

# For Better Health

Spring 2024



**“For Better Health” is the member newsletter for McLaren Medicare members, collectively referred to as “members.” It is published twice per year by McLaren Health Plan, Inc. who shall be referred to as “MHP” throughout this newsletter.**

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## Member Services

833-358-2404 (TTY: 711)

Monday through Friday  
8 a.m. to 8 p.m. April 1-Sept.30

Seven days a week  
8 a.m. to 8 p.m. Oct. 1-March 31, except for  
Thanksgiving Day and Christmas Day

We want to answer your questions and help you get the care you deserve. Please call Member Services if you have questions about the content of this newsletter, need a printed copy of anything on our website or need verbal help with the provider directory. We have free interpretation and translation services available. Call 711 to access the TTY line if you are deaf, hard of hearing or have speech problems. Michigan Relay will assist you. This service is available 24 hours a day.

## Pharmacy Help Desk

844-336-2678

24 hours a day, seven days a week

Call if you have questions about your pharmacy benefits.

## Nurse Advice

888-327-0671 (TTY: 711)

24 hours a day, seven days a week

Call if you have an urgent health care issue after hours and follow the prompts to speak with a nurse.



## Online

[McLarenHealthPlan.org/McLarenMedicare](https://www.mclarenhealthplan.org/McLarenMedicare)

Our website contains useful member information, such as our Privacy Notice; provider directories; Rights and Responsibilities statement; healthy reminders; services covered by McLaren Medicare; what to do when you need medication; information about our quality programs; our Clinical Practice Guidelines, advanced directive information, and much more. Call Member Services if you want printed copies of anything on our website.

## Mail

**McLaren Medicare**

**P.O. Box 44092**

**Indianapolis, IN 46244-0092**

## E-Mail

Contact us at:

[medicarememberservices@mclaren.org](mailto:medicarememberservices@mclaren.org)

# From Nancy Jenkins

## President and CEO of McLaren Health Plan

McLaren Medicare recently held a 'Spring Fair' at the Allen Neighborhood Center in Lansing for members in Ingham, Eaton and Clinton counties to learn more about your Medicare Advantage benefits. It was a free, fun-fill day with activities, delicious food and representatives from TruHearing, NationsBenefits and our own plan, who were there to help answer questions about your benefits – we know you have them!

Sometimes it's not until you need to use services that you have questions about them. Bringing together representatives from our hearing and dental vendors to answer your specific questions is one way we can really help you better understand and use the benefits that McLaren Medicare provides.

It's important for you to get the care you need. Knowing what's covered, how much it costs and how often you need to be seen by your doctor is key to your good health. The risk for chronic health conditions increases with age and these conditions usually require special care. That's why we want you to be familiar with your McLaren Medicare benefits and why we hosted this event – just for you!

We plan to host benefits fairs in other counties throughout Michigan. Stay tuned for additional locations and information.

Be well,  
Nancy



If you have questions in the meantime, here's how you can reach us:

### **Member Services**

833-358-2404

April 1-Sept. 30, Monday through Friday, 8 a.m. to 8 p.m.

Oct. 1-March 31, 7 days, 8 a.m. to 8 p.m., except Thanksgiving and Christmas days

### **Pharmacy Help Desk**

844-336-2678

24 hours a day, seven days a week

# Health Equity Officer Announced at MHP



Yvanna Marlin-Guanga is the first-ever Health Equity Officer at McLaren Health Plan. The position was created to advance health equity and address social, health and racial inequities in the communities it serves.

“Diversity, equity and inclusion have long been part of our culture at McLaren Health Plan,” said Nancy Jenkins, president and CEO. “Creating and formalizing the position of Health Equity Officer marks another step forward in our pledge to embed diversity, equity and inclusion in everything we do.”

Mrs. Marlin-Guanga is a health communication leader with more than 10 years of public health and health equity experience. She is responsible for defining, implementing and administering unified strategies to identify and eliminate health care disparities, achieve equitable access and support the diverse cultural, language, economic, education and health status needs of members and communities.

Current efforts to improve health equity include the development of member health literacy and digital health literacy support. Members will be screened for levels of health and digital health literacy and be provided with materials and resources as requested.

