How To Reach Us
CALL US:
Customer Service: 800.826.2862 or 313.871.2000
Fraud, Waste & Abuse: 313.871.6583
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

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 have this interpreted over the phone in any language. Call Customer Service at 800.826.2862 (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800.826.2862 (TTY: 711).

Arabic: двухмнолотва: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك باللغة.

You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Customer Service at 800.826.2862 (TTY: 711).

Inside this Edition...
• Total Health Care Incentives Raffle Winners
• Protecting Michigan Children from Vaccine-Preventable Diseases
• Keeping Your Children Safe This Holiday Season
• …and more
Our DOCTORS Are TOTALLY THERE FOR YOU

Did you know that Total Health Care has over 7,000 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.

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 or authorization for services. Your PCP and specialist will work together to coordinate your care and make sure all procedures are followed. Make sure the specialist you choose practices at a THC network hospital. 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. Use the Advanced Search to find in-network hospitals, laboratories, and other facility services. You can also call Customer Service.

• AFTER HOURS/URGENT CARE. When your PCP isn’t available and you need care for non-life threatening services, consider using an Urgent Care. THC’s network of over 150 Urgent Care locations are appropriate to handle such events as a sore throat, ear ache, sinus infection or sprained ankle. Urgent Cares save you time and money!

Get Your FLU SHOT Today!

Getting the Flu Vaccine Is the Best Way to PREVENT THE FLU – You Can Protect Yourself by Getting the Flu Shot and Telling Your Loved Ones to Get It as Well

The Centers for Disease Control and Prevention (CDC) recommends annual flu vaccination for everyone aged 6 months and older. The CDC also recommended that the nasal spray flu vaccine should not be used during the 2017-2018 flu season.

Parents can help make their child’s visit to the doctor a better one. Here are some ways for relieving pain during and after the flu shot:

• Hold your child
• Bring a favorite toy to the appointment
• Offer a favorite meal or snack right after the shot so they have something to look forward to

Total Health Care covers the flu shot when you receive the vaccine at your Primary Care Physician’s office or at any CVS/pharmacy® MinuteClinic®. It’s free and easy!

Remember, our Customer Service Department is available for questions from 8:00 am to 5:00 pm Monday through Friday. Our website THCmi.com is always Totally There for You.
DID YOU KNOW...
Total Health Care (THC) Has Many Ways to Make It Easy to Get the Care, Tests and Treatment You Need?

• In order to serve you better, Total Health Care has teamed up with WebMD. This gives you access to Smarter Health Wellness programs and services. To get started, visit THCmi.com and click on the What's Your Route link. Let us help you build healthy habits for life!

• You can receive services provided through a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) if you reside in the county they are located.

• Your Primary Care Physician (PCP) is your Personal Doctor to help take care of your health care needs. THC covers visits to your Personal Doctor with no co-pays for your yearly check-ups.

• We also have urgent care centers, CVS/pharmacy® MinuteClinics, hospitals and emergency centers, so that you can get needed care quickly.

• In order to avoid out-of-network billing, call THC or go to our website before seeing your doctor to make sure they are in our network. Do not assume that what your doctor orders for you will be covered just because your doctor is in-network. Your doctor may order a covered blood test but send you to a lab that is not covered. Be sure that any services are covered by requesting a procedure code and the name of the provider you are being sent to. Following these steps can help you avoid unexpected costs.

• We have member only internet access to tools and information: payments for health services, medical equipment, or prescription medicines; and information about health and wellness programs.

• We have updated our Grievance and Appeal procedure. For full details, visit our website or call our customer service department.

• THC has programs to help keep you healthy, including disease management, weight management, smoking cessation and more.

For more information or for provider locations, contact our Customer Service Department or visit our website at THCmi.com.

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: 313.871.6583 or toll-free 800.826.2862
Fax: 313.748.1397
Email: eliminatefwa@THCmi.com
RAFFLE PROGRAM

CONGRATULATIONS TO OUR MOST RECENT $500 RAFFLE WINNERS!

Total Health Care offers INCENTIVES to help you take charge of your health!

Our 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** (All diabetic members)
- **Hypertension Raffle** (all Hypertensive members)
- **Perinatal Raffle & Destination Motherhood Program** (all pregnant members)

HAPPY HOLIDAYS!

Total Health Care wants to make sure you enjoy the holiday season by helping to keep your children safe. The following tips will help ensure that your little ones have fun with their toys while still staying safe:

- Be sure to read the age recommendations on toys, and pick one that is appropriate for your child
- Check to see if there are any small parts or other potential choking hazards
- Throw away plastic wrappings from toys as soon as they are opened
- Inspect toys for sharp edges or points
- Teach older children to keep their toys out of reach of young ones
- Always put toys away when children are done playing with them, to prevent accidental falls

These tips will help your family have a happy and safe holiday!

