

Appointment Availability: What to Expect

The Health Plan wants to make sure you know what to expect when trying to schedule an appointment. The following grid outlines general recommendations for established patients within a medical practice related to appointment scheduling.

Primary Care Providers (PCP)	
Routine Care	Within 21 calendar days
Urgent Care	Within 48 hours or referred to urgent care facility
Emergent Care	Immediately or referred to an emergency facility
Behavioral Health	
Follow Up Routine Care	Within 30 business days (prescribers) Within 20 business days (non-prescribers)
Non-Life-Threatening Emergency Care	Within 6 hours or referred to emergency facility or crisis response
Emergent Care	Immediately or referred to an emergency facility or crisis response
Specialty Care	
Follow Up Routine Care	Within 30 calendar days

If you have trouble getting an appointment with an in-network provider within these timeframes, or if you have difficulty in scheduling a new patient appointment, please call **1.888.847.7902**.

Our team can help coordinate your healthcare needs. We are here to help. 🍏



Community Events

Wellness Exhibition 2024

Highlands Sports Complex

225 McCormick Way,
Triadelphia, WV 26059

November 1st, 10 AM – 5 PM

- Join The Health Plan to learn more about physical and mental health. This event is open to men and women of all ages. You'll have the chance to participate in free health screenings and talk to wellness vendors. There will be free giveaways and door prizes throughout the day.

Mobile Pantries

Mobile Pantries provide food where accessibility is limited. Fresh, healthy foods are available including fresh fruits, vegetables, dairy products, and baked goods.

Click the link below to learn more and see when the next Mobile Pantry will be in your county!

[mountaineerfoodbank.org/
mobile-pantry](https://mountaineerfoodbank.org/mobile-pantry) 🍏

Are You Prepared For Flu Season?

What is the flu?

The flu is a contagious respiratory illness caused by a virus (influenza) that infects the nose, throat, and lungs. It can cause mild to severe illness and can also lead to death in more severe cases.

Symptoms?

- Fever or chills (please note that not everyone will develop a fever)
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Some people, especially children, may experience vomiting and diarrhea

How does it spread?

The flu spreads mainly through tiny droplets made when people with the flu cough, sneeze, or talk. You can get the flu by touching a surface or object that has flu virus on it and then touching your face.

Treatment?

- Antiviral drugs
- Home remedies can help relieve symptoms
 - Drink fluids (water, drinks with electrolytes such as sports drinks)
 - Warm showers, warm compresses
 - Nasal strips
 - Humidifiers
- Over-the-counter decongestants, cough suppressants, and fever-reducing medications can also offer relief
- Antibiotics treat bacterial infections and are not effective against the flu, which is a virus

Who has the most risk?

- People that have:
 - Asthma
 - Diabetes
 - Heart disease
- People with a body mass index (BMI) of 40 or greater
- Pregnant people
- Children younger than 5 years
- People that are over 65

You cannot get the flu from the vaccine. The vaccine causes no side effects in most people.

Ask your pharmacist or primary care provider about getting a flu vaccine. If you have questions about where you can get vaccinated, call a Health Coach at The Health Plan at **1.877.903.7504**.

For more information visit: cdc.gov/flu 🍏

Why get the flu vaccine?

Getting the flu vaccine is the best way to prevent getting ill from the flu. The flu vaccine will:

- Help keep you from getting the flu
- Make the flu less severe
- Prevent complications and death from the flu



Word to Know: Deductible

Your deductible is the amount you must pay out-of-pocket for covered health care services each year before these services will be paid by The Health Plan. Co-payments, and cost sharing for certain preventative services and office visits may not have a deductible applied. Once you meet your deductible, The Health Plan will pay for a portion of services that have a deductible applied, you may be responsible for a co-insurance on for these services. Please see your annual member handbook or annual schedule of benefits to determine what health care services are subject to a deductible.