The Michigan Department of Health and Human Services recently announced the selection of Marlin-Guanga to its first ever Social Determinants of Health (SDOH) Advisory Council. The council reflects the perspectives necessary for an inclusive, community-driven approach to SDOH and will guide the implementation of the SDOH Hub pilot projects and develop recommendations for future iterations of the group’s work.

**“I am thrilled to join the McLaren Health Plan team and also to be chosen for the SDOH Advisory Council,” said Marlin-Guanga. “I feel fortunate to lead the strategy for a mission-driven organization and champion efforts to remove barriers to care and help people thrive. I am looking forward to helping our members and staff as well as the communities we serve achieve their best health.”**

## Survey Time!

The Health Risk Assessment (HRA) is a survey you need to complete if you are enrolled in the McLaren Medicare Inspire Duals plan, also called a D-SNP. The HRA helps you and McLaren Medicare nurses identify your health care needs. The D-SNP HRA needs to be completed upon enrollment, annually thereafter and after transitions of care such as an inpatient stay or emergency department visit. Your nurse will contact you to complete this survey.

# MHP + Allen Neighborhood Center = A 'Plus' for the Community



McLaren Health Plan has entered into a five-year partnership with the Allen Neighborhood Center (ANC) in Lansing as a naming sponsor of its multi-use great room. “Hosted by McLaren Health Plan,” the great room is home to the center’s indoor Farmer’s Market, weekly Breadbasket food pantry and much more.

The ANC serves as a dynamic hub where Lansing eastside neighbors access resources to improve their health and well-being; create a strong sense of place, belonging and community pride, and build a safe, sustainable and thriving neighborhood.

**“We are fortunate to have such a wonderful partnership with the ANC,” said Tasha L. Oliver, director of Medicaid Programs at McLaren Health Plan. “Their ability to build a deep sense of belonging and community pride in the neighborhood is remarkable and I’m excited to continue working with them to help bolster their efforts.”**

Check out the programs and services offered at the ANC at [www.allenneighborhoodcenter.org](http://www.allenneighborhoodcenter.org)

# Diabetes: What You Should Know

Did you know that about 1 in 4 people have diabetes and don't even know it? Diabetes is a disease that occurs when your blood sugar (blood glucose) is too high. Having high blood sugar can cause serious health problems over time, including heart disease, kidney disease, eye problems and heart damage. That is why you should visit your doctor every year to get your blood sugar, eyes and kidneys checked.

Do you have diabetes or are you pre-diabetic? McLaren Medicare has programs that can help. Call Member Services at 833-358-2404 (TTY:711) to find out more or visit us online at: [McLarenHealthPlan.org/McLarenMedicare](http://McLarenHealthPlan.org/McLarenMedicare)

## Diabetes by the numbers

<b>1.4 million</b>	Americans diagnosed with diabetes annually
<b>96 million</b>	Americans considered pre-diabetic
<b>37.3 million</b>	Americans living with diabetes every day
<b>422 million</b>	Worldwide population living with diabetes
<b>95 percent</b>	Cases of type 2 diabetes among all diabetes diagnoses
<b>282,810</b>	American death certificates listing diabetes annually
<b>7th</b>	Leading cause of death in the United States
<b>\$337 billion</b>	Medical costs directly associated with diabetes

Nutrition and exercise play important roles in your life, especially if you are managing diabetes. Simple lifestyle changes such as being more active, drinking more water or eating fruits and vegetables in place of fried or processed foods can go a long way toward lowering your blood sugar and improving your health.



# Get Care. Earn Rewards\*

There are many regular tests, immunizations and procedures you should get to maintain good health. And now, as a McLaren Medicare member, you can receive up to \$100 in annual rewards\* for completing certain eligible services. It's all part of the McLaren Medicare Member Rewards program!

## How Does It Work?

Earning rewards is easy! Complete any eligible health activity before Dec. 31, 2024 to start earning rewards. You can earn up to \$100 in Walgreens or Walmart gift cards - your choice!

### **Step 1: Complete Eligible Activities**

Call and schedule your appointment and complete your eligible activity before Dec. 31. See below for a full list of eligible activities.

### **Step 2: Self-Report**

Self-report after completing eligible activities by calling Member Services or emailing [mhpquality@mclaren.org](mailto:mhpquality@mclaren.org).

