

Telehealth Privacy and Security Tips

Consider these tips when using video apps and other technologies for telehealth to protect and secure your health information:

- Have your telehealth appointment in a private location. Find a place away from others to control who hears and sees your conversation.
- Turn off any nearby electronic devices like home security cameras or smart speakers that may record information from your telehealth appointment.
- Use a personal computer or mobile device. Avoid using a computer, mobile device, or network that is tied to your workplace or a public setting for your telehealth session.
- Install all available security updates on your computer or mobile device. For most mobile devices, go to the Settings icon or tab on your device and turn on the option for automatic updates, or install updates yourself as soon as they're available.
- Use strong, unique passwords on your computer or mobile device. If possible, change your passwords regularly.
- Turn on the lock screen function. This blocks someone from getting any of your health information that may be stored on the device unless they have the password.
- Delete health information on your computer or mobile device when you don't need it anymore.
- Avoid using public Wi-Fi network and USB ports at public charging stations. Cyber-criminals can steal sensitive information by creating fake public Wi-Fi networks that people unknowingly sign onto. They may use public USB charging ports to install viruses or other malware on your computer or mobile device.
- Ask your provider any questions about the telehealth appointment or the telehealth technology. You can ask for help, such as instructions on using the technology or accommodations you need for the telehealth appointment, like a screen reader or closed captioning.
- If you're suspicious of a link, contact your health care provider right away. For some telehealth appointments, your provider may send you an email or a link directly to your phone or to your email account. You can always contact your provider to ask if the link they have sent is valid.

Get more tips to protect your information here: bit.ly/4aitLEG. 🍏



Tips to Avoid the Flu

Influenza (flu) is an infection from a virus. It can cause a fever, body aches, and a cough. It is contagious and usually lasts about a week or two. The best way to lower the risk of getting the flu is to get vaccinated each year. The flu vaccine can reduce the severity of your symptoms even if you do get the flu. Avoid close contact with people who are sick. Stay home when you are sick. The CDC recommends people stay home for at least 24 hours after your fever is gone. Cover your mouth and nose when coughing or sneezing. Flu viruses spread by droplets from coughing or sneezing. Wash your hands often. If soap and water are not available, you can use an alcohol-based sanitizer. Avoid touching your eyes, nose, and mouth. Germs spread this way. Clean and disinfect touched surfaces at home, work, or school. Improve your air quality by opening windows or using air purifiers. Get plenty of sleep and keep physically active. Drink plenty of fluids and eat healthy foods. Make sure you are managing your stress too. If you have any questions about the flu vaccine, call The Health Plan's certified health coaches at **1.877.903.7504**. 🍏

Contacting a Member Experience Representative

We have staff that can help you understand your benefits. They can find a provider or a community resource you need. You can also get information about your incentive card or request a new ID card from them. Contact a Member Experience Representative to answer any other questions you may have. You can fill out the electronic form at healthplan.org/medicaid-contact-form to get a return email or phone call from a Member Experience Representative to assist you. 🍏



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. 🍏



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**. 🍏

Join our Member Advisory Committee

Did you know there is a group of THP members that meet once every quarter to give their opinion and perspective in a small group setting? We ask questions about your experiences as a member with your care, providers, and health plan to improve your satisfaction. If you want to join this committee, please email us at information@healthplan.org to ask for more details. Please include your THP member ID number or Medicaid ID number in your email. 🍏



We want your Feedback!

THP appreciates the feedback we receive from our members. We value the time you take to complete our surveys and share your experiences.

CAHPS Survey

You may receive a survey in 2024 from Press Ganey on behalf of THP by mail or phone. Your answers to these questions will not affect your benefits in any way and help THP identify opportunities to improve the services we provide you. These surveys help us understand how we are doing well and how we can improve the services we offer.

Tobacco Cessation Survey

THP is starting to survey members that have participated in our Tobacco Cessation Program. If you have participated in the program, you may receive a survey in the mail from THP. These surveys will help THP identify ways to improve the program we currently offer. 🍏



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**. 🍏

Renew Your Medicaid or WV CHIP Benefits

WV Medicaid started completing enrollee reviews again. You will be required to renew eligibility with WV DHHR at some point over the next 12 months. If your address or phone number has recently changed, call **1.877.716.1212** or go to wvpath.wv.gov to make sure your phone and 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 WV DHHR without carefully reading and acting, if needed. 🍏

Slow Cooker Turkey Chili

Number of Servings: 8 Calories Per Serving: 276



Ingredients

- 1 ½ lb. ground turkey
- 1 ½ cup low-sodium chicken broth
- 1 tbsp extra-virgin olive oil
- 1 red onion, chopped
- 1 green bell pepper, chopped
- 2 cloves garlic, minced
- 2 tbsp tomato paste
- 1 can chopped tomatoes
- 1 can black beans, rinsed and drained
- 1 can kidney beans, rinsed and drained
- 2 tsp chili powder
- 1 tsp ground cumin
- 1 tsp dried oregano
- Kosher salt
- Ground black pepper
- Shredded cheddar

Directions

1. Add oil to skillet over medium-high heat. Add pepper and onion and cook for 4 minutes. Add ground turkey and cook until turkey is golden brown. Add salt, pepper, garlic, and tomato paste and cook for 2 minutes. Transfer mixture into slow cooker.
2. Add remaining ingredients to slow cooker. Cook on high for 4 hours, allowing chili to thicken.
3. Add cheese if wanted. 🍷

delish.com/cooking/recipe-ideas/recipes/a55200/easy-turkey-slow-cooker-chili-recipe/

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