

Secure Connection



Fall
2023

Health and Wellness or Prevention Information

A Publication of
TheHealthPlan



Dear Valued Member,



As we approach the end of another year, I wanted to take a moment to express my heartfelt gratitude for your trust in our company and for being part of our Medicare family. It has been an honor and a privilege to serve you throughout the year, and I am truly grateful for the opportunity to contribute to your healthcare needs.

In the face of numerous challenges and uncertainties, your resilience and strength have been truly inspiring. Together, we have navigated through unprecedented times, and your trust in us has been the driving force behind our unwavering commitment to provide you with the best possible Medicare experience.

We have continuously strived to enhance our services and offerings to ensure that you receive the comprehensive care you deserve. Our dedicated team of healthcare professionals, support staff, and partners have worked tirelessly to deliver personalized solutions tailored to your individual needs. Your well-being has always been at the forefront of our priorities, and we will continue to go above and beyond to exceed your expectations.

In the coming year, we will remain steadfast in our commitment to innovation, excellence, and affordability. We will keep exploring new avenues to expand our network of healthcare providers, introduce cutting-edge technologies, and improve access to quality care. Our aim is to empower you to make informed decisions about your health and to make your Medicare journey as smooth and hassle-free as possible.

As we move forward, we promise to stay true to our core values of compassion, integrity, and transparency. We will continue to foster a culture of empathy and understanding, treating each of our members with the utmost respect and dignity. Your feedback and suggestions have always been invaluable to us, and we encourage you to reach out to us with any concerns or ideas you may have.

Finally, I want to extend my warmest wishes to you and your loved ones for a joyful holiday season. May it be filled with love, laughter, and good health. We look forward to serving you in the coming year and beyond, and we remain deeply committed to your well-being.



Thank you once again for choosing us as your trusted Medicare provider. Together, let us embrace the future with hope and optimism.

With sincere gratitude,
we are here for you!

Jeff Knight

Jeff Knight
President & CEO,
The Health Plan 🍏

Flu Season is Coming. Here's How to Prepare.

As those long summer nights slowly start to get shorter, a new season will soon begin. While autumn comes with many great features: leaves changing colors, cooler days, and pumpkin spice flavored everything; it unfortunately is also the beginning of flu season.

Influenza – commonly called the flu – is a contagious respiratory illness caused by influenza viruses that infect the nose, throat and lungs.

The flu is a potentially serious disease that can lead to hospitalization and sometimes even death.

Every flu season is different, and influenza can affect people differently, but millions of people get the flu every year, hundreds of thousands of people are hospitalized and thousands to tens of thousands of people die from flu-related causes every year, according to the Centers for Disease Control and Prevention (CDC).

While the flu can mean a few days of feeling bad and missing work, it can also result in a more serious illness for some. Complications of the flu can include bacterial pneumonia, ear infections, sinus infections and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes. Some people, such as older adults, young children, and those with certain health conditions are at a higher risk of serious flu complications.

Flu season generally runs from October to March. It's important to get your flu vaccine as soon as possible, if you haven't already. The CDC recommends receiving a flu vaccine by the end of October before the flu begins rapidly spreading in the community. Also, doctors recommend annual vaccination for everyone 6 months and older.



In addition to the vaccine, good hand hygiene is also extremely important to prevent the spread of flu and other viruses. Washing your hands with soap and water is the best way to reduce the number of microbes, in most situations, such as when your hands are visibly soiled. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. When using hand sanitizer, apply the product to the palm of one hand and rub the product all over the surfaces of your hands until your hands are dry. Sanitizers do not eliminate all types of germs and may not be as effective when hands are visibly dirty or greasy.

Taking these preventative steps can help you and your family stay safe this flu season. 🍏



Staying Active This Fall

It's easy to stay active during the summer months, but as cooler temperatures and less hours of daylight arrive, it gets more difficult to keep moving. Here are some tips to have a fun-filled, active fall!

- Raking Leaves - This chore is a great source of cardio exercise while checking one more thing off your to-do list.
- Go for a Walk - Enjoy the beauty of fall and all the festive decorations by taking a leisurely walk after dinner with family or friends.
- Football Season - Set up a game with friends or even toss a ball around in the evening with family.

