



MAKE Health HAPPEN

Summer 2011

If You Have a Concern or Complaint



We want to know what you think. If you have a concern or complaint, call Midwest Health Plan (MHP) Customer Services at **888-654-2200**. We will help you put your complaint in writing to Midwest Health Plan or the state. You may also request a Medicaid fair hearing at any time.

Midwest Health Plan reviews all complaints. Most of your concerns can be resolved the same day. If you do not agree with the outcome, you may appeal. To appeal a decision that affects your coverage, benefits, or relationship to Midwest Health Plan, call **888-654-2200** or send a written appeal request to:

Member Appeals Coordinator
Midwest Health Plan
4700 Schaefer Road, Suite 340
Dearborn, MI 48126

You have 3 more options if you are not happy with the outcome:

1. Appeal to MHP Board of Directors

To appeal or for help filling out a complaint, contact Customer Services at **888-654-2200**.

2. Medicaid Fair Hearing Process

You may also appeal to the Administrative Tribunal to request a Medicaid fair hearing.

Here are the steps you should follow:

1. Call Midwest Health Plan at **888-654-2200** or the help line at **877-833-0870** to have a hearing request form (DCH-0092) sent to you. You also may call to ask questions.
2. Fill out the form (DCH-0092) or ask us to help, and return it to the address on the form.
3. The Administrative Tribunal will schedule a hearing. A letter will be sent to tell you when and where your hearing is.
4. If your complaint is taken care of before your hearing date, call **877-833-0870** to ask for a hearing request withdrawal form. You have up to 90 days after the denial of services to file an appeal.

3. External Review

Request an External Review by the Division of Insurance within 60 days of Midwest Health Plan's decision. Call **877-999-6442** or write to: Office of Financial and Insurance Regulation
Health Plans Division-Appeals Section
P.O. Box 30220
Lansing, MI 48909-7720 ■

INSIDE



Case Management Program
page 2



Get the Facts: Diabetes
page 3



Transportation Update
page 4

Case Management Program

Living with health problems and dealing with the things to manage those health problems can be hard. Midwest Health Plan has a program that can help. The Case Management program is for members with difficult health problems that need extra help with their health care needs. The program allows you to talk with a nurse about your health concerns. The nurse will help you learn about your health and teach you the skills to better manage your disease.

Case Management services include:

- Education on current disease process
- Coordination of services
- Referral to community agencies
- Support by following the plan of care

Case management services are arranged through the Health Services department. Together with the physician, the Health Services registered nurse will set up a specific care plan.

The nurse will contact you by phone to discuss goals and the plan

to achieve the goal.

You must agree to participate in the program and be willing to follow the prescribed plan of care.

Members will be identified by many sources, including referrals from physicians, claims, inpatient utilization, discharge planners, and disease management programs. ■

Please contact Midwest Health Plan Customer Services at 888-654-2200 to begin an evaluation for case management services.

Protect Your Family's Health with Our *Guide to Staying Healthy*

We want you and your family to get the care you need to stay healthy. That's why we've developed the *Guide to Staying Healthy*. This guide describes preventive health services that are recommended for children, teens, and adults. Preventive health services are checkups, shots, and screening tests.

Check the *Guide to Staying Healthy* to see which services are recommended for you and your family members. Remember, these services are free and will help keep you and your family from getting sick. You can view the Preventive Health Guidelines on our website at www.midwesthealthplan.com or you can request a hard copy by calling 313-586-6071. Your health is important—protect it by seeing your doctor before you get sick.

We offer affordable, easy-to-use healthy living benefits!

Midwest Health Plan has teamed up with Weight Watchers® to help keep our members healthy. Midwest Health Plan members can purchase a 12-week Weight Watchers PASS at \$138 (a 25% savings off the published price) by showing your Midwest Health Plan member ID card at participating meetings.

For more information or to find a meeting, call 800-651-6000 or visit www.weightwatchers.com.

FREE Programs to Keep You Healthy

Because we care about your health, we have FREE programs to help you get healthy and stay that way! We have listed our programs and the phone numbers to call for more information on how to enroll:

✓ Diabetes Control Network	Learn more by calling 313-586-6071.
✓ Asthma Focus	
✓ Program to Quit Smoking	To join a program, call 888-889-8602.
✓ Pregnancy Programs: ■ Rosebud ■ Maternal Infant Health Program	Learn more by calling 313-586-6071.

Get the Facts: Diabetes

Diabetes is a disease in which your blood sugar gets too high because your body has trouble producing insulin. Insulin is a hormone that your body makes. Most of the food you eat is broken down into sugar. You need insulin to be able to use this sugar for growth and energy. If you have diabetes, it is important to maintain a healthy lifestyle and stick to daily routines that involve regular exercise, good nutrition, diabetic screening tests, and regular visits to your doctor.

People with diabetes are also at risk for other serious health problems like heart disease or kidney disease. Remember to have

these routine tests (at least once a year) to keep control of diabetes:

- Cholesterol (LDL) screening
- A1C (you may need this test more often if your blood sugar is not well-controlled)
- Foot exam
- Dilated eye exam
- Microalbuminuria: urine test to check that your kidneys are working the right way
- Blood pressure

MHP Glucometer Program

Midwest Health Plan (MHP) wants to help you take an active role in controlling your diabetes. MHP, along with Bayer Healthcare, provides glucometers **FREE** to our

diabetic members. Two types of glucometers are available: the Bayer BREEZE®2 and Bayer CONTOUR®. Talk with your primary care doctor to see which meter is right for you.

These meters are designed to help you self-monitor your blood sugar. The glucometer can be mailed directly to your home. Please call Bayer at **877-229-3777** to order your **FREE** meter. ■



Prevention and Control of High Blood Pressure

Anyone can have high blood pressure (hypertension). Having high blood pressure means the pressure of the blood inside your blood vessels is too high. This raises your risk of having a heart attack, heart failure, stroke, and other serious illnesses. High blood pressure can be detected and controlled, and that's why it is important to have your blood pressure checked regularly.

It is important to maintain routine visits with your primary care doctor. Your doctor may prescribe medicine to help you control your blood pressure. Here are some tips to help prevent and control high blood pressure:

- Take medication as your doctor prescribed.
- Lose weight if you are overweight. Maintain a healthy weight by limiting portion sizes.
- Eat heart-healthy. Include fruits, vegetables, and low-fat dairy products in your diet. Reduce the amount of fat in your diet.
- Reduce salt intake.
- If you drink alcoholic beverages, drink in moderation.
- If you smoke, quit smoking.
- Exercise regularly. Regular exercise helps to control weight and reduce stress.
- Talk with your primary care doctor about a good plan for you. If you have not seen your doctor for a routine physical, call your doctor to schedule an appointment today.

