

Flu Vaccine

It's Almost Flu Season!

Don't Forget Your Yearly Flu Vaccine!

The CDC recommends that everyone age 6 months and older get a flu vaccine. It's most important to get one if you're at a high risk for other health problems from the flu. People at high risk include young children, people who are pregnant, older adults, and people who have chronic diseases or weak immune systems.

The flu vaccine may not stop you from getting the flu, but it will help make the flu more manageable if you do get it. It can also help you to avoid spreading the flu to someone that may not be able to get the flu vaccine. You cannot get the flu from getting the flu vaccine.

There are lots of other ways that you can protect yourself from the flu. The most important thing is to stay home when you're not feeling well, and try to stay away from people who may be sick. Be sure to cover your mouth if you cough, and wash your hands often.

If you have any questions about the flu vaccine, call The Health Plan's certified health coaches at

1.877.903.7504. 🍏

Member Rights and Responsibilities

To view your member rights and responsibilities, please visit our website at healthplan.org/Medicaid.

For a printed copy, please call **1.888.613.8385.** 🍏



Renew Your Medicaid or WV CHIP Benefits

With the end of the Public Health Emergency, WV Medicaid started completing enrollee reviews again.

You will be required to renew eligibility with WV DHHR at some point over the next 12 months. If your address or phone number has recently changed, call **1.877.716.1212** or go to wvpath.wv.gov to make sure your phone and address information is up to date with your local DHHR so that you get your review packet in the mail when it is time for you to complete that process. If you don't fill out the packet you could lose important health benefits.

Even if you are not sick it is important to keep your insurance. Keeping your insurance covers you if you have an accident or get sick. Do not throw away anything received from WV DHHR without carefully reading and acting, if needed.

It's also important to get preventive medical and dental care each year. Don't forget, you have \$1,000 in dental care available to you! 🍏



Taking Care of Your Mental Health

Taking care of your mental health is important all year, 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. 🍏

Post Visit Surveys

The Health Plan (THP) will start sending a new survey to its members soon. You may receive a survey after visiting your provider. It will ask you about your experience at the office. This survey will give you a chance to offer feedback to THP about your provider.

THP is always working to provide a better member experience. The answers you give on the survey will help THP provide excellent health care to you and your family.



These surveys will be sent by our vendor, Press Ganey. If you receive a survey by email, it will come from noreply@patients.pgsurveying.com. If you receive a survey by text, it will come from the number **91994**. 🍏



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. Please note it may be up to 24 hours before you receive a response. 🍏



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**. 🍏



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 and click "Register Now". If you'd like to call, simply call **1.800.TELADOC** or **1.800.835.2362**. 🍏

Slow Cooker Vegetable Turkey Soup

Number of Servings: 6



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 information

224 calories, 2.0g total fat, 51mg cholesterol, 31mg sodium, 27g carbohydrate, 26g sugar. 🍏

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