

Winter Health & Safety Checklist

Winter is a fun time to play in the snow or stay cozy indoors. It is also important to stay safe and healthy when the weather gets cold. Use this checklist to get ready for cold weather:

- ☐ **Wear Warm Clothes** – Put on layers, a hat, gloves, and boots to stay warm and dry.
- ☐ **Be Careful on Ice** – Ice can be slippery. Use salt or sand on sidewalks and walk slowly.
- ☐ **Check Your Furnace** – Make sure your home stays warm. Have your furnace checked and change the filter.
- ☐ **Check Your Space Heater** – Make sure it is working safely. Keep it away from things that can catch fire and never leave it on when you're not in the room.
- ☐ **Get Winter Supplies** – Have a shovel, blankets, flashlights, and extra batteries ready in case of snow or power outages.
- ☐ **Get Your Flu Vaccine** – These help protect you and others from getting sick. Visit [vaccines.gov](https://www.vaccines.gov) or call 1.877.903.7504 for help.
- ☐ **Check Your Car** – Make sure the tires, battery and wipers work well. Keep a blanket and flashlight in the car just in case.
- ☐ **Take Care of Your Feelings** – Cold weather and short days can make you feel sad. Talk to someone, get outside when you can, and spend time with friends and family.
- ☐ **Be Careful Shoveling Snow** – Shoveling can be hard on your body, especially in cold weather. It can raise your blood pressure and strain your heart. Take breaks, drink water, and stop if you feel dizzy, short of breath, or very tired. If you feel chest pain or discomfort, you should stop and call 911 immediately. 🍏



Community Events

Mobile Pantries

Mobile Pantries bring free food to your neighborhood. You can get fresh fruits, vegetables, dairy, and baked goods.

You do not need to sign up or fill out any forms. If you need help with food, you can come.

Click the link below to learn more. You can also enter your zip code to find out when the Mobile Pantry will be in your area:

[feedingamerica.org/
our-work/hunger-relief-
programs/mobile-food-
pantry-program](https://feedingamerica.org/our-work/hunger-relief-programs/mobile-food-pantry-program) 🍏



A Guide to Goal Setting

As the New Year gets closer, it is a good time to think about the past year. What goals did you reach? What did not go as planned? What do you want to do better next year?

Many people want to make changes like:

- Getting healthier
- Losing weight
- Quitting smoking
- Going back to school
- Finding a new job

Change can be hard, but setting goals can help make it easier. One great way to set goals is by using the **SMART** method. It helps you stay on track and see the big picture.

Here is what **SMART** means:

- **Specific**
What exactly do I want to do?
- **Measurable**
How will I know I am making progress?
- **Achievable**
Can I do this on my own or with help?
- **Relevant**
Is this goal important to me?
- **Timebound**
When do I want to finish?

For example, maybe you want to focus on saving money in 2026. See the below example of how this can be done using the **SMART** method.

Objective: Save \$2,000 by December 31, 2026, by setting aside \$40 each week into a separate savings account, tracking progress monthly, and adjusting spending habits to reduce unnecessary purchase.

- **Specific** – Save \$2,000.
- **Measurable** – Keep track of weekly and monthly savings.
- **Achievable** – \$2,000 is realistic based on weekly amount.
- **Relevant** – Focused on financial goals.
- **Timebound** – Complete by the end of 2026.

Break big goals into small steps. Make a plan and check it often. It is okay to change your plan if you need to. It is better to change your plan than to give up on your goals!

Need help with your **SMART** goals? Call a THP Life Coach at **1.877.236.2293** between 8:00 AM and 5:00 PM on weekdays. We are here to help or connect you with someone who can. The Health Plan has a comprehensive team of social workers, pharmacists, clinical support and tobacco cessation staff. 🍏

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. 🍏

Word to Know: Referral

A **referral** is an order from your provider, often your primary care provider (PCP), for you to see a specialist or get certain medical services. One example of medical services that may require a referral is physical therapy.

