



MAKE HEALTH HAPPEN









Here's a reason to smile!

New dental benefits start April 1

GREAT NEWS! All **HAP Empowered** Medicaid members 21 and over now have dental benefits. **Healthy Michigan Plan** members 19 and up now have additional dental benefits.

HAP Empowered now covers:

-  **Fluoride treatments** (Covered for members 6 – 21 years old every six months)
-  **Sealants** (Covered once every 3 years)
-  **Crowns**
-  **Root canal therapy**
-  **Periodontal treatment**
-  **Complete and partial dentures** (Covered once every 5 years per arch)

What should you do now?

- 1** Find a dentist near you.
- 2** Schedule an appointment.
- 3** Schedule transportation to get to your appointment.
- 4** Spread the good news. Tell your friends who also have Medicaid that they now have dental benefits!

Stay tuned for further information on updated benefit coverage for dental.

To find a dentist near you

Call Customer Service at
(800) 838-8957 (TTY: 711)



Scan here



Go to **deltadentalmi.com/**
findadentist.

*You might need an approval from your doctor or dentist for some services, which is called a prior authorization. The dentist you choose must be part of the HAP Empowered network.



Don't lose your Medicaid benefits!

Get ready to renew now

The Michigan Department of Health and Human Services (MDHHS) will restart Medicaid eligibility renewals soon. When it's time for you to renew, MDHHS will send you a letter with instructions. If your mailing address, phone number or email has changed recently, you should update it on MIBridges so you don't miss a message from MDHHS. HAP Empowered is here to help make renewing your Medicaid benefits easy and stop any gaps in coverage.

To find out if you still can get Medicaid, follow these steps:



Update your contact information at **Michigan.gov/MIBridges**. To learn how, visit page 3.



Check your mail or text messages for a renewal form. You can get your renewal form anytime between now and when redetermination ends.

Complete your renewal form if you get one in the mail. You may need to fill out a new Medicaid renewal form every year to keep your coverage. Each time you renew, you will be asked to tell MDHHS about your income or immigration status, as it may change year to year. If you do not give the correct information on your renewal form, you could lose your Medicaid coverage.

Documents to get ready if you get a renewal form:



- Birth certificate
- Driver's license
- ID card
- Paystubs
- Tax returns
- Social Security card
- Veteran's benefits
- Bank statements
- Retirement accounts
- Other financial documents
- U.S. passport
- Voter registration card
- USCIS ID card
- SSD documents
- Other proof of disability status
- ID cards from other health insurance
- Medicare card (Red, white and blue card)

After you send in your renewal form, you may get a Verification Checklist if any of the above documents are missing. Be sure to review and reply to this request if you get one. If you do not reply, you may lose your Medicaid coverage.

Questions?

Call MDHHS at
517-241-3740 (TTY: 711)
Monday - Friday, 8 a.m. - 5 p.m.



Visit
hap.health/redetermination.

Set up your **MiBridges** account today

Visit **MIBridges** website Michigan.gov/mibridges or scan QR code to do any of the following.



<i>No account?</i>	<i>Forgot your password?</i>	<i>Contact information changed?</i>
<p>If you do not have an account yet, you can make one for free by visiting MIBridges and clicking on “Register” and fill out the form. Make sure to have your Social Security number and Medicaid or MDHHS Individual ID on hand, as you will need this information to complete your account setup.</p>	<p>To reset your password, go to MIBridges and click “Login” and then “Forgot Password?” You will need to verify your account username and answer a verification question. Based on how you set up your account, you will be emailed a PIN or asked to answer two more security questions. Lastly, you will need to make a new password.</p>	<p>It’s important to make sure you report changes in your contact information to the Michigan Department of Health and Human Services (MDHHS). To report changes, visit MIBridges website.</p> <p>Once you are logged into your account, you can change your contact information under your account profile and “Report Changes.” This will alert your local office, who will use the information you submit to update your file.</p>

If you need help making or logging into your account, please call the helpdesk at **(844) 799-9876**.

New doula benefit is here

HAP Empowered now covers doula services for pregnant Medicaid members. You can have six (6) total visits with a doula during prenatal and postpartum and one visit during delivery of the baby.

What’s a doula?

A doula is a birth professional who helps families have a safe and healthy birth and postpartum experience.



