

Secure Connection



Winter
2024

Health and Wellness or Prevention Information

A Publication of
TheHealthPlan



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The Importance of Medication Adherence

What is medication adherence?

Medication adherence is taking your medications exactly as they were prescribed to you. Your doctor chose the drug, dose, directions, and duration based on your medical profile, so it is important that you follow their directions.

Why do people struggle with adherence?

People are non-adherent to their medications for many reasons. Some of the obstacles patients face are:

- Forgetting to take them
- Being unsure if the medication is working
- Experiencing side effects
- Being unsure of how to use a device or using it wrong
- Rising cost
- Stopping the medication because you feel well

If you find yourself in any of these categories, 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 costs.

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

- Take your medication 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 specific steps you need to take if you miss a dose of your medication.
- Read the information packet that comes with your medication. This should have specific instructions on what to do if you miss a dose.
- Try using a pill box. It can be confusing to remember when medications should be taken. A pill box can help you organize your medications. Do it yourself or ask your pharmacist if they offer medication packaging services.
- Set an alarm on a phone or alarm clock. These can serve as reminders to take your medication each day. You may take your medications during a certain activity you do every day such as eating breakfast or watching a certain TV program. This will help you establish 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 in a location where you will see it often, or search for a medication logging app in your phone's app store.
- Ask your doctor or pharmacist for a video or demonstration. Complicated devices, such as insulin, can be tricky to manage on your own. Ask your doctor 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 the full benefit of the medication.
- Ask for help from your loved ones. Friends, neighbors, and family member may be able to help you remember to take your medications.
- Talk with your doctor or pharmacist. If you are having symptoms from missing doses, are unsure about why you are taking a medication, struggling to take the medication, or have any questions about the medication, contact your doctor or pharmacist.

Remember, some medications take weeks to reach maximum benefit. If you are feeling better, that may just mean the medication is doing its job. Keep taking it as prescribed to keep receiving the full benefit.

If you have questions, our team is here and ready to help. Contact us at **1.800.624.6961, extension 7914.** 🍏



Why Pharmacy Home Delivery?

If you have a pharmacy benefit with your THP medical insurance, here are six reasons why Express Scripts Pharmacy Home Delivery may be right for you:

- Consistency – You take a long-term medication and plan to continue it for the foreseeable future, so a 90-day fill makes sense.
- Convenience – You like getting medications delivered right to your door, eliminating trips to the pharmacy, and waiting in line.
- Peace of Mind – You like knowing you will continue to receive your medication, especially since many retail pharmacies have limited their hours or closed.
- Ease of Use – You want managing prescriptions to be simple, including helpful digital tools, automatic refills that come when you need them, and a pharmacy that works with your doctor to get any needed prescription renewals.
- Access – You want the ability to have an unrushed conversation with a pharmacist from the privacy of your own home, any time day or night, without having to leave a voicemail.
- Personalized Care – You find value in being automatically matched with pharmacists who focus on your medical condition, giving you an additional health care professional to help manage your health.

With Express Scripts Pharmacy, you get all of these advantages and more. Plus, you could save on prescriptions as compared to retail.

Visit [express-scripts.com/rx](https://www.express-scripts.com/rx) or call **1.877.203.9024** to learn more. 🍏

Annual Provider Visit Checklist

The Health Plan wants you to feel confident going to your provider's office! You can cut out this checklist and take it with you to your next appointment. 🍏

During My Annual Wellness Visit/Routine Exam, My Primary Care Provider Always:	
<input type="checkbox"/>  Offers the flu and pneumovax vaccines	<input type="checkbox"/>  Asks about urinary leakage problems
<input type="checkbox"/>  Knows about the care I get from specialists	<input type="checkbox"/>  Gets me into the office in a timely manner
<input type="checkbox"/>  Talks to me about medical test results	<input type="checkbox"/>  Is respectful and courteous to me
<input type="checkbox"/>  Answers my questions in a timely manner	<input type="checkbox"/>  Makes sure I understand everything
<input type="checkbox"/>  Asks me if I have fallen	<input type="checkbox"/>  Reviews my medications with me
<input type="checkbox"/>  Asks me about my physical and mental health	<input type="checkbox"/>  Discusses my physical activity with me
<input type="checkbox"/>  Recommends a colorectal cancer screening	<input type="checkbox"/>  Recommends a bone density scan
<input type="checkbox"/>  Recommends a Mammogram (breast cancer screening)	<input type="checkbox"/>  Recommends diabetic care testing such as: A1c test, kidney test, eye exam

Medication Therapy Management (MTM)



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 through our partnership with Express Scripts (ESI) who collaborates with Tabula Rasa and Outcomes Rx.

