

Member Newsletter

Q2 2024



We're here to help!

Who can I contact for answers to my questions about my benefits?

If you have questions or need assistance in understanding your benefits, contact our Customer Service Department.

CALL

517.364.8500 or 800.832.9186

Monday–Friday, 8:30 a.m. to 5:30 p.m.

UPCOMING HOLIDAY HOURS

Memorial Day: May 27, 2024 – closed

Independence Day: July 4, 2024 – closed

TTY/TDD Service and Language Services

You can use the Teletypewriter (TTY) or Telecommunications for the Deaf (TDD) service if you are deaf, hard of hearing, or have trouble speaking. Simply call 711 to reach the Telecommunications Relay Center who will help you call the Physicians Health Plan (PHP) Customer Service Department. You can locate PHP Customer Service phone numbers on the back of your PHP insurance card.

If you speak a language other than English, you have access to free language services. Simply call the PHP Customer Service Department using the phone number on the back of your PHP insurance card and tell the Customer Service representative what language you would like to speak.

TTY/TDD services and language services are available for all PHP services, including being able to discuss with PHP staff any issues you might have with utilization management, such as authorizations for care and medications, appeals, or any other questions or concerns you have.

Translation to English

Physicians Health Plan, complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services are free of charge and available to you. Call 800.832.9186 (TTY: 711).

ATENCIÓN: Si habla un idioma distinto del inglés, hay servicios gratuitos de asistencia con el idioma, disponibles para usted. Llame al 800.832.9186 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800.832.9186 (رقم هاتف الصم والبكم: 711).



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LIVEwell

Brought to you by



Physicians Health Plan offers an exclusive wellness program to help support you on your wellness journey.



Assess your health

The first step toward better health is knowing your current health status. The personal health assessment is an online health questionnaire designed to give you a clear picture of your current health and identify where you can improve.



Learn to make changes

Weekly lessons are tailored to your goals with educational resources to guide you to make healthier choices.

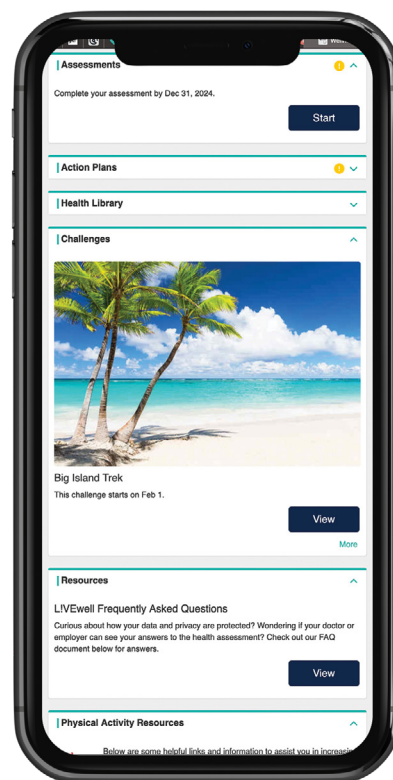


Reach your goals

Take your wellness to the next level with a variety of challenges. Connect your fitness device to easily track your progress.



