



Strategies for **Improving** Consumer Health

A resource to help educate consumers about available preventive health incentives and eliminating barriers to receiving care



www.BHPI.org



sharing data for improved health

www.healthsharesolutions.org

Using this resource to improve consumer outcomes is

as easy as 1...2...3...



1. Identify

The appropriate health plan for each consumer you work with and review the related pages in this guide.

2. Inform

Various incentives are available to health plan members for taking steps toward better health. Let the consumer know that by taking these actions, they can receive incentives such as gift cards. The Incentives pages are a guide to the incentives currently available.

Next, use the Assistance pages of this guide to help eliminate the barriers that keep consumers from visiting physicians for primary care.

3. Initiate

If consumer has difficulty, assist them in making an appointment with their physician.

If they don't have a ride, use the numbers provided on the Assistance pages to schedule transportation for them.

These actions don't take much time, but they can make a great deal of difference for our consumers.

Why should we facilitate these visits?

for the health of it!

BHPI is making integrated healthcare a reality with our new Health:SHARE solutions.

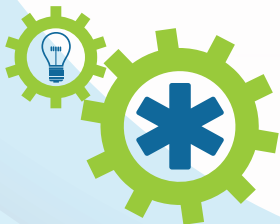
Our goal is to use data to drive better outcomes for the consumers in our networks.

Our process focuses on three key areas:

- 1) Getting consumers to visit primary care providers for annual physicals.
- 2) Getting consumers to have annual blood pressure tests to identify the risk of hypertension early.
- 3) Making consumers aware of tools available to aid them with smoking cessation.

Learn more at:

www.healthsharesolutions.org



health:
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Incentives



Gift Cards

Aetna will reduce co-pays or give a **gift card** if a Health Risk Assessment is scheduled within 60 days of enrolling in the plan.

Members may also be eligible for a gift card for participating in health behaviors related to:

- Breast Cancer Screening
- Cervical Cancer Screening
- Diabetes
- Prenatal & Postnatal Care
- Smoking Cessation
- Weight Management for Adults

Call Member Services

1-866-316-3784

to learn more.

aetnaSM

Assistance



Transportation

Aetna provides free transportation to and from doctor visits, behavioral health providers, pharmacies, and other medically necessary appointments

Call MTM

1-800-947-2133

to schedule transportation.

Please call (3) business days prior to scheduled appointment.



Reimbursement

Members can also get paid for gas to get to and from medically necessary appointments.

Call Member Services for details

1-866-316-3784

Aetna Better Health of Michigan



Gift Cards

Blue Cross Complete members can get rewarded for making healthy choices.

Members may qualify for rewards by completing a Health Risk Assessment form with their physician and committing to make healthy choices.

These choices include:

- Quitting smoking
- Losing weight
- Lowering blood pressure
- Controlling cholesterol
- Getting a flu shot

Rewards may be a **\$50 gift card** or a **50% reduction in cost-sharing contribution**, depending on income.

Call Customer Service
1-800-228-8554
to learn more.



Transportation

- Blue Cross provides free transportation to get to ongoing or regular doctor visits, sick visits, or other medical care.
- Blue Cross also provides free transportation to pharmacies to pick up prescriptions and durable medical equipment suppliers to pick up medical supplies.

Call

1-888-803-4947

24/7 for details.





Gift Cards

Harbor offers many gift card incentive opportunities to members. Examples include:

- **\$25 gift card** available for new members age 18 and above who get a Health Risk Assessment.
- **\$25 gift card** for Body Mass Index (BMI) Measurement-adult (ages 18-24) child (ages 3-17).
- **\$25.00 Target gift card** for Members who quit smoking according to the National Jewish Health smoking program to quit smoking criteria. Call the National Jewish Health Quitline to quit tobacco use (1-800-784-8669).
- **\$25.00 Target gift card** for participation in Diabetes Program: Sweet Rewards which provides diabetic members assistance and encouragement. Harbor's Diabetic Program participants are given assistance toward attaining the goal of diabetic self-maintenance.
- Opportunities also exist in several other key areas: Well Child Services, Women's Health Services, Pregnancy Services, and Asthma Services.

Call Harbor Health Member Services

1-800-543-0161

to learn about gift card programs.



Transportation

Harbor offers free transportation for medically necessary care visits.

Call Member Services

1-844-427-2671

M-F, 8:30a.m.-5p.m., to learn more.

Please call (3) business days
prior to scheduled appointment.





HEALTH CARE

Incentives



Gift Cards

- **\$5 gift card** for Postpartum Visits, Lead Screening, Ticket to Good Health Program, Diabetic Screenings*, Healthy Michigan 4x4 Screenings*
- **\$10 gift card** for Diabetic Eye Exam, Children's Access to Care (ages 0-17), Adult Access (ages 45 & older)
- **Quarterly iPad, iPod, or LeapPad drawings** for Adolescent Well Visits, Well Visits (age 3-6), Mammograms, Cervical Cancer Screening

*gift cards available for each measure/test performed

McLaren periodically offer incentives to members to encourage visits to primary care physicians or for routine screenings. These incentives are available on McLaren website and in the Member Newsletter.

Visit www.McLaren.org/publicationsmain.aspx for more information.

Call Customer Service

1-888-327-0671

to learn more.

McLaren Health Plan



Transportation

McLaren offers free transportation to medically necessary care visits.

Call Customer Service
1-888-327-0671
to learn more.





Meridian
Health Plan

Incentives



Gift Cards

\$5 gift card is available to Meridian's Healthy Michigan participants when visiting primary care physicians.

Call

1-888-437-0606

to learn more.



Meridian
Health Plan

Assistance



Transportation

Meridian offers free transportation to and from doctor visits, behavioral health visits, pharmacies, durable medical equipment vendors and health departments.

Call

1-800-821-9369

to learn more.



Reimbursement

Members can also be reimbursed for gas for driving to and from office visits.

Call

1-800-821-9369

to learn more.



Midwest
Health Plan

Incentives



Gift Cards

Midwest Health Plan members who have had the following services are eligible to receive a **gift card**:

- Child Vaccines
- Adolescent Vaccines
- Lead Screening
- Adolescent Well Visits
- Postpartum Depression Screening
- Health Risk Assessment
- Breast Cancer Screening
- Cervical Cancer Screening
- Diabetes Services (dilated eye exam, HbA1c, urine testing for nephropathy, LDL)

Call Customer Service

1-888-654-2200

to learn more.



Midwest
Health Plan

Assistance



Transportation

Midwest offers free transportation to doctor visits. A bus ticket or car transportation can be provided for members who need them.

Call

1-888-654-2200

M-F, 7:30a.m.-5:30 p.m., to learn more.

Please call (4) business days prior to scheduled appointment.



Midwest Healthplan



Gift Cards

- **\$50 gift card** available to members when they get a Health Risk Assessment.
- **\$15 gift card** available to members when they have an annual physical (comprehensive exam).

Call

1-800-898-7969

to learn more.

Molina also has a new **Rewards Point System** that allows members to earn points for preventative care such as prenatal and well visits.

Points can be redeemed online for items valuing up to \$200 per calendar year.

Visit the Member Portal for more information.



Assistance



Transportation

Molina offers free transportation to covered services.

Transportation is provided when member has no other means to get to doctor appointments, x-rays, lab tests, pharmacy, medical supplies, or other medical care.

Call

1-800-898-7969

to learn more.

Please call (3) business days prior to scheduled appointment.



Molina Healthcare



Gift Cards

- **\$25 gift card** available when children ages 1-21 complete their physical.
- **\$50 gift card or 50% reduction** (depending on income) for Healthy Michigan consumers who complete their annual physical.

Call

1-800-562-6197
to learn more.



Transportation

Free non-emergency transportation for covered services provided by Sparrow PHP.

Contact Sparrow PHP's Customer Service Department
1-800-661-8299
to learn more.

Please call (5) business days prior to scheduled appointment.





Gift Cards

- **\$50 gift card or reduction in monthly contribution**, (depending on income) available to Healthy Michigan HRA (required by SOM) members who complete standardized HRA form with provider.
- Generic **\$10 gift card** available to Priority members who take their child (enrolled with Medicaid, <2 years age) for a lead screening test.

Call Customer Service at
1-888-975-8102
to learn more.



Transportation

Free transportation provided for members who do not have a way to get to medical appointments.

Call

1-888-975-8102

or

1-616-464-8102

for more information or help to arrange a ride.

Consumers may also be able to obtain transportation through the Community Mental Health Service Program when not eligible to use Priority's transportation. For example, rides are available for persons with development disabilities to speech, language and occupational therapies when the therapies are billed through the Community Mental Health Service Program.

Call Priority's Behavioral Health department at

1-616-464-8500

or

1-800-673-8043

to learn more.



Incentives



Gift Cards

Total Health Care offers several annual member incentive programs for preventive services including:

- **\$20 gift card** for Well Child visits
- **\$20 gift card** for Childhood Immunizations
- **\$20 gift card** for Lead screening
- **\$20 gift card** for Mammograms
- **\$20 gift card** for Pap Smears
- Various prenatal & postpartum visits eligible for **\$30 gift card** & a case of diapers

Call

1-313-871-7815



Assistance



Transportation

Total Health Care offers free transportation for members who do not have a way to pick up prescriptions or medical items, get to medically necessary appointments or other covered services.

Call

1-313-871-6408

to learn more.

Please call (4) business days prior to scheduled appointment.





Gift Cards

Members who complete a Health Risk Assessment are eligible for a **\$50 gift card**.

Call Customer Service
1-866-633-2446
to learn more.



Transportation

United offers free transportation to get members to medical care and services such as: doctor visits, medical supply companies, health departments, etc.

Call

1-800-903-5253

to learn more.

Please call (4) business days prior to scheduled appointment.



Reimbursement

Members can also get reimbursed for gas to get to and from medically necessary appointments.

Call

1-800-903-5253

to learn more.

Please call (4) business days prior to scheduled appointment.



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