



LabCorp is a full-service exclusive independent laboratory provider for The Health Plan (THP). This includes routine lab work, clinical testing, and other services.

- Nearly 5,000 frequently requested, specialty, and genetic tests
- Easy-to-use online and web-based tools for
  - Scheduling appointments
  - Streamlined check-in
  - Advance estimates of out-of-pocket cost
  - Access to test results
  - Simplified billing/payment

Providers selected to be part of the Preferred Lab Network anchored by LabCorp may be found on our website at [findadoc.healthplan.org](http://findadoc.healthplan.org) or by contacting customer service at **1.888.847.7902**. Members of The Health Plan pay for covered services at little or no out-of-pocket cost. THP will waive any applicable deductible and/or coinsurance associated with their lab benefit.

Find locations near you at [labcorp.com](http://labcorp.com). 🍏

## Commercial Reimbursements through ESI

Were you unable to use your pharmacy insurance card for your covered medication?

Effective 1/1/2022 you can file your drug reimbursement requests electronically if you paid full price for medicine at a pharmacy because:

- The pharmacy did not accept your member ID card by mistake
- You haven't yet received your member ID card.
- Coordination of Benefits

Just log into your secure MyPlan account at [myplan.healthplan.org](http://myplan.healthplan.org). From there, select "pharmacy online" and then "reimbursement request". You may also complete this form located at [bit.ly/3xKBPNv](http://bit.ly/3xKBPNv) and mail to:

**Express Scripts**  
**ATTN: Commercial Claims**  
**P.O. Box 14711**  
**Lexington, KY 40512-4711**



You will need the following information from your pharmacy receipt:

- Date prescription filled
- Name, address and NPI of pharmacy
- Doctor name or ID number
- NDC number (drug number)
- Name of drug and strength
- Quantity and day supply
- Prescription number (Rx number)
- Amount paid
- DAW (Dispense as written)

If you need assistance in creating your secure member portal access, please reach out to our customer service team at **1.877.847.7902**. 🍏

## THP Clinical Programs

At The Health Plan, we have a team of Health Coaches, Social Workers, and Member Advocates on staff. They provide support and education to our members with topics including:

- Nutrition
- Healthy weight management
- Encouraging physical activity
- Managing stress
- Identifying depressive symptoms
- Avoiding at-risk behaviors
- Smoking or Tobacco Cessation

They can also direct you to tools, resources, and services in your community to help meet your needs. This includes:

- Transportation
- Food resources
- Housing support
- Other resources to keep you healthy and maximize your benefits

All members are eligible to enroll in these programs. Contact a health and wellness team member and get personalized support.

Call **1.877.903.7504** Monday through Friday from 8 a.m. to 5 p.m. 🍏



## Disease Management

If you are living with diabetes, coronary artery disease (CAD), congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), or depression, you don't have to go through it alone. THP has dedicated nurses ready to assist. They can provide you with educational materials, telephone calls and guidance.

Nurses can help you better understand your condition, manage your symptoms and follow your health care providers plan of care.

Members who have been diagnosed with diabetes, CAD, CHF, Asthma, or COPD with or without associated depression can enroll in the appropriate disease management program by completing and returning this form [healthplan.org/disease-management-form](https://healthplan.org/disease-management-form) or by calling **1.877.903.7504** Monday through Friday from 8 a.m. to 5 p.m. 🍏



### Talk to a Nurse:

The nurse information line provides members with access to a THP nurse 24 hours a day, 7 days a week. The nurse information line is available to help support access to urgent and emergent care after hours.

Contact the nurse information line by calling **1.866.NURSEHP (1.866.687.7347)**. Or fill out the online form [healthplan.org/for-you-and-family/get-care/talk-nurse](https://healthplan.org/for-you-and-family/get-care/talk-nurse). 🍏

## Secure Member Portal

Access information you need 24/7 through our secure member portal. Visit [myplan.healthplan.org/Account/Login](https://myplan.healthplan.org/Account/Login) to register.

- View and print your member ID card
- View member handbooks, EOBs, and other documents
- Check eligibility of you and your dependents
- Find a provider
- Check claim status
- Sign up for text messages and alerts

Download the MyPlan Mobile app for an additional way to view your information. 🍏



## Notice of Privacy Practices

The privacy and security of your health information is very important to The Health Plan. The Health Plan's Notice of Privacy Practices explains how we use and disclose your protected health information and your rights under the Health Insurance Portability and Accountability Act (HIPAA). The notice is available on our website. You may also contact us at **1.800.624.6961** if you wish to obtain a written copy. 🍏



## Medical and Behavioral Case Management

Are you aware that THP offers care management for some of our members? Our nurses provide long-term "complex case management" services to members identified as high-risk based on the presence of a life-altering diagnosis, disease, or injury. We can also provide short-term "care navigation" for issues like trouble managing symptoms, finding specialist care, accessing help for substance use disorder, assistance in finding a caregiver, and end-of-life care.

Our nurses will work with you and your health care providers to customize a plan of care that will

- Help you understand your disease or condition
- Manage or control your symptoms
- Follow your prescribed medication regimen
- Remove or overcome any barriers to care
- Help you take control of your health and live your best life

Information can be provided by phone, mail, secure email or in the secure member portal. To enroll in a case management program please call **1.800.624.6961, ext. 7644** Monday through Friday from 8 a.m. to 5 p.m. You can also complete the online enrollment form at [healthplan.org/for-you-and-family/forms/member-case-management](https://healthplan.org/for-you-and-family/forms/member-case-management). All members are eligible for case management services. 🍏

## Thin Crust Personal Pizza

**Nutrition:** 1 serving (may vary depending on substitutions)

Calories: 340   Total Fat: 12g   Carbs: 32g   Protein: 24g



Did you know pizza can be healthy? Try this recipe and make your very own personal pizza topped with veggies.

### Ingredients

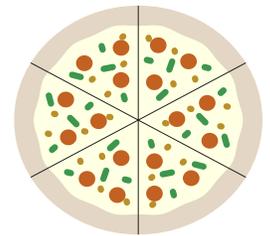
- 1 Whole wheat tortilla
- ½ cup pizza sauce (low sodium)
- ½ cup shredded fat free mozzarella cheese
- ¼ cup mushrooms
- ¼ cup chopped green pepper
- Extra virgin olive oil
- Optional
  - Italian seasoning
  - Other vegetable toppings

### Substitutions

- Crust
  - ¼ Mini baguette
  - English muffins
  - Low-carb flatbread

### Directions

- Preheat oven to 350 degrees
- Place tortilla on baking sheet or small pizza pan
- Lightly brush tortilla with oil and place in oven for about 3 minutes or until golden
- Top tortilla with pizza sauce, vegetables, and fat free cheese
  - Add Italian seasoning if desired
- Place in oven for 5 minutes
- Enjoy! 🍕



### Customer Service Reps

When you call The Health Plan, expect to speak with a real, local person. If you have questions or need assistance, call customer service at **1.888.847.7902** now! 🍏

### Member Rights and Responsibilities

The Provider Practitioner Manual describes the member rights and responsibilities in Sections 3 and 5. This manual is available on THP's corporate website, [healthplan.org](https://www.healthplan.org). To obtain a copy please contact the Customer Service department at **1.800.624.6961 (TTY: 711)**. 🍏



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1.800.624.6961 | [healthplan.org](https://www.healthplan.org)