Getting Needed Care and Getting It Quickly

We are here to help you with all your medical needs. Every year we check to see how well we are meeting these needs. Here are guidelines for how quickly you should be seen by your Primary Care Physician (PCP):

<table>
<thead>
<tr>
<th>Primary Care Practitioner (PCP)</th>
<th>Response Standard</th>
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<tbody>
<tr>
<td>Regular and Routine Care (i.e., annual physical, no symptoms)</td>
<td>Within thirty (30) days</td>
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<tr>
<td>Routine Non-Urgent (i.e., symptoms)</td>
<td>Within seven (7) days</td>
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<tr>
<td>Urgent Care (i.e., persistent diarrhea/vomiting, high fever)</td>
<td>Within twenty-four (24) hours</td>
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<tr>
<td>Emergency Care (i.e., life-threatening condition)</td>
<td>Twenty-four (24) hours/seven (7) days a week at any hospital</td>
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<tr>
<td>Office Visit Wait Time for Scheduled Appointments</td>
<td>Within 15 minutes members should be taken to the exam room</td>
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If you feel you are not getting needed care or getting care quickly, please call our hotline at (866) 454-5507.

Good Health Gazette

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

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:
Douglas Baker (Chairman) | Jeanette Abbott
LaVenia Brown | Ruby Cole
Gertrude Minkiewicz | Elizabeth Pratcher

There is no compensation for Board members.

Customer Service Phone Numbers
Customer Service: (313) 871-2000 or Toll-free: (800) 826-2862
Customer Service Representative: Option 3, then 0
Status of a Claim Payment: Option 3, then 7
Grievance Coordinator: (313) 871-6583
Fraud & Abuse: (313) 871-6582

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. For help, call the Customer Service Department.

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.THCmi.com.

Can’t access the internet? Contact the Customer Service Department for a copy of the documents.
Our Doctors Are Totally There for You.

Did you know that Total Health Care (THC) has over 4,000 doctors? Our large physician network means you can get the care you need from a THC doctor near you. It’s important to choose THC doctors to make sure you’re covered and to avoid any confusion with your care.

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. Together, you can decide what is best.
• Use the Find a Doctor search on www.THCmi.com to be sure the doctor is in our network. You can search by name, specialty, or city. You can also call Customer Service.
• Remember, in-network doctors know THC requirements. Your PCP and specialist will work together to coordinate your care and make sure all procedures are followed. This includes needed referrals or authorizations for services.
• Make sure the specialist you choose practices at a THC network hospital. This is important for follow up care if you are admitted to the hospital.

Remember, our Customer Service Department is available for questions from 8:00 am to 5:00 pm Monday through Friday. Our website, www.THCmi.com is always Totally There for You.

24/7 Nurse Advice

When you aren’t feeling well or are not sure what to do, we have nurses that can help you.

Nurses are available 24 hours a day, 7 days a week, to help you decide if an appointment with your doctor, an Urgent Care Clinic, or the Emergency Room is appropriate.

Call (800) 826-2862. Choose Option 3, then choose Option 5 to speak with a nurse.

Do You Know…

That if you receive a bill in error, you can call us. WE CAN HELP!

Our goal is to pay your claims as quickly as possible. In 2013, claims were paid on average within 6 days.

Total Health Care has programs to keep you healthy. We offer:

• Disease management
• Weight management
• Smoking cessation and more.

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. 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 “Member” tab within the “Pharmacy” link on our website at www.THCmi.com. You may also call Customer Service for printed copies.
**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 our Customer Service Department 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 8 hours a day. You can call their direct telephone numbers or Customer Service. 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 have 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. Persons making UM decisions don’t receive any reward for decisions that limit care.

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**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 designation, 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 http://www.michigan.gov/documents/miseniors/Advance_Directives_230752_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 30454
Lansing, MI 48909

Telephone: (517) 373-9196
Fax: (517) 241-2389
Email: bhpinfo@michigan.gov

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

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**National Poison Prevention Week is March 16-22, 2014**

More than 90% of poisonings happen in the home. Making your home safe is very important!

**Remember These Basic Tips for Poison Prevention**

- Put in a carbon monoxide alarm.
- Never use gas generators, charcoal grills, or portable stoves inside.
- Store chemical products in their original containers.
- Turn on fans and open windows when using chemical products inside.
- Do not mix products together. This can create dangerous gases.
- Know the Poison Help number: **(800) 222-1222**

The line is open 24 hours a day, 7 days a week.

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**Women’s Health and Cancer Rights Act**

Total Health Care remains in compliance with the Women’s Health and Cancer Rights Act of 1998.

**So what is the Women’s Health and Cancer Rights Act of 1998?**

The Women’s Health and Cancer Rights Act of 1998 (WHCRA) helps protect many women with breast cancer who choose to have their breast rebuilt (reconstructed) after a mastectomy. For more information, contact our Customer Service Department.

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**Lead Poisoning**

There are many places in a home that could put babies and children in danger of lead poisoning. Lead paint was used in many homes built before 1978. Children should be tested for lead poisoning at one and two years of age or more often depending on their contact with sources of lead. Call your child’s doctor today to make an appointment for this testing.
Crunchy Chicken Salad
Recipe makes 5 servings

Ingredients
- 2 cups cooked chicken (chunked)
- ½ cup celery
- ¼ cup green pepper
- ¼ onion
- ½ cucumber
- ½ cup grapes
- 1 apple (small, diced, leave the peel on)
- ¼ cup yogurt, plain

Instructions
1. Use leftover cooked chicken, or cook enough chicken to make 2 cups of chicken pieces.
2. Chop the celery into small pieces.
3. Chop the green pepper into small pieces.
4. Peel and chop 1/4 of an onion.
5. Peel and chop half of a cucumber.
6. Chop the apple into pieces. It’s okay to leave the peel on the apple.
7. Cut the grapes in half.
8. Put all the ingredients in a large bowl. Stir together.

Serve on lettuce, bread or crackers.

Source

Cost
Per recipe: $3.65 | Per serving: $0.73

Nutrition Facts
Serving Size: ¾ cup prepared salad
- Calories per serving: 140
- Total Fat: 4.5 g
- Sodium: 65 mg
- Total Carbohydrate: 8g
- Protein: 17g

TURN UP THE PINK!
Will you join Total Health Care in the FIGHT against breast cancer?

Get your mammogram and TURN UP THE PINK! Total Health Care will reward you for joining the fight against breast cancer with a $20 gift card. Don’t miss this chance to reward your health!

Call your doctor today for an appointment. If you need assistance with scheduling your mammogram or if you have already had a mammogram this year, call Stacey at (313) 871-5258.

Urgent Care Centers
Urgent Care Centers can save time by treating you quickly with no appointment. Total Health Care’s network of Urgent Care Centers is available to treat minor injuries or when your doctor can’t see you and you need treatment.

Conditions that can be treated at Urgent Care Centers include:
- Sprains
- Minor cuts
- Cough
- Sore throat
- Other “just don’t feel good” conditions

Clinical Practice Guidelines
Clinical Practice Guidelines are tools created by experts to help make sure you get up-to-date medical care. Total Health Care asks our providers to use these tools as a guide for the care you receive. The guidelines can be found on our website at www.THCmi.com.

Your Total Health Care ID Card
REMINDER!
Always carry your Total Health Care ID card with you to help ensure that your claims are paid properly. Your ID card contains important information that lets your doctor and other health care providers know how to bill for services.

What if I lose my card?
If your card is lost or stolen, let us know right away. Call us at (313) 871-2000 or toll-free at (800) 826-2862.