



HealthySense

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Health Risk Assessment

Our online health risk assessment (HRA) is a quiz to help improve your health. This tool can help you and your doctor determine the best steps to take to improve your health. Login or create your account by visiting myplan.healthplan.org to access the HRA. You can also visit healthplan.org to find wellness tips and links to screening tools.

If you do not have access to the internet, call the Quality Improvement Department at 1.800.624.6961, ext. 7659 for a copy of the HRA 🍏

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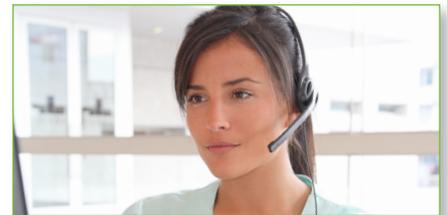
Earn a \$25 Gift Card

The Importance of Well Visits

If you are or have children between the ages of 3-6 and 12-21, you/they are eligible to receive a \$25 gift card for having a yearly well visit.

A well visit is not the same as going to see your doctor when you are sick. Well visits are a time to “check in” with your doctor. At this visit your doctor will:

- Take your health and family history
- Get your height, weight, body mass index (BMI), and blood pressure
- Complete a physical exam
- Talk about depression or anxiety
- Discuss any vaccinations or tests that you may need
- Refer you to others for help as needed



Customer Service:
1.888.613.8385
Behavioral Health Services:
(available 24/7)
1.877.221.9295
Medical Management Dept.:
1.888.613.8385, ext. 6100 or 7643
Nurse Information Line:
(available 24/7)
304.639.8597 or 1.800.624.6961

Yearly doctor visits will help you avoid problems in the future. Your doctor will talk to you about things you can do to keep healthy. A well visit also gives you a chance to talk to your doctor about questions you may have.

Well visits are very important for children. This will give your doctor a chance to make sure your child is doing well for their age. Your doctor will discuss sleep, safety, nutrition and physical activity with you. Before their third birthday, children should have a total of nine well visits. The reason for so many visits before the age of three is for shots and to monitor growth and development. Well visits should be yearly after their third birthday. Please follow the schedule your child's doctor has given you for visits.

Yearly check-ups to the dentist are also important. Seeing a dentist can help prevent cavities and improve oral health. If your child is between the ages of 2-3, you/they are eligible to receive a \$25 gift card. 🍏

Our Nurses are Here for You

Always Ready to Help

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 instructions from your doctor. 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:

Our 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 resources.

Case management: If you have a serious health condition, our nurses can help. 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.

Nurse information line: 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.

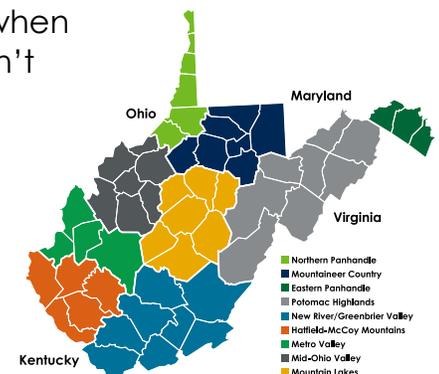
You can contact the nurse information line by calling a nurse at 1.304.639.8597.

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

It's Good to Have Options

Participating Urgent Care Facilities Update

Your primary care physician (PCP) is often the first point of contact when you have a health concern. However, there are times when you can't wait for an appointment with your PCP. If your doctor's office is closed and you can't wait for an appointment, you have options for non-emergency care. Visit healthplan.org/ucf to view our latest list of urgent care providers in your area. Call us at 1.800.624.6961 (TTY: 711) for more information. 🍏



Questions For Your Next Visit

Talk to Your Doc



To make sure you are getting the best possible care, it's important to talk to your doctor and ask questions. A good time to do this is at your yearly well visit.

- What screenings am I due for this year? Based on your age and gender, you'll need certain tests done periodically, such as mammograms or colonoscopies. Learn what is recommended for you and ask questions if you are uncertain about any of the procedures.
- What should I know about this test, medication or treatment? If your doctor recommends a new test, medicine, or treatment, it's important to know what to expect. Ask questions about the risks, benefits, and side effects.
- What health goals should I be focusing on? Your yearly well visit is a great time to check in with your overall health. Talk to your doctor about what goals you should set to achieve before your next appointment. This might be losing some weight, taking your medications properly, or exercising more.
- Where can I learn more? Your doctor can point you in the right direction for reliable information about staying healthy or managing health conditions.
- Can I schedule my next appointment? Talk to your doctor about your next visit. Schedule it before you leave the office and mark it in your calendar. 🍏



Anyone (e.g., employee, volunteer, provider, member, Board of Directors) can report suspected fraud or issues of noncompliance.

Your report will be confidential and can be reported anonymously.

To report suspected fraud, waste or abuse and/or suspected compliance issues call the hotline number shown here.

You may report anonymously. There can be **NO** retaliation against you for reporting suspected noncompliance in good faith.

Member Rights and Responsibilities

Visit our website to learn about your member rights and responsibilities or call 1.800.624.6961 to ask for a printed copy. You can also learn how we use and disclose your health information. This information can be found at healthplan.org.

To view your plan benefits, visit myplan.healthplan.org and login or create an account. 🍏





1110 Main Street
Wheeling, WV 26003-2704

Health and Wellness or Prevention Information

Tips to Drink More Water

Stay Hydrated This Summer

Water is an essential part of a healthy lifestyle. As a general rule of thumb, it's suggested to aim for at least eight 8-ounce glasses of water per day. Are you drinking enough? Try some of these tips to stay hydrated.

- 1. Add Flavor.** Use fruits, vegetables, and herbs to flavor your water.
- 2. Use an App.** If you have a smart phone, download a free hydration app. It can help you track how many glasses of water you drink every day. Set reminders for yourself to drink water during the day.
- 3. Drink Before Meals.** Sip 12 ounces of water before meals. This trick can also help curb your appetite and may help you eat a little bit less.
- 4. Carry Reusable Water Bottles.** This is good for your body, wallet and the environment! If you're always on the go, having your water bottle handy will remind you to stay hydrated while you're out and about.
- 5. Eat More Hydrating Foods.** Did you know some foods contain more water than others? Cucumbers, lettuce, watermelon, strawberries, grapefruit, zucchini, grapes, cauliflower, celery, spinach, and tomatoes are all good options. 🍏



Help in your language

If you do not speak English, call us at 1.888.613.8385 (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. 🍏