



# HealthySense

A Publication of The Health Plan • December 2018

## Member Handbooks

We update your member handbook each year. Your member handbook describes your benefits with The Health Plan. Member handbooks are located on our website. If you do not have access to the internet, you can call Customer Service and request a hard copy to be mailed to you, free of charge. 🍏

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Always Ready to Help

## Our Nurses are Here for You

There are plenty of reasons to talk to one of our on-staff nurses:

**After a hospital stay.** A nurse from The Health Plan will call you after you leave the hospital. The nurse will ask you questions about how you are doing. They will also go over your discharge instructions. They will check in to see if you are keeping your follow-up appointments. After a hospital stay, you can also call our nurses at any time with questions or concerns.

**Behavioral health concerns.** The Health Plan's nurses are happy to answer any question you may have. They can help with any issue you may be having. Our nurses can also give you educational and community resources.

**Case management.** The Health Plan has nurses who coordinate health care services for members with serious health conditions. You can contact these nurses by calling the Medical Management Department. You can also submit a member case management referral form online at [healthplan.org](http://healthplan.org). Call for help, any time. The nurse information line provides members with access to a nurse 24 hours a day, 7 days a week. A nurse can help if you have worries, need help getting services, or getting urgent care out of the area.

The nurse information line is not meant to replace services offered by your doctor. This includes your doctor's after-hours help.

You can contact the nurse information line by calling a nurse at 1.304.639.8597 or by calling The Health Plan at 1.888.613.8385.

After hours you can reach Behavioral Health Services at 1.877.221.9295. 🍏



### Customer Service:

1.888.613.8385

### Behavioral Health Services:

(available 24/7)

1.877.221.9295

### Medical Management Dept.:

1.888.613.8385, ext. 7644 or 7643

### Nurse Information Line:

(available 24/7)

304.639.8597 or 1.800.624.6961

Get Your Flu Shot Today

## Are You a Flu Fighter?

Getting a flu shot every year is your first and best protection from the flu. It's best to get a flu shot by the end of October. Even if you don't get one in October, you can still get one at any time throughout the flu season, even into January or later. Keep in mind that it takes about two weeks after you get the shot for the vaccine to work.

Getting a flu shot isn't just good for you, it can help those around you too! Older adults, young kids, pregnant women, and people with certain health issues can catch the flu easier.



When you get a shot, you can prevent the spread of the flu to people with weak immune systems.

Do your part this season to fight the flu by getting a flu shot. Getting a flu vaccine has never been easier. As a member of The Health Plan, you can get a flu shot for free at any participating THP pharmacy or from your doctor. If you have questions about where you can get a flu shot, call us at the number on your THP ID card or at 1.800.624.6961. 🍏

## Disease Management Programs

Helping You Live Well

The Health Plan has nurses that can help you take care of your heart disease, diabetes, or COPD (lung disease). They will discuss things you can do to improve your health and life. They can also help you find care or services that you need. You can contact the nurse by calling toll-free at 1.800.624.6961, ext 7644 or 7643.



You can also make a request for a nurse to call you on The Health Plan website [healthplan.org](https://www.healthplan.org), choose 'Solutions' and then 'Disease Management' from the website. An enrollment form is there for you to make your request online. 🍏

## Member Rights and Responsibilities

We update your rights and responsibilities each year. You can view the most up-to-date rights and responsibilities and plan benefits located in your member handbook and on our website, [healthplan.org](https://www.healthplan.org). 🍏

# Health Risk Assessment

## Tools for Improving Your Well-being

Our online health risk assessment (HRA) is a quiz to help improve your health. On our website, you can find wellness tips, links to screening tools and the HRA. This tool can help you and your doctor determine the best steps to take to improve your health.



Visit [myplan.healthplan.org](http://myplan.healthplan.org) to access this tool. If you do not have access to the internet, call us at 1.800.624.6961, ext. 7659 for a copy of the HRA. 🍏

## Getting the Best Care Possible Coordinating Care with Your Doctors

If you see more than one doctor, it's important that they are aware of your care plan. This is especially important if you see a behavioral health care doctor. Behavioral and medical conditions can both affect your health.

When your doctors share information, they follow all federal and state laws. Your doctors only share the most important information, and any progress notes are private. There are also special situations where your information cannot be shared.



It's important to talk to your doctors about how to manage your care. Visit [healthplan.org](http://healthplan.org) to learn more about how you can talk to your doctors about this. 🍏

## THP Affirmative Statement Regarding Incentives

The Health Plan uses strict rules to decide if a health care service is appropriate. The Health Plan does not:

- Reward our employees or providers for not authorizing health care services
- Reward, hire, promote, or terminate employees or providers for denying coverage
- Condone inappropriate limitations of health care coverage 🍏





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## Requesting a Provider Directory

### Finding a Provider

The Health Plan has a contract with the West Virginia Department of Health and Human Resources (DHHR). We partner with health care providers to form a provider network for you to choose from. This network is made up of:

- Doctors,
- Specialists,
- Hospitals, and
- Other health care facilities

These providers are here to help you with your health care needs. You can view a list of our providers by visiting our website, [findadoc.healthplan.org](http://findadoc.healthplan.org). If you do not have the provider directory or want a hard copy, call us at 1.888.613.8385. 🍏



## Help in Your Language

If you do not speak English, call us at 1.888.613.8685 (TTY: 711). We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can communicate with you in your language.

Si usted no habla inglés, llámenos al 1.888.613.8385 (TTY: 711). Ofrecemos servicios de interpretación y podemos ayudarle a responder preguntas en su idioma. También podemos ayudarle a encontrar un proveedor de salud que pueda comunicarse con usted en su idioma. 🍏