### **Step 3: Enjoy Your Rewards**

Your choice of gift card(s) from Walmart or Walgreens will be mailed to you once we receive a claim from your provider.

## 2024 Eligible Activities

**Mammogram** - women up to age 75 should have a breast screening test (mammogram) every one to two years depending on your personal risk factors. If your mammogram is completed by Dec. 31, 2024, contact us to receive a \$20 gift card.

**Diabetic Vision & Kidney Screening** - If you have diabetes, it's important to see your doctor annually to get your eyes and kidneys checked. Talk to your doctor about creating or reviewing your diabetes management plan. Your plan will be based on your lifestyle, preferences, health goals and other health conditions you may have. Your doctor may prescribe medications. You may have a diabetes educator help you understand your diabetes and provide



support as you make lifestyle changes to manage your diabetes. You can also receive up to \$30 in gift cards for completing recommended screening services (Diabetic eye exam - \$10 reward,\* Diabetic HbA1c Testing - \$10 reward,\* Diabetic Kidney Disease monitoring - \$10 reward.\*)

**Annual wellness visit (AWV)** - You should see your doctor every year, even if you are not sick. If you've had Medicare Part B (medical insurance) for longer than 12 months, you get a yearly wellness visit to develop or update your personalized plan to help prevent disease or disability, based on your current health and risk factors. This yearly visit isn't a physical; it's your opportunity to ask any questions you might have. If your annual well visit is completed by Dec. 31, 2024, contact us to receive a \$20 gift card.

**Flu shot** - September and October are the best months for older adults to get the flu vaccine. The flu is easily passed from person to person when someone coughs, talks or sneezes. Older adults with underlying conditions, including heart disease, diabetes and lung disease, are at highest risk for developing life-threatening complications from the flu. If you receive a flu shot by Dec. 31, 2024, contact us to get a \$10 gift card.

**Colon cancer screening** - men and women age 50 to 75 should be screened for colorectal cancer using fecal occult blood testing, sigmoidoscopy or colonoscopy. If a qualifying colon cancer screening service is completed by Dec. 31, 2024, contact us to receive a \$20 gift card.



\*Rewards are in the form of Walgreens or Walmart gift cards. You may redeem your rewards for each eligible activity separately. You do not have to complete all activities to claim your rewards. Terms and conditions: Members can earn rewards by completing some or all program activities if they qualify. Rewards can be earned from Jan. 1 to Dec. 31, 2024. Participation in the rewards program is voluntary and does not affect your McLaren Medicare plan benefits.

## Frequently Asked Questions

### ***How long does it take to get my reward?***

After you complete your eligible services, gift cards will be mailed to the address on file. They will take between two to six weeks to arrive. Choose gift cards from Walmart or Walgreens.

### ***How can I report and confirm the completion of eligible activities?***

Email [mhpquality@mcclaren.org](mailto:mhpquality@mcclaren.org) after you complete an eligible activity or contact Member Services. You will need to provide your contact information along with your member ID, the service completed, the provider or facility name, and the date of service.

### ***Have questions about an outstanding/non-delivered gift card?***

Call Member Services at 833-358-2404 (TTY: 711) April 1-Sept. 30: Monday-Friday, 8 a.m. to 8 p.m. Oct. 1-Mar. 31: Seven days a week, 8 a.m. to 8 p.m. (except Thanksgiving and Christmas days)

Taking care of your health has its rewards. Don't wait. Schedule your appointments now. Services must be completed by Dec. 31.



# How We Stay in Touch

You may get a welcome phone call from us when you join McLaren Medicare. It's our way of making sure you know how to get the care and services you need. Our Outreach team may send you emails throughout the year reminding you about preventive services you need or sharing health and wellness tips with you. You can opt out of any of these reminders at any time, just let us know when we call or email that you prefer not to receive any more communication from us.

# Take Advantage of Your Hearing Benefit in 2024

While you are making appointments with your primary care provider, dentist, and eye doctor, don't forget to get your hearing checked.

Your hearing health has a significant impact on your overall well-being. In fact, research shows that addressing hearing loss may lead to improvements in your mental and emotional health, your relationship with your spouse or partner, and your sense of safety and independence.<sup>1</sup>

At McLaren Medicare, we believe hearing is part of whole-body health. That's why we offer you access to high-quality hearing aids at affordable prices.

