

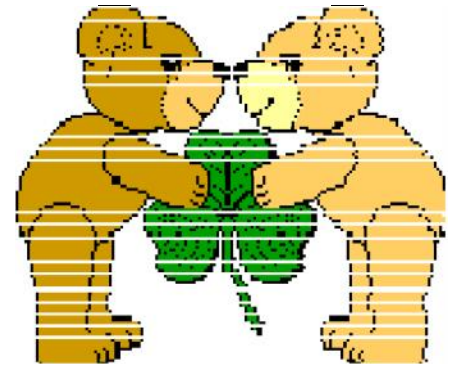
## WORKING FOR YOU!

### Health Plan of Michigan's Latest News in Health Care

March 2007

#### Member Rights and Responsibilities

- A right** to receive information about the organization, its services, its practitioners and providers and members' rights and responsibilities.
- A right** to be treated with respect and recognition of your dignity and right to privacy.
- A right** to participate with practitioners in making decisions about your health care.
- A right** to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- A right** to voice complaints or appeals about the organization or the care it provides.
- A right** to make recommendations regarding the organization's members' rights and responsibilities policies.
- A responsibility** to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- A responsibility** to follow plans and instructions for care that you have agreed on with your practitioners.
- A responsibility** to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- A responsibility** to contribute towards your own health by taking responsibility, including appropriate and inappropriate behavior.



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#### If You Have a Question about Utilization Management Decisions

##### Did You Know???

HPM staff is here to help you during normal business hours 8AM to 5:30PM Monday through Friday to receive and return your calls.

We have 24 hour phone coverage, 7 days a week, through our after hours program. All calls you make to HPM are toll free...this means no cost to you.

When we answer the phone we'll greet you by telling you our name, title and company. At HPM, we want you to call whenever you have a question about your benefits, doctors, or any service you are requesting or have received.

#### Get your Child Tested for Lead!

If your child is between the ages 1 and 3 it is a very important time to get them tested for lead. Too much lead in your child's system can have some very negative affects to their health and learning ability.

Make an appointment right away with your family doctor or the local public health department to get your child tested for lead today!

If you do get your child tested for lead before their third birthday then we will send you one of three reward cards. You can choose between a **phone card, a gas card, and a gift card.**

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

### Mental Health and Substance Abuse

HPM will cover up to 20 outpatient mental health visits per calendar year. You don't need a referral for these visits. If you would like help selecting a provider call Member Services at 1-888-437-0606. Please note this is a correction to the 2007 Member Handbook on page 14.

HPM does not cover substance abuse. You may go to your local Substance Abuse Agency. If you need help finding one of these centers, call Member Services at 1-888-437-0606.

### The Right for an Independent Review

You or your representatives have 90 days from the date of a denial of service to appeal directly to the State of Michigan. Call 1-800-642-3195 to have a hearing request form sent to you. You can do this instead of appealing to HPM, while you are appealing to HPM, or after you have appealed to HPM. Their address is:

Administrative Tribunal  
Michigan Department of Community Health  
P.O. Box 30763  
Lansing, MI 48909-7695  
1-877-833-0870

If your appeal is not resolved to your satisfaction, you have the right to an external review through the Michigan Office of Finance and Insurance Services. Their address is:

Office of Finance and Insurance Services  
Division of Insurance, Health Plan Division  
611 W. Ottawa, 2<sup>nd</sup> Floor  
P.O. Box 30220  
Lansing, MI 48909-7720  
1-877-999-6442

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

All Utilization Management 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 denying 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.

### Member Updates

**New Transportation-** HPM has a new transportation provider! Please contact Access2Care at least 5 days before your appointment to arrange transportation. You can reach them at 1-800-821-9369.

**New ID Card-** The HPM Member ID Card no longer shows the PCP name and phone number. It will also last longer as it has a hard plastic shell. Now when you change PCPs you won't have to request a new ID card.

**New Director-** HPM has a fresh face in management. Michael Cotton is the new Director of Member Services.



## HPM Reaching Out to Our Members

Health Plan of Michigan wants to make sure that all of our members receive the care they need. To show our commitment, HPM has put lots of time and energy to our member outreach programs.

All of these efforts make our members healthier and many of our members got gift cards for improving their health. The following is what HPM did in 2006:

- HPM's Member Outreach Team made over **95,000 calls** to HPM members to remind them of important preventive services, such as:
  - Well Child and Adolescent Visits
  - Child and Adolescent Immunizations
  - Blood Lead Testing
  - Breast and Cervical Cancer Screenings
  - Diabetes Testing
- All of these outreach phone calls were provided by a live person, not a recording.
- There were over **20,000 members** that went to the doctor after we called them!
- The staff spent over **5,500 hours** making outreach calls in 2006.
- HPM mailed over **48,000 outreach postcards** to its members in 2006.
- Over **3,600 reward cards** were given to HPM members for going to their doctor, including phone cards, gift cards and gas cards.
- The clinical staff at HPM completed over **1,700 Health Risk Assessments (HRAs)** for sick members in 2006. HRAs help us better understand our members' health needs.
- HPM was involved in **over 30 community events**, including health fairs and lead testing fairs in 2006.

If you would like more information about HPM's member outreach programs, please contact Member Services at 1-888-437-0606.



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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

**Visit us on the Web!  
at  
[www.hpmich.com](http://www.hpmich.com)**

**All information found on  
the website is available in  
hardcopy by calling  
1-888-437-0606**

### 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.**

### Welcome the New Touchstar Staff!

HPM wants you to know about our new Touchstar Staff. Touchstar is a program that allows us to reach our members faster. The outreach team is calling you to welcome you to HPM, to let you know about important doctor appointments, and get important information about your health to provide the best care possible.

The Touchstar Staff are all familiar faces at HPM that now spend each day trying to contact all of you. They are:

- Supervisor– Tara
- Outreach Specialist– Gina
- Outreach Specialist– Tracy
- Outreach Specialist– Tabitha

### Protecting Your Privacy

HPM works hard to make sure your personal information (PHI) is protected. We only use the data we collect about you for health care related issues. This includes working with your doctor to provide service and paying bills for your care.

- We have secure computer and faxes to store information.
- We keep all personal information locked up when not being used.
- We limit the number of people who have access to your PHI
- We train our employees to protect your PHI and how to do that in their daily routine.

Members can ask for a copy of their PHI at any time. We will need written authorization to give you this information.