If you qualify for MTM, you will receive a phone call from The Health Plan, ESI, Tabula Rasa, or Outcomes Rx. A 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 may have.

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

And guess what... it's FREE! 🍏

Vendor List



For a list of partners that The Health Plan works with, please visit myplan.healthplan.org/Account/Login and refer to section "Updates to 2024 Benefits" to find the list. You may also reach out to our customer service department at **1.877.847.7907**, TTY: 711 to have a copy mailed to you. 🍏

Telehealth Privacy and Security Tips



Telehealth is a convenient way to access many types of healthcare services. However, accessing your health information through a website or app on your phone or tablet can create privacy and security risks. Here are some tips on how to protect your privacy when using telehealth applications:



Have your telehealth appointment in a private location: Find a place away from others, such as a private room or your car, where you can control who hears your conversation.



Turn off nearby electronic devices that may overhear or record information: Turn off devices like home security cameras, smart speakers, or apps that respond to your voice, so they don't overhear or record your telehealth appointment.



Use your personal device when possible: Avoid using a public or workplace computer, mobile device, or network when conducting a telehealth visit.



Install all available security updates on your computer or mobile device: Go to the Settings icon on your device to make sure you receive automatic security updates as soon as they are available.



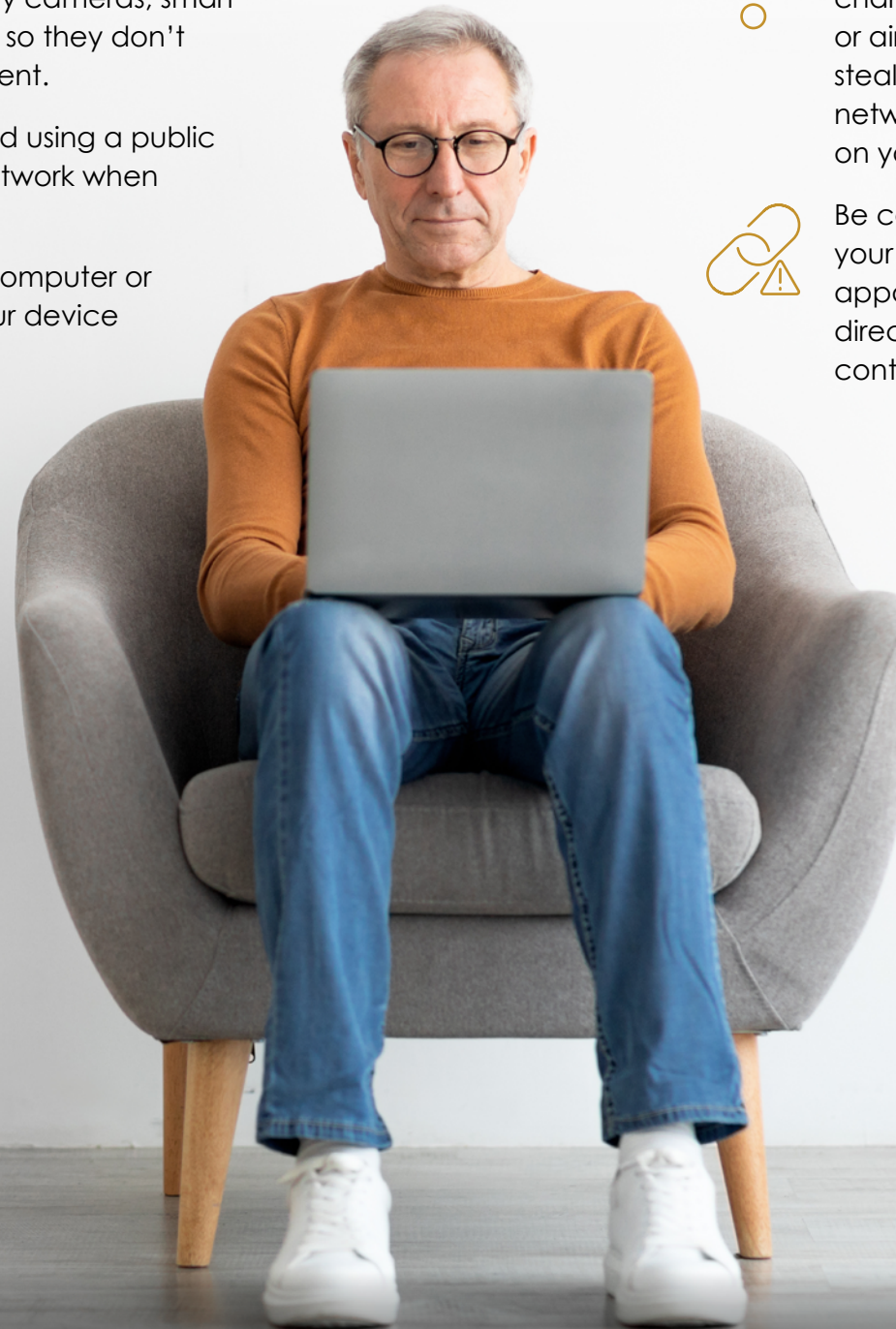
Use strong, unique passwords: Use different passwords for each app or website that you use for telehealth appointments. Change your passwords frequently.