Your hearing benefit includes the latest TruHearing® hearing aids. They're available in a variety of styles and offer features that seamlessly integrate into your life:

- **Enhanced speech clarity** that lifts voices above background noise, helping you focus on the people and moments that matter most
- **Bluetooth® streaming** from your phone directly to your hearing aids for convenient calls, music, movies, and more
- **Fuss-free rechargeability** with up to 36 hours of battery life<sup>2</sup>

If hearing aids are needed, your provider will help you determine the best option for your lifestyle, hearing loss profile, and budget.

Additionally, hearing aid purchases include the following:

- 1 year of follow-up visits for fitting and adjustments
- 60-day, risk-free trial
- 3-year manufacturer warranty for repairs and 1-time loss and damage replacement
- 80 batteries per non-rechargeable hearing aid

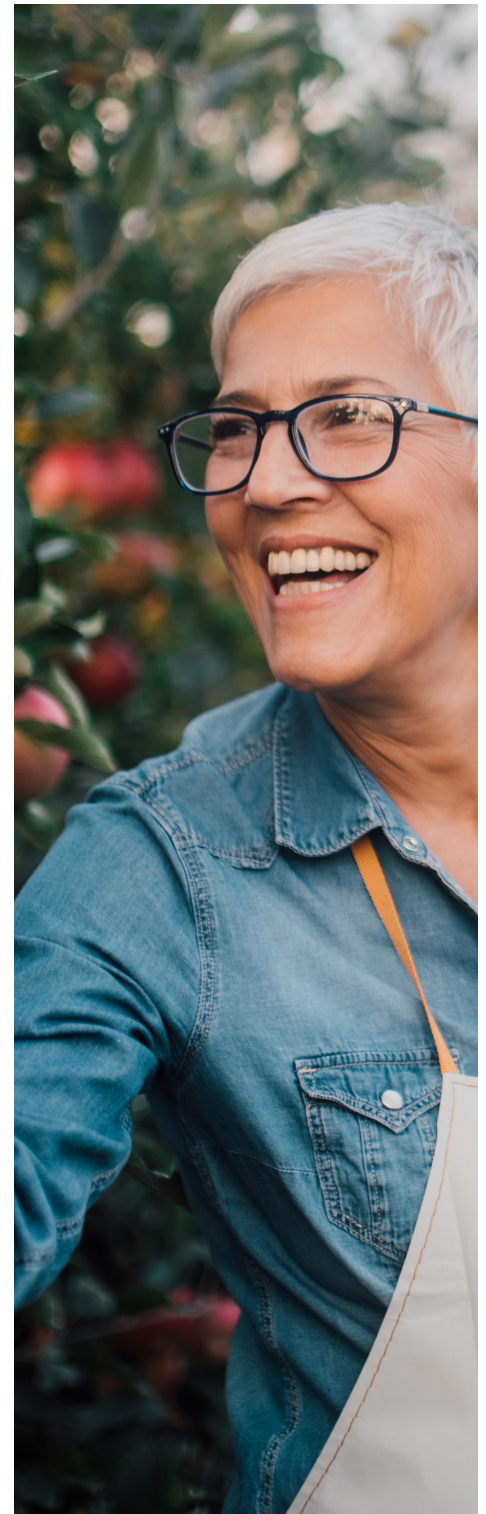
Getting started is simple:

1. Call TruHearing at 1-888-936-5512 and a dedicated hearing consultant will answer any questions you have.
2. Your hearing consultant will find a qualified provider near you and schedule your appointment.
3. Your provider will conduct a thorough hearing exam and help you choose hearing aids if needed.

If you think you might have hearing loss, we hope you'll take advantage of your benefit. Call TruHearing at 1-888-936-5512 to get started with taking care of your hearing health this year.

<sup>1</sup> MarkeTrak 2022. Hearing Industries Association (HIA).

<sup>2</sup> Available on select models. 36 hours of use on a single charge with 5 hours streaming.



# 8 Easy Tips for Remembering Your Meds

It's important to follow your doctor's treatment plan. That includes taking your medications on time and as directed. Taking your medications correctly can help you stay healthy and symptom-free, but we all know how easy it can be to forget a dose. Here are a few helpful tips that can help you remember to take your medication:

## 1. Follow a Routine

Try taking your medication with an activity you do at the same time each day such as brushing your teeth or with your meals.

