

# How To Reach Us

Call Us:

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

Fraud, Waste & Abuse:  
(313) 871-6582

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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Detroit, MI

## Good Health Gazette



### Inside this Edition...

- Why You Should Vaccinate Your Child
- Our New Raffle Program that Offers Rewards to Our Members
- PCP vs. Urgent Care vs. ER – How to Know Which One You Need

...and more



Spring 2016

Vol. #10 • Issue #1

## CONGRATULATIONS TO OUR 2015 RAFFLE WINNERS



## 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** (Adults 18 & up)
- **Hypertension Raffle** (Adults 18 & up)
- **Perinatal Raffle & Destination Motherhood Program** (all pregnant members)

To receive more information on these FREE programs, call **(313) 871-7815**.



## 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

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 call us to receive copies of the latest information we have on our program.

You can also view information on our website at **THCmi.com**. Click on the Members box, scroll to the More Information section, and choose the Documents and Additional Info link, then Quality Improvement.

## CHLAMYDIA Is A Common Sexually Transmitted Disease (STD) that Can Infect Both Men and Women

With treatment, chlamydia can be cured. Without treatment, it can cause serious health problems. Anyone who has unprotected sex can get it. If you've had it and were treated in the past, you can still get infected again by having unprotected sex with someone who has it.

**Most people who have chlamydia show no symptoms.**

You should be examined by your doctor every year or if you notice any symptoms or if your partner has an STD. If your partner does not have health insurance, they can seek treatment at the local health department free of charge.

It is very important to have an honest and open talk with your doctor about how to prevent STDs. Be sure to get tested by your doctor today!

Where can I get more information?

Division of STD Prevention (DSTDP)  
Centers for Disease Control and Prevention  
**[www.cdc.gov/STD](http://www.cdc.gov/STD)**

CDC-INFO Contact Center  
1-800-CDC-INFO (1-800-232-4636)  
TTY: (888) 232-6348

# 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.

**Vaccination can save your child's life.** Many diseases that once injured or killed thousands of children have been eliminated completely through vaccination. Others are close to being wiped out. Smallpox, rubella (German measles) and polio, a disease that caused paralysis and death, are now extinct due to vaccines.

**Vaccinations are proven to be safe and effective.** Vaccines are only given to children after long, careful study by scientists, doctors and other health experts. Side effects from vaccines, including severe allergic reactions, are very rare. In addition, there are many rigorous studies that show no link between the MMR vaccine and autism. For more information, visit [cdc.gov/vaccines/hcp/patient-ed/conversations/downloads/vacsafe-mmr-color-office.pdf](http://cdc.gov/vaccines/hcp/patient-ed/conversations/downloads/vacsafe-mmr-color-office.pdf).



**Immunization protects people other than just your child.** Sadly, children still get diseases that could be prevented by vaccines. Measles and whooping cough have reemerged in the last few years in the United States. Some babies who were too young to be vaccinated died. Other children may not be able to take the vaccine due to bad allergies or weakened immune systems. To keep them safe, children who are able to take vaccines should get them. This not only protects your family but prevents spreading diseases to others. This in turn protects future generations by helping to prevent birth defects that could result from pregnant women passing viruses to their babies. Think about it. Your child doesn't have to get smallpox shots anymore because the disease no longer exists. This is the result of immunization.

**Immunization can save your family time and money.** A child with a disease that could be prevented by a vaccine can be kept out of schools or other child care facilities. These diseases can cause disabilities that may result in high medical bills and lost work and school time. On the other hand, getting needed vaccines is usually covered by insurance. The Vaccines for Children Program is a federal program that provides vaccines at no cost to children of low-income families. To learn more, ask your doctor or visit [cdc.gov/features/vfcprogram/](http://cdc.gov/features/vfcprogram/).



## Lead **POISONING**

Many places in a home could put children at risk for lead poisoning. Lead paint was used in many homes built before 1978. Kids should be tested at 12 and 24 months of age or between 36 and 72 months if not previously tested. Kids with high lead levels should be tested more often.

Due to the increased risk of health issues, **any child 0 – 6 years old exposed to the city of Flint drinking water should be tested for lead.** If not yet tested, call your child's doctor today!

# Who Ya Gonna CALL?

## PCP vs. Urgent Care vs. ER

Sick or Injured, Most People Don't Know Who to Call to Get the Quickest and Most Efficient Health Care when Pain or Illness Strike

Basically, you have three choices: your Primary Care Physician, a nearby Urgent Care Center, or the nearest Emergency Room.

