

Secure Connection

A Publication of
The Health Plan

Fall 2022

Health and Wellness or Prevention Information



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. 🍏

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 8 p.m., Monday-Friday

Are you interested in upgrading your blood glucose monitor to have the latest technology?

If so, a OneTouch® meter and test strips might be the right option for you!

If you have diabetes, testing your blood sugar (blood glucose) every day is very important to live a healthy lifestyle. The OneTouch Verio Reflect®, OneTouch Verio Flex®, and the OneTouch Verio® test strips have the most up-to-date technology; they are fast, accurate, and easy to use. The Bluetooth feature allows you to connect your meter to your smartphone (Apple or Android) where you can view your blood glucose results right on your phone using the free App called OneTouch Reveal™. You even have the option to securely share your results with your healthcare team including The Health Plan's disease managers who can:

- Provide free diabetes education to help you stay on top of your diabetes care
- Suggest possible medication or insulin changes to your health care provider



With your coverage at The Health Plan, you may be able to get test strips at a discounted price and certain glucose monitors free of charge. A Medicare Part B deductible may apply for some members. Please review your coverage or call The Health Plan for more information at 1.800.624.6961, extension 7914.

If you are interested in getting a OneTouch® meter and test strips, talk to your doctor to decide which meter is right for you. 🍏

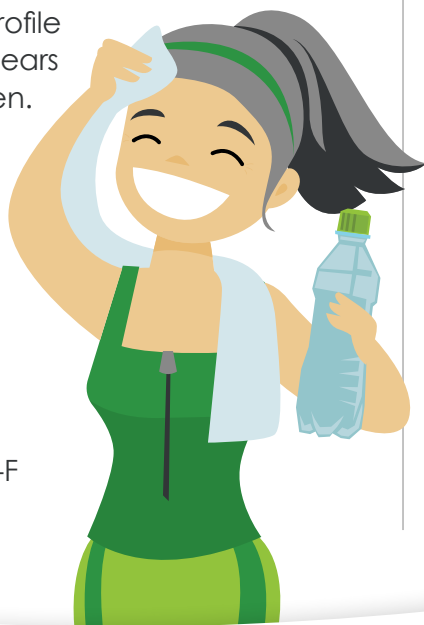
Silver Sneakers

The Health Plan partners with Silver Sneakers to allow access to gyms within the network to ensure our Medicare members can stay healthy through physical fitness. This program provides a basic gym membership, with a \$0 copay. Membership does not include all classes and classes do vary by location. Virtual classes are also available so you can continue an active lifestyle within the comfort of your own home and schedule. Silver Sneakers has partnered with GetSetUp and allows access to over 2,000 classes covering technology, virtual travel, cooking, and more.

Are you new to Silver Sneakers? Go to SilverSneakers.com/eligibility and follow the simple steps. If you're already a member, log into the Member Portal and click Profile/Member ID.

Download the SilverSneakers GO App, log in and click the profile icon (top right). The ID appears at the top of the next screen.

Your participating gym can also look up your member ID. To locate a participating gym in your area, go to silversneakers.com and select Fitness Locations located at the top of the page. Call our Experience Center at 1.888.423.4632 (TTY: 711) M-F 8am to 8pm ET. 🍏



Beware of Medicare Scams

Have you received a call from someone saying they are from Medicare? Did they ask for your social security number or bank account number? You may be wondering if those calls are legitimate or if they are scam calls. Here are a few tips to help you decide:

- Medicare will never call you. The only time they might is if you ask for a return call.
- No one calling from The Health Plan or our partners will ask for your social security number. The Health Plan and our partners will confirm your birth date and address with you if we call you. We do this so that we can be sure that we're giving the right information to the right person.
- No one calling from Medicare or The Health Plan will ask for your bank account number.
- No one calling from Medicare or The Health Plan will ask for your Medicare ID number. The ID numbers that are given to you are confidential and not shared with anyone.

If you're still not sure after reading these tips, hang up and call The Health Plan's customer service team at 1.877.847.7907. 🍏



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). 🍏



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**. 🍏

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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Ask Me Three

Every time you talk with a health care provider make sure to ask these 3 questions.



1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

You are not alone if you find information about your health care confusing at times. Asking questions helps you understand how to stay well or to get better.

Ask questions when seeing a doctor, nurse, pharmacist, or any other care provider. You can ask questions about how to prepare for a medical test or procedure. Let your health care provider know if you still do not understand. You can say, "This is new to me. Will you please explain that to me one more time?" Don't feel embarrassed, questions help you better understand. Always ask your pharmacist any questions you may have when filling your prescription. 🍏

Medicare Health Outcomes Survey

The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, is conducting the Medicare Health Outcomes Survey (HOS) to monitor and improve the quality of care you receive. Members of every health plan are randomly selected to receive this survey in the mail. The HOS monitors the quality of care we provide to our members by asking questions about your health status over a specific period of time. If you receive this survey in the mail, please complete it! Your response will help CMS make sure that you receive high-quality care. 🍏



Vendor List

A vendor list was recently sent out to all Medicare Advantage HMO/DSNP and PPO members. This vendor list introduces which vendors we use, what they provide, and how to reach them directly. A copy of the vendor list will also be mailed out in September with the Annual Notice of Change (for current members) and the Evidence of Coverage for new members. For any assistance or questions regarding the vendor list or programs, please contact The Health Plan Customer Service at 1.877.847.7907, TTY users should call 711. The vendor list can also be viewed at myplan.healthplan.org/Account/Login. 🍏

Vegetable Soup

Total Prep Time: 50 mins

Number of Servings: 6 or more



Ingredients

- Olive oil cooking spray
- 1 small onion, chopped
- 1 garlic clove, minced
- 1 cup celery, chopped
- 1 cup carrots, chopped
- 1 cup spinach or cabbage, sliced thin
- ½ cup of any vegetable; green beans, wax beans, broccoli, cauliflower, mushrooms, or squash
- 32-ounce box of fat-free, reduced-sodium chicken, beef, or vegetable broth
- 1 fresh tomato, or 15-ounce can crushed or diced tomatoes with juice
- Fresh or dried parsley, basil, oregano, thyme, sage, or other herbs, to taste



Directions

Spray a saucepan or soup pot with cooking spray and heat on medium. Add onion, garlic, celery, carrots, spinach, cabbage, and other vegetables. Sauté for a few minutes, stirring often, until they start to soften. Add broth, tomatoes or tomato sauce, herbs, and pepper. Bring to a boil. Reduce heat to low, cover, and simmer for 20-30 minutes, or until the vegetables are cooked to the doneness you like. If needed, add extra broth or tomato sauce. 🍅

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