



# HMO Member Update

SEPTEMBER 2023

# PHP is here to help!

## Who can I contact for answers to my questions about benefit decisions?

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

### CALL

517.364.8500 or 800.832.9186

Monday-Friday, 8:30 a.m. to 5:30 p.m.

### HOLIDAY HOURS

Nov. 23, 2023, closed

Dec. 25, 2023, closed

Jan. 1, 2024, closed

## TTY/TDD service

You can use the TTY/TDD service if you are deaf, hard of hearing, or have trouble speaking. Simply call 711 to reach the Relay Center who will help you call PHP Customer Service.

## 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).



بابت، فيزيجنالا فالخوب، نعل نكحت نلك لى: هيتنا  
مقرب، لصنا. كل تحاتمو، فيناجم، فيو غلا، نواعسملا، نلمدخ

800.832.9186 (TTY: 711)



## In this issue

Introducing the new and improved MyPHP Member Portal.....	4
LifeBalance Discount Network.....	4
Starting a new antidepressant as an adult .....	5
Diabetes and Eye Health .....	6

Why is it important to select a Primary Care Provider (PCP)?.....	8
Keeping your doctors informed .....	10
Prescription Drug Information.....	11



## Introducing the new and improved MyPHP Member Portal

PHP's new MyPHP Member Portal launched on Aug. 1, 2023. To register, visit [PHPMichigan.com/MyPHP](https://PHPMichigan.com/MyPHP) and select Member Portal. Instructions for registration can be found at the same web address. You will need to create new login credentials to access the new portal. Members must be 14 years of age or older to register.

Our new portal features many of the same features as our previous portal, including:

- » View plan details, including benefit and claim information
- » View your digital ID card and request additional ID cards
- » Grant/deny access to your account
- » Search for an in-network provider
- » Review personal information
- » And more!

We also have introduced a cost estimator tool, which allows you to better plan for healthcare expenses. This tool allows you to shop and compare costs for a variety of procedures amongst different providers and facilities, to help make an informed decision on your healthcare needs.

## LifeBalance Discount Network

Want to save on fitness memberships, travel, attraction admission, or apparel? How about on pet care, home loans, nutrition, or electronics? Enjoy discounts on these purchases and so much more with the LifeBalance Program. Find savings at your favorite local and online retailers, and at popular nationwide attractions.

With the LifeBalance Program, all Physicians Health Plan members and their families can save on the fun and healthy purchases that leave you feeling fit, happy, and fulfilled. Discounts are available year-round and can be accessed by visiting [PHP.LifeBalanceProgram.com](https://PHP.LifeBalanceProgram.com). For questions, please contact 888.754.5433.

# Starting a new antidepressant as an adult

Depression is a serious medical illness. It is more than just a feeling of being sad or “blue” for a few days and affects more than 19 million teenagers and adults in the United States\*. Symptoms can include changes in sleep, appetite, concentration, energy levels, and self-esteem.

There are effective treatments for depression, including antidepressant medications. If you have been prescribed an antidepressant by your doctor there are some things you need to know to get the best results out of your medication.

Antidepressants usually take four to eight weeks to work so being patient in the process is key. You may notice that your sleep and eating get better before your mood improves.