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.
New Public Health Education Campaign Seeks to Help Parents Protect Michigan Children from VACCINE-PREVENTABLE DISEASES

Michigan and national public health experts, physicians, hospitals, and a private foundation have launched the “I Vaccinate” public health education campaign to help parents protect their children from vaccine-preventable diseases that cause serious illnesses and can kill.

I Vaccinate, designed with input from Michigan mothers, provides the facts parents need to make informed decisions about vaccinations. Most parents today have never seen first-hand the devastating consequences that vaccine-preventable diseases have on a child, a family or community. Vaccination is one of the best ways parents can protect infants, children, and teens from 16 potentially harmful diseases. Vaccine-preventable diseases can be very serious, may require hospitalization, or even be deadly — especially in infants and young children.

Michigan’s childhood immunization rate is among the nation’s worst — ranking 43rd lowest in the United States for children ages 19 to 35 months, according to the 2015 National Immunization Survey. Data from the Michigan Care Improvement Registry show that only 54 percent of children ages 19 to 35 months and 29 percent of teens 13 to 18 years old are up-to-date on all recommended immunizations.

I Vaccinate was announced on March 20 at a Lansing news conference attended by the Michigan Department of Health and Human Services (MDHHS), the Franny Strong Foundation, the Centers for Disease Control and Prevention (CDC), Total Health Care (THC), Michigan hospitals, the states’ top physician organizations, and many other groups that advocate for public and children’s health. The campaign was conceived by the Franny Strong Foundation and is funded primarily by MDHHS and the foundation. The Michigan Association of Broadcasters has generously adopted I Vaccinate as one of its public service campaigns.

“Michigan’s low immunization rates threaten the health of all residents. We’re seeing the unfortunate return of vaccine-preventable diseases in Michigan because some parents are choosing not to vaccinate based on misinformation,” said Dr. Eden Wells, MD, chief medical executive with the

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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 800.826.2862, extension 4357 (HELP). 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 and click Health & Wellness, or call us at 800.826.2862, ext. 6416 or 6427.
MDHHS. “We know parents have questions and they want to do what’s best to protect their children. The I Vaccinate campaign helps parents make an informed decision to protect their children and others around them through vaccination.”

The Franny Strong Foundation is dedicated to boosting childhood immunization rates by giving parents access to science-based facts that demonstrate vaccines are safe and effective. The foundation was founded by Veronica and Sean McNally of Oakland County in memory of the couple’s daughter, Francesca, who died of whooping cough at age 3 months in 2012.

“Parents want to make the best choices to protect their children,” Veronica McNally said. “When it comes to vaccines, Michigan moms told us they want the facts and the science, and they want to be able to find that information in two places: on the internet and in their doctor’s office. I Vaccinate gives Michigan parents easy online access to the facts about vaccine safety and effectiveness and uses other communications strategies to reach parents as they decide how to best protect their kids.”

The CDC estimates that, in the United States, vaccinations will prevent more than 21 million hospitalizations and 732,000 deaths among children born in the last 20 years, saving nearly $1.4 trillion in total societal costs.

“Rates of vaccine-preventable diseases like measles are at record low levels, thanks to high vaccination rates,” said Dr. Melinda Wharton, MD, director of the Immunization Services Division at CDC. “But vaccine-preventable diseases can quickly spread when they reach groups of susceptible people. This highlights the need to achieve and maintain high vaccination coverage in all communities. Following the CDC’s recommended immunization schedule is the best way to protect children against serious diseases. We commend Michigan’s efforts to better educate parents about the importance of timely immunizations.”

Through easy access to evidence-based vaccine information, the I Vaccinate campaign strives to improve Michigan’s pediatric immunization rate to reach the Healthy People 2020 goal of 80-percent coverage (this goal includes coverage for 4 doses of Diphtheria, Tetanus, and Pertussis; 3 doses of Polio; 1 dose of Measles, Mumps, and Rubella; 3 doses of Haemophilus Influenzae type b; 3 doses of Hepatitis B; 1 dose of Varicella (Chickenpox); and 4 doses of Pneumococcal Conjugate Vaccine among 19-35 month olds). Currently, the state is at 74.9 percent for this vaccine series.

THC urges our members to use the I Vaccinate.org website as a resource for parents and others who are seeking the facts and information they need to protect Michigan children against vaccine-preventable diseases. As the I Vaccinate team creates additional education tools in the coming months, THC will share them with our members.

