



# HealthWise

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## Contact Us

### Customer Service:

HMO or POS: 1.888.847.7902

PPO: 1.855.577.7123

TPA: 1.888.816.3096

### THP Corporate:

1.800.624.6961

### Behavioral Health Services:

1.877.221.9295

### Medical Management Dept.:

1.800.624.6961, ext. 6100 or 7643

### Nurse Information Line:

304.639.8597 or 1.800.624.6961

### Pharmacy Services:

1.800.624.6961, ext. 7914

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Always Ready to Help

## Our Nurses Are Here For You

**After a hospital stay:** A nurse navigator at The Health Plan will call you within the first week of your discharge. The nurse will ask you how you are doing, help you understand your discharge instructions, and be sure you're keeping important follow-up appointments.

**Behavioral health services:** The Health Plan's nurse navigators are happy to answer any question or concerns you may have. They are skilled in addressing any issue you may be experiencing while also providing you with educational and community resources.

You can contact behavioral health services at 1.877.221.9295.

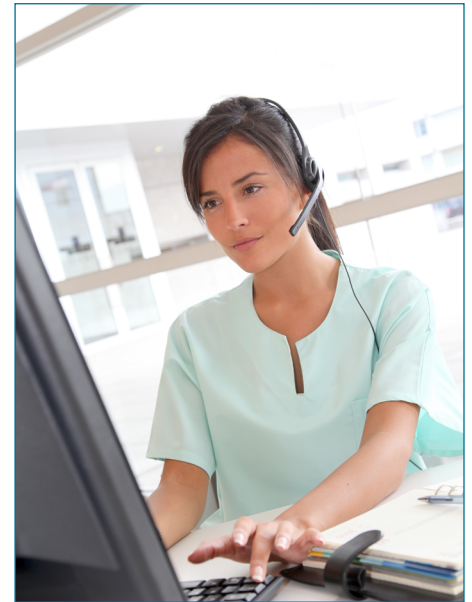
**Case management:** The Health Plan has registered nurses who are certified case managers. They coordinate health care services for members with catastrophic illnesses, injuries or behavioral health problems. You can contact the case managers by calling the Medical Department at 1.800.624.6961, ext. 7643.

You may also submit a member case management referral form online at [healthplan.org](http://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 registered nurse can help if you have concerns, need assistance accessing services or obtaining urgent care out of the area.

The nurse information line is not meant to replace any services offered by our health care providers including after-hours assistance. You can contact the nurse information line by calling a nurse directly at 304.639.8597.

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



# Get Your Garden In Shape!

Save Some Money and Spend Some Time Outside



Spring has sprung, making it the perfect time to prepare an outdoor garden. Planting your own garden is a fun, cost-effective way to grow your own fresh fruits and vegetables. As an added bonus, it gives you an excuse to spend time enjoying the outdoors and connecting with nature. Follow these tips to start your own garden:

- **Choose Your Crops:** Research what plants grow best for your area. Next, determine when the best time to plant your crops. Most importantly, choose fruits and vegetables that you and your family will enjoy.
- **Pick Your Plot:** Most fruits and vegetables will need full sun, with a minimum of five hours of direct sunlight each day. Greens, herbs, and root vegetables can grow in partial shade. You'll also want to consider the garden's proximity to water, wildlife and children's play areas. If you don't have yard space, you can also utilize planters and hanging baskets.
- **Get the Right Tools:** Having the right tools will make gardening an easier and more pleasant experience. Some essentials include a garden hoe, dirt rake, garden shovel, and gloves. Be sure to keep your tools clean and sharp.
- **Prepare Your Soil:** Before you start building your garden bed, you'll want to check the composition of your soil. Most garden crops prefer a soil with a pH around 7 (neutral), which you can test with a basic home soil test kit. Build your soil by adding in different types of organic matter such as compost, earthworm castings, or manure. Building a strong base will help your crops grow!
- **Plant Your Crops:** Most seed packets and transplant containers come with basic planting instructions. Wait until the danger of frost has passed before planting heat-loving plants like tomatoes, peppers, and cucumbers. Also, younger plants are more tender than older plants, so they may need more protection when they are planted outdoors.
- **Nurture Your Garden:** Your garden will need some attention to stay healthy and produce fruits and vegetables. Be sure to pull weeds when they are small. Typically, plants need around one inch of water per week during the growing season. Over-watering can be just as damaging as under-watering, so check your soil before reaching for your watering pail.



Once your crops mature, it's time to harvest and enjoy them! Eating fresh fruits and vegetables at their peak of maturity is not only tasty, but also higher in nutrients than those that have traveled thousands of miles to get to the grocery store. What are you waiting for? Start planning your garden today. 🍏

Our health risk assessment, available online at [myplan.healthplan.org](https://myplan.healthplan.org) under CoreWellness, can help you to pinpoint the areas where changing your habits would have the greatest impact on your health. 🍏

# Formulary Change Notice

Because new products come to market throughout the year, we are constantly evaluating the clinical and economic value of our formulary offerings. Beginning July 1, 2019 our formulary will exclude 25 additional products on our incentive formulary, including six multi-source brands (products with generic equivalents) and 19 single-source brands.

The Health Plan mailed letters 60 days prior to formulary changes taking effect to notify prescribers and members so they may take action to avoid paying full price for their medication. If you take or have been prescribed any of the drugs listed below and did not receive our letter you may contact Pharmacy Services at 1.800.624.6961, ext. 7914. 🍏



## Exclusion Medications

- Alogliptin-Pioglitazone
- Amprya
- Baraclude tablets
- Cinqair
- Clocortolone Pivalate
- Complera
- Dutoprol
- Ingrezza
- Juluca
- Kisqali, Kisqali Femara Co-Pack
- Lidocaine-Tetracaine
- Metoprolol Succinate-HCTZ Er
- Pataday

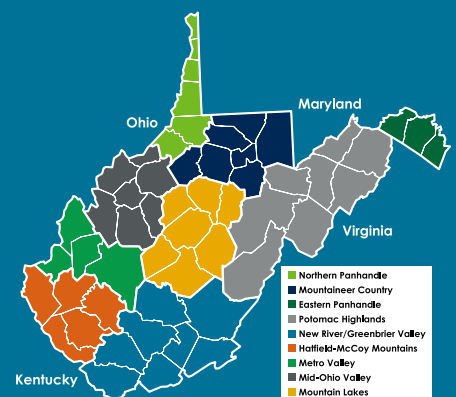
- Pravachol
- Prezcobix
- Prolia
- Spirva Handihaler, Spirva Respimate
- Stiolto Respimat
- Stribild
- Topiramate ER
- Triumeq
- Veltassa
- Zavesca
- Zorvolex
- Zytiga

## Member Rights and Responsibilities

Visit [myplan.healthplan.org](http://myplan.healthplan.org), login or create an account to learn about your member rights and responsibilities, learn how we use and disclose your health information and to view your plan benefits. To request a printed copy of your member rights and responsibilities call 1.800.624.6961. 🍏

## 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](http://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. 🍏



# THP Fraud, Waste and Abuse (FWA) Hotline

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

To report suspected fraud, waste or abuse and/or suspected compliance issues call the hotline number: 1.877.296.7283.

Your report will be confidential and you may report anonymously. There can be no retaliation against you for reporting suspected noncompliance in good faith.

Visit [healthcare fraud](#) on our website, [healthplan.org](#) for information on how to protect yourself from the latest fraud schemes, scams and trends. 🍏



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The Health Plan • 1110 Main Street • Wheeling, WV 26003-2704 • 1.800.624.6961 • [healthplan.org](#)



Health and Wellness or Prevention Information