, option 2.

Drug Formularies

You can review Total Health Care’s most recent Drug Formularies under the “Pharmacy” tab of our website at www.totalhealthcareonline.com. Or you can call the Pharmacy Department at (313) 871-2000 or (800) 826-2862, option 2 for printed copies.

Clinical Practice Guidelines

Clinical Practice Guidelines are used in health care to improve patient care and to reduce inappropriate differences in care. The most recent version of the guidelines can be found on our website at www.totalhealthcareonline.com.

Car Safety for Children

It’s very important to follow safety instructions when driving with young children. Children are at high risk for injury in a car accident, but there are many ways to reduce their risk.

Traveling safely with children:

• Each child needs a child safety seat, booster seat, or safety belt.
• There must be one safety belt for each child.
• Never hold a child on your lap! You could crush him/her in a crash, or the child may be torn from your arms.
• The back seat is the safest place in a crash.

Children ages 12 and under should ride properly restrained in the back. Infants riding rear-facing must NEVER be placed in front of an airbag.

When is a child ready for an adult safety belt?

Until age 8, most children have not developed strong hipbones, and their legs and body are too short to allow for proper fit of a safety belt. Safety belts are designed for adults.

To be able to fit in a safety belt, a child must:
• Be tall enough to sit without slouching
• Keep his/her back against the vehicle seat back
• Keep his/her feet flat on the floor
• Be able to sit comfortably stretched this way
• The lap belt must fit low and tight across the upper thighs. The shoulder belt should rest over the center of the shoulder and across the chest.

Provided Courtesy of Wellness Proposals.

Colorectal Cancer Awareness

Colorectal cancer is cancer that occurs in the colon or rectum. Sometimes it is called colon cancer, for short. Colorectal cancer affects both men and women of all racial and ethnic groups, and is most often found in people aged 50 years or older. For men, colorectal cancer is the third most common cancer after prostate and lung cancers. For women, colorectal cancer is the third most common cancer after breast and lung cancer.

Colorectal cancer is the second leading cancer killer in the United States, but it doesn’t have to be. If everybody age 50 or older had regular screening tests, up to 60% of deaths from colorectal cancer could be prevented.

Colorectal cancer screening saves lives. Screening can find abnormal growths in the colon or rectum so that they can be removed before turning into cancer. Screening also helps find colorectal cancer at an early stage, when treatment often leads to a cure.

If you are age 50 or older, or think you may be at higher than average risk for colorectal cancer, speak with your doctor about getting screened.

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If you feel you are not getting needed care or getting care quickly, please call Customer Service at (800) 454-5707. We are here to help.

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Provided Courtesy of Wellness Proposals.
Disposing of Old Medications

It’s important to dispose of used or expired medications. Old medications can cause harm to others, so it is important to know what to do with them. Here are a few options you have:

**Medicine Take-back Programs**
Medicine take-back programs are a good way to remove unwanted medicines from your home. Ask your city or county government’s household trash and recycling service if there is a take-back program available.

**Household Trash**
You can also throw out your medicine in your household trash. There are a few steps you should take:
1. Mix the medicine with an inedible substance, such as kitty litter or coffee grounds.
2. Put the mixture in a sealed container, such as a plastic bag.
3. Put the container in the trash.

**Flushing**
There are a few medicines that are considered especially harmful, and should be disposed of by flushing down the toilet. For a full list of these medications, please visit fda.gov (type “safe disposal of medicines” in search box at top of page) or ask your doctor or pharmacist.

You can also throw out your medicine in your household trash and recycling service if there is an item no longer needed.

Household Trash

[Image of a person disposing of medication]

**Flushing**

[Image of a person flushing medication]

**Quality Performance**
Total Health Care works with you and your healthcare team to make sure you receive the care you need to stay healthy. Every year we measure how well we do this. You can review Total Health Care’s most recent Quality Improvement Program information under the “Member” tab on our website. (Go to www.totalhealthcareonline.com) Or you can call Customer Services at (800) 826-2862 for printed copies.