Scan or click the QR code to learn more



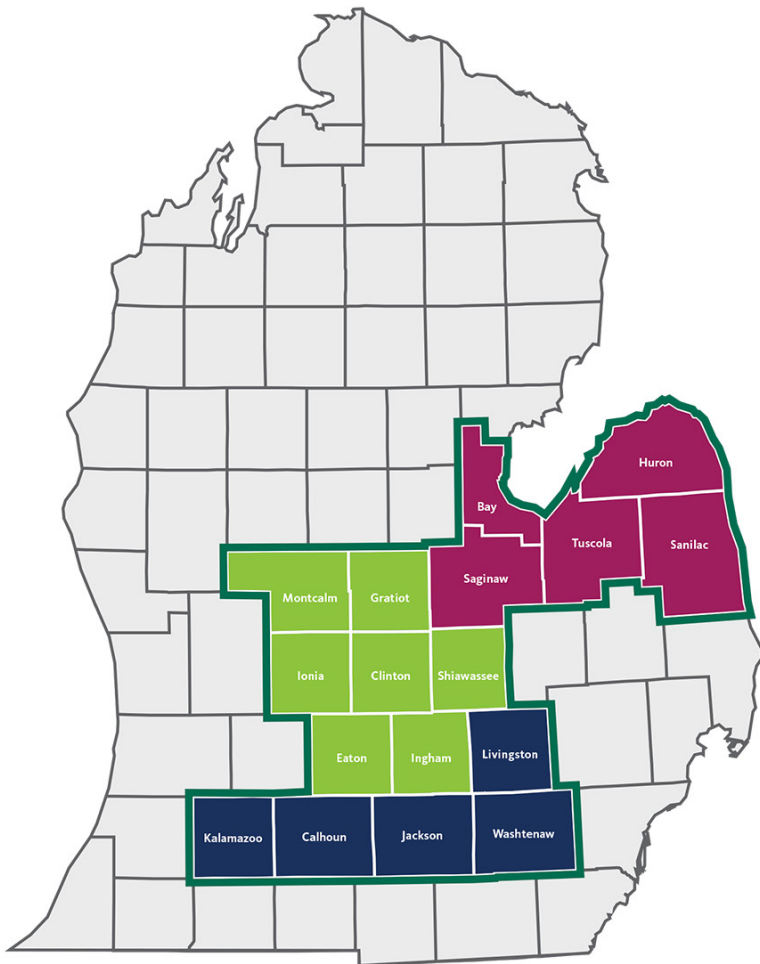
Access LIVEwell through the MyPHP member portal.

Have questions?
Email LIVEwell@phpmm.org.

Are You Approaching Your 65th Birthday or Over 65 and Thinking About Retiring Soon?

Physicians Health Plan (PHP) is here to help you navigate your Medicare eligibility and explore your options.

As a current PHP member, we make it easy to enroll in a Medicare Advantage plan. If you live in our 17-county service area, we have a plan for you. The county you live in determines which plan is available to you:



COVENANT Advantage
A PHP Medicare HMO-POS Plan

- Bay
- Huron
- Saginaw
- Sanilac
- Tuscola

PHP Medicare Advantage
A PHP Medicare PPO Plan

The PHP Medicare Advantage PPO plan is available throughout the PHP Medicare 17-county service area.

Sparrow Advantage
A PHP Medicare HMO-POS Plan

- Clinton
- Eaton
- Gratiot
- Ingham
- Ionia
- Montcalm
- Shiawassee

M MICHIGAN HEALTH ADVANTAGE
A PHP Medicare HMO-POS PLAN

- Calhoun
- Jackson
- Kalamazoo
- Livingston
- Washtenaw

Our plans combine Medicare Part A hospital coverage, Part B medical coverage, Part D prescription drug coverage, and extra benefits to keep you healthy, with monthly premiums of either \$0 or \$25 dollars.

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There's No Catch! Your PHP Medicare Benefits Include:



A statewide provider network with the availability of out-of-network care.



SilverSneakers® fitness memberships.



An over-the-counter flex card you can use on health and wellness products at many of your favorite retailers.



Medical transportation services.



Vision and dental coverage through EyeMed® and Delta Dental®.



Worldwide coverage for emergency and urgent care.

Learn More and Enroll with PHP Medicare!

1. Visit Us Online at [PHPMedicare.com](https://www.phpmedicare.com).
2. Speak with a Licensed Agent
 - If you already work with an agent, ask them about PHP Medicare Plans.
 - Meet with a licensed PHP agent one-on-one at one of our Walk-in Centers.
 - Call our PHP Medicare Call Center at **844.925.0182 (TTY: 711)** to speak with a licensed PHP Medicare agent. The Call Center is available seven days a week from 8 a.m. to 8 p.m.



