

Learn more about the COVID-19 vaccine

We want all Total Health Care members to know everything they need to before getting their COVID-19 vaccine. The most important part is that the vaccine is free, regardless of insurance plan. For more information, please contact your local health department or visit michigan.gov/COVIDvaccine.



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Total Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You can have this information in other languages and formats at no charge to you. You can also call Customer Service at (800) 826-2862 (TTY: 711).
 ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 826-2862 (TTY: 711).
 ملحقاً بخدماتنا، نقدم خدمات الترجمة اللغوية مجاناً. يمكنك الاتصال بنا بلغتك الأم. اتصل بـ 1-800-826-2862 (TTY: 711).
 (800) 826-2862 (TTY: 711) الرقم الحار والخدمة المجانية

3011 W. GRAND BLVD #1600
 DETROIT, MI 48202
 313.871.2000

Pharmacy

You can review Total Health Care's most recent drug formulary on our website at THCmi.com/pharmacy. 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**

Total Health Care reviews the formulary every three months, and updates are posted on the website. Some medications need a Prior Authorization or Exception request from your doctor before you can fill your prescription. To obtain either request, your doctor must complete a Prior Authorization form and submit it with supporting medical information request.

An Exception or Prior Authorization form is available on Total Health Care's website at thcmi.com. This form may be faxed with clinical information to our Pharmacy Benefit Manager, EnvisionRx, at 866.422.9119. You can reach EnvisionRx 24/7 at 844.222.5584.



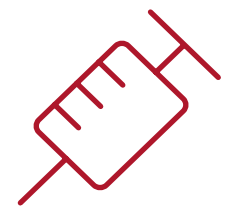
Focus on quality

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.



Learn about your behavioral health coverage

Beacon Health Options works with Total Health Care to provide you with excellent behavioral health coverage and service. To contact Beacon Health Options, call 855.377.2416, operating 24/7. The best time to call is Monday–Friday 8:30 a.m. to 5:00 p.m., or go to beaconhealthoptions.com.



Childhood immunizations – Missed a shot? You can catch up

Vaccines protect your children from deadly diseases like measles, polio and whooping cough. We know that life gets busy, but we don't want your child to miss their shot. Talk with your child's doctor if you have any questions about vaccines or aren't sure when your child should get one.

Utilization Management (UM) process

Total Health Care wants to make sure 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
- An independent, external review of final internal UM determinations is available to members; for more information visit our website or contact customer service

If you have questions for our UM staff:

- We offer 24/7 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
- We only share information with you or someone you choose



Pregnant or on the Healthy Michigan plan? **You have dental coverage**

Pregnant women on our Medicaid and Healthy Michigan plans have dental coverage through Healthy Michigan Dental. Call Healthy Michigan Dental at 844.698.6825 to find a dentist near you.

Sign up for our member portal

Total Health Care members can access and update information through our member portal. It can also be used to find doctors in your area, update your current primary doctor and request a new member ID card. Members can sign up or create a new portal account today by visiting thcmi.com.

