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.

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

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.
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.

Here’s how:

- 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.
- Pick a Primary Care Provider (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.
- Need to be seen but your PCP is not available? Using an Urgent Care center for care of non-life threatening issues like a sore throat, ear ache, sinus infection or sprained ankle is a good way to get the care you need right away.

Remember, our Customer Service Department is available for questions. Our website, THCmi.com is always TOTALLY THERE FOR YOU, too!

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Get Your **FLU SHOT** Today!

Getting the flu shot 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.

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

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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: eliminatefraud@THCmi.com

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**OUR SPECIAL HEALTHCARE 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. 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.

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From **PEDIATRICIAN** to **PCP**

**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. For your ease, you can use the Find a Doctor search on THCmi.com, where you are able to search by name, specialty, or city.

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**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.

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**Member RIGHTS & RESPONSIBILITIES**

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.

**CANT 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.