Fall and cooler weather don't mean the end to an active family life. Keep yourself and your family moving and enjoy the beauty fall brings at the same time. 🍏



Taking Care of Your Mental Health

Taking care of your mental health is important year-round, but it's especially important to be mindful in the fall. As the weather starts to cool down, you may be getting out of the house less. It's important to be sure that you're taking the steps to reduce loneliness and keep your physical activity up. Here are a few tips to help take care of your mental health:

- Practice mindfulness. This can look different for everyone. While you're doing a task, focus entirely on your task and how it makes you feel or the sounds that it makes.
- Volunteer. Volunteering is a great way to combat loneliness and help your community at the same time.
- Be physically active. Staying physically active is a big help in taking care of your mental health. Many of The Health Plan's Medicare members have access to Silver Sneakers. You can use your Silver Sneakers benefit at a local gym or virtually. For help finding a gym, or to find out if you have this benefit, please reach out to our customer service department. 🍏

Pharmacy Services

Here at The Health Plan, our mission is to provide top-of-the-line services to help improve the health and well-being of our members. We work to achieve this through a team of healthcare professionals and different partners across our community. Part of this team includes several pharmacists who work every day to make sure our members are receiving the best care possible. Our pharmacy team offers several different services including:

- Reviewing medication lists when a member is discharged from the hospital to make sure that there are no medication errors.
- For members on multiple medications, we review medication lists for any potential serious drug interactions, appropriate dosing, and any possible cost-saving opportunities.
- Issues with transportation or picking up medications? Our team will assist the member with finding pharmacies that can deliver their medications directly to them.
- Issues with medication costs? Our patient advocacy team will help the member find assistance programs or different coupons that may help pay for medications.
- Prior authorization (pre-approval) required? Our team will start a case for these drugs or contact the doctor to assist with this process.
- If any other issues occur, our team will work with the doctor or pharmacy to resolve them and make sure that the member is able to receive their medication.

In addition to these services, our team is always available to discuss questions and concerns about your pharmacy care. Starting a new medication and want to learn more about it? Want to know when the best time is to take your medications? Do any of your medications interact with each other? If you have questions that need answers, our team is here and ready to help. Contact us at **1.800.624.6961, extension 7914.** 🍏

Teladoc

Did you know that as a member with The Health Plan you have access to Teladoc? Teladoc is a 24/7/365 access to doctors for non-emergent care. You can use Teladoc for problems like UTI's, rashes, runny nose, etc. Teladoc providers can prescribe medications, if needed, but they do not prescribe controlled substances. Teladoc does not replace your primary care doctor. However, it does give you another option outside of regular office hours or if it's not convenient to get to a doctor's office. You can use Teladoc a few different ways. You can download their app onto your cell phone, go onto the website, or call. To visit the website, go to [Teladoc.com](https://www.teladoc.com) and click "Register Now." If you'd like to call, simply dial **1.800.TELADOC** or **1.800.835.2362.** 🍏



Authorization to Disclose Your Health Information



Why You May Want to Complete an Authorization Form

There may be times when you want a family member or friend to discuss your health information with THP on your behalf. For instance, you may want them to call THP to check on your available benefits, services, or drug coverage. To protect your privacy, however, THP cannot discuss your information without your permission. To give us your permission to discuss your health care with someone, you should complete THP's authorization form. The authorization form allows us to share your information with someone you choose.

When completing the form, you will tell us who we can discuss your information with, and the information we are allowed to discuss with them. You can also tell us whether you want the authorization to end at a certain point in the future. If you do not provide us with an expiration date, the authorization will expire one year from the date of your signature.

The authorization form is available on our website, under "HIPAA Privacy Information and Forms." You can also use the following link to access the form directly.

Once you've completed and signed the authorization form, mail a copy to:
The Health Plan Our Customer Service Department is available to assist
1110 Main Street you with any questions or concerns. You can call them
Wheeling, WV 26003 at **1.877.847.7907, TTY: 711.** 🍏

Advanced Directives

Advanced Directives allow you to make decisions about your care in case you ever become unable to speak for yourself. A living will and a health care power of attorney are the two most common forms of advanced directives. A living will explains your wishes for medical care. A health care power of attorney names a person who can make medical decisions for you if you are unable. These documents allow you to state your choices for your health care. You can say "yes" to the treatment you want and "no" to the treatment you do not want.

