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.

Inside this Edition...
• Quality at Total Health Care
• Utilization Management (UM) Process
• Disease Management/Case Management Programs
• Drug Formularies
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, choose the Documents and Additional Info link, then Quality Improvement.

The Total Health Care Board Members Are:
Jeanette Abbott • Douglas Baker (Chairman)
LaVenia Brown • Ruby Cole • Gertrude Minkiewicz
Elizabeth Pratcher

There is no compensation for Board Members.
Total Health Care Wants to Make Sure that You Get the RIGHT CARE at 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
Disease & Case Management PROGRAMS

Total Health Care Offers Disease Management and Case Management Programs that Can Help You Take Care of Yourself

Our nurses can help you manage your diabetes, high blood pressure, asthma, or COPD. 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 (866) 330-9368. 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; Health & Wellness tab, or call us at (800) 826-2862, ext. 7817.

DRUG Formularies

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
- List the tiering level of a drug
- Brand and generic drugs that are available
- THC reviews the formulary each quarter, and updates are posted on the website.

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 Options at (877) 503-7231. You can reach EnvisionRx Options 24 hours a day at (844) 222-5584.