LifeBalance is PHP's well-being focused discount partner offering local, regional, and national discounts on a variety of healthy living products and activities. Items include athletic wear, fitness and outdoor adventures, discounts on food and dining, entertainment, popular lifestyle brands, and more.

Summer Guide

Whether you are looking to explore new places, feel the wind in your hair, or find an adventure close to home, LifeBalance is here to save you money on the summer attractions and activities you love most!

Check out deals on these brands and more!



Visit PHP.LifeBalanceProgram.com and start saving today!



Well-care Visits

Well-care visits are a time for you and your child’s provider to focus on the growth and development of your child to ensure the best health possible throughout their childhood.

These appointments are usually longer than sick appointments and give the doctor an opportunity to talk to you about things they might not cover during a sick visit. This can include information on healthy eating, exercise, immunizations, and helping your child meet important milestones. The longer visit time also allows for your questions and concerns to be answered, for example, how to respond during temper tantrums, potty training, and playing with others.

Well-care visits to the pediatrician or family provider allow the child to develop a good relationship with the provider. This is especially important during adolescence when issues or concerns may arise about such things as depression or anxiety, sexuality, and substance use or abuse. Well-care visits provide a trusted source of current and accurate information to address these concerns.

Well-care visits begin at birth. The first visit should be at one to three days following discharge from the hospital after giving birth. Visits are more frequent in the first three years of life. Yearly visits start at three years of age and continue through 21 years of age. The table below can be used to plan for timing of office visits.

birth <small>(1-3 days after discharge)</small>	2 weeks	2 months	4 months	6 months	9 months	12 months	15 months	18 months	2 years	2.5 years	3 years
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Tip: Scheduling an appointment near a child’s birthday or before the school year starts can help parents or guardians remember to schedule the appointment.

If you need help finding a pediatrician or family provider, visit [PHPMichigan.com/Members/Find-a-Doctor](https://www.phpmichigan.com/Members/Find-a-Doctor) or Physicians Health Plan Customer Service Representatives are happy to help you identify a provider that meets your individual needs. Just call **517.364.8500** or **800.832.9186** (toll free).



5 Ways to Improve Your Well-being

Did you know that May is Mental Health Awareness month? Here are five things you can do to improve your mental health and well-being.



Get moving!

Exercise activates the release of brain-derived neurotrophic factor or BDNF, often referred to as “Miracle-Gro” for the brain. BDNF has been shown to help regulate mood, reduce stress, and improve memory. Researchers found that six minutes of vigorous activity, as well as a longer duration of lower intensity activity, were shown to significantly increase circulating levels of BDNF.¹ Walking is a great way to break up the day and allows you to get outside and connect with the world around you. Find an exercise that you enjoy or something you can do with a friend — it will make it easier to stick with!



Eat mindfully.

Mindful eating is the practice of being fully attentive to your food, how you are feeling, and your hunger/satiety cues. By learning how to eat more slowly, you can enjoy your meals more and become better attuned to your body’s needs. At dinnertime, try putting down your fork or spoon between bites and practice engaging your senses — notice the sounds, colors, smells, tastes, and textures of the food and how you feel when eating. Practicing mindful eating can lead to greater psychological well-being, increased pleasure when eating, and body satisfaction.²



Cultivate gratitude.

Did you know that gratitude can decrease depression and anxiety, while improving sleep, stress, and immunity?³ The best way to form a mindset of gratitude is to slip it in throughout the day. Remind yourself of things you are grateful for. Be specific. You may wish to try keeping a journal — making a habit to write down and reflect on what went right or what you are grateful for. Or write a thank-you note. You can make yourself happier and nurture your relationship with another person by writing a thank-you letter or email expressing your appreciation. No time to write? It may help just to think about someone who has done something nice for you, and mentally thank the individual.

5 Ways to Improve Your Well-being (cont.)



Prioritize sleep.