**Poison Prevention for Children**
About 44 percent of Americans have an aging parent or a young child they care for. Most non-fatal poisonings occur in children younger than six years old.

For caregivers of children, the American Society of Health System Pharmacists (ASHP) recommends following these five tips:

- Use child-proof caps on medicines and other products. Always keep all medicines in their original child-proof containers.
- Always call medicine “medicine.” Do not call medicine “candy” in order to get the child to take it.
- Check your medicines periodically for expiration dates. If something is not dated, consider it expired six months after purchase.
- Avoid putting medicines in open trash containers. This is especially important in the kitchen or bathroom. Many adult medications can be deadly to small children.
- Keep medications secure. Keep all medicines out of the reach of children, or in a locked cabinet.

**Advance Directive**
An advance directive is a written document that explains how medical decisions should be made when you cannot express your wishes.

There are 3 types of advance directives:

- A durable power of attorney for health care, also known as a patient advocate, lets you choose another person to make decisions about your medical treatment, care or custody if you cannot make those choices.
- A living will states your wishes if you are unable to speak or write.
- A do-not-resuscitate declaration (DNR) is a written document in which you state your wish that if your breathing or heart stops, you do not want anyone to attempt to revive you.

Your new member packet includes a Michigan Notice to Patients that outlines your rights. Information can also be found at www.michigan.gov/documents/mi/Advance_Directives_230732_7.pdf

If you have a complaint about how your provider followed your wishes, contact the Department of Licensing and Regulatory Affairs.

**Bureau of Health Care Services**
Health Professions Division
Enforcement Section - Allegation Unit
PO Box 30449
Lansing, MI 48909
Telephone: (517) 373-9196
Fax: (517) 341-2389
Email: bhpro@mdhhs.state.mi.us

To file a complaint about how Total Health Care followed your wishes contact the Office of Financial and Insurance Regulation at (877) 999-6442 or www.michigan.gov/ofir

[Image of a woman holding a box of medication]

**Poison Prevention for Seniors**
Many seniors receive medications including medication name, dosage, and frequency, is an important tool to have during physician visits and in case of an emergency.

- **Communicate.** Share information of all medications, including non-prescription medicines and dietary supplements.
- **Learn about their medicines.** Ask the doctor or pharmacist to explain each medication, the food and medicines to be avoided, and possible reactions and side effects.
- **Use one pharmacy.** Many seniors receive prescriptions from more than one doctor, making drug interactions more likely. By using one pharmacy, all of the prescriptions are consolidated and the pharmacist can check for possible interactions between medicines.
- **Keep a journal.** Make a note of all symptoms, especially after taking medications. Painful or unexpected side effects such as dizziness, nausea, or drowsiness may signal a need for a change.
- **Maintain a schedule.** Holding to a routine can decrease the chances of missing dosages or taking more than needed.

**Utilization Management Process**
Total Health Care makes decisions about medical necessity and approval of care using written criteria. The criteria are based on facts and nationally accepted standards. All criteria are available to you upon request. You can call (800) 826-2862 for the criteria. Utilization Management (UM) staff can answer any UM or approval of care questions. UM staff takes your incoming calls during normal business hours. They are available eight hours a day. You can call their direct telephone numbers at (800) 826-2862. You can leave requests on their voicemail after business hours. Calls are returned during normal business hours. UM staff identify themselves by name, title, and organization when beginning or returning calls. When you speak with UM staff, they may ask you personal questions. UM staff has to be sure they are speaking to the correct person. This helps make sure your information is discussed with or given to only you or a permitted person. This is necessary based on the Health Insurance Portability and Accountability Act (HIPAA). All UM decisions are based only on coverage and appropriateness of care and service. Total Health Care does not reward any medical individuals for denying services or care. Providers making UM decisions do not receive any reward for decisions that limit care.

**Provided Courtesy of Wellness Proposals**

[Image of a person exercising]

**Poison Prevention for Seniors**

[Image of a person holding a box of medication]

**Advance Directive**

[Image of a person signing a document]

**Quality Performance**

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