### Your Primary Care Physician

Unless it's a real emergency, i.e., a life or death situation, it's always best to call your PCP first. He or she can recommend your best option, and it keeps your PCP in the loop of your current health status.

If your doctor's office is closed, Total Health Care has a Nurse Advice Line that can give you around-the-clock medical information and advice. A nurse can tell you if an appointment with your doctor, after hours care, or the emergency room is the better place for treatment. To speak with a nurse at any time, call 1-866-330-9368.

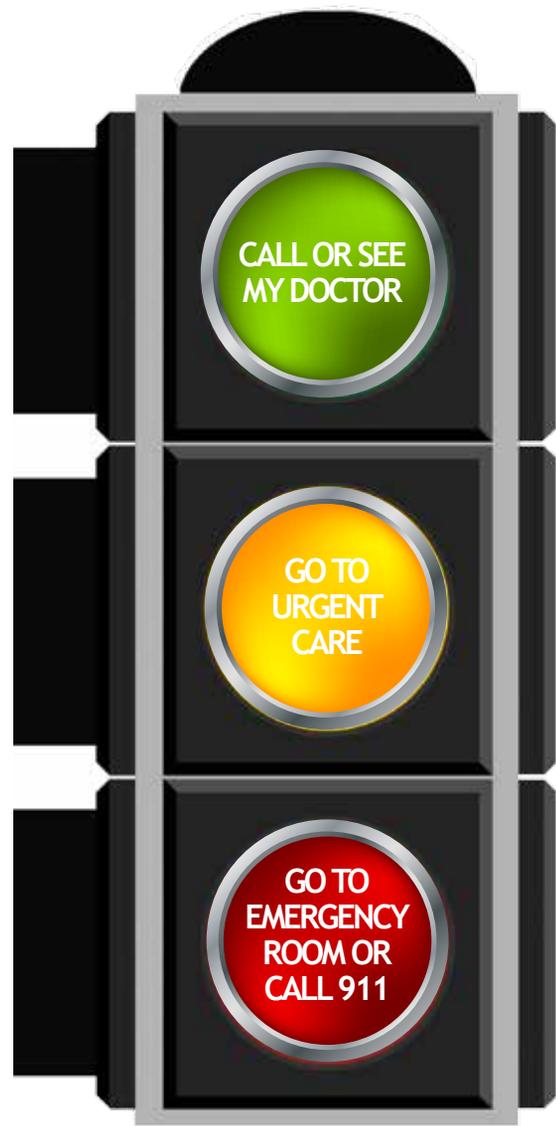
### Urgent Care Centers

After Hours Care Centers can save time by treating you quickly with no appointment. After Hours Care Centers are available to treat minor injuries, and should only be used when your PCP's office is closed.

Examples of conditions that After Hours Care Centers can treat are:

- Sore throat
- Earache
- Back pain
- Cuts and minor wounds
- Headache
- Frequent urination
- Minor injury
- Minor burns

If you're unsure if the condition can be treated by an After Hours Care Center, again, call your doctor.



### ER

You are always covered in case of a medical emergency. If you have a life threatening emergency, go quickly to the nearest emergency room or call 9-1-1.

Some examples of life-threatening emergencies are:

- A serious accident
- Seizure
- Poisoning
- Bleeding you can't stop
- Pregnancy with vaginal bleeding
- Loss of consciousness
- Heart attack
- Severe shortness of breath
- Serious burns
- Drug overdose
- Head trauma
- Stroke

The same rules apply here as they do with an Urgent Care Center. If you're not sure if the condition needs emergency care, call your doctor. If your doctor's office is closed, call our Nurse Advice Line (866) 330-9368.

# UM

## UTILIZATION MANAGEMENT PROCESS

Total Health Care Wants to Make Sure that  
You Get the **RIGHT CARE** in the  
**RIGHT PLACE** at the **RIGHT TIME**

Our UM case managers and pharmacy staff make decisions about your medical care using written guidelines, which are:

- Fair and objective
- Medically proven
- Based on individual needs
- Mindful of the local health care system
- Annually reviewed and updated
- Available upon request

All decisions are based on coverage, and are reviewed for correct care and medical necessity.