Doulas can help with:

- Making a birth plan
- Supporting personal and cultural choices during birth
- Giving emotional support
- Providing health education for newborn care, nutrition and safety
- Helping with breastfeeding
- Sharing community-based support services
- Encouraging medical appointments attendance



Doulas must be in the HAP Empowered provider network and recommended by a Michigan licensed health care provider. Please check our provider directory on hap.org/hap-empowered/medicaid.

Is it time to see your doctor?

It's important to see your doctor at least once a year. These check-ups are very important as they help you stay healthy and keep up to date on any shots (vaccines), tests or screenings you may need. With HAP's **Empower Your Health Rewards** program, you can also get gift cards for completing these tests and screenings (See page 6). Routine visits to your doctor can also help find health problems early, which can make them easier to treat.

Children 2 years and younger should see the doctor as follows during this important time in their development:

- Six (6) visits within the first 15 months of life
- Two (2) visits between 15 – 30 months of life

This will help make sure your baby will get the preventive care they need, such as shots (immunizations) and lead screenings.

Development screenings will also be done to make sure your baby is growing up strong and healthy.

Get started by calling your doctor today! Your doctor's name and contact information are listed on the front of your HAP Empowered member ID card. If you would like to change doctors, call Customer Service at **(888) 654-2200 (TTY: 711)**. You can also use our Find a doctor tool at hap.org/find-a-doctor.



Join the **Better Choices, Better Health**[®] program

HAP Empowered is teaming up with the National Kidney Foundation of Michigan for our new Better Choices, Better Health program. This is a free benefit to HAP Empowered members that helps you manage your chronic health conditions and learn new skills to aid your health journey.

- Connect with others with similar health goals.
- Build confidence to manage everyday activities.
- Reach goals by making action plans.
- Learn how to manage symptoms and lower stress.
- Gain more control over your health.

To learn more or join in this program

Call Customer Service at
(888) 654-2200 (TTY: 711),
24 hours a day, seven days a week



Scan here





See a doctor without leaving your home

HAP Telehealth, also known as “virtual care,” is a handy way to be seen by a doctor without having to travel to a doctor’s office, health center or hospital. Use HAP Telehealth for health issues like allergies, bronchitis, colds, coughs, pink eye, rashes, the flu and more!

To sign up for Telehealth services, visit hap.org/find-a-doctor. For help, call (866) 884-0528 or email us at haptelehealth@amwell.com.



Get helpful text messages

We want to make sure you stay healthy and well. Look for text messages from HAP Empowered with information and tips about your plan.

HAP Empowered offers in-home testing kits

HAP Empowered offers 2 in-home testing kits:



Diabetes A1c Testing Kit



FIT Testing Kit
Used for colorectal cancer screening.

To get your free tests, call Customer Service at **(888) 654-2200 (TTY: 711)**.

You can also use our **Find a doctor** tool at hap.org/find-a-doctor.

These kits are easy to use and free to HAP Empowered members. Call Customer Service or your Case Manager to request a kit. Once requested, it will be mailed to you with instructions on how to complete. Then you just mail it back.

All results are shared with your doctor, so they are in the loop on the preventive services that you get and the results.


Benefit Spotlight: **Empower Your Health** rewards program

Staying on top of your wellness screenings and tests helps you stay healthy by catching problems early on. To help reward your healthy choices, we offer **Empower Your Health Rewards** program. You could earn gift cards for tests and services you're likely already planning on getting.

Earning rewards with HAP Empowered is easy as 1-2-3:

- 1** Talk to your doctor to see what services you need.
- 2** Complete those tests and services with your doctor.
- 3** Get your rewards voucher* and redeem online or by mail to get a gift card.

You can earn a gift card for each qualifying test or service you get in 2023!

To learn more about our Empower Your Health Rewards program and to see what tests and services are eligible for rewards	
Visit hap.org/empoweryourhealth	OR Scan here 

*To make sure you get your reward voucher, please keep your email and home address updated in your MIBridges account. Check out page 3 to see how to change your contact information with the state.

Hepatitis C and the importance of getting tested

Hepatitis C is a liver infection caused by the hepatitis C virus. It is spread through contact with blood from an infected person. People with hepatitis C often don't feel sick. In fact, many people do not know how they were exposed to hepatitis C, and when symptoms do appear, they are often a sign of advanced liver disease.

Chronic hepatitis C can result in serious, even life-threatening health problems like cirrhosis and liver cancer. The Centers for Disease Control and Prevention (CDC) recommends:

- All adults be tested for hepatitis C at least once in their lifetime.
- Persons who are pregnant be tested for hepatitis C during each pregnancy.