About the I Vaccinate campaign:

• TV, radio, print, outdoor, digital advertising

• The I Vaccinate.org website that presents Michigan-specific information about vaccines, and where parents can read (in plain language) the medical science and facts that prove conclusively vaccines are safe and effective for the vast majority of people.

• Social media channels (Facebook, Twitter, Instagram, Pinterest, YouTube)

• Tools for health care providers (these are being developed)

• Earned media activities (news conference, media updates, interviews with reporters, op/eds, more)

• Supported by MDHHS; the Franny Strong Foundation; Centers for Disease Control and Prevention; Michigan Health & Hospital Association; Michigan Association of Broadcasters; and many more public health organizations.
The Public Health Need for Vaccination

Michigan has some of the worst childhood immunization rates in the nation.

- Michigan ranks 43rd lowest in the United States for immunization coverage among children 19 to 35 months of age. (Source: 2015 NIS data)
- Only 54% of Michigan toddlers are up to date on their vaccinations. (Source: MCIR data from December 2016)
- Only 29% of Michigan teens ages 13 to 18 are up-to-date on their vaccinations. (Source: MCIR data from December 2016)

Low immunization rates threaten the public health of all Michigan residents.

- Public health is broadly protected when a sufficient number of persons in a particular population are immune to an infectious disease. This is called "community immunity" or "herd immunity."
- When community immunity is achieved, the population is protected, including the overwhelming majority of people for whom vaccines are safe and effective and, importantly, the very small number of people who can't be vaccinated for very real medical and other reasons.

Recent outbreaks of vaccine-preventable diseases:

- In 2016, Michigan experienced a large number of chickenpox outbreaks in group settings. Most of these outbreaks occurred in schools and child care centers.
- Cases of pertussis (whooping cough) are on the rise again in Michigan, with 136 cases reported as of February 28, 2017. In 2016, there were nearly 400 cases of whooping cough in the state.
- Nationally in 2016, there were 5,311 mumps cases reported to the Centers for Disease Control and Prevention (CDC) – by far the highest number in a decade. The Arkansas Department of Health is currently investigating an outbreak of mumps. Several other states have reported mumps outbreaks, many involving adolescents and young adults on college campuses.
- In our neighbor state Ohio, mumps cases hit a 35-year high in 2014, when more than 445 people were infected with the disease, which started with students at The Ohio State University. The outbreak spread to Indiana and North Carolina, according to a report in the Cleveland Plain Dealer.
- In 2014 in Michigan, a significant whooping cough outbreak made nationwide headlines. In November and December, news stories from the Traverse City area reported that more than 70 children and adults in several counties had contracted the disease.

The outbreak forced local officials to close Grand Traverse Academy, a 1,200-student charter school associated with the initial case of whooping cough, for four days. Cases were eventually reported at 19 school buildings in Grand Traverse County. (Source: Dec.18, 2014 Ml -m news story)

- In December 2014 through February 2015, a large, multi-state measles outbreak was linked to travel to Disney theme parks in California.

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.
PHARMACY

Some medications need an approval from your doctor before you can fill your prescription. This approval is called a **Prior Authorization**. To obtain a Prior Authorization, the 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 Total Health Care’s Customer Service Department;
- Calling Total Health Care’s Pharmacy Benefit Manager, Envision, at 844.222.5584; or
- Visiting [THCmi.com](http://THCmi.com)

If you are told by your pharmacy that your prescription cannot be filled, call our Pharmacy Department for assistance.

You can see Total Health Care’s Drug Formularies on our website by clicking on the “Members” page and scrolling down to the “Pharmacy” section. Printed copies are available by calling our Customer Service Department.

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RECONSTRUCTIVE BREAST SURGERY Following Mastectomy

Total Health Care, as required by the Women’s Health and Cancer Rights Act of 1998, covers the following benefits after a mastectomy –

- Reconstruction of the breast on which the mastectomy has been performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses
- Treatment of physical complications of the mastectomy, including lymphedema, in a manner determined in consultation with the attending physician and the patient

For more information, contact our Customer Service Department at 800.826.2862.

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When you turn 18 years old, you may need to **TRANSFER YOUR CARE** from your Pediatrician to an adult Primary Care Physician (PCP)

Our Customer Service Department can help determine if you need to change your current doctor, and to also help you locate a new one in your area. Your Pediatrician may also offer suggestions, but be sure to call us or check our website to **confirm if the doctor you would like to switch to is in our Total Health Care network**.

For your ease, you can use the Find a Doctor search on [THCmi.com](http://THCmi.com), where you are able to search by name, specialty, or city.