

Zoom for Healthcare

The Health Plan is happy to let you know about the addition of Zoom for Healthcare. This is a free service and lets you talk with one of our care coordinators in real time. Zoom lets you connect with video and audio to provide face-to-face help. You can use your phone, desktop or other handheld device. This is not meant to replace a doctor visit or provide care. This service lets you speak with your care team member on how to improve your healthcare and about programs we offer.

Why Zoom?

Relationships:

Build a relationship with our care staff through face-to-face conversations.

Medicines:

Our team can help look at your medications and assist with understanding instructions and what they are used for.

Share Screens:

With video share, you can show us a visible symptom you may have such as a rash, wound or swelling. Our care manager can help guide you on seeking care and how to track your issue. We can also help with day-to-day activities by getting a look into your home life.

Questions:

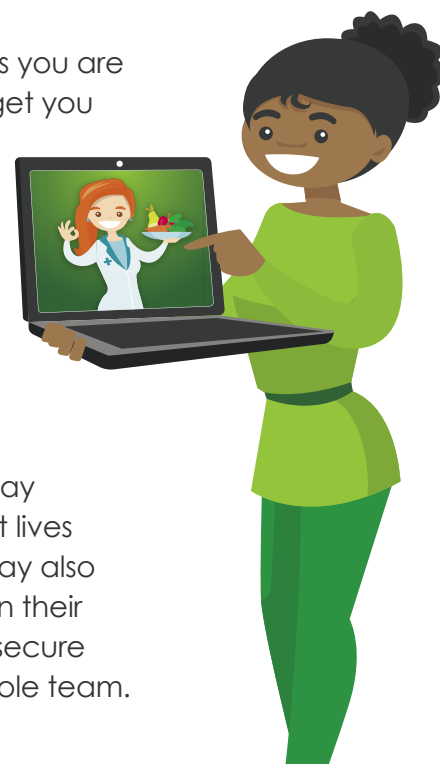
Ask questions about problems you are dealing with and let us help get you where you need to be.

Communication:

Zoom offers live transcript of calls and large print options. We can also provide you with a language interpreter at your request.

Care team:

You create your team. You may include a family member that lives nearby or out of state. You may also include your doctor, based on their consent. Zoom is a safe and secure option for talking with the whole team.



What do I need to use Zoom?

- A computer (laptop, desktop or tablet) with an internet connection, speakers or a headphone/microphone and a webcam or
- A mobile device with active service
- Zoom App download for your device recommended but you do not need to download anything to join Zoom. You will have limited functionality without downloading the app.

To review available programs and request enrollment in a program: healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment

To use Zoom for Healthcare, let your program manager know that this is your preferred method of contact and they will schedule your interactions via Zoom. 🍏

Heart Health

Heart health is important to help you understand the risks of getting heart disease. Did you know heart disease is the leading cause of death in the United States? Coronary Artery Disease (CAD) is the most common type of heart disease, which can lead to a heart attack. You can protect your heart by eating right, being active, getting enough sleep, managing stress, and being mindful.

If you have had heart problems like a heart attack, heart failure, or even surgery, you can benefit from cardiac rehabilitation (rehab). Cardiac rehab is a program designed to improve your cardiovascular health. Ask your doctor if you qualify for cardiac rehab today.

Sources: healthplan.org/library/articles/hw113087
healthplan.org/library/articles/hw229962 🍏



BEST EXERCISES FOR HEART HEALTH



Brisk Walking



Running



Aerobics



Yoga



Swimming



Active Days

Colorectal Cancer

Colorectal cancer happens when cells that aren't normal grow in your colon. These cells often form in small growths called polyps. Not all colon polyps turn into cancer but most colorectal cancer starts in a polyp. The most common symptoms include blood in your stools and very dark stools. Your risk for colorectal cancer gets higher as you get older. Experts recommend starting screening at age 45 for people who are at average risk. MHT members between the ages of 45-64 can receive a \$25 gift card when a colorectal cancer screening is complete.

Sources: healthplan.org/library/articles/hw198266 🍏

Your Opinion is Important!

Please Complete the CAHPS Survey

Every year The Health Plan (THP) does a survey required by CMS. It is the Consumer Assessment of Health Care Provider and Systems (CAHPS) survey. You may receive a survey from SPH Analytics, a Press Ganey solution, on behalf of THP. SPH Analytics is our trusted vendor to make sure your survey responses remain confidential.



The survey asks about key service and quality of care measures. It will ask things like did you get the care you needed, how well do your doctors communicate, do you understand your medication, and are your healthcare needs taken care of. This year you will be able to complete the survey by mail, phone, or internet using a computer or smart device.

If you get one in the mail, we appreciate your time filling it out and returning it. Your answers to these questions will not affect your current benefits in any way. Your feedback will help THP improve the services we provide you. 🍏



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**. 🍏



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**. 🍏



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. 🍏

Redetermination – Renew Your Medicaid or WV CHIP Benefits

WV Medicaid stopped enrollee reviews since the start of the COVID Public Health Emergency. WV Medicaid should start completing enrollee reviews again in April 2023. This review will disenroll you from Medicaid if you are no longer eligible. Please make sure your 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 the DHHR without carefully reading and take action, 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! 🍏

Mexican Chicken Soup

Number of Servings: 6 Calories Per Serving: 281



Ingredients

- 2 teaspoons canola, corn, or olive oil (extra virgin preferred)
- 1 large onion, chopped
- 1 medium red or green bell pepper, chopped
- 1 medium fresh jalapeño, seeds and ribs discarded, diced (optional)
- 2 teaspoons ground cumin
- 2 medium garlic cloves, minced OR 1 teaspoon garlic powder
- 5 cups fat-free, low-sodium chicken broth
- 1 1/2 pounds boneless, skinless chicken breasts, all visible fat discarded, cut into 1-inch cubes
- 1 15.25-ounce can no-salt-added kidney beans, rinsed and drained
- 1 15.25-ounce can no-salt-added whole-kernel corn, rinsed and drained
- 1 large tomato, diced
- 1 1/2 cup chopped fresh cilantro and sprigs of fresh cilantro (optional)

Directions

1. In a large saucepan, heat the oil over medium heat, swirling to coat the bottom. Cook the onion, bell pepper, and jalapeño for 5 minutes, or until the onion is soft and the bell pepper and jalapeño are tender-crisp. Stir in the cumin and garlic. Cook for 1 minute.
2. Stir in the broth. Increase the heat to high and bring to a rapid simmer. Stir in the chicken. Cook for 5 minutes, or until no longer pink in the center. Stir in the beans, corn, tomato, and chopped cilantro. Cook, covered, over medium heat for 10 minutes.
3. Garnish with the remaining sprigs of cilantro. Serve immediately. 🍏

recipes.heart.org/en/recipes/mexican-chicken-soup



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