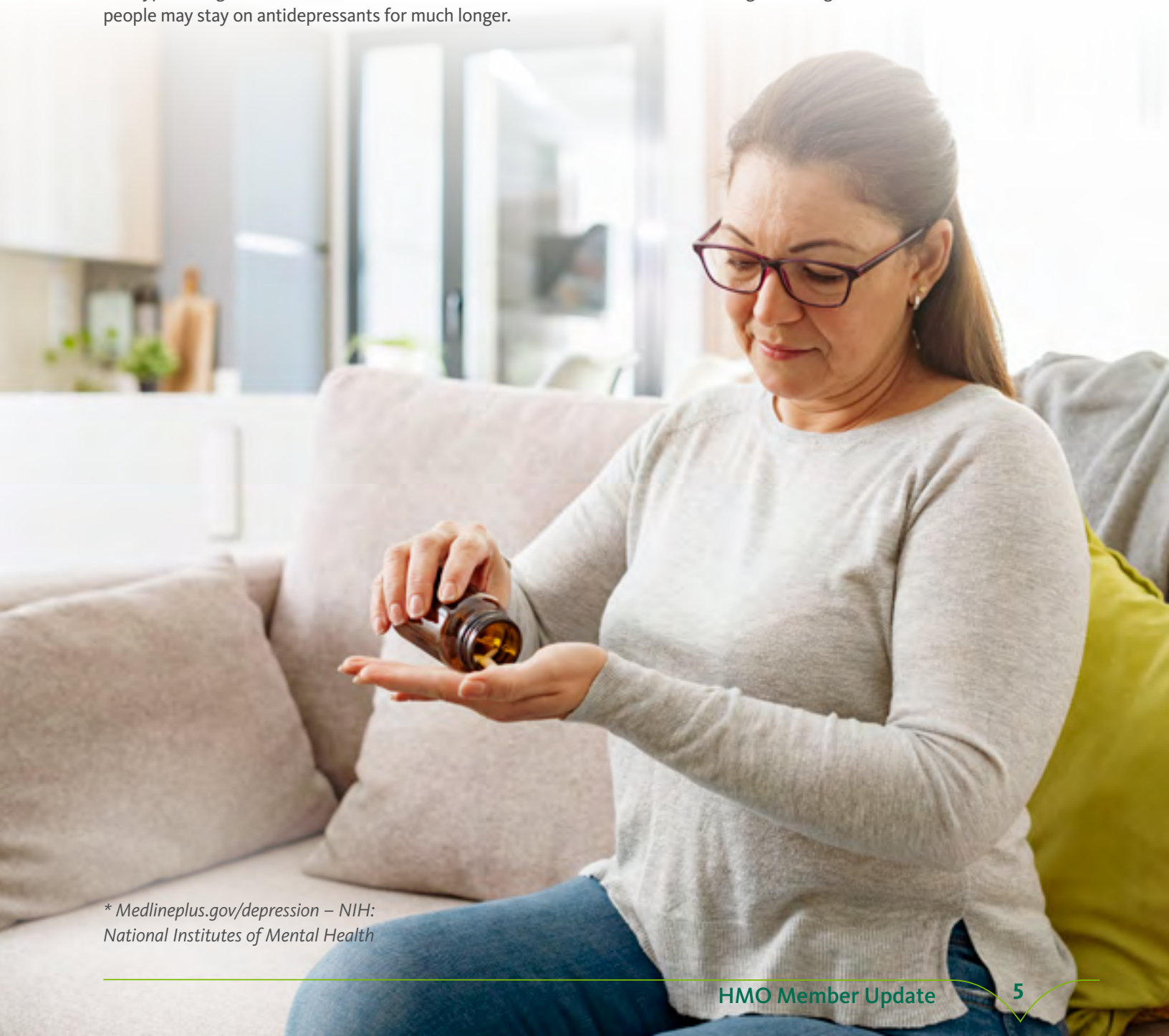
The typical length of treatment is 6 to 12 months, but some people may stay on antidepressants for much longer.

Side effects may occur, so talk to your doctor about any changes that you may notice while taking the medication.

Do not stop taking your medication without your doctor’s help. Stopping too fast may make your mood drop and your depression worse. To stop antidepressants safely, you need to give your body time to adjust to functioning without the medicine. Your doctor can tell you the safest way to go off an antidepressant.

Try to use the same pharmacy and plan ahead to make sure that you don’t run out of your medication.

Continue to follow up with your doctor. It is recommended that you follow up within the first three months of taking the medication and again during the next 6 months.



\* [Medlineplus.gov/depression](https://medlineplus.gov/depression) – NIH: National Institutes of Mental Health

# Diabetes and Eye Health

Have you been diagnosed with diabetes?

Diabetes can affect any part of your body, but today we want to focus on maintaining and monitoring eye health, an area that is often neglected.

## How can diabetes affect my eyes?

Diabetic retinopathy is a common diabetes complication and it's the leading cause of blindness in American adults. Over time, high blood sugar levels and high blood pressure can damage small blood vessels in the retina (the light-sensitive layer at the back of the eyeball). New blood vessels can develop, but they do not grow properly and leak, causing vision loss. Usually both eyes are affected.

People with diabetes are also more likely to develop **cataracts** (clouding of the lens) and **glaucoma** (a group of diseases that damage the optic nerve).

## How can I keep my eyes healthy?

- » Keep your blood sugar levels, blood pressure and cholesterol levels as close to your targets as you can
- » Get regular exercise
- » Stop smoking or (do not start)
- » Eat more fresh fruits and vegetables, especially dark, leafy greens such as spinach, kale, and collard greens
- » Eat fish high in omega-3 fatty acids, such as salmon and tuna.
- » Take medicine as prescribed by your doctor (even if you feel good).
- » **Visit your eye doctor for a dilated eye exam at least once a year**—your regular doctor will not be able to detect eye problems related to diabetes. You may not even have any symptoms until you start to lose your vision, so regular eye exams are necessary. The earlier eye problems are found and treated, the better for your eyesight.