Avoid using public wi-fi networks and USB ports at public charging stations: Public networks (like those in coffee shops or airports) may not be secure. Also, cybercriminals can steal sensitive information by creating fake public wi-fi networks or using public USB charging ports to install viruses on your device.



Be cautious of links: If you're suspicious of a link, contact your health care provider right away. For some telehealth appointments, your provider may send an email or link directly to your phone or email account. You can always contact your provider to make sure the link is valid.



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**. 🍏

More tips are available from the U.S. Department of Health and Human Services through the following link: hhs.gov/hipaa/for-professionals/privacy/guidance/telehealth-privacy-security/index.html 🍏



OTC Flex Benefit Card for Medicare Advantage DSNP HMO Plans

Beginning 1/1/2024, \$165.00 will be loaded to your Over the Counter (OTC) Flex Benefit Card each month to use for your OTC items, Healthy Foods, or Utility Benefits. This gives you the flexibility to spend the benefit as you need for covered items at participating retailers. Please remember that the benefit does not roll over to the next month, so make sure you are using the entire \$165.00 each month. Additionally, personal care items, such as body wash, shampoo, and paper products have been added to the OTC benefit this year. You can check for eligible products by visiting mybenefitscenter.com, downloading the OTC Network App, or calling The Health Plan's Medicare Customer Service department.

For all members who receive an OTC card, a phone prompt has been added to the customer service line for you to select if you are calling to check your OTC balance. Once selected, your call will be transferred to a voice response system that will ask you to enter your card number and birthdate to obtain the balances on your card. Please listen to the prompts carefully and select the correct option based on your plan type. By utilizing this feature, you will be able to obtain your balance at any time without speaking with a customer service representative. 🍏



