

# 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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# Good Health Gazette



## Inside this Edition...

- The Michigan Health and Wellness 4x4 Plan
- Plan Your Care in Advance
- Your MI Health Account
- ...and more



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# Food Poisoning PREVENTION

According to the CDC, 1 in 6 people get food poisoning. Below are some tips to protect yourself and your family from food poisoning.

- Wash hands and surfaces often. Clean utensils with hot, soapy water. Use a bleach solution on surfaces and cutting boards.
- Wash fruits and veggies – but not meat, poultry, or eggs.
- Keep meat, poultry, seafood, and eggs separate from all other foods in the refrigerator.
- Make sure food reaches a safe cooking temperature. For example, temperatures should be 145°F for whole meats, 160°F for ground meats, and 165°F for all poultry. After meals, refrigerate leftover food quickly.
- Refrigerate foods that tend to spoil more quickly (like fruits, vegetables, milk, eggs, and meat) within two hours.
- Thaw or marinate foods in the refrigerator, never on the counter or kitchen sink.



For more on food safety, go to [cdc.gov/foodsafety/prevention.html](https://www.cdc.gov/foodsafety/prevention.html).

## We Make It Easy for Healthy Michigan Plan Members to Complete the **HEALTH RISK ASSESSMENT (HRA)**

Total Health Care works with you to complete your HRA prior to your 1st PCP visit.

### Here's How the Process Works:

#### Total Health Care:

- Contacts you by phone to complete the HRA (this process takes around 30 minutes)
- Upon completion of the HRA, helps arrange your initial PCP appointment within 60 days of enrollment
- Provides transportation, as needed
- Gives completed HRA to your PCP's office
- Completes an Advance Directive with you, when requested

#### Your PCP:

- Reviews your HRA in detail with you
- Discusses suitable interventions

# MinuteClinic<sup>®</sup>



Total Health Care Has Teamed Up with MinuteClinic<sup>®</sup> at select CVS/pharmacy<sup>®</sup> Stores

Services are for Members who are 18 years of age or older. No appointment is needed.

## MinuteClinic<sup>®</sup> offers

- Comprehensive Health Screening
- Diabetes Monitoring\*
- High Blood Pressure Evaluation
- High Cholesterol Monitoring\*
- Flu Vaccine

## MinuteClinic<sup>®</sup> Locations

### Macomb County

33021 Garfield Rd. | Fraser (586) 293-5012  
21777 21 Mile Rd. | Macomb (586) 949-2078  
2115 25 Mile Rd. | Shelby Township (248) 652-2227  
46960 Van Dyke Ave. | Shelby Township (586) 726-9220

### Washtenaw County

209 S. State St. | Ann Arbor (734) 769-1804

*\*For best results, you should fast 8-12 hours before your visit.*



### Oakland County

33 W. 9 Mile Rd. | Hazel Park (248) 541-1650  
720 General Motors Rd. | Milford (248) 684-1775  
39350 9 Mile Rd. | Farmington Hills (248) 735-6081  
3010 Walton Blvd. | Rochester Hills (248) 375-2810

### Wayne County

45300 Cherry Hill Rd. | Canton (734) 981-3968  
17120 Kercheval Ave. | Grosse Pointe (313) 886-3300  
44300 5 Mile Rd. | Northville (734) 416-1883

## NEED A RIDE?

Transportation Is Available to Members for Any Covered Service, Including Pharmacy

**Call (866) 569-1902.** You must ask for a ride at least **2 business days** before you need it. If you do not call at least **2 business days** before, you may not be able to get a ride. When you call for a ride, you will need:

- Your Total Health Care/Medicaid ID number
- Your pick-up address and zip code
- Name, phone number, and address of medical provider
- Appointment time and date
- Special transportation needs

Be ready and waiting at least 15 minutes before your ride is scheduled. If your ride is more than 15 minutes late from the pick-up time, call the LogistiCare **"Where's My Ride?"** line at (866) 569-1902; option 1.

# Is It An **URGENCY** or An **EMERGENCY?**

## Know the Difference between Urgencies and Emergencies

Illnesses and injuries don't take nights and weekends off. When you are sick or injured and your PCP's office is closed, you must make a decision quickly on where to go. Know the difference between urgencies and emergencies. Here are a few examples of each:

### **Urgencies**

- Earaches
- Cold and flu symptoms
- Skin rash
- Suspected sprains
- Minor cuts and burns

### **Emergencies**

- Poisoning
- Seizures
- Trouble breathing
- Severe burns or bleeding
- Head, spinal cord, or eye injuries

Urgent care is a good option for non-life threatening illnesses and injuries. A list of Urgent Care Centers can be found on our website or by calling our Customer Service Department.