## More about a comprehensive dilated eye exam

You might think your vision is fine or that your eyes are healthy, but visiting your eye care professional for a comprehensive dilated eye exam is the only way to really be sure. When it comes to common vision problems, some people do not realize they could see better with glasses or contact lenses. Many common eye diseases, such as glaucoma, diabetic eye disease, and age-related macular degeneration, often have no warning signs. A dilated eye exam is the only way to detect these diseases in their early stages.

During a comprehensive dilated eye exam, your eye care professional places drops in your eyes to dilate, or widen, the pupil. The drops are painless and help your eye doctor see inside your eyes to look for signs of damage or disease. This will allow the eye doctor to find and treat problems to keep you from losing your vision.

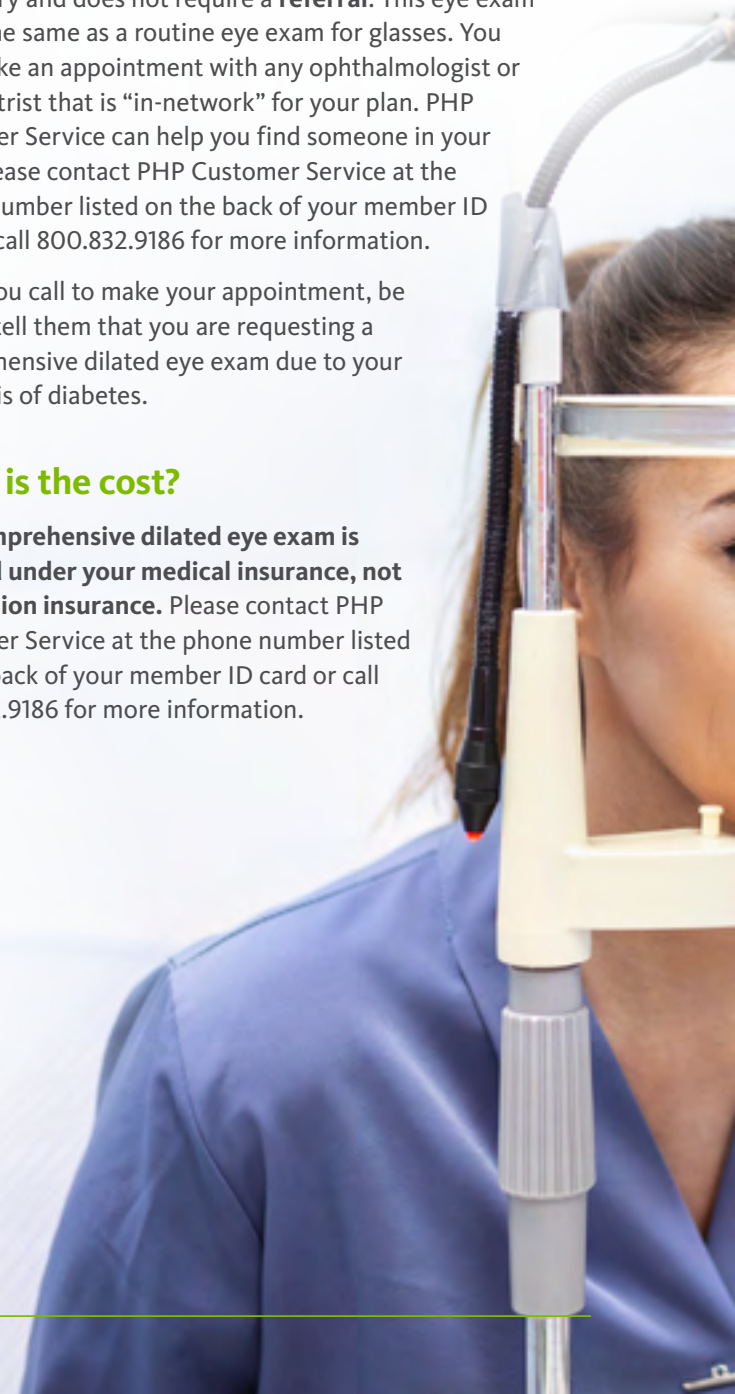
## How do I make an appointment with an eye doctor?

The eye exam for members with diabetes is medically necessary and does not require a **referral**. This eye exam is **not** the same as a routine eye exam for glasses. You may make an appointment with any ophthalmologist or optometrist that is “in-network” for your plan. PHP Customer Service can help you find someone in your area. Please contact PHP Customer Service at the phone number listed on the back of your member ID card or call 800.832.9186 for more information.

When you call to make your appointment, be sure to tell them that you are requesting a comprehensive dilated eye exam due to your diagnosis of diabetes.

## What is the cost?

**The comprehensive dilated eye exam is covered under your medical insurance, not your vision insurance.** Please contact PHP Customer Service at the phone number listed on the back of your member ID card or call 800.832.9186 for more information.



## Visit your eye doctor right away if you:

- » See little black lines or spots that don't go away
- » See any red spots or a red fog
- » See flashes of light
- » Have loss of side vision or a sudden change in how clearly you see
- » See halos around lights

For more information visit:

[CDC.gov/VisionHealth/Risk/Tips.htm](https://www.cdc.gov/VisionHealth/Risk/Tips.htm)

[CDC.gov/Features/HealthyVision/Index.html](https://www.cdc.gov/Features/HealthyVision/Index.html)

Centers for Disease Control and Prevention,  
[CDC.gov/diabetes](https://www.cdc.gov/diabetes)

National Institute of Diabetes and Digestive  
and Kidney Diseases, [NIDDK.NIH.gov](https://www.niddk.nih.gov)

Use this QRC to visit  
the National Eye Institute's  
"Virtual Reality Eye Disease Experience"



# Why is it important to select a Primary Care Provider (PCP)?

A requirement when joining Physicians Health Plan (PHP) is to select a participating Primary Care Physician (PCP) for you and each family member covered. Selecting a PCP ensures that you'll have a medical professional gatekeeper who can oversee and help guide your healthcare needs.

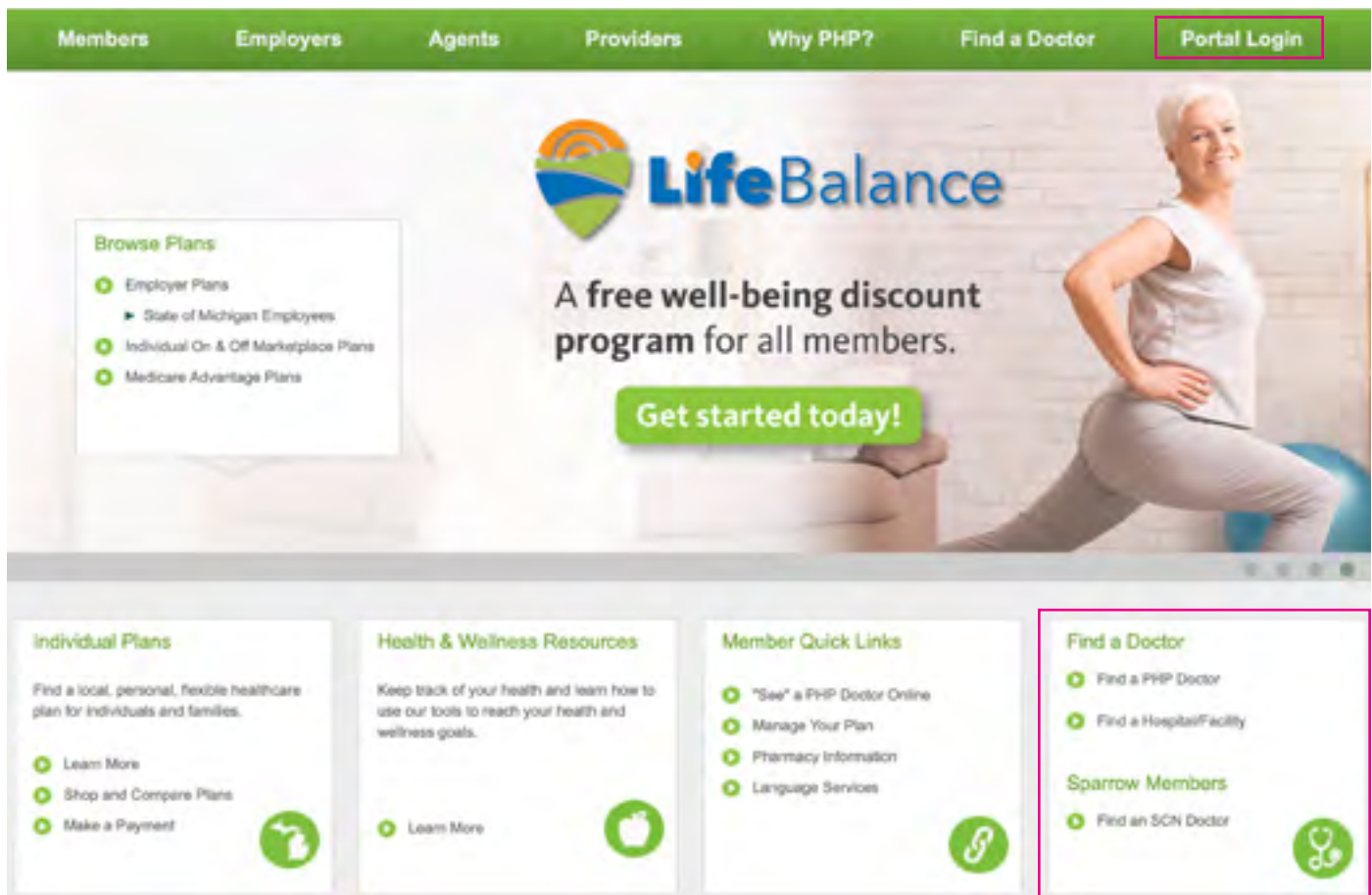
If you do not choose a PCP at the time of enrollment, one may be chosen for you by PHP.

