

# GRