

WORKING FOR YOU!

Health Plan of Michigan's Latest News in Health Care

November 2006

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 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.

We can be reached at 1-888-437-0606.

AND THE WINNERS ARE!!!!!!!!!!

HPM held a raffle for our members that had their prenatal and postpartum visits through March of 2006. They had a choice of a Pack N Play, a Leap Frog Activity Gym Center, or a new stroller! These 12 members are the winners for the first quarter of 2006:

Jennifer C
Amy T
Tiffany L
Chanelle W
Jordan K
Kelly V
Michele M
Katrina S

Jessica T
Shannon M
Amber H
Kimberly P

Congratulations to all and thank you!

Mental Health and Substance Abuse Services

HPM will cover up to 20 mental health visits per calendar year. Your local CMH (Community Mental Health Center) will help you if you need more visits.

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.

Antibiotics Aren't Always the Answer

Antibiotics are strong medicines that can stop some infections and save lives. They only work against infections caused by bacteria. They do not work against infections caused by viruses. Viruses can cause colds, the flu, coughs, and sore throats.

The best thing you can do for colds and the flu is to get lots of rest, and drink lots of liquids. It can take 2 or more weeks to start to feel better. If you get worse after 2 weeks, talk to your doctor.

Antibiotics do not work for common colds, most coughs, the flu, bronchitis, and sore throat. Strep throat is caused by a bacteria. You will have a throat swab and lab test before your doctor will prescribe an antibiotic. Ear infections may work with antibiotics, see your doctor. Sinus infections often work with antibiotics, again, see your doctor.

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

All 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.

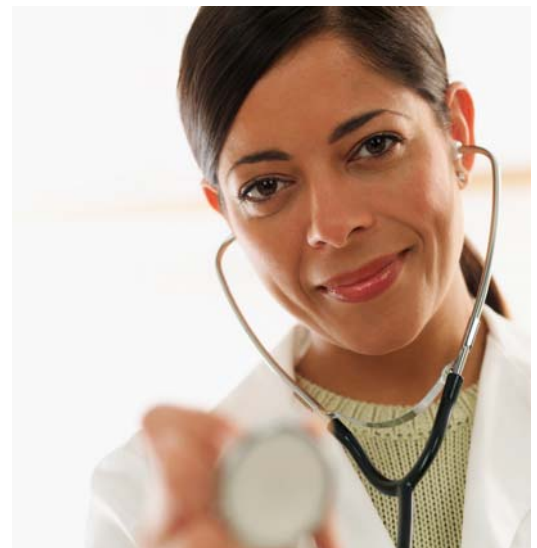
Member Updates

Board Member:

HPM held a vote for a new board member to sit on the Board of Directors. The person that received the most votes is Kimberly Harper of Muskegon Michigan. Thank you all for taking part in the election.

Appeals Process:

A member that is appealing a decision made by the health plan has the right to have anyone request an appeal on their behalf. This request must be sent in writing to the health plan by the member within 90 days from the date of the original denial notice. Call HPM at 1-888-322-8843 if you need more information on the appeals process.



2005 Quality Improvement Program Evaluation

HPM was very busy in 2005, our membership increased by 10%. Our goal continues to be to improve care from all areas. One of the most important was contacting our members to remind them of preventive care they need. This was done with the use of an “auto dialer”. This allows us to use our time reminding you of appointments, instead of spending time dialing the telephone. We can complete a health risk assessment (HRA) over the phone. This tells us about your health needs, and helps us to get you the care you need. We found out about what you want and need through the member survey that you filled out last year. One of the changes we made this year because of the survey is that member services will follow up with any member who files a grievance or appeal to make sure they understood the process. We started auditing the call centers for MTM transportation and RxAmerica. We want to make sure you are able to get the services you need.

HPM also has our doctors complete a survey every year to find areas they think we need to improve. Our providers can go on line to enter referrals and authorizations. That makes it faster for you to get your care.

Care Management now has regional teams to serve you better. They are assigned to specific county areas. This helps you because you can talk to the same people and they work as a team to help you get the care you need.

Our new Disease Manager is improving our diabetes and asthma programs. Our outreach program to diabetic members took a major leap in the last quarter of 2005. We were able to contact 390 of the 685 members we tried to call.

We are excited about how many of you have taken your children to be tested for lead. In January of 2006, our rates were at 68% for continuous enrolled members (members who have been with HPM for 12 months) and 57% for all members.

Our Women and Children’s Services team are working hard to make sure all new moms take their babies for the first well child visit. A staff person calls all new moms that need their postpartum exam. In the last two quarters of 2005, we had a contact rate of 55%. We also added the state approved “quit kits for pregnant moms” who told us they were smokers. We sent out 112 kits from March through December to moms that want to quit smoking.

HPM works with community and provider groups in the state. We do this to support the needs of our members. We take part in health fairs, community baby showers, and asthma programs, to name a few. We will continue to ask for your ideas on things we need to change or improve. We want to make sure that you get the quality of care you expect from HPM.



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Member Service Department

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**

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

Have you had your child tested for lead yet? If not, call your Doctor and make the appointment now! If you're child is between 1 and 3 years old, they should be tested for lead.

Find out how you can receive a free 100 minute phone card, gas card or gift card for having your child tested!

Call 1-888-437-0606.

Welcome to Disease Management at HPM

HPM wants you to know about our disease management program. It is offered to all members. These programs include Asthma, Diabetes, and Cardiovascular Disease.

The goal of all of these programs is to give members the medical and personal support they need to manage their disease and live a healthy life. We give our members the tools to self-manage by:

- > Doing a Health Risk Assessment (HRA) to see what services each member may need
- > Making regular calls to review your progress and talk about any questions
- > Mailing postcards to remind you about needed tests and exams
- > Giving your doctor reminders and updates about needed tests and exams
- > Providing educational materials to help you learn how to take care of yourself
- > Helping you with the resources to keep yourself healthy

We will send you a newsletter three times a year, to help you with your health care needs.

If you would like more information on these programs, please call 1-888-437-0606 Ext. 1345

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.