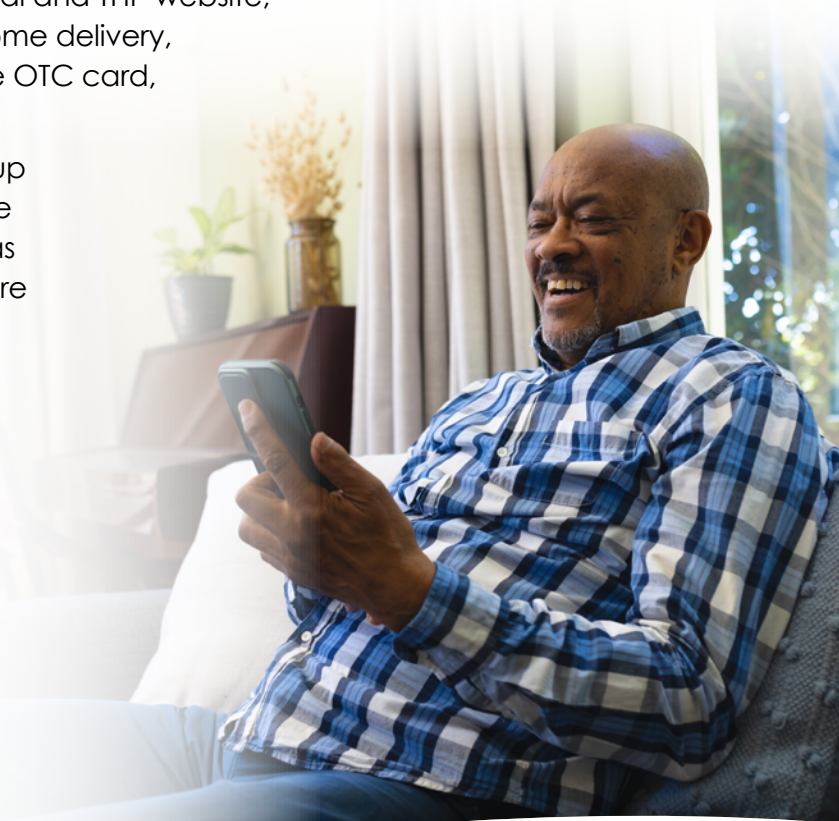
2024 Medicare Member Advisory Committee

THP is actively recruiting members and/or their caregivers to participate in the Medicare Member Advisory Committee. If you are interested in sharing your thoughts and ideas with staff from The Health Plan, now is your opportunity to do so.

Topics discussed in 2023 included new member benefits and incentives, how to navigate the member portal and THP website, annual surveys, pharmacy home delivery, supplemental benefits like the OTC card, and transportation.

Members currently in the group enjoy the opportunity to voice their opinions, share their ideas to improve THP, and learn more about THP and their benefits.

The Medicare Member Advisory Committee meets virtually by phone or computer, four times a year. Our next meeting will be in March, so call Customer Service toll free at **1.877.847.7907** today if you are interested in joining. 🍏



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**, TTY: 711. 🍏

Moving?

If you are moving or have moved, don't forget to update your address with us and at your provider's office.

If you no longer have a landline and are using a cell phone, please update that phone number as well. 🍏



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 🍏



Word Search

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

Winter

- Medication
- Adherence
- Delivery
- Checklist
- Provider
- Vendor
- Telehealth
- Security
- Compliance
- Benefit
- Advisory
- Moving
- Vegetable
- Soup
- Snow
- Pharmacy
- Advantage
- Privacy
- Password
- Review

Hearty Vegetable Soup

Makes 16 Servings (4 quarts)

Ingredients:

- 1 tablespoon olive oil
- 8 medium carrots, sliced
- 2 large onions, chopped
- 4 celery ribs, chopped
- 1 large green pepper, seeded and chopped
- 1 garlic clove, minced
- 2 cups chopped cabbage
- 2 cups frozen cut green beans
- 2 cups frozen peas
- 1 cup frozen corn
- 1 can (15 ounces) garbanzo beans or chickpeas, rinsed and drained
- 1 bay leaf
- 2 teaspoons chicken bouillon granules
- 1-1/2 teaspoons dried parsley flakes
- 1 teaspoon salt
- 1 teaspoon dried marjoram
- 1 teaspoon dried thyme
- 1/2 teaspoon dried basil
- 1/4 teaspoon pepper
- 4 cups water
- 1 can (28 ounces) diced tomatoes, undrained
- 2 cups V8 juice

Directions:

In a stockpot, heat oil over medium-high heat; sauté carrots, onions, celery and green pepper until crisp-tender. Add garlic; cook and stir 1 minute. Stir in remaining ingredients; bring to a boil. Reduce heat; simmer, covered, until vegetables are tender, 1 to 1-1/2 hours. Remove bay leaf and enjoy!

Nutrition:

1 cup: 105 calories, 2g fat (0 saturated fat), 0 cholesterol, 488mg sodium, 20g carbohydrate (9g sugars, 5g fiber), 4g protein. Diabetic Exchanges: 1 starch 🍌





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