## 2. Set an Alarm

Use your watch, cell phone, or an alarm clock to set a consistent reminder. These tools can be especially helpful when you are busy, traveling, or when the timing of your medication is important.

## 3. Use a Pillbox

Weekly pill boxes are labeled with compartments for each day and even dosing time (A.M. or P.M.). Pill boxes are good visual reminders to take your medications and help prevent you from missing or doubling a dose by accident.

## 4. Carry Extra Doses

Keep extra doses in your purse, bag, or something that you carry on you when you're away from home. This way you have your medications on hand, just in case.

## 5. Keep Them Visible

Make sure that you keep your medications someplace where they are safe and easy to see such as on your nightstand or your bathroom counter. However, keep in mind that some medications should not be exposed to sunlight, and make sure they are kept out of the reach of children. Be sure to read the directions carefully.

## 6. Use Post-it Notes

Use Post-it notes, sticky notes, or even plain old paper and tape to place reminders in common areas of your home such as your refrigerator, bathroom mirror, doors, etc.

## 7. Record Each Dose

Use a calendar, planner, medication journal or even an app on your phone to check off each dose. This is a great way to help you keep track of your medications and helps you avoid missing a dose or taking too many.

## 8. Inform Your Family/Friends/Caregiver(s)

Do you have someone who regularly comes to check on you? If so, it's a good idea to inform them of your treatment plan. They can help remind you to ensure you're regularly taking your medications. It may also be a good idea to leave them with extra doses.



Talk to your doctor or pharmacist if you have any issues with your medication. Your trusted health professional can provide you with further tips on how to manage your medications and help you with your concerns. Having a conversation about how your medication impacts your chronic condition is crucial to managing your condition and taking back your health.

# Helpful Programs and Services from McLaren Medicare



Helping you stay healthy is something McLaren Medicare takes seriously. As the old saying goes, “There’s nothing better than your good health.” We want to make sure you have the help you need and the information necessary to make healthy lifestyle changes, if needed.

McLaren Medicare offers enhanced disease management programs, a fitness allowance and nutritional/dietary education, along with the following:

## **Smoking and Tobacco Use**

**Cessation** - If you use tobacco, but do not have signs or symptoms of tobacco-related disease: McLaren Medicare covers two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits. If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: McLaren Medicare covers cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost sharing.

Each counseling attempt includes up to four face-to-face visits.

## **Medicare Diabetes Prevention Program (MDPP) — MDPP**

services are covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.

## **Wellness Classes and Events\*** -

From Petoskey to Mount Clemens, Caro to Lansing and many places in between, McLaren Medicare offers health and wellness classes to help you de-stress, strength train or find support when you need it. You’ll find circuit training, cancer survivors support groups, healthy meal planning, and much more. Go to [www.McLarenHealthPlan.org](http://www.McLarenHealthPlan.org), click on Wellness Classes and check out the list of hundreds of classes and events available.

\*Most classes and events are free; some have a nominal fee to cover costs.