Example:

If you have a \$1,000 deductible, you will pay the first \$1,000 of covered health services yourself. Once that amount has been paid, your health insurance will pay a portion of the covered health services following your benefit plan, you will be responsible for the remaining cost. 🍏



Notice of Privacy Practices

The privacy and security of your health information is very important to The Health Plan. The Health Plan's Notice of Privacy Practices explains how we use and disclose your protected health information and your rights under the Health Insurance Portability and Accountability Act (HIPAA). The notice is available on our website. You may also contact us at **1.800.624.6961** if you wish to obtain a written copy. 🍏

Autumn Health & Safety Checklist



With its fall foliage and cooler temperatures, autumn is a beautiful time of the year. This season also provides a harvest of heart healthy foods that are great for your immune system such as broccoli, sweet potatoes, pumpkin, apples, and kale.

While you are enjoying all that fall has to offer, it is an ideal time to prepare for winter. This autumn, schedule yourself time to take care of these important tasks.

This checklist has suggestions for ways you and your family can stay safe over the coming months.

- Get your flu shot. If you haven't done so already, it's not too late!
- Cover your nose and mouth when you cough or sneeze. Wash your hands often. The stress of the upcoming holidays and seasonal germs can lead to sickness. Taking these precautions will help lower your risk of getting sick.
- Pay attention to fallen leaves. The leaves of fall are certainly beautiful, but they can also be a hazard. Leaves on the ground can be a slipping hazard, especially when wet.
- Check your home heating system. The best time to schedule maintenance on your home heating system is before you need it. Taking care of this before the cooler months can save you headaches down the road.
- Maintain your vehicle. If you have a vehicle, now is a great time to make sure your tires, headlights, and taillights are all in good shape. It is also a good idea to have an emergency kit that includes items such as an ice scraper, gloves, a blanket, water and non-perishable food such as trail mix or protein bars.
- Change the batteries. It is recommended to change the batteries in your smoke detector and carbon monoxide detectors. It is also a good time to check batteries in your flashlights and have back-up batteries in case you need them during the cooler months.
- Prepare for winter weather. Ice and snow sometimes make an early appearance. It's best to prepare with shovels and salt ahead of time. 🍏

Breast Cancer Awareness

Breast cancer is the second most common cancer among American women. Regular screening is the most reliable way to detect breast cancer early and treat successfully. This includes a routine mammogram coupled with self-exams.

Mammograms

A mammogram is an x-ray of the breast. It is used to detect and diagnose breast disease. Mammography cannot prove that an abnormal area is cancer, but if it raises suspicion of cancer, tissue may be removed for a biopsy.

A screening mammogram is an x-ray of the breast used to detect breast changes in women who have no signs or symptoms of breast cancer.

A diagnostic mammogram is an x-ray of the breast used to diagnose unusual breast changes (i.e., lump, pain, nipple thickening or discharge, change in size or shape). A diagnostic mammogram is also used to take a closer look at abnormalities found during a screening mammogram.

It is recommended that women ages 40-74 years with average risk get a screening mammogram every 2 years, as recommended by the U.S. Preventive Task Force. Women ages 40-74 with higher risk for developing breast cancer may need screenings more frequently. Please talk with your healthcare provider to decide what kind of screening and how often you should have breast cancer screening.

For more information please visit: [cdc.gov/breast-cancer/screening](https://www.cdc.gov/breast-cancer/screening)

Self-Exams

Breast self-examination is recommended by the National Breast Cancer Foundation once a month. There are three steps to perform a thorough breast self-exam.

1. In the shower – With your middle three fingers check the entire breast and armpit area using light, medium, and firm pressure. Check both breasts for any new lumps, thickenings hardened knots, or any other changes.
2. In front of a mirror – With your arms at your sides, visually check your breasts looking for changes in shape, any dimpling, swelling, or skin irregularities. Next, place your hands on your hips and flex your chest muscles. Look for any dimpling, puckering, particularly on one side.
3. When lying down – Place a pillow under your right shoulder and put your right arm behind your head. Using your left hand, move the pads of your three middle fingers around your right breast, covering the entire breast area and armpit. Repeat these steps for your left breast.

