

WORKING FOR YOU!**Health Plan of Michigan's
Latest News in Health Care**

November 2007

Health Plan of Michigan has a New Home!

Health Plan of Michigan is moving its offices from Southfield to Downtown Detroit! The official move date is **December 17, 2007**.

Our new address will be:

**Health Plan of Michigan
777 Woodward Ave
Suite 600
Detroit, MI 48226-3536**

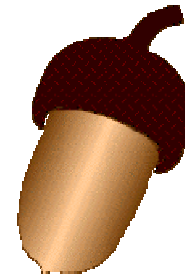


Our toll-free Member Services number will not change. You will still be able to reach our Member Services staff at **1-888-437-0606**.

New Call Center Hours!

The hours of operation for our call center will also be changing at the same time as the move. Effective December 17, 2007 our representatives will be available to help you Monday through Friday between the hours of **8:00 AM and 5:00 PM**.

HPM also has an emergency after hours call service that can take your calls and connect you with a physician, if needed.

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Clinical Practice Guidelines

Health Plan of Michigan (HPM) gives its doctors "guidelines" for different diseases. For instance, Tobacco Control or Diabetes Management.

These give the doctors treatment suggestions to follow. You can have a copy of any of them sent to you.

Call Member Services at 1-888-437-0606 and they will send one to you. They can also send you a list of what guidelines HPM uses.

Get your Child Tested for Lead!

You may have been hearing a lot about lead in the news lately. Many children's toys have been recalled in the past months because they are made with lead. Children must be tested for lead poisoning before the age of 1, again before the age of 2, and then before 3. Please make an appointment with your doctor to have your child tested for lead poisoning.

If you get your child tested for lead before their third birthday then, HPM will send you a **gift card**.

Please contact us at **1-888-437-0606** to get more details on getting your child tested for lead.

2006 Quality Improvement Program Evaluation

HPM wants to be sure that you and your family get the care you need. Getting the care you need helps to keep you healthy. In 2006, HPM worked on programs to make the quality of care better for our members.

HPM wants to be sure that all children 12-36 months old are tested for lead poisoning. HPM sends you information about lead poisoning in postcards and newsletters. Many children were tested for lead poisoning in 2006. HPM had over 15 events to make it easier for children to get tested in 2006. At these events HPM tested over 300 children. Thank you for getting your child tested.

If you are pregnant HPM wants to make sure you get the care you need. This starts by seeing a doctor as soon as you can. Over 80% of our mothers went to the doctor in the first three months of pregnancy which is an increase of over 5% from last year. It is important to have prenatal care to make sure your baby is healthy and growing.

Immunizations are important to staying healthy. Over 75% of children completed their immunizations. This is an 8% improvement from last year! Children and teens need to have immunizations. HPM knows that immunizations are important and will work to make sure these numbers continue to go up.

Having a Well-Child visit every year is important for children and adolescents. At these visits your child's PCP will check to make sure your child is healthy. This is also a good time to ask your child's PCP any questions you may have. Over 65% of children 3-6 years old had a well child visit which is an increase of 10% from last year. Over 50% of adolescents had a well child visit which is an increase of over 11% from last year. Thank you for taking your child to these important appointments every year.

It is important for our diabetic members to have needed tests. These tests include Eye Exams, LDL-C, HbA1c, Cholesterol, and Nephropathy Screening. More HPM members are having these tests to make sure their diabetes is in control.

HPM works on these quality improvement programs and many more throughout the year. We will continue to make sure our programs are the right ones for you and your family. Please let us know if you have any ideas, questions or comments. For more information on the Quality Improvement Program, please go to our website or call Member Services for a hard copy of the program and/or work plan.

A Member's Statement about Incentives and Utilization Management (UM)

All Utilization Management (UM) decisions made by doctors or HPM employees are based on what care is right for you. Decisions are also based on the benefits you have under Medicaid. HPM never rewards doctors or anyone else for denying you care or payment for that care. Persons who make UM decisions are not rewarded in any way for making decisions that result in less care than you need and deserve.

Case Management and Disease Management

Case Management is a voluntary program for members that would like help with their health care. The program helps members get medical services through HPM.

If you have Asthma, Diabetes, or Heart Disease, HPM can help you learn how to take good care of yourself with our Disease Management Program.

For self referral call Member Services at 1-888-437-0606.



Have You Ever Been Turned Away from the Pharmacy without Your Prescriptions?

Maybe you didn't bring BOTH of your prescription cards with you. BOTH yes BOTH! Some of your medicines are paid for by the Health Plan of Michigan and some of your medicines are paid for by the State of Michigan Medicaid program.

Bring BOTH your Health Plan of Michigan and your MiHEALTH card from the State of Michigan each and every time you go to the pharmacy. And be sure to show **BOTH** of your cards to the pharmacist.

If you are still having trouble with your prescription you can call our help desk at 1-888-883-0698.

Health Plan of Michigan Partners with MHNNet for Mental Health Services

Health Plan of Michigan is pleased to announce a new service for members. We have contracted with a company called MHNNet for your mental health needs. This includes up to 20 outpatient mental health visits per year.

Beginning on January 1, 2008 you will need to contact MHNNet at 1-888-222-8041 to get a referral for mental health services.

MHNNet is open 24 hours per day, 7 days per week. They can help you with:

- Crisis Intervention
- Finding a mental health provider
- Scheduling mental health appointments
- Locating community groups and self-help groups

You do not need to contact your PCP to get a referral for mental health treatment. MHNNet will work closely with your PCP to ensure you get the care you need.

Remember, if you do not contact MHNNet prior to receiving mental health services, your visits will not be covered by Health Plan of Michigan.

If you have any questions, please call Member Services at 1-888-437-0606.

Refilling Prescriptions

A good rule of thumb is to refill your prescription 5 days before you run out of a 30 day prescription. Don't go any earlier because the pharmacy will not refill it and don't wait too much longer and let it run out!!!

Five Steps to Safer Health Care

When you visit your doctor these are some steps you can take for safer health care.

If you need to, take a friend or family member with you to help ask questions and understand the answers.

1. Ask questions if you have doubts or concerns:
What is my main problem?
What do I need to do?
Why is it important for me to do this? AskMe3™
2. Keep and bring a list of ALL the medicines you take
3. Get the results of any test or procedure.
4. Talk to your doctor about which hospital is best for your health needs.
5. Make sure you understand what will happen if you need surgery.

Health Plan of Michigan
17515 W. Nine Mile Rd
Suite 500
Southfield MI 48075

Phone: 1-888-437-0606
Fax: 248-204-6553
Member Service Department
Newsletter written by Michael Cotton
Email: mcotton@hpmich.com

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5



Ready to Quit Smoking?

We can help! The Michigan Tobacco QuitLine can get you information and materials to help you quit smoking right away. The best part? It's **FREE** so start getting healthy today! For details just call **1-800-480-QUIT.**

Colds Vs. Allergies

Symptoms of allergies and colds can be similar, but here's how to tell the difference:

	Colds	Allergies
Symptoms	Symptoms often appear one at a time	Symptoms occur all at once
Duration of Symptoms	Last usually 7 to 10 days	Continue as long as a person is exposed to the allergy-causing agent
Mucus	Often yellowish discharge	Generally a clear thin, watery discharge
Time of year	More common during winter	More common in spring through fall
Fever	May be accompanied with a fever	Usually no signs of fever

Questions to ask your doctor:

- Can a test tell me which plant (or mold) is causing my allergy?
- Can my allergy be cured?
- Are there medications I can take?
- Are there lifestyle changes I can make to relieve my symptoms?

Source: www.medicinenet.com