The Health Plan is pleased to offer our members access to **Five Wishes**. Five Wishes is a living will and can be referred to as an advanced directive. Five Wishes talks about your personal, emotional, and spiritual needs as well as your medical wishes. Five Wishes lets you say exactly how you wish to be treated if you get seriously ill and cannot speak for yourself. The Health Plan has paper copies available of the Five Wishes booklet in English, Spanish, and in large print. A digital copy is also available. Completing the Five Wishes booklet, or digital version, is quick and easy. For more information, please contact our certified Health Coaches at **1.877.903.7504** Monday through Friday from 8 a.m. to 5 p.m. 🍏

Medicare Meanings

HMO, PPO, and D-SNP

HMO (Health Maintenance Organization)

An HMO requires that you use contracted plan providers, except in certain situations (emergency care, for example). If you obtain routine care from out-of-network providers without prior approval from the HMO plan, neither Medicare nor the plan will be responsible for the costs. Our plan, SecureCare (HMO), requires that you also choose a Primary Care Physician (PCP) and notify us if you change doctors. Out-of-network/non-contracted providers are under no obligation to treat SecureCare members, except in emergency situations.

PPO (Preferred Provider Organization)

A PPO allows you to go to doctors, specialists, or hospitals in- or out-of-network. You may have to pay more for the services you receive outside the network and may have to follow special rules prior to getting those services. Reimbursement is provided for all covered benefits regardless of whether they are received in-network, as long as they are medically necessary. Out-of-network/non-contracted providers are under no obligation to treat SecureChoice (PPO) members, except in emergency situations. Choosing a PCP is optional if you join SecureChoice (PPO).

D-SNP (Dual Eligible Special Needs Plan)

Dual Eligible Special Needs Plans are designed to help people who have both Medicare and Medicaid get the most out of their benefits and services. Our goal is to provide improved access to essential and preventive services and affordable care, with little or no cost to the member. SecureCare SNP (HMO D-SNP) is an HMO plan; and the information above regarding HMO plans applies. 🍏

Incentives for Health

Since preventative services, such as an annual wellness visit, mammogram (males can need this too), and colorectal cancer screening are important parts of maintaining your health, you can receive up to \$75.00 if you have these preventative services in 2023. It's not too late to schedule them.

Note: Convey is still available, call customer service at **1.877.847.7907, TTY:711** if you have any questions about these benefits. 🍏

You will receive \$25.00 for each of these tests: mammogram, colorectal cancer screening, and annual wellness visits. These rewards will be loaded on your current OTC InComm card. Once loaded onto your InComm card, the rewards must be used within 12-months or they will expire.



Do You Have a Medicaid Plan?

Do you have a Medicaid plan? If so, please make sure your address information is up-to-date with the Ohio or WV Medicaid office as you may be due for a renewal to continue your Medicaid Coverage. If you are unsure if you are due for review, you can contact The Health Plan customer service team at **1.877.847.7907, TTY 711** or contact the Ohio Department of Medicaid at **1.800.324.8680** or WV Department of Health and Human Resources at **1.877.713.1212**.

Even if you don't think you're still eligible, complete the review process anyway to confirm. The review process is free and The Health Plan wants to make sure you have ongoing health care coverage, which helps you, your doctors and others who help with your medical care – even if you aren't currently getting any treatment. 🍏



Contact Us

1.877.847.7907 (TTY: 711)

April 1 – September 30
8 a.m. to 8p.m., Monday-Friday

October 1 – March 31
8 a.m. to 8 p.m., 7 days a week

How to Report Fraud Waste and Abuse

Contact us if you suspect fraud, waste, or abuse has occurred. Our FWA/Compliance Hotline is **1.877.296.7283**. 🍏

Vendor List



A vendor list was sent out to all Medicare Advantage HMO/DSNP and PPO members earlier this year. This vendor list introduces which vendors we use, what they provide, and how to reach them directly. For any assistance or questions regarding the vendor list or programs, please contact The Health Plan Customer Service at **1.877.847.7907, TTY users should call 711**. The vendor list can also be viewed at myplan.healthplan.org/Account/Login. Refer to section "Updates to 2023 Benefits" to find the list. 🍏