Sleep is a critical part of your overall health; the quality and quantity of your sleep are deeply connected to your well-being. By prioritizing sleep, you can set yourself up for thinking and feeling your best. To help ensure that your body gets the rest that it needs, you may want to try following a sleep schedule where you go to bed and wake up at the same time each day, weekends included. Consistency will help reinforce your body's internal clock, which supports healthy digestion, immunity, and quality sleep — sleep that is restful and restorative.⁴ It is also recommended that you turn off all electronics at least one hour before lights-out, and if possible, remove technology from the bedroom all together.



Keep learning.

Research shows that learning new skills can also improve mental well-being by boosting self-confidence and raising self-esteem, helping build a sense of purpose, and helping to connect with others. Even if you feel like you do not have enough time to pick up a new hobby or skill, there are lots of different ways to engage your mind. You could try learning to cook a new food or take on a DIY project at home. You could also consider signing up for a course at a local college – who knows, you may discover a hidden talent or passion that you did not know existed!

Helpful Resources:

[Online screening tools](#) are available to help you understand your mental health. These screenings are completely anonymous and confidential, and at the end, they will provide you with your results, recommendations, and key resources.

Interested in improving your emotional health? Check out this [Toolkit](#) from the National Institutes of Health.

How are you feeling now? The CDC's [How Right Now](#) campaign has resources that can help individuals cope and increase their resilience.

Sources:

1. Gibbons, et al. Fasting for 20 h does not affect exercise-induced increases in circulating BDNF in humans. <https://physoc.onlinelibrary.wiley.com/doi/10.1113/JP283582>

2. Mindful Eating | The Nutrition Source | Harvard T.H. Chan School of Public Health

3. Logan, Amanda. Can expressing gratitude improve your mental, physical health? <https://www.mayoclinichealthsystem.org/hometown-health/speaking-of-health/can-expressing-gratitude-improve-health>

4. <https://www.thensf.org/>

Drug Shortages

On occasion, the availability of a prescription drug may not be adequate to meet the demand for that medication. This is a drug shortage. It is important for you to take your medications as prescribed by your provider. Here is some helpful information about drug shortages.

<p>What is a drug shortage?</p>	<p>There is not enough of a certain drug for everyone who needs it.</p>
<p>What causes a drug shortage?</p>	<p>A drug shortage can occur for many reasons, such as:</p> <ul style="list-style-type: none"> • Drug manufacturing issues. <ul style="list-style-type: none"> - Quality problems. - Not enough raw materials to make the drug. - Natural disasters that damage or destroy a manufacturing plant. • Shipping delays. • The drug is no longer being made for financial or safety reasons. • Sudden increases in the demand for a drug. • Drug recall due to quality or safety concerns.
<p>How can I find out what drugs are experiencing a drug shortage and why?</p>	<p>The Food and Drug Administration (FDA) has a list of drug shortages and causes on its website. Please visit www.accessdata.fda.gov/scripts/drugshortages for more information. Drug shortages are listed on the FDA website by their generic name. If you are unsure of the generic name of your drug, please reach out to your pharmacist or contact Customer Service at 800.832.9186.</p>
<p>What can I do if there is a shortage of a drug that I take?</p>	<p>Option 1: Try reaching out to different pharmacies in your area. A different pharmacy in your area may have the drug in stock or be able to order it.</p> <p>Option 2: Talk to your provider to see if a different drug on the Prescription Drug List is right for you. You can access the prescription drug list by visiting www.PHPMichigan.com/Members/Get-Your-Medication and selecting the "What is a Prescription Drug List?" drop down or by selecting one of the links below.</p> <p>2024 Prescription Drug List – 3 Tier and 4 Tier Plans 2024 Prescription Drug List – 6 Tier Plan</p>



Check Out PHP Online!

PHPMichigan.com

The PHP website and the MyPHP Member Portal offer a variety of online services and information, including:

- Find a Doctor, no matter where you are
- Change your address or update your primary care provider
- View your benefits or check on the status of a claim
- View or request an Explanation of Benefits (EOB)
- Order a new ID card or print a temporary card
- Find a pharmacy
- Find answers to frequently asked questions
- Access LIVEwell, PHP's wellness program which provides a variety of health and wellness resources