For more information and a video on breast self-exams visit:

[nationalbreastcancer.org/breast-self-exam](https://www.nationalbreastcancer.org/breast-self-exam)

If you notice anything unusual, you should call your doctor.

Call your doctor to see if you are due for a mammogram. If you don't have a doctor, please [visitfindadoc.healthplan.org](https://www.visitfindadoc.healthplan.org) to find an in-network provider. 🍏



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](https://www.healthplan.org/for-you-and-family/get-care/talk-nurse). 🍏



Did You Know that the HPV Vaccine Can Prevent Certain Cancers Caused by the HPV Virus?

HPV, or human papillomavirus, is a virus that can cause a variety of different kinds of cancers. HPV is most commonly spread through intimate skin-to-skin or sexual contact. There are over 100 types of HPV, but only some types can lead to cancer. Infections of HPV are so common that nearly all people will get at least one type of HPV at some point in their lives. Most infections will clear up on their own within 2 years, but sometimes infections last longer and can cause cancer later in life.

The HPV vaccine is the easiest way to prevent your child from getting these cancers. The HPV vaccine has the potential to prevent more than 90% of cancers caused by HPV. The CDC recommends that children get the vaccine between ages 11 or 12, but it can be started as early as age 9. It is recommended that teens and young adults ages 13-26 who did not receive vaccine in childhood, get the vaccine as soon as possible. Depending on the age that your child starts the vaccines, they may need 2 or 3 doses. The best time to get your child vaccinated is before they become sexually active and get exposed to the virus.

For more information visit: [cdc.gov/hpv](https://www.cdc.gov/hpv) 🍏

Teladoc

1.800.835.2362



Sweet Potato Gratin

Nutrition:

Servings: 8 Calories per serving: 212, Fats 9.5g, Carbohydrate 24g, Protein 8g



Ingredients

- 2 lbs. sweet potatoes
- 1 tablespoon fresh thyme leaves
- 2 tablespoons melted butter
- 1 teaspoon kosher salt
- Fresh black pepper
- 1 oz grated Parmesan cheese
- 3/4 cup grated Swiss cheese

Directions

1. Peel the sweet potatoes and slice them as thin as you can. Put slices in a bowl and add melted butter, salt, pepper, and thyme to the bowl. Toss to make sure potatoes are coated.
2. Take a handful of potatoes and arrange a layer at the bottom of a baking dish. Continue to add more layers. Once you've added all the slices, gently press down to compact slices a bit.
3. Sprinkle the Swiss and Parmesan cheese over the top. Spray one side of a piece of aluminum foil with olive oil spray and cover the pan with the oiled side down.
4. Bake for 30 minutes at 425 degrees F. Uncover and continue to bake until potatoes are tender when pierced with a knife and cheese is melted, around 15 minutes. 🍏

Source: skinnytaste.com/wprm_print/sweet-potato-gratin-recipe.



Customer Service Reps

When you call The Health Plan, expect to speak with a real, local person. If you have questions or need assistance, call customer service at **1.888.847.7902** now! 🍏

Member Rights and Responsibilities

To view your member rights and responsibilities, please visit our website at healthplan.org/legal/member-rights-and-responsibilities. For a printed copy, please call **1.888.847.7902**. 🍏

You're Invited!



*Join Other Members from The Health Plan on a
Commercial Member Advisory Committee*

MEETINGS ARE HELD QUARTERLY AND ALL YOU NEED IS A PHONE TO PARTICIPATE



Why Participate?

Because your opinions about how THP offers benefits and services to you matter to us.

Together you can help us help you by:

- Identifying opportunities for improvement
- Understanding members barriers to care
- Increasing your health literacy
- Opportunity to interact with other THP members
- And much more!



Let us know today if you are interested or call **1.888.847.7902** (TTY:711) for more information.