

## WORKING FOR YOU!

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

May 2008

#### Enrollee 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.

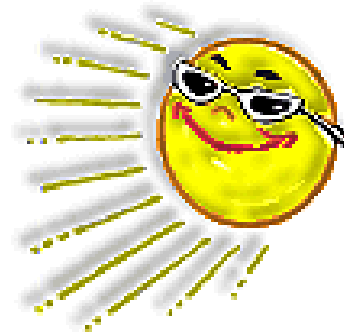
**A right** to make recommendations regarding the organization's members' rights and responsibilities policies.

**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 behavior.



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#### Winning a Wii!!!

Health Plan of Michigan is starting a new incentive program for our families who have children due for a Well Child visit and are between the ages 3 and 6. When you take your child in to their PCP for the Well Child visit they will be entered into a raffle for the chance to win a Nintendo Wii. This is one of the hottest game systems on the market today!

Well Child visits are normal check ups for your children to make sure they are healthy and developing normally. If you don't know your child's PCP or need help scheduling an appointment please call HPM at **1-888-437-0606**.



#### 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 and again before the age of 2. 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 2nd 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.

### **Mental Health and Substance Abuse**

Health Plan of Michigan will cover up to 20 outpatient mental health visits per year. **All requests for care require prior authorization. For prior authorization call MHNet at 1-888-222-8041 to get a referral for mental health services.**

HPM does not cover substance abuse services. You may go to your local Substance Abuse Agency. For assistance in locating a center near you call Member Services at 1-888-437-0606.

### **About Well Child Visits**

A healthy child is a happy child. Taking your child to see their primary care physician (PCP) for a well child exam is important. At these visits, your child's PCP will make sure your child is growing and healthy. Your child's PCP will ask questions about your child's health history, do a physical examination and talk to you about what developmental events you can expect. This is also a good time to ask any questions you may have about your child's health or behavior.

It is very important to take your child to see their PCP at least six times before they are 15 months old. Children under 15 months old are growing and changing very quickly. Your child's PCP will be making sure your child is developing normally and addressing any issues at these visits.

If your child is between the ages of 3 and 6, it is very important to take them to their PCP once per year for a well child exam. Between the ages of 3 and 6, children continue to grow and change. They are learning new skills and are very active. Your child's PCP will be checking growth, development, health and giving advice on how to keep your child healthy based on your family's lifestyle.

Health Plan of Michigan wants to make sure your children are healthy. If you have any questions about well child exams or need help scheduling an office visit, please call HPM Member Services Department at 888-437-0606.

### **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.

### **ADHD Members**

Attention Deficit Hyperactivity Disorder (ADHD) is a medical condition that affects millions of children and adolescents. ADHD begins in childhood. It can continue into adulthood as well. Some children outgrow ADHD and about 60% continue to have symptoms as adults.

The principle characteristics of ADHD are inattention, hyperactivity, and impulsivity. It is hard for children with ADHD to control their behavior and pay attention. If your child shows these symptoms, it is important to have them examined by a well-qualified professional. If you have any questions about ADHD symptoms or treatment, please contact your Primary Care Physician. Please call HPM at (888) 437-0606 ext. 1210 if you would like more information.



## 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 into 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 2007:

- HPM's Member Outreach Team made over **108,000 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 **22,700 members** that went to the doctor after we called them!
- The staff spent over **6,500 hours** making outreach calls in 2007.
- HPM mailed over **51,000 outreach postcards** to its members in 2007.
- In addition, HPM partnered with a vendor to send over **25,000 postcard reminders** to women at risk for Cervical Cancer, Breast Cancer, and Chlamydia.
- Over **3,200 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 **5,800 Health Risk Assessments (HRAs)** for sick members in 2007. 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 2007.

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



Health Plan of Michigan  
777 Woodward Ave  
Suite 600  
Detroit MI 48226

Phone: 1-888-437-0606  
Fax: 313-202-0007  
Member Services 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.**

### Live Help is Back on HPM's Website

Live Help is back at HPM! Live Help lets members talk online with HPM Member Service Representatives. Members can ask about any issue including: referrals, claims, or even ask to change their PCP. The Member Services staff can also talk with a member first. For example, if a member is searching for a doctor on the HPM web page, a Member Services Representative can write the member to help with the search. To use Live Help, members need a computer and an Internet connection. On HPM's website, ([www.hpmich.com](http://www.hpmich.com)) members just need to click the LIVE HELP icon and then enter their name to start the chat. All information written through Live Help is secure.

### Welcome to the Disease Management Program at HPM!

HPM's Disease Management (DM) Program goal is to help members manage their health. All members are eligible for our DM Programs. Once a member is identified on our DM registry, he/she is enrolled in our program. Your doctor can refer you to a disease management program or you can refer yourself. The DM programs we offer are:

#### **Asthma Management**

Our Asthma Management program goal is to help you keep your asthma under control.

#### **Diabetes Management**

Our Diabetes Management program goal is to help you manage your diabetes and prevent complications.

#### **Heart Disease Management**

Our Heart Disease Management program goal is to help you manage your heart disease and prevent long term complications. Heart disease includes high blood pressure, heart attack or history of a heart attack, and high cholesterol.

#### **Weight Management**

Our weight management program goal is to help you get to a healthy weight. This program is designed for adult members 18 and older. Your PCP must refer you to our weight management program and has the information to get you started.

Please contact 1-888-437-0606, ext 1251, if you want additional information regarding our DM programs or want to be removed from a program.