## How to find or update the PCP assigned to you.

You can do this by visiting our website at [PHPMichigan.com](http://PHPMichigan.com) or by calling Customer Service at: 517.364.8500 locally or toll free 800.832.9186.

### To update or change your PCP using the PHP website:

- » Once you open the PHPMichigan website, choose **"Portal Login"** in the green toolbar. This will take you to the member portal called MyPHP.
  - » If this is your first time using the MyPHP portal, you will need to register for an account. To do this you will need your PHP ID card. Once you create and log into your account on MyPHP, you'll find your PCP information on the welcome page.
- » If you need to update your PCP, you can do this from the welcome page by choosing **"PCP Change Request"** located on the right-hand side of your screen.





## MyPHP Portal Login



## Finding your PCP in MyPHP Portal

### Do you need help choosing a PCP?

You may choose from our many participating network providers within the following categories: Family Practice, Internal Medicine, General Practice, Pediatrics, Nurse Practitioners and OB/GYN's.

- » From the PHPMichigan main website page, choose **“Find a Doctor”** in the green toolbar. Using the dropdowns, enter the zip code, distance, and any optional fields that are important to you. Make sure to check the PCP box. A list of doctors will appear and will include the contact information you can use to set up your first appointment.
- » The provider that you choose must be willing to accept you as their patient (open to new members) and be available to provide for your ongoing health care needs including annual exams and coordination with specialists.

### Provider Directory

Quickly find a provider, pharmacy, or clinic, hospital or other facility.

**Already have a provider in mind?**  
Looking for a specific provider? Enter their name below to see if they are covered by your plan.

Search by provider name:

Alternatively, use the form below to refine your search.

**1. I'm a Member**  
Using your member ID to search for providers will provide you with the most accurate results. Your member ID has been provided for you to find providers covered by your plan.

Member ID/Subscriber ID:

Need your Member ID?

**Try & Claim!**  
To filter your search results for providers that accept a qualification, please select a plan type below.

Network/Plan Type:

Search Entire Network

**2. I would like to find a provider in ...**  
To help us find providers nearest to you, please select either your State or ZIP Code.

Zip Code:  Distance:  Miles  State:

**3. I would like to see ...**  
Please select the type of provider you would like to see from the list below.

Primary Care Providers  Specialists  Hospitals  Pharmacies  Behavioral Health Providers  Other Health Services

# Keeping your doctors informed

## Why is it important to make sure my PCP and Specialists share my medical information?

As your medical care team, it's important that all doctors you visit share your most up-to-date medical information such as labs, test results and services performed. This will help your care team make the most informed decisions for you.

You can help by asking to review who you've listed on your **medical professional release of information form (ROI)** at your office visits. This can be done at registration, check in, check out or when talking with your doctor. Listing all doctors within your medical care team on the ROI will ensure they have the ability to receive and share copies of your records, labs and test results.

## Why do I need to verify my personal Information when I see a doctor?

It's always a good idea to keep your information such as phone numbers, addresses and insurance card information up to date. Doctors use this information to identify you, contact you and send billed services to your insurance company. Having the incorrect information could slow down the process and delay care. When registering or checking in for service, be sure to check that the office has your most up to date information.





## Prescription Drug Information

To access information regarding preferred medications, changes to the prescription drug list (PDL), medication limits, step therapy, prior authorization process, exception process, preventive service, finding a pharmacy, specialty medications, preventive medications, how to submit a claim and drug recalls use the following link to access our PHP Members Get Your Medication page:

[PHPMichigan.com/Members/Get-Your-Medication](https://www.phpmichigan.com/Members/Get-Your-Medication)



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## Check Out PHP Online! PHPMichigan.com

The PHP website and our MyPHP portal tool 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 some of the most frequently asked questions
- » Manage your health using our interactive health & wellness resources



517.364.8500 [PHPMichigan.com](http://PHPMichigan.com)

