

Secure Connection



Fall
2026

Health and Wellness or Prevention Information

A Publication of
The Health Plan



Y0038_26_367_M

Support When You Need It:

Your Mental Health Matters

Life can be stressful. If you're feeling worried, sad, overwhelmed, or having problems in your relationships, help is available.

Your mental health is as important as your physical health.

Getting help is a sign of strength. You don't have to handle life's challenges alone.

With Teladoc™ Health, you can talk to a licensed therapist by phone or video from the comfort of your home.

Teladoc™ Health's licensed therapists can help with:

- Anxiety
- Depression
- Marital Issues
- Stress
- Grief
- And More

Getting Started Is Easy

1. Download the app or visit the website to register or log in.
2. Answer a few questions about your mental health needs.
3. Choose a therapist and schedule your appointment.

Ready to Get Started?

Visit teladoc.com/thehealthplanofwv to learn more and schedule an appointment. 🍏



Get Ready for Flu Season

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.

The people most at risk are:

- People who have:
 - Asthma
 - Diabetes
 - Heart Disease
- People with a body mass index (BMI) of 40 or greater
- Pregnant people
- Children under 5 years old
- Adults 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. You can visit vaccines.gov/find-vaccines and enter your zip code to see where you can get a flu vaccine. If you have questions about where you can get a vaccine that will be covered by The Health Plan, call a Health Coach at **1.877.903.7504**. 🍏

Community Events

THP Wellness Exhibition

November 6, 2026,
9 am - 3 pm

Highlands Sports Complex
Triadelphia, WV

healthplan.org/marketing/thp-wellness-exhibition-2026

Mobile Pantries

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

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

mountaineerfoodbank.org/mobile-pantry

If you are outside of WV, Feeding America is everywhere:

feedingamerica.org/our-work/hunger-relief-programs 🍏



Contact Us

1.877.847.7907 (TTY: 711)

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

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

Have You Changed Your Phone Number, Email or Mailing Address?

Don't forget to update your addresses and phone number with us and your provider's office. 🍏



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 & Responsibilities



To view your member rights and responsibilities, please visit our website at healthplan.org, scroll to the bottom of the page, and select "**Member Rights and Responsibilities**" in the lower right corner. For a printed copy, please call **1.877.847.7907**. 🍏

Fall Health & Safety Checklist



Fall is an exciting time of year to get outside! Head to the park with your family or spend time in one of our beautiful state parks for some exercise. It is also a wonderful time of year to have fresh, seasonal produce. Foods such as broccoli, sweet potatoes, pumpkins, and kale are all in season and are powerful at strengthening your immune system.

As cooler weather starts to arrive and the leaves start to change, it is a good time to start thinking ahead for the colder months to come. This fall, schedule yourself time to take care of these important tasks:

☐ **Get Your Flu Vaccine.**

It is that time of year! To protect yourself and your loved ones from the flu, schedule time to get your flu vaccine. For questions about the flu vaccine and where you can get yours visit [vaccines.gov/find-vaccines.com](https://www.vaccines.gov/find-vaccines.com) or call THP's Health and Wellness team at **1.877.903.7504**.

☐ **Maintain Your Vehicle.**

Check your tires to make sure they are in good shape before winter. Are your headlights and taillights working?

☐ **Change the Batteries.**

Smoke and carbon monoxide detectors need their batteries changed twice a year. Be sure that your flashlights are working and that you have back up batteries if needed.

☐ **Check Your Home Heating System.**

Before the weather gets too cold, schedule your heating system maintenance.

☐ **Prepare for Ice and Snow.**

Sometimes winter weather makes an early appearance. Be sure to have your shovel, salt, and car brushes ready!

☐ **Pay Attention to Fallen Leaves.**

Leaves on the ground can be slippery, especially when wet. Be sure to sweep fallen leaves out of walkways to prevent falls. 🍂

Preparing for Time Change Shorter Days Ahead



Twice a year, we change our clocks. In the fall, we set our clocks back one hour. This means it gets darker earlier in the evening. While we gain an hour of sleep, our bodies can still feel a little off for a few days until we get adjusted. Here are a few tips on how to make the switch easier and stay energized as the days get shorter.

• **Set Your Clocks Back Before Bed**

On the night of time change, set your clocks back one hour before you go to sleep. Try to go to bed 15-30 minutes earlier for a few nights before and after. This helps your body adjust slowly.

• **Get Morning Light**

Sunlight tells your brain to wake up. Try to open your blinds right away, step outside for 5-10 minutes in the morning, and even take a short walk if you can. This morning light helps boost your mood and energy.

• **Keep A Simple, Regular Sleep Routine**

Go to bed and wake up at the same time each day. Turn off your screens 1 hour before bed. Try reading or listening to a sound machine to calm down. Keep your bedroom cool and dark.

• **Eat Warm, Nourishing Foods**

As it gets colder and darker, warm foods feel comforting and help support your body in the transition. Focus on protein at every meal, colorful vegetables, healthy fats like olive oil or avocado, and make warm soups and stews!

• **Support Your Mood**

Shorter days in the fall and winter can affect mood. Move your body daily, spend time with people you love, and practice gratitude. Trying new cozy indoor hobbies in the winter like baking, crafts, or painting. 🍂



Stick With It: The Power of Medication Adherence

What is medication adherence?

Medication adherence is taking your medications in the way they were prescribed to you. Your healthcare provider chose the drug, amount, directions, and length of time for you to take them, so it is important that you follow their directions.

Why do people struggle with adherence?

People do not adhere to their medications for many reasons. Some obstacles patients face are:

- Cost
- Side effects
- Forgetting
- Being unsure if the medication is working
- Being unsure of how to use a device or using it wrong
- Stopping the medication because you feel well

If any of these sound like you, you are not alone. The good news is there are many ways to get back on track with your medications.

What happens if I miss a dose?

If you miss a dose of your medication, you may start to feel unwell and your condition might become unstable. For example, if you have diabetes (high blood sugar condition), your blood sugar level could get too high. This may cause you to feel tired, have blurry vision, or form body sores that won't heal. Missing doses of your medication can cause serious health problems, which may lead to higher healthcare cases.

Here are a few steps you can take if you miss a dose:

- Take your dose as soon as you can if it has not been too long since your missed dose. If the time is getting close to your next dose, just skip the missed dose and take your next dose as normal. Do not take a double dose unless directed by your prescriber.
- You should call your prescriber to ask if there are any special steps you need to take if you miss a dose of your medication.
- Read the information packed that comes with your medication. This should have instructions on what to do if you miss a dose.

What do I do if I am struggling?

- Try using a pill box. It can be confusing to remember which medications should be taken when. A pill box can help you organize your medications. You can get one yourself or ask your pharmacist if they offer to pack pill boxes for you.
- Set an alarm on a phone or alarm clock. These can alert you to take your medication each day. You may take your medications during an activity you do every day like eating breakfast or watching a certain TV program. This can help you form a routine.
- Have a chart where you log your doses and attach it to a wall, refrigerator, or in a phone app. Place the chart somewhere you will see it often or use a medication logging app on your phone.
- Ask your healthcare provider or pharmacist to show you how to take your medications. Complex devices like insulin can be tricky to use. Ask your healthcare provider or pharmacist to show you how to use your insulin pen, inhaler, or other device. You want to make sure you are using it correctly to get all the good effects from the medication.
- Ask for help from loved ones. Friends, neighbors, and family may be able to help you remember to take your medications.
- Talk with your healthcare provider or pharmacist. If you have symptoms after missing doses, are not sure why you take a medicine, have trouble taking your medicines, are worried about side effects or drug interactions, or have any questions about your medicines, contact your healthcare provider or pharmacist.

Remember, some medications take weeks to fully work. If you are feeling better, that may just mean the medication is doing its job. Keep taking it as prescribed so that it keeps working for you.

To have your medications reviewed, enter your name and member ID in the Medication Review form located at healthplan.org/for-you-and-family/pharmacy/medication-review, or call the Pharmacy Services team at 1.800.624.6961, ext. 7914. Our team is here and ready to help. 🍏

Advisory Committee

THP is always looking for members to join the Medicare Member Advisory Committee. Your opinions about how THP offers benefits and services to you matters to us.

You can help us, help you, by:

- Identifying opportunities for improvement
- Understanding barriers to care
- Increasing your health literacy

The meetings are held virtually every quarter and all you need is a phone to participate. Call today to learn more.

1.877.847.7907, TTY: 711. 🍏

The Bladder Brief:

You Have Options



Help is available

Bladder leaks are often treatable. Your doctor may suggest exercises, therapy, or medicine. Many people see improvement.

There are specialists.

Some therapists focus on pelvic floor muscles. They can teach you ways to improve your bladder control.

You don't have to deal with this alone.

If leaks are affecting your daily life, speak up. Support is out there. You know your body better than anyone else.

Talk with your PCP about treatment options. 🍏

Word to Know:

Prior Authorization



A prior authorization means getting approval from The Health Plan. This must be done before getting certain medical services or medications.

Your provider should send a request to The Health Plan for approval. This should be completed before providing these services or prescribing medications. 🍏



Medication Therapy Management



Did you know you may qualify for a service that can help you stay on track with your health? This service is called Medication Therapy Management, or MTM. The Health Plan provides this service to Medicare members.

If you qualify for MTM, you will receive a phone call from a pharmacist. The pharmacist will speak with you one-on-one to review your medications for safety, drug interactions, and side effects. They can also answer any questions or concerns you have.

MTM aims to help you and your doctor make sure your medicines are working together to improve your health.

And guess what... this service is offered AT NO ADDITIONAL COST!

You can find out how you may qualify by visiting the Medication Therapy Management Program under Additional Resources at healthplan.org. 🍏

Talk to a Nurse:

The nurse information line gives you access to a nurse, 24 hours a day, 7 days a week. To speak with a nurse, you can call **1.866.NURSEHP (1.866.687.7347)**. Our nurses can help you access services or with getting emergency care out of the area.

You can also fill out the form on our website at healthplan.org/for-you-and-family/get-care/talk-nurse to have a nurse contact you. It can take up to 24 hours before you get a response if you submit the online form.

Please Note: The nurse information line is not meant to replace any services offered by your health care providers. 🍏

How to Get Language Assistance

If you don't speak English, language assistance services are available to you, free of charge.

Medicare members please call **1.877.847.7907 (TDD/TTY: 711)** 🍏



Word Search

D C H E C K L I S T B O L K N V C E O Z
M D F W A D H E R E N C E X M Q B Q T U
N A L A N G U A G E U V U N C U M K V W
O B N A K U T J J Z I S G R U P L R W E
Z E A A C B S S P I N A C H D Z T O E Z
H A L Q G N W E L L N E S S S Q J C P P
Z N F E Y E C M E N T A L H E A L T H X
A A C E O G M O A N M M Q Z G T F Z U C
O U N K R P R E E B S E W H H F S E F E
A V T Z U U W X N B O D R I A L J S T L
C M M H E J J A U T U I A H W U G M I Y
X C Q C O X F X V X P C D D N V K O N Q
S I Z T N R H S L U I A V A A A B I G H
R D G S **A** J I I A N W T I Y Q C L N N G
P B E I **U** H C Z B M J I S L H C A U K H
K H U E **T** E B A A I U O O I A I D R K U
D Z O R **U** R K P Z T T N R G T N D S B D
M A A L **M** F H C I L I I Y H R E E E O S
Z X S E **N** C L O C K D O O T X F R B R C
F S E C U R I T Y V W M N N F H V M A W

Autumn
Mental Health
Wellness
Exhibition
Flu Vaccine
Safety
Clock
Daylight
Medication
Management
Advisory
Bladder
Nurse
Language
Authorization
Security
Checklist
Adherence
Bean
Spinach
Soup

Are You on MyPlan?

Have You Set Up Multi-Factor Authentication?

Activating Multi-Factor Authentication (MFA) on the MyPlan member portal adds an extra layer of security to help protect your personal health information. MFA is a simple security feature that requires you to verify your identity using two steps – such as entering a code sent to your phone or email – before accessing your account. This helps prevent unauthorized access, even if someone has your password. Signing up is quick and easy, and it gives you peace of mind knowing your health data is safer. To access step-by-step instructions for setting up MFA, please visit The Health Plan's website at healthplan.org and click the Portal Login button located at the top of the homepage. You will be redirected to the MyPlan portal login screen. On that page, locate the “**Click here to get started with MFA**” link, found midway down on the right-hand side. Clicking this link will download a PDF guide with detailed setup instructions. 🍏



If you have questions or need additional assistance with your portal login or MFA setup, please contact The Health Plan's Customer Service team at **1.877.847.7907 (TTY: 711)**
April 1 – September 30
8 a.m. to 8 p.m.
Monday-Friday
October 1 – March 31
8 a.m. to 8 p.m.
7 days a week. 🍏



Spinach and White Bean Soup

- Ingredients:**
- 2 teaspoons olive oil
 - 3 garlic cloves, minced
 - 3 cans (15 ounces each) cannellini beans, rinsed and drained, divided
 - 1/4 teaspoon pepper
 - 4 cups vegetable or reduced-sodium chicken broth
 - 4 cups chopped fresh spinach
 - 1/4 cup thinly sliced fresh basil
 - Shredded Parmesan cheese, optional

- Directions:**
1. In a large saucepan, heat oil over medium heat. Add garlic; cook and stir until tender, 30-45 seconds. Stir in 2 cans of beans, pepper and broth.
 2. Puree mixture using an immersion blender. Or puree in a blender and return to pan. Stir in remaining can of beans; bring to a boil. Reduce heat; simmer, covered, 15 minutes, stirring occasionally.
 3. Stir in spinach and basil; cook, uncovered, until spinach is wilted, 2-4 minutes. If desired, serve with cheese.

Nutrition:
Makes 6 Servings, Calories: 192, Protein: 9g, Carb: 33g, Fat: 2g 🍏

Source:
tasteofhome.com/recipes/spinach-and-white-bean-soup/#RecipeCard

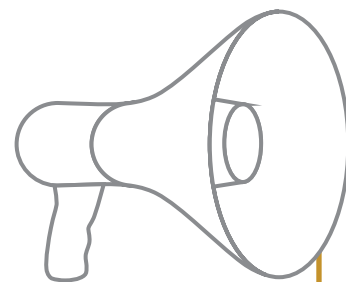


1110 Main Street
Wheeling, WV 26003-2704

Health and Wellness or Prevention Information



You're Invited!



*Join Other Members from The Health Plan on a
Medicare 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 **1.877.847.7907** (TTY:711) for more information.

THP Hours: October 1st – March 31st, 8 AM to 8 PM, 7 days a week. | April 1st – September 30th, 8 AM to 8 PM, Monday – Friday.



Activating Multi-Factor Authentication (MFA)



Are you on MyPlan?

Setting up multi-factor authentication, also called MFA, will make it harder for someone else to gain access to your account without your permission.

What is MFA?

MFA is a login process that requires users to verify their identity through a second step, such as by entering a code that is sent to their email. MFA is sometimes called two-factor authentication.

Why should I sign up for MFA?

MFA helps protect your personal information from would-be hackers.

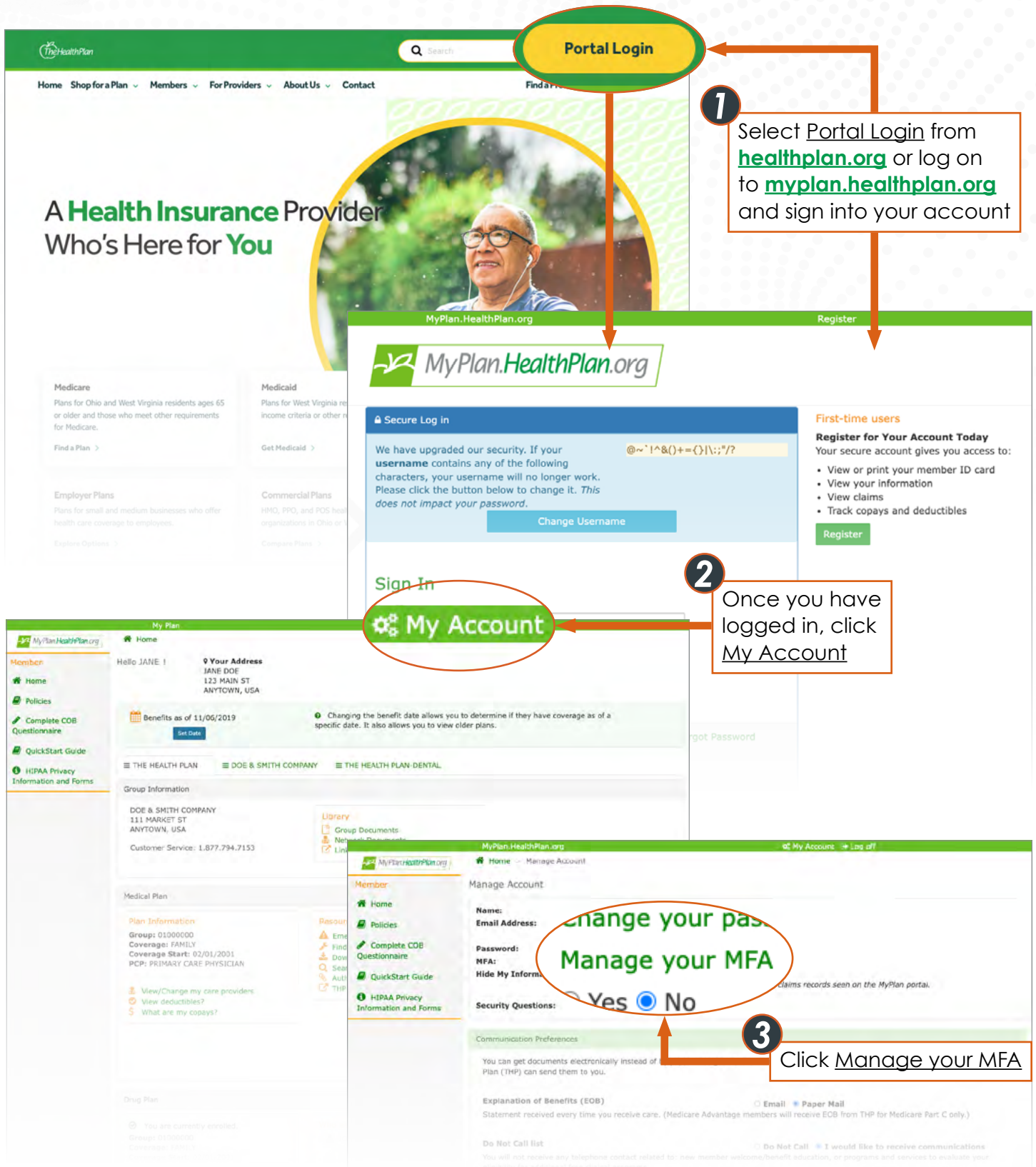
MFA is a strong security measure that can prevent your account from being hacked or compromised because it adds an extra layer of security. You should use MFA on all accounts that contain private or sensitive information.

How do I sign up for MFA?

It's easy! Just login to your MyPlan account and follow the steps below. A few minutes setting up MFA now may help to protect you from identity theft.



Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



Portal Login

1 Select Portal Login from healthplan.org or log on to myplan.healthplan.org and sign into your account

Secure Log in

We have upgraded our security. If your **username** contains any of the following characters, your username will no longer work. Please click the button below to change it. *This does not impact your password.*

@ ~ ' ! ^ & () + = { } \ | ; ' ?

Change Username

Sign In

2 Once you have logged in, click My Account

My Account

Manage your MFA

3 Click Manage your MFA

First-time users

Register for Your Account Today

Your secure account gives you access to:

- View or print your member ID card
- View your information
- View claims
- Track copays and deductibles

Register

My Plan

Home Shop for a Plan Members For Providers About Us Contact

A Health Insurance Provider Who's Here for You

Medicare

Plans for Ohio and West Virginia residents ages 65 or older and those who meet other requirements for Medicare.

Medicaid

Plans for West Virginia residents who meet income criteria or other requirements.

Employer Plans

Plans for small and medium businesses who offer health care coverage to employees.

Commercial Plans

HMO, PPO, and POS health plans for individuals and families.

My Plan

Home Manage Account

Member

Home Policies Complete COB Questionnaire QuickStart Guide HIPAA Privacy Information and Forms

Group Information

DOE & SMITH COMPANY
111 MARKET ST
ANYTOWN, USA
Customer Service: 1.877.794.7153

Plan Information

Group: 01000000
Coverage: FAMILY
Coverage Start: 02/01/2001
PCP: PRIMARY CARE PHYSICIAN

Security Questions

Yes No

Communication Preferences

You can get documents electronically instead of Plan (THP) can send them to you.

Explanation of Benefits (EOB)

Statement received every time you receive care. (Medicare Advantage members will receive EOB from THP for Medicare Part C only.)

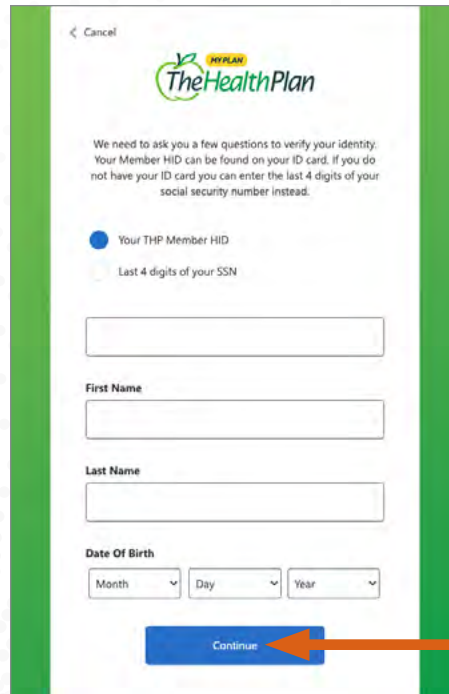
Do Not Call list

You will not receive any telephone contact related to: new member welcome/benefit education, or programs and services to evaluate your eligibility for additional free clinical programs.

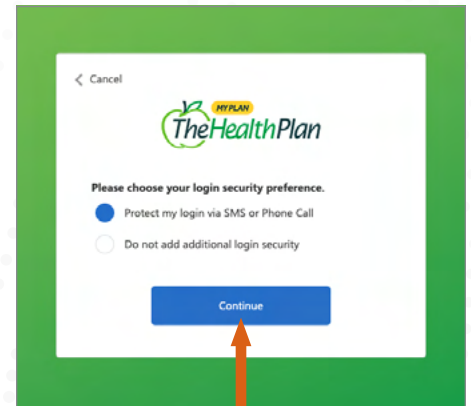
Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



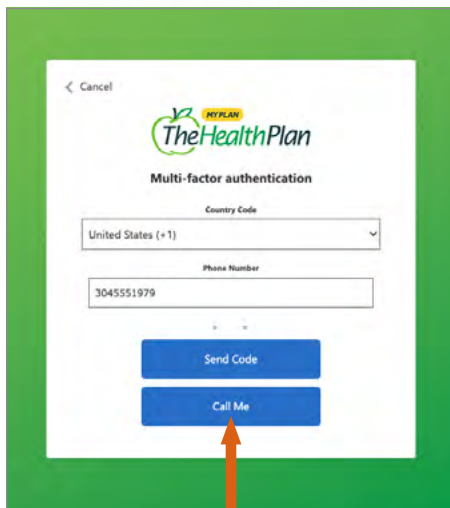
4 Enter your Email Address and click Continue



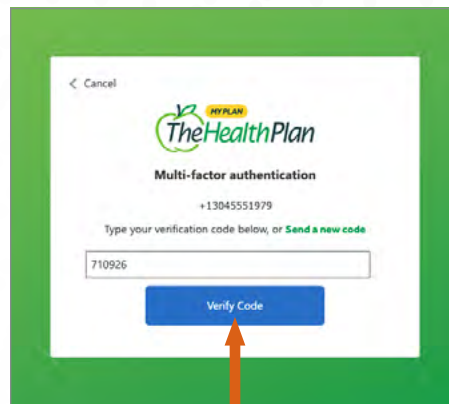
5 You will be prompted for additional information Complete the questions and click Continue



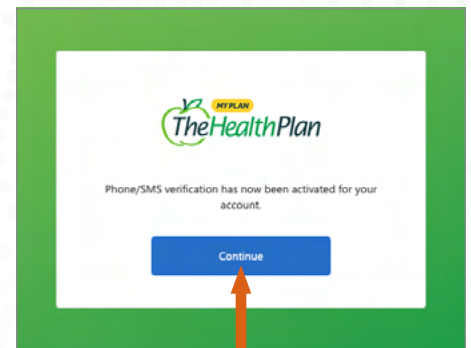
6 Choose Protect my login via SMS or Phone Call and click Continue



7 Enter your phone number and choose Send Code or Call Me



8 Enter the code sent to your phone and click Verify Code



9 MFA is now activated

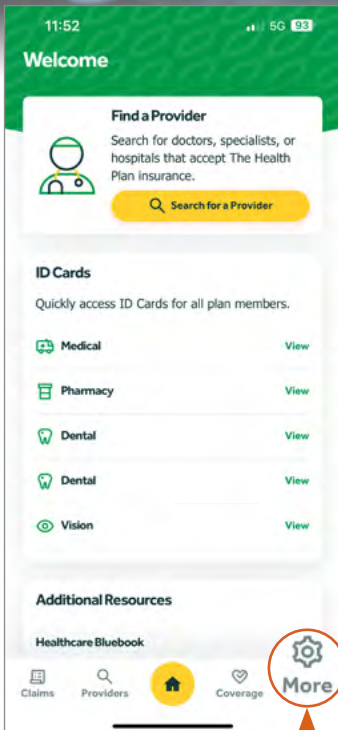
Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**

1

Sign Into the app on your Smart Device

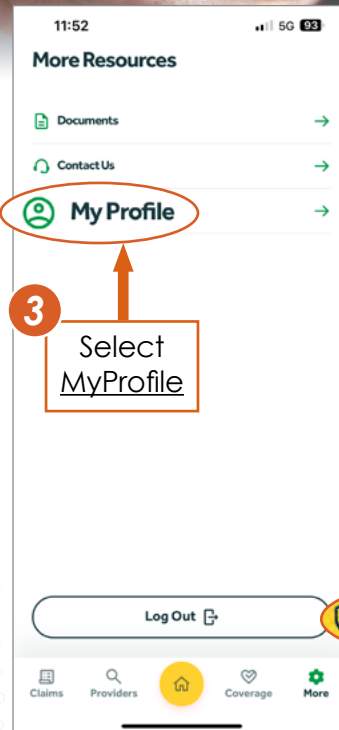
Download on the
App Store

GET IT ON
Google Play



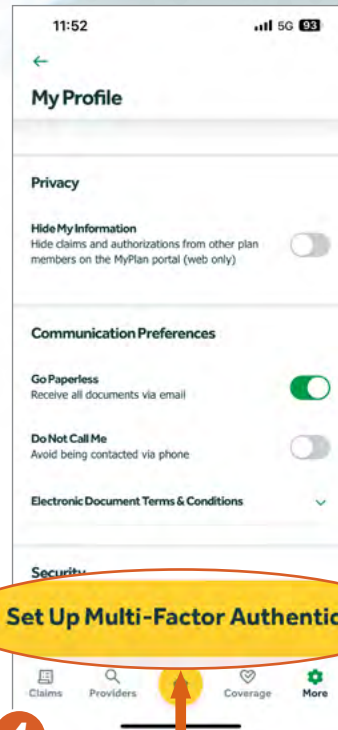
2

From the Home page, click More



3

Select MyProfile



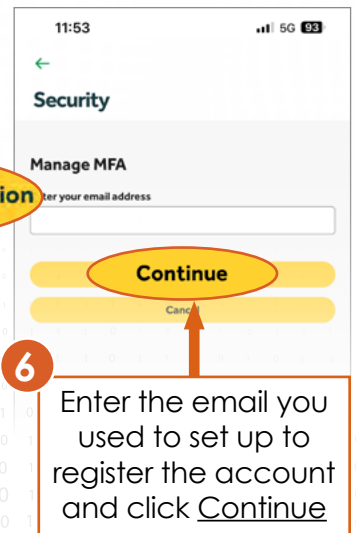
4

Scroll to the bottom of My Profile and select Set Up Multi-Factor Authentication



5

Click Manage MFA



6

Enter the email you used to set up to register the account and click Continue

Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**



11:53 5G 93

Security

We need to ask you a few questions to verify your identity. Your Member HID can be found on your ID card. If you do not have your ID card you can enter the last 4 digits of your social security number instead.

☒ Your THP Member HID ☐ Last 4 digits of your SSN

First Name

Last Name

Date Of Birth

Month Day Year

Continue

Cancel

7 Enter your information and click Continue

11:55 5G 93

Security

Please choose your login security preference.

☒ Protect my login via SMS or Phone Call

☐ Do not add additional login security

Continue

Cancel

8 Select Protect my login via SMS or Phone Call and click Continue

11:55 5G 93

Security

Multi-factor authentication

Country Code

United States (+1)

Phone Number

Send Code

Call Me

9 Enter your phone number and choose verification method

11:55 5G 93

87882 Use verification code 502679 for MyPlanLogin authentication

Security

Multi-factor authentication

+1304XXX1979

Type your verification code below, or [Send a new code](#)

Verify Code

Cancel

10 Complete verification

11:56 5G 93

Security

Phone/SMS verification has now been activated for your account.

Continue

11 Phone/SMS verification is now activated