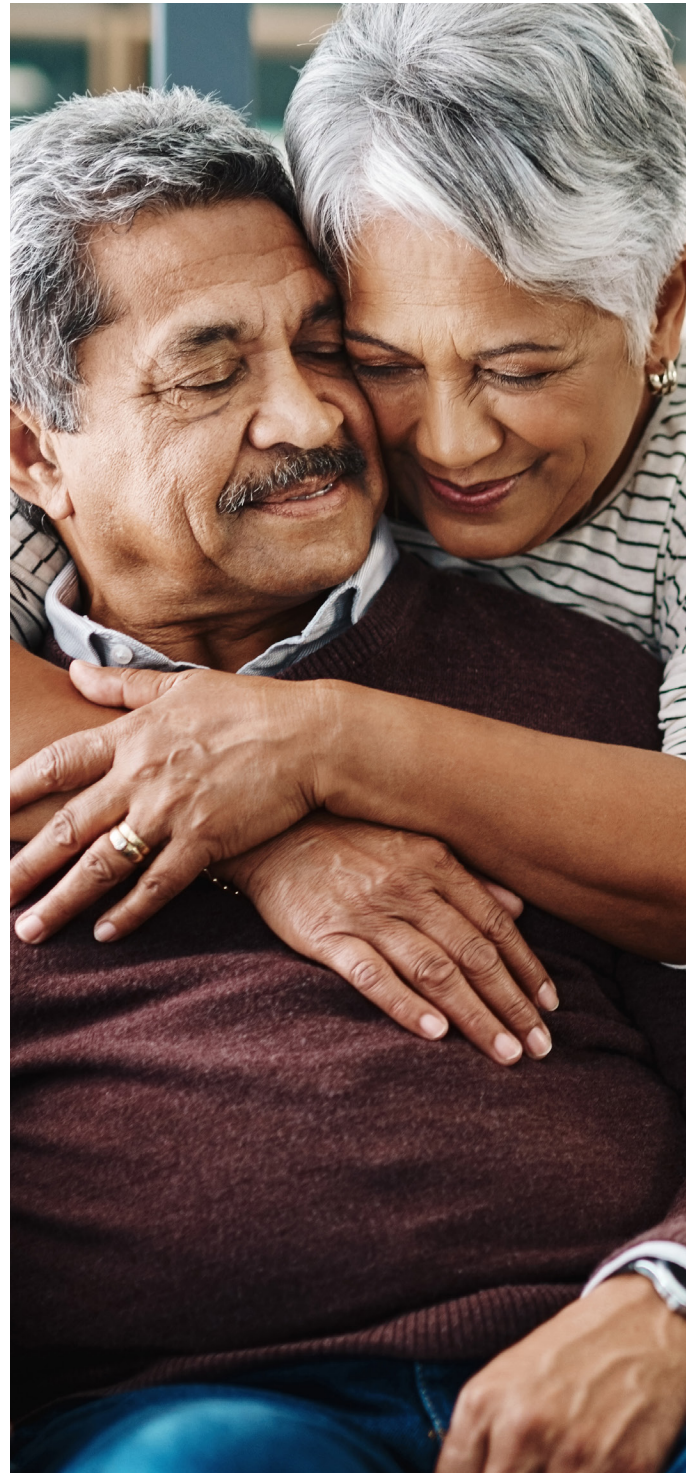
# Culturally and Linguistically Appropriate Services

## Additional Services

In addition to the programs on the left for 2024, McLaren Medicare is committed to providing you with inclusive and equitable health care. As part of this commitment, McLaren Medicare will begin asking you about your race, ethnicity, preferred language, gender, sexual orientation, and pronouns. Having this information will help us make sure you have access to the highest quality of care based on your unique needs.

We want to be clear that providing this information is entirely voluntary, and you have the option to decline to answer any or all questions. We respect and honor the privacy and confidentiality of our patients, and we will never share this information with anyone outside of our healthcare team without your explicit consent.

Thank you for your understanding and support as we work to provide the best possible care for you and your loved ones.



# Help Prevent Fraud, Waste And Abuse

McLaren Medicare works hard to prevent fraud, waste and abuse. We follow state and federal laws about fraud, waste and abuse. Examples of fraud, waste and abuse by a member include:

- Changing a prescription form
- Changing medical records
- Changing referral forms
- Letting someone else use his or her MHP ID card to get health care benefits
- Resale of prescriptions

Examples of fraud, waste and abuse by a doctor include:

- Falsifying his or her credentials
- Billing for care not given
- Billing more than once for the same service
- Performing services that are not needed
- Not ordering services that are medically necessary
- Prescribing medicine that is not needed

Call our Fraud and Abuse line at 866-866-2135 if you think a doctor, other health care provider or member might be committing fraud, waste or abuse. You can email MHP's Compliance department at [MHPcompliance@McLaren.org](mailto:MHPcompliance@McLaren.org).

You also can write to MHP at:

**McLaren Medicare**

**Attn: Compliance**

**P.O. Box 1511**

**Flint, MI 48501-1511**

Contact the State of Michigan if you think a member has committed fraud, waste or abuse. Here's how:

- Fill out a fraud referral form at [mdhhs.michigan.gov/Fraud](http://mdhhs.michigan.gov/Fraud) OR
- Call the MDHHS office in the country where you think the fraud, waste or abuse took place OR
- Call the MDHHS office in the country where the member lives

Contact the Michigan Department of Health and Human Services Office of Inspector General if you think a doctor or other health care provider has committed fraud, waste or abuse. Here's how:

- Call them at 855-MI-FRAUD (855-643-7283) OR
- Write to them at Office of Inspector General, P.O. Box 30062, Lansing, MI 48909

## Help Protect Yourself From Fraud

You might be the target of a fraud scheme if you receive medical supplies that you or your doctor did not order.

