

Do You Have Trouble Remembering to Take Your Medications?

Remembering to take your medications every day can be difficult. Here are a few tips you can try at home!

Think about where you put your medication. It is helpful to have the medication in a place that you can see it. Try placing the medication on your nightstand or somewhere visible to you. Keep in mind, the medication should be kept away from children and pets.

Use your support system. Ask a friend or family member to call and remind you to take your medication or to help you fill a pill box.

Use a pill box. Pill boxes can help you to remember which medication to take at what time. Some pillboxes even have alarms built-in to remind you. If you don't have anyone to help fill your pill box, another great resource is your local pharmacy. Ask your local pharmacy if they offer special packaging of your medication. Many pharmacies offer a multi-dose package, which is like a pill box.



Try using stationary. Mark "Take Medication" on your calendar and cross it out once you have taken your medication. You can also place post-it notes around your house as reminders.

Set an alarm on your clock or phone as a reminder. You can also download a smartphone app that helps you track your medications and set reminders.

Flip your bottles. Flip the medication bottles upside down after taking your medication. Any bottles that remain upright will remind you that you haven't taken that medication. 🟢

Moving?

If you are moving or have moved, don't forget to update your address with us and at your provider's office.



Contact Us

1.877.847.7907 (TTY: 711)

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

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

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. To obtain a copy please contact the Customer Service department at 1.877.847.7907 (TTY: 711). 🟢

THP Clinical Programs

Health, Wellness, Prevention, Risk Reduction and Community-Based Resources:

At THP, 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 maintenance
- 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.

Chronic Disease Management

For Diabetes, Heart and Breathing Conditions with or without Depression

If you are living with diabetes, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease and depression, you don't have to go through it alone. THP has a team of nurses who are here for you. 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.

To enroll in a Chronic Disease Management Program please call **1.877.903.7504** Monday through Friday from 8 a.m. to 5 p.m. Or you can enroll online at healthplan.org/disease-management-form. Members with diabetes, cardiac conditions (CAD, CHF) and respiratory conditions (COPD or asthma) with or without associated depression are eligible for these programs.



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**. 🍏

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. 🍏



Medical/Behavioral Health Case Management:

Are you having trouble navigating the health care system to get the help you need? A nurse case manager is available to help you with medical, substance use or behavioral health care issues or conditions.

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 **1.800.6264.6961, 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. All members are eligible for case management services. Risk levels are taken into consideration for assignment to complex case management. 🍏

Statin Use in Persons with Diabetes (SUPD) Program



The Health Plan partners with MagellanRx for the new Statin Use in Persons with Diabetes (SUPD) Program.

Did you know approximately 34 million Americans have diabetes? Diabetes is a disease where your body cannot control the amount of sugar in your blood. This can lead to other health problems such as heart attack and stroke.

The SUPD program is for patients with diabetes who should be using a medication called a statin. Statins help to lower bad cholesterol, but they also help to lower the risk of heart disease and stroke in people who also have diabetes.

If you are between 40 and 75 years old, MagellanRx may call you or your provider. During the call, you can talk about the importance of using a statin, what to expect from taking a statin, and strategies to improve your health.

THP hopes this program helps get the best care for you and lowers your risk of having a heart attack or stroke. 🍏



For a list of partners that The Health Plan works with, please reach out to our customer service department to have one mailed to you.

What is a Medicare Yearly Wellness Visit?

Now is the time to get back on track with managing your healthcare. If you put off seeing your doctor or getting your preventive screenings last year, call your doctor today to schedule your annual wellness visit and screening today! Medicare yearly wellness visits are your time to talk and plan with your doctor about your health. It's about preventing health problems and disability. And it's about making sure you get the medical care you need. Together, you and your doctor create a health care strategy that's right for you. 🍏

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Hearty Lentil Soup

Total Prep Time: 30 mins

Number of Servings: 4



Ingredients

- Olive oil cooking spray
- 1 medium onion, chopped
- 3/4 cup celery, diced
- 3/4 cup carrots, diced
- 1 cup dry lentils
- 1 cup baby spinach, sliced thin
- 1 tsp vinegar
- 1/2 tsp cumin
- 1 tsp dried oregano
- 1 bay leaf
- 1 32oz box of fat-free, reduced-sodium chicken, beef or vegetable broth
- 1lb fresh, ripe tomatoes, chopped (or 15oz can crushed or diced tomatoes with juice, or 2 cups tomato sauce)
- Freshly ground black pepper

Directions

Spray a saucepan or soup pot with olive oil cooking spray and heat on medium. Add onion, celery and carrots, sautéing for a few minutes, until they start to soften. Add garlic and sauté for 1 minute. Add in all remaining ingredients.

Bring to a boil. Reduce heat to low, cover, and simmer gently for 25 to 30 minutes, or until lentils are tender. Remove bay leaf before serving. If soup is thicker than you like, thin with water. 🍏

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Health and Wellness or Prevention Information