If you are unsure if you should go to Urgent Care or the ER, call the Total Health Care Nurse Advice Line at (866) 330-9368. The Nurse Advice Line is answered by a nurse anytime – 24 hours a day, 7 days a week.

**NOTE:** If you have a medical emergency, go to the nearest ER or call 911.



# The MICHIGAN HEALTH and WELLNESS 4x4 PLAN

Michigan has one of the top obesity rates in the nation. Obesity can lead to life threatening diseases like heart disease and diabetes. The fight against obesity starts now.

The Michigan Health and Wellness 4x4 Plan was created to help build a healthier Michigan. It combines 4 healthy behaviors with the knowledge of 4 health measures that are tied to some diseases.

## Boost Your Health By:

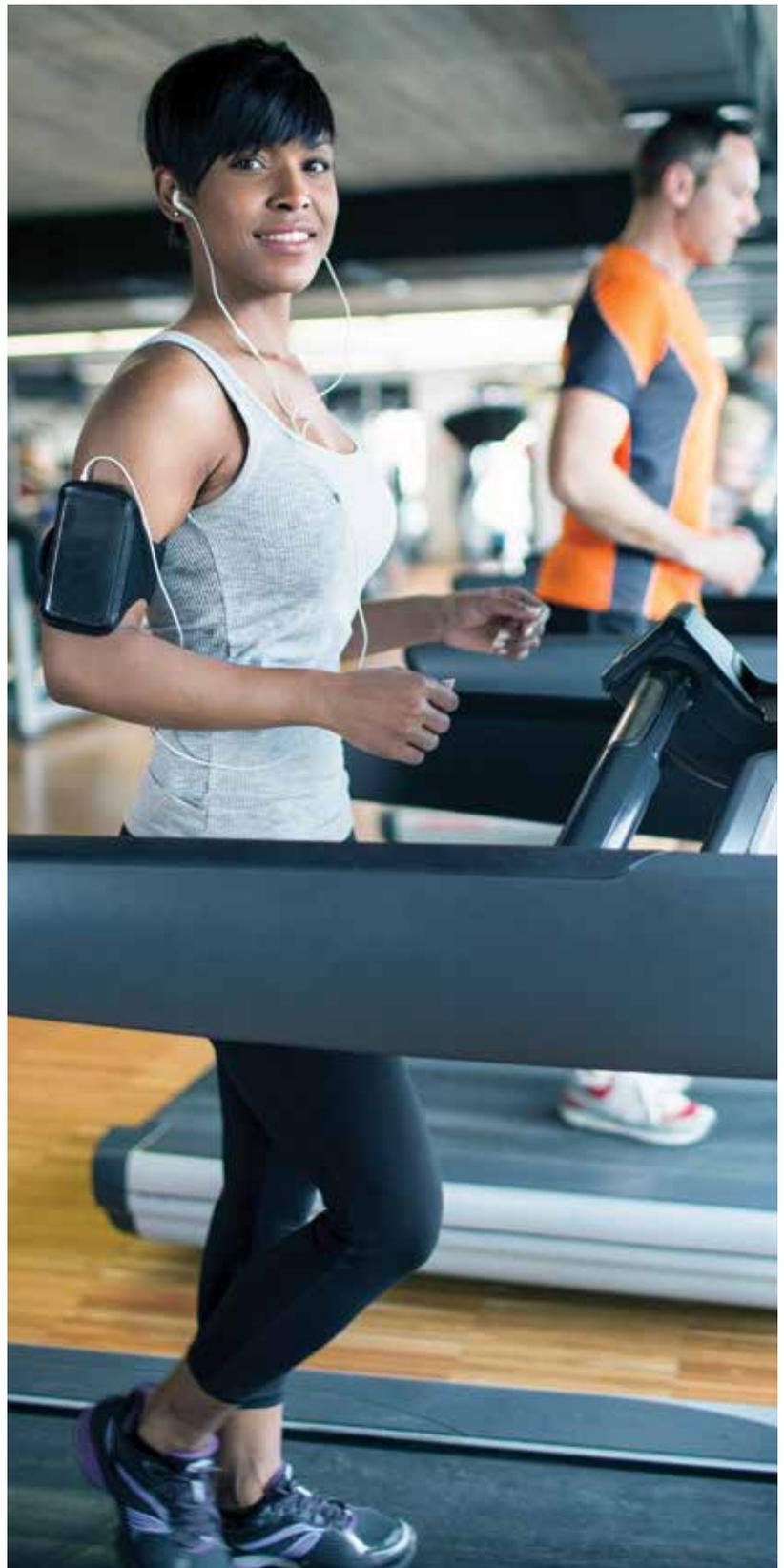
### Practicing 4 key healthy behaviors:

1. Maintain a healthy diet
2. Engage in regular exercise
3. Get an annual physical examination
4. Avoid all tobacco use

### Managing 4 key health measures:

1. Body mass index (BMI)
2. Blood pressure
3. Cholesterol level
4. Blood sugar (glucose) level

While the Michigan Health and Wellness 4x4 Plan's goal is to reduce and stop obesity, you may adopt the 4x4 Plan to improve your overall health. Talk with your Primary Care Physician (PCP) for more information on how to manage your 4 key health measures.



# Healthy Michigan Plan – Your MI HEALTH ACCOUNT

As a Healthy Michigan Plan Member, you help pay for your health care coverage with co-pays and contributions. Most cost-sharing is paid through your MI Health Account. You will be sent a MI Health Account statement every 3 months to help you keep track of your health care services and costs.

## Co-Pays and Contributions

Co-pays are costs linked to health services. Most co-pays are paid through your MI Health Account. Your statement tells you how much to place in your MI Health Account each month.

You may have to pay a contribution into the MI Health Account 6 months after you join, based on your income.

Your 1st statement tells you if you must pay a contribution and how much it will be.

By completing your Health Risk Assessment, you could earn a reward that reduces what you owe. Call our Customer Service Department for more information.

## How to Make A Payment

Payments may be made all at once, or a month at a time.

- **By mail** – You will receive payment coupons with each statement. Each coupon shows what you owe for one month, the date it's due, and where to send payment.
- **Online** – Go to [healthymichiganplan.org](http://healthymichiganplan.org). Click 'Make MI Health Account Payment.'

Questions? Call the Beneficiary Help Line at (800) 642-3195 (TTY: (866) 501-5656), Monday – Friday, 8 am to 7 pm. The call is free. You can also visit [healthymichiganplan.org](http://healthymichiganplan.org) for more information.

# 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 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

You can also call Total Health Care's Customer Service Department to get a copy of the Member Handbook or Provider Directory.

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.

# ELECTION TIME

Dear Subscriber:

Those who are interested in being a Board Member must follow the listed instructions:

1. Write to the Election Committee to request an application and petition. Return the application and petition with your resume.
  - Include your occupation, education, community/civic activities, and potential contributions.
  - Why you want to serve as a Board Member.
2. Only current subscribers can participate in this election.
3. You must have signatures from 10 Total Health Care members on the petition, depending on your membership.
4. Last day for receipt of application is March 13, 2015.
5. Final date for review and approval of applications is March 18, 2015.
6. Both applicants who are and are not chosen will be notified. Those who are chosen will have their names placed on the ballot.
7. To get an application, please send your request to:

Election Committee  
Total Health Care, Inc.  
3011 W. Grand Blvd., Suite 1600  
Detroit, MI 48202

The Total Health Care Board of Directors is composed of Members from the various communities we serve. The Board oversees the activities of Total Health Care.

Total Health Care Board Members are: Douglas Baker (Chairman), Jeanette Abbott, Ruby Cole, Gertrude Minkiewicz, Elizabeth Pratcher, LaVenía Brown.

There is no payment to Board Members. A per diem for expenses is allowed. Those who attend the Annual Meeting must show their ID card.

# 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).



## Take PRESCRIPTIONS? Here's What You Need to Know

Some drugs need an approval from your doctor before you can fill your prescription. This approval is called a prior authorization. To obtain a prior authorization, your 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 our Pharmacy Benefit Manager, Envision;
- Calling our Customer Service Department; or
- Visiting [THCmi.com](http://THCmi.com).

If your pharmacy tells you that your prescription cannot be filled, call our Customer Service Department for help.

# 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

## 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.

### 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.

## 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).

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.