Take action to protect your benefits:

- Refuse medical supplies you did not order
- Return unordered medical supplies that are shipped to your home
- Report companies that send you these items

Identity theft can lead to higher health care costs and personal financial loss. Don't let anybody steal your identity.

Current fraud schemes to be on the lookout for include:

- People using your health plan number for reimbursement of services you never received
- People calling you to ask for your health plan numbers
- People trying to bribe you to use a doctor you don't know to get services you may not need

You are one of the first lines of defense against fraud. Do your part and report services or items that you have been billed for but did not receive.

- Review your plan explanations of benefits (EOBs) and bills from physicians.
- Make sure you received the services or items billed.
- Check the number of services billed.
- Ensure the same service has not been billed more than once.

## Do your part!

- Never give your Social Security number, health plan numbers or banking information to someone you do not know.
- Carefully review your MHP explanations of benefits (EOBs) to ensure the information is correct.
- Know that free services DO NOT require you to give your MHP Medicare ID number to anyone.

Share this information with your friends. Please call Member Services at 833-358-2404 (TTY: 711) to discuss benefit, coverage or claims payment concerns.

## Make Your Wishes Known: Advance Directives

McLaren Medicare supports your right to file an advance directive according to Michigan law. This document is a written statement of your wishes for medical care. It explains, in advance, what treatments you want or don't want if you have a serious medical condition that prevents you from telling your provider how you want to be treated. Your health care representative also may make medical decisions on your behalf to carry out your wishes if you become incapacitated. Our plan cannot refuse care or otherwise discriminate against you based on your decision to have or not have an advance directive.

The State of Michigan only recognizes an advance directive called a durable power of attorney for health care. To create one, you will need to choose a patient advocate. This person carries out your wishes and makes decisions for you when you cannot. It is important to choose a person you know and trust to be your advocate. Make sure you talk with the person to let them know what you want.

Talk to your family and primary care physician about your choices. File a copy of your advance directive with your other important papers. Give a copy to the person you designate as your patient advocate. Ask to have a copy placed in your medical record.

Where to get Durable Power of Attorney for Health Care forms:

State Bar of Michigan – A Guide to Medical and Legal Decisions: Planning and Your Peace of Mind

<https://www.legislature.mi.gov/Publications/PeaceofMind.pdf>

Caring Info: Free templates for Michigan

<https://www.caringinfo.org/planning/advance-directives/by-state/michigan/>

Michigan Power of Attorney Forms (free and downloadable) <https://powerofattorney.com/michigan/>

For complaints about how your provider follows your wishes, write or call:

Bureau of Health Professions (BHP), Complaint & Allegation Division

P.O. Box 30670, Lansing, MI 48909-8170  
517-241-2389 or [bhpinfo@michigan.gov](mailto:bhpinfo@michigan.gov)

The BHP Complaint & Allegation website is [www.michigan.gov/healthlicense](http://www.michigan.gov/healthlicense) (Click "file a complaint")

For complaints about how your health plan follows your wishes, write or call:

Michigan Department of Insurance and Financial Services  
Toll free at 877-999-6442 or [michigan.gov/difs](http://michigan.gov/difs)

## Your Private Data and How We Protect It

McLaren Medicare has policies that cover who can see and use private data about you. This includes your race or ethnicity and what language you speak.

### 1. This is how we protect your data:

- We keep your paper documents in locked file cabinets.
- We keep electronic data on physically secure media.
- We keep electronic data in files with passwords.
- Only our staff who need to know this information will have it.

### 2. This is how we use your data:

- To help with health care disparities.
- To create programs to improve your health.
- To create outreach materials.
- To tell your provider about your language, cultural, or other needs that have to do with your care.
- To tell your provider to help improve health outcomes.

### 3. We will not use your data:

- For underwriting, setting rates or benefit decisions.
- To give to those who shouldn't have it.





MEDICARE

McLaren Medicare  
PO Box 44092  
Indianapolis IN 46244-0092

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