- Medical personnel receive no reward for denial of care or services
- Decision makers are not given incentives that promote underutilization

If you have questions for our UM staff:

- THC offers 24 hours/day and 7 days/week access to discuss UM issues
- TDD/TTY and language services are available
- UM staff will identify their name, title, and company when making or returning calls
- THC will only share information with you or someone you choose

## PHARMACY

You can review Total Health Care's most recent **drug formulary** on our website at **THCmi.com**. You may also call Customer Service for printed copies. The formulary includes:

- List of drugs, including restrictions and preferences
- Explanation of dosing limits
- Process for generic substitution and step therapy protocols
- How your physician can submit information to support a Prior Authorization or Exception Request
- Brand and generic drugs that are available

THC reviews the formulary each quarter, and updates are posted on the website.

Some medications need an approval from your doctor before you can fill your prescription. This approval is called a Prior Authorization or Exception Request. To obtain a Prior Authorization or Exception Request, the doctor must:

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

An exception or prior authorization form is available on THC's website at **THCmi.com**. This form may be faxed with clinical information to THC's Pharmacy Benefit Manager, EnvisionRx at (877) 503-7231. You can reach EnvisionRx 24 hours a day at (844) 222-5584.

# Your Total Health Care ID CARD

Show your ID card at all medical appointments and at pharmacies when you fill a prescription. Your ID card lets providers know how to bill for services.

**Have a correction to your ID card?** Check your ID card carefully to make sure all information is correct. Contact our Customer Service Department with changes or revisions.

**Lost your ID card?** Call us or order a new card by logging in to your account at [THCmi.com](http://THCmi.com).

**Need to contact your Doctor?** The name and phone number of your primary care physician (PCP) is listed on your ID card.



## UNDERSTAND YOUR BENEFITS

Total Health Care has information to help you understand your benefits and how to get the health care services you need. For information on the benefits and services listed below, please read your Member Handbook. For the most up-to-date Member Handbook, visit our website at [THCmi.com](http://THCmi.com).

- Covered and excluded services
- Pharmacy procedures
- Payment of services, such as copayments, or what to do if you receive a bill
- Out-of-area or out-of-network services and benefit restrictions
- No-cost language assistance services
- Information about our doctors, and making an appointment with your primary doctor
- Care from a specialist, including mental health and hospital services
- After-hours care
- Emergency medical services
- How to file a complaint or appeal
- New medical technology

The professional qualifications of our doctors – such as specialty, medical school attended, residency completed, and board certification status – and general information, including name, address, phone numbers, and identification of doctors who are accepting new Members, are available by calling our Customer Service Department. You can also call Total Health Care's Customer Service Department to get a copy of the Member Handbook or Provider Directory.

## 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.



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

Did you know that Total Health Care has over 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** 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 **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 Total Health Care 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.

# 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: 313-748-1397  
Email: [eliminatefwa@THCmi.com](mailto:eliminatefwa@THCmi.com)

## 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.



# Plan Your Care – In **ADVANCE**

What kind of care will you receive if you can't speak for yourself? An Advance Directive can help you plan ahead. 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 choices 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 that, if your breathing or heart stops, you do not want anyone to attempt to revive you.

Your PCP can help you fill out these forms. Once completed, keep the form in a safe place. Share the location with a trusted family member or friend. Keep a copy with your PCP, too.

Your new Member packet includes a Michigan Notice to Patients that outlines your rights. Information can also be found at [michigan.gov](http://michigan.gov).

## To File A Complaint:

- About how your provider followed your wishes, contact the Department of Licensing and Regulatory Affairs at (517) 373-1820.
- About how Total Health Care followed your wishes, contact the Department of Financial and Insurance Services at (877) 999-6442 or [michigan.gov/difs](http://michigan.gov/difs).

## GETTING CARE When You Need It

Total Health Care is here for all of your medical needs. Each year we check to see how well we are meeting these needs. Here are some timeframe guidelines of when you should be seen by your PCP:

PCP	Response Standard
Regular and Routine Care (i.e., annual physical, no symptoms)	Within thirty (30) days
Routine Non-Urgent (i.e., symptoms)	Within seven (7) Days
Urgent Care (i.e., persistent diarrhea/vomiting, high fever)	Within twenty-four (24) hours
Emergency Care (i.e., life-threatening condition)	Twenty-four (24) hours/ seven (7) days a week at any hospital
Office Visit Wait Time for Scheduled Appointments	Within 15 minutes Members should be taken to the exam room

## 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.