You may need a referral for your services to be covered, but having a referral does not guarantee coverage. To find out if a service is covered, call Customer Service at **1.888.847.7902**. 🍏



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. 🍏

Eye Health: Why You Should Schedule Your Dilated Eye Exam

Get Your Eye Exam Sooner, Not Later

If you have diabetes, it is important to get a yearly eye exam. This exam checks for problems caused by diabetes and helps you know how healthy your eyes are. Even if your vision seems fine, you could still have eye disease. Finding problems early can help stop or slow down vision loss.

Types of Diabetes-Related Eye Problems:

- **Retinopathy** – Damage to the small blood vessels in the back of the eye that can cause blurry vision.
- **Macular edema** – Swelling in the center of the retina that makes it hard to see clearly.
- **Cataracts** – A cloudy lens in the eye that makes things look blurry or dim.
- **Glaucoma** – A disease that increases pressure in the eye and can lead to vision loss.
- **Dry eye** – When your eyes don't make enough tears or the tears don't work well, causing discomfort.

What Happens During a Dilated Eye Exam?

The eye exam has four parts. These tests are quick and do not hurt.

- Seeing how well you can read (visual acuity).
- Checking pressure in your eyes (tonometry).
- Taking pictures of your retina.
- Medicated eye drops are used to make it easier to see the inside of your eye more closely.
- Looking at your retina with special drops (dilated test).

After your dilated eye exam, your vision may be blurry and your eyes may be sensitive to light for a few hours. You may need to wear sunglasses and avoid bright lights until your eyes feel normal again. It's best not to drive right after the exam. Plan to have someone drive you to your exam, or to wait to drive until the medicated eye drops wear off.



Call Your Eye Doctor if You Notice:

- Trouble reading or focusing
- Blurry or double vision
- Eye pain or pressure
- Flashing lights, dark spots, or missing parts in your vision
- New floaters (moving spots or lines)

I Have Diabetes - When Should I Get a Dilated Eye Exam?

If you have diabetes, you should get a dilated eye exam every 1-2 years, even if your vision seems fine. This exam helps the eye doctor check for problems that can happen from diabetes. These problems often don't cause symptoms at first, so regular exams are important to catch them early. Your doctor may tell you to come more often if they find changes in your eyes.

Take Action Today

Call your eye doctor today to schedule your dilated and comprehensive eye exam.

For more information about eye health and diabetes

visit The Health Plan's Health Library at healthplan.org/library/articles/abh1895.

You can also visit the American Diabetes Association at diabetes.org/eyehealth. 🍎



Did You Know You May Fill a 90-Day Supply of Your Daily Medication?

Going to the pharmacy every month can be time-consuming. That is why The Health Plan lets you get a 90-day supply of your daily medicine.

Talk to your doctor to see if this is a good choice for you. You can get 90-day refills at your local pharmacy or have them sent to your home through Express Scripts.

Getting a 90-day supply can help you stay healthy and save time and money!

Visit healthplan.org/for-you-and-family/pharmacy/home-delivery-prescription-reimbursements to learn more about 90-day refills and home delivery with Express Scripts. 🍏



Pardon Our Progress

The Health Plan is upgrading our systems to better serve you. During this process, you may notice your coverage shows as terminated. If you believe you are still active, please contact The Health Plan at **1.800.624.6961**. We appreciate your patience and understanding as we work to improve your experience. 🍏

Healthy Eating

What is healthy eating?

Healthy eating means having balance, variety, and not too much of anything. Eating different kinds of foods gives your body the nutrients it needs to stay strong. Most foods can be part of a healthy diet if you do not eat too much of them.

Why pay attention to what you eat?

Eating healthy helps your body get the right vitamins and minerals. These help your heart beat, your brain think, and your muscles move.

Healthy eating also helps you feel good and gives you energy. It can help prevent problems like:

- Heart disease
- High blood pressure
- Type 2 diabetes
- Some types of cancer

How do you make healthy eating a habit?

A habit is something that you do as part of your daily routine. Healthy eating can become a habit by making small changes that you can commit to. It takes 3 to 4 weeks of doing something for it to start feeling like a habit. Making one small change at a time can help you achieve your healthy eating goals.

For example, you may want to eat more fruits and vegetables. You can start by having some fruit for breakfast each day. Bananas, oranges, or apples can be great on-the-go fruits for morning commutes. After 3 to 4 weeks, this should start to feel like your routine. Then you can make another small change like adding a salad to one meal a day. This process can continue until you have met your healthy eating goal.



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! 🍏

How to Meal Plan and Prep When You're Busy

Meal planning doesn't have to take a lot of time. Start by picking one day each week to plan your meals — many families choose Sunday. Write down what you'll eat for breakfast, lunch, and dinner, and make a grocery list based on those meals. Choose simple recipes with ingredients you already have or that can be used in more than one meal. Planning ahead helps you avoid last-minute decisions and makes it easier to cook at home, even on busy nights.

Meal prep means planning and making your meals ahead of time, like cooking food for the week on Sunday. If you don't like to reheat food, you can focus on chopping the vegetables you need or measuring ingredients. This can help you eat healthier because you already have good food ready to go. When you keep doing meal prep each week, it gets easier and becomes a habit that helps you feel better and stay on track.

Tips to Reduce Food Costs

Planning your meals can also help you save money. When you shop with a list, you're less likely to buy things you don't need. Try buying store brands, using coupons, and looking for sales on items you use often. Cooking at home costs less than eating out, and leftovers can be packed for lunch the next day. You can also save by buying in bulk and freezing extra portions for later. Small changes like these can make a big difference in your grocery budget.

Where can you get support?

Your family and friends can support you. You might also find help from neighbors or coworkers. You could join a class or group that talks about healthy eating. 🍏



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**. 🍏

Unstuffed Cabbage Roll

Nutrition:

Servings: 6. Calories Per Serving: 67. Protein: 5g. Carbs: 3g. Fat: 4g



Ingredients:

- 2 pounds of ground beef
- 1 large onion (chopped)
- 1 small head cabbage (chopped)
- 2 (14.5 ounce) cans diced tomatoes
- 1 (8 ounce) can tomato sauce
- 1/2 cup water
- 2 gloves garlic (minced)
- 2 teaspoons salt
- 1 teaspoon ground black pepper

Directions:

1. Gather all ingredients.
2. Heat a Dutch oven or large skillet over medium-high heat. Cook and stir beef and onion in the hot Dutch oven until browned and crumbly, 5 to 7 minutes; drain and discard grease.
3. Add cabbage, tomatoes, tomato sauce, water, garlic, salt, and pepper and bring to a boil. Cover Dutch oven, reduce heat, and simmer until cabbage is tender, about 30 minutes.
4. Serve hot and enjoy! 🍏

Source: allrecipes.com/recipe/235997/unstuffed-cabbage-roll/



Member Surveys

Each year, The Health Plan (THP) sends surveys to learn how you feel about your providers and your health plan.

We work with a trusted company called Press Ganey. They keep your answers private.

If you get a survey in the mail or by email, we would love for you to fill it out. Answering any of the surveys will not change your benefits. Your answers help us learn how to make your experience better with us and with your healthcare provider. 🍏

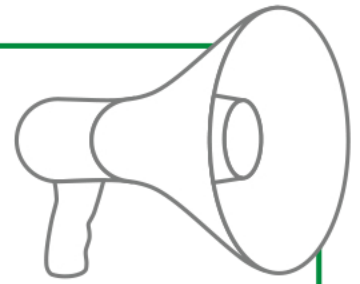


A Publication of

1110 Main Street
Wheeling, WV 26003-2704

1.800.624.6961 | healthplan.org

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.



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.

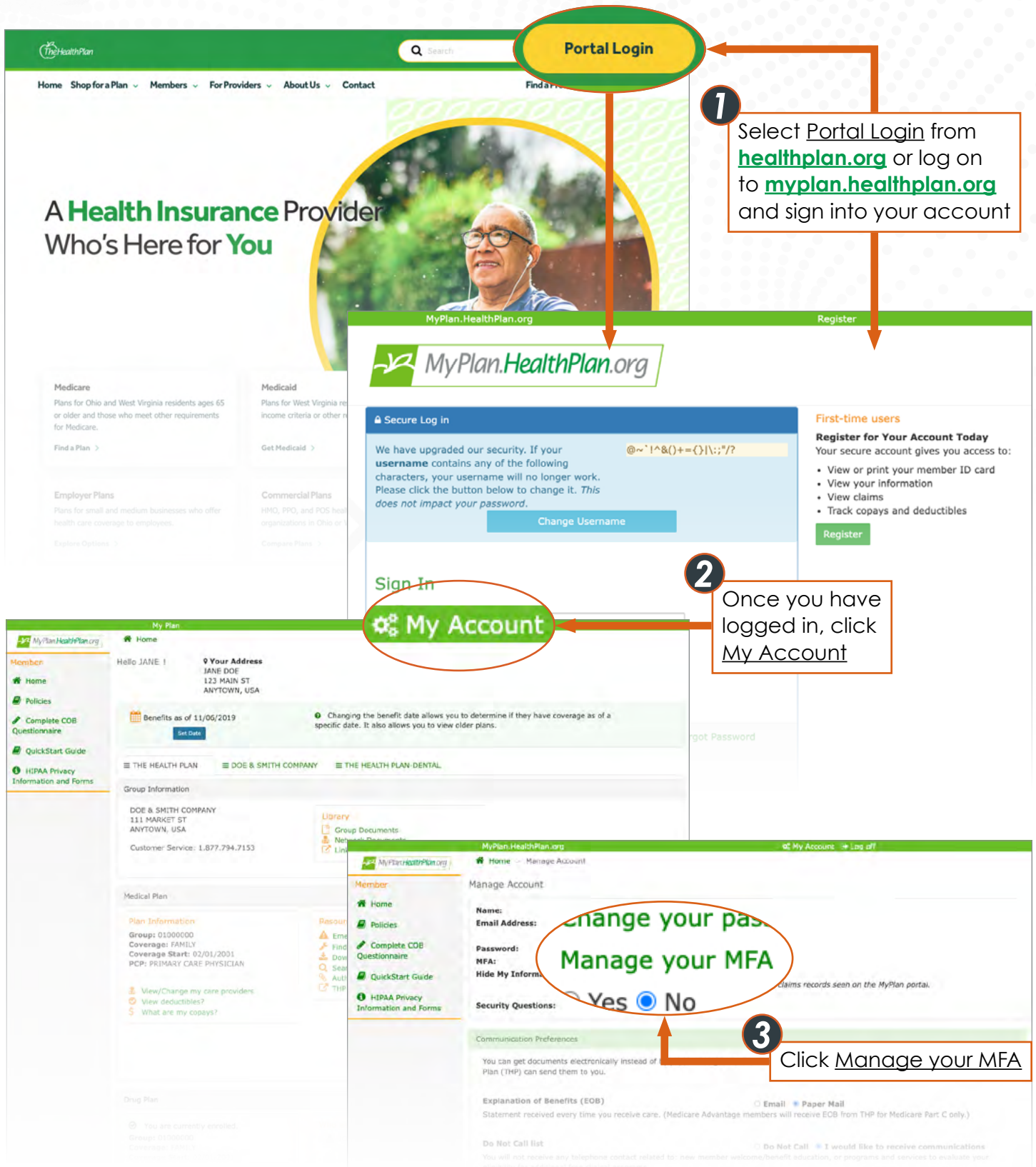
MFA is a strong security measure that can prevent your account from being hacked or compromised because it adds an extra layer of security. You should use MFA on all accounts that contain private or sensitive information.

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**



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

2 Once you have logged in, click My Account

3 Click Manage your MFA

Change your password

Manage your MFA

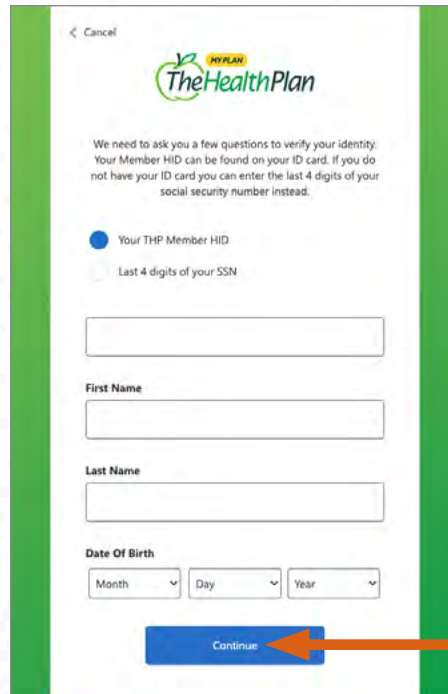
Yes **No**

Click Manage your MFA

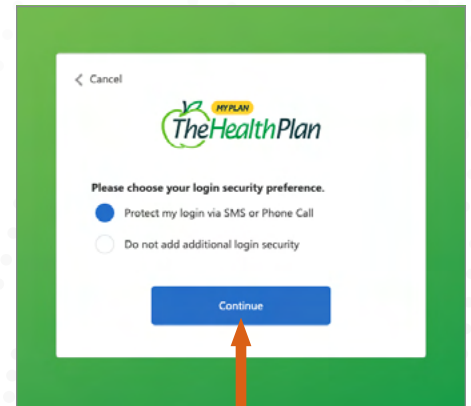
Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



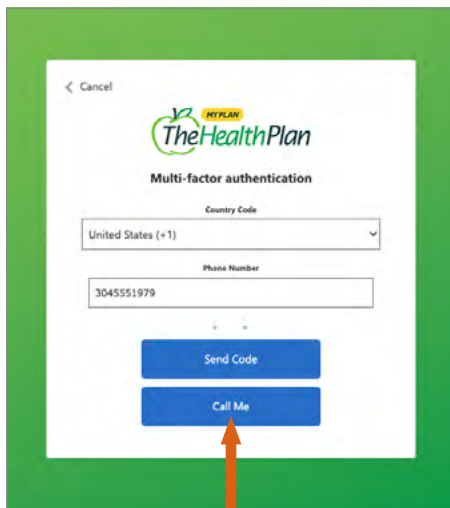
4 Enter your Email Address and click Continue



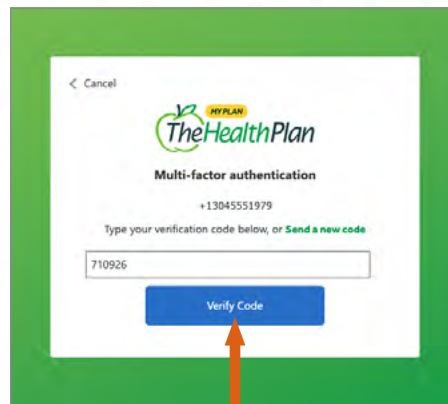
5 You will be prompted for additional information Complete the questions and click Continue



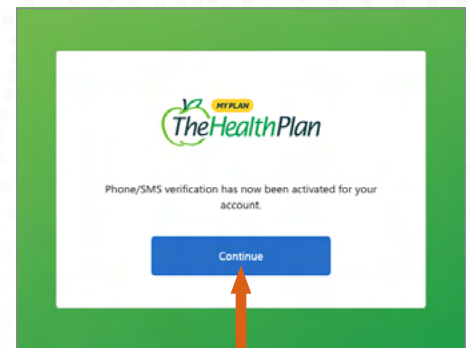
6 Choose Protect my login via SMS or Phone Call and click Continue



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

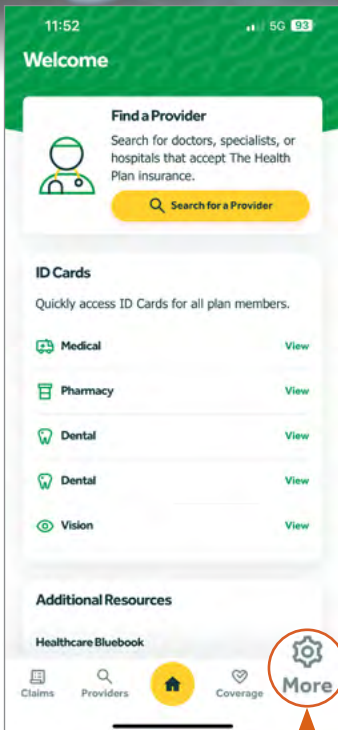
Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**

1

Sign Into the app on your Smart Device

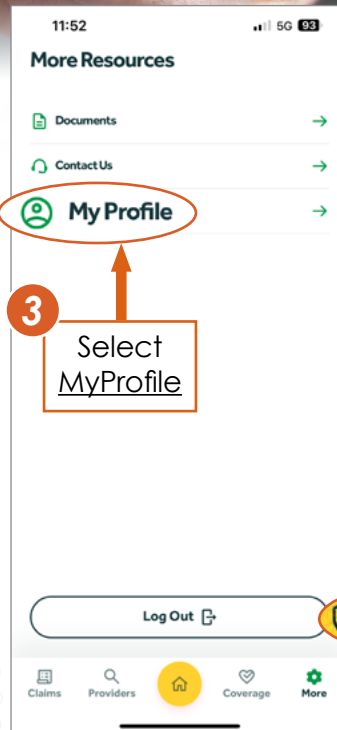
Download on the
App Store

GET IT ON
Google Play



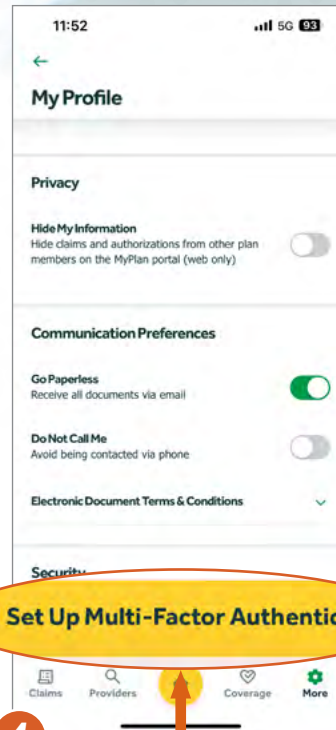
2

From the Home page, click More



3

Select MyProfile



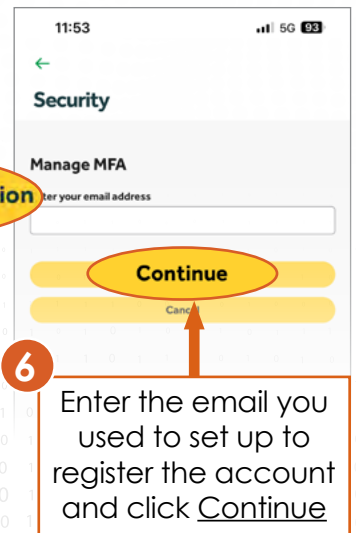
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Scroll to the bottom of My Profile and select Set Up Multi-Factor Authentication



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**



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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 MyPlan login 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