Word Search

F A U T H O R I Z A T I O N C L F G T H
 Q I A X J B **K** F D D A B T M O B I Y Q N
 O O V K T H P **N** L E C L T Y J F V U J P
 T P P E H V E Y **I** U N D I W K A S K L O
 Q E H C W F T W D **G** V T Z D A L U F I S
 T B A K W I X Z Y M **H** A U V N L R A S A
 J F R R P P S S W I W **T** C R F N K D O B
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 J W I O C L V T H A N K Y O U U L R F W
 Y I E O E A E U D W L Z Y Z N Z S Y Z O
 H R M T N D N J F Q A H O A P V O H F R
 M I V B T O D Z C Q X I E O S P W Q G K
 P X W A I C O D I W B B I A F G L Q G Y
 A Q S L V N R P T T B D O V L N L J E Y
 L U E L E T U R K E Y Z O C X T D L Z V
 M M E M B E R S R V M T C B U P H G R N
 P N H F D Z X C A U T U M N R W N T X C

Knight

- Fall
- Autumn
- Member
- ThankYou
- FluVaccine
- Rake
- Walk
- Football
- MentalHealth
- Pharmacy
- Teladoc
- Authorization
- FiveWishes
- Network
- Incentive
- Vendor
- Advisory
- Turkey
- Soup
- Dentures

Advisory Committee

THP is always looking for members to join the Medicare Member Advisory Committee. Your opinions about how THP offers benefits and services to you matters to us. You can help us, help you, by:

- Identifying opportunities for improvement
- Understanding barriers to care
- Increasing your health literacy

The meetings are held virtually every quarter and all you need is a phone to participate. Call today to learn more. **1.877.847.7907, TTY: 711.** 🍏

Member Rights & Responsibilities



To view your member rights and responsibilities, please visit our website at healthplan.org, scroll to the bottom of the page, and select "**Member Rights and Responsibilities**" in the lower right corner. For a printed copy, please call **1.877.847.7907, TTY: 711.** 🍏

Denture Care and Maintenance

- DO place dentures in lukewarm water or denture cleanser solution when not in use. This keeps them pliable and keeps them from drying out. Hot water could cause them to warp.
- DO clean dentures daily by soaking and brushing with denture cleansers or toothpaste. This reduces harmful bacteria, reduces staining and removes food remnants. Bleach or household cleaners could damage the dentures or potentially be harmful if not rinsed properly.
- DO use approved denture adhesive, if needed. This can help keep dentures secured. A 2.4-ounce tube should last 7-8 weeks.
- DO understand new dentures do not feel the same as your permanent teeth. Allow yourself time to adjust to the new feel. You may need to learn to eat certain foods a different way than before. Remember, your bone structure will continue to change for approximately six months after removal of teeth and with weight change greater than ten pounds. Consult your dentist if you feel there is an issue as it may take several adjustments to achieve proper fit.
- DON'T give up on achieving a proper fit and...
- **DO REMEMBER THE HEALTH PLAN IS HERE FOR YOU!** 🍏

Slow Cooker Vegetable Turkey Soup



Makes 6 Servings

Ingredients:

- 1 lb ground turkey
- 3 carrots, sliced into rounds
- 2 medium zucchini, diced
- 1 small onion, diced
- 1 28oz can no-salt added tomato sauce
- 1 15.5oz can no-salt added cannellini beans, rinsed and drained
- 2 garlic cloves, minced
- 4 cups fat-free, low-sodium chicken broth

Directions:

1. Add all ingredients to a Crockpot or slow cooker. Stir to combine and break up the turkey.
2. Season with your favorite seasonings to taste. Some great options are Italian seasoning, salt-free chili powder, or any of the Mrs. Dash seasonings.
3. Cook, covered, on low for 8 hours, or until the turkey is fully cooked through.

Nutrition:

224 calories; 2.0g total fat; 51mg cholesterol; 31mg sodium; 27g total carbohydrates; 26g sugar 🍏



1110 Main Street
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