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.

Make the move to an
IN-NETWORK DOCTOR

If you are a new member and are currently receiving treatment from an out-of-network provider or other insurance, please call our Case Management Department at 800.826.2862, extension 3355. One of our nurse case managers will work with you and your doctor to transition your medical information to a Total Health Care provider.

Total Health Care, Inc.
3011 W. Grand Blvd., Suite 1600
Detroit, Michigan 48202

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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. The Handbook includes information about:

- Covered and excluded services
- Pharmacy procedures
- Payment of services, such as copayments or what to do if you receive a bill
- Out-of-area or out-of-network services and benefit restrictions
- No-cost language assistance services
- Information about our doctors, and making an appointment with your Primary Doctor

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.

PHARMACY

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
- Brand and generic drugs that are available

THC reviews the formulary every 3 months, and updates are posted on the website.

Some medications need an approval from your doctor before you can fill your prescription. This approval is called a Prior Authorization or Exception request. To obtain a Prior Authorization or Exception request, the doctor must:

- Complete a Prior Authorization form; and
- Submit the completed form with supporting medical information

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, at 866.422.9119. You can reach EnvisionRx 24 hours a day at 844.222.5584.
GETTING CARE when you need it

Total Health Care is here for all of your medical needs. We know it’s important for you to get the right care at the right time and the right place. Here are some guidelines of when you should be seen by your personal doctor:

<table>
<thead>
<tr>
<th>PCP (Personal Doctor)</th>
<th>Response Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine Care Appointments (i.e., routine non-symptomatic)</td>
<td>Within thirty (30) days</td>
</tr>
<tr>
<td>Annual Preventive Exam – These exams are lengthy and include a comprehensive review of your overall health, so there are fewer appointments available for this service</td>
<td>Within forty-five (45) days</td>
</tr>
<tr>
<td>Routine Non-Urgent (i.e., symptomatic)</td>
<td>Within seven (7) Days</td>
</tr>
<tr>
<td>Urgent Care (i.e., persistent diarrhea/vomiting, high fever)</td>
<td>Within twenty-four (24) hours</td>
</tr>
<tr>
<td>Emergency Care (i.e., life-threatening condition)</td>
<td>Twenty-four (24) hours/seven (7) days a week at any hospital</td>
</tr>
<tr>
<td>Routine Specialty Care</td>
<td>Within 6 weeks</td>
</tr>
<tr>
<td>Acute Specialty Care</td>
<td>Within 5 days</td>
</tr>
<tr>
<td>Office Visit Wait Time for Scheduled Appointments</td>
<td>Within 30 minutes of the scheduled appointment time</td>
</tr>
</tbody>
</table>

Focus on QUALITY

Total Health Care has a QUALITY 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.

UM UTILIZATION MANAGEMENT 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:

- 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
DIABETES and your BODY

When you hear the word “diabetes,” you probably think first about high blood sugar. Did you know that diabetes could affect every organ system in your body, especially if your diabetes is not controlled or managed? Look at the drawing on the right for all the ways diabetes can affect your body.

With diabetes, your body makes too little or no insulin at all. Insulin helps break down the sugars in the foods you eat. Sugars gives your body energy. When your blood sugar is high and your insulin levels are low, your body does not get the energy it needs.

Talk to your doctor about checking all of your body for the signs of diabetes on a regular basis. Make sure to ask your doctor about doing these tests at least once a year to check for the early signs of diabetes:

- A1C blood test (every 3 months)
- Kidney tests
- Foot test
- Eye test (with an eye doctor)
- Cholesterol blood test
- Checking your blood pressure (with every visit)
- Teeth exams and cleanings
- Review of your meds

Tell your doctor right away if you are having any of these signs:

- Feeling very thirsty or hungry (even though you are eating and drinking regularly)
- Feeling very tired
- Having trouble seeing
- Cuts or bruises that are taking a long time to heal
- Urinating more than usual
- Tingling, pain or numbness in your hands and feet
- Chest pain and/or trouble breathing

Checking your blood sugar can lower your risk of getting diabetes.

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Checking your blood sugar can lower your risk of getting diabetes.

Before your next appointment, make a list of questions you have for your doctor. You can help prevent or delay the many side effects of diabetes on your body and health. Talk to your doctor! Your doctor can help!