The test involves a simple blood draw that can be ordered by your doctor. Getting tested can help find and cure infection before it causes serious health issues. Medications are available that can cure people of hepatitis C with pills taken once a day for eight to 12 weeks. Curing hepatitis C infection also means that the person cannot give the virus to anyone else.

If you aren't sure if you've ever been tested, talk to your doctor. New advancements in treatment mean that no one should have to live with this disease. To learn more about hepatitis C, contact your doctor or visit cdc.gov/hepatitis.

HAP Listens



Consumer Assessment of Health Care Providers and Systems (CAHPS®) survey

CAHPS surveys help us understand how your experience was with a doctor appointment or other health service. If you get a CAHPS survey by email, mail or a phone call, please take a moment to answer any questions about your recent experience. Completing surveys help us learn how we can better serve you!

If you have questions while filling out a survey, please call Customer Service at **(888) 654-2200 (TTY: 711)**.



Be a voice to HAP Empowered

HAP Empowered wants to hear from you. We're looking for HAP members to join our Consumer Advisory Council. This group of HAP members, staff and other stakeholders meet every three months to talk about the Michigan Health program and get feedback from members like you!

The one-hour council meetings are held at noon. Free transportation and lunch is provided, plus you'll get a gift card for going to the meetings.

To join the advisory council, email our Strategic Partnership representative, De'adra Goldston, at **dgoldst1@hap.org**. We are excited to learn how we can make your experience with HAP Empowered even better!

We can answer your questions

Call HAP Empowered at **(888) 654-2200 (TTY: 711)**, 24 hours a day, seven days a week.

The following items are listed online at **hap.org/Medicaid**. Or call us for a copy of this list.

- Affirmative statement about Utilization Management incentives
- Care management
- Certificate of Coverage
- Clinical practice guidelines
- Covered and noncovered benefits
- Credentialing information
- Fraud and abuse information
- Health management programs (programs that help you take care of your health)
- How to file a complaint and appeal
- Information about primary care, specialty care, behavioral health services and hospital services.
- Member handbook
- Member newsletters
- Member rights and responsibilities
- Member subscriber information
- Moving from pediatric care to adult care
- Pharmacy procedures and drug list
- Privacy and HIPAA information
- Provider directories
- Quality Improvement Program
- Review of Utilization Management decisions
- Utilization Management criteria and access to staff



Dr. Lori Billis
Medical Director

Make Health Happen is published by HAP Empowered to provide general information. It is not intended to provide personal medical advice, which should be obtained directly from a physician.

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PO Box 2578
Detroit, MI 48202

Contact information:

- HAP Empowered Customer Service..... (888) 654-2200 (TTY: 711)
- Schedule a ride (888) 654-2200 (TTY: 711)
- 24-hour Nurse Advice Line (877) 394-0665
- Dental for Healthy Michigan Plan and pregnant women (800) 838-8957
- Hearing..... (877) 484-2688
- Vision..... (800) 252-2053
- Pharmacy..... (888) 654-2200 (TTY: 711)
- Report Fraud/Waste/Abuse (877) 746-2501
- Smoking Cessation Program..... (800) QUIT-NOW or (800) 784-8669
- Wellness Program..... (888) 654-2200 (TTY: 711)
- Maternity Case Management (Progeny).... (855) 231-4730

Have you created an account at **hap.org/Medicaid**? Here's what you can do now:

- Print your ID card or download it to your phone
- Send the Customer Service team a secure message
- Search our list of doctors and hospitals
- See discounts available to you
- View your claim history

For information about benefits or changes to your benefits, along with services covered by HAP Empowered Medicaid, please see the member handbook at **hap.org/Medicaid-handbook**.

The member handbook has information on:

- Your rights and responsibilities
- Benefits and services
- Out-of-network services
- List of services covered by MI Health
- Interpreter and special needs services (for example, how to get information in other formats, sizes and languages)
- Customer Service phone number and other contact information

This information is available for free in other languages. Please call our Customer Service number at (888) 654-2200 or TTY: 711. Available 24/7.

ATENCIÓN: si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Llame al (888) 654-2200, los usuarios TTY deben llamar al 711.

تتوفر هذه المعلومات بلغات أخرى بشكل مجاني. يُرجى الاتصال بخدمة العملاء لدينا على الرقم (888) 654-2200 أو الهاتف النصي: 711. الخدمة متاحة على مدار الساعة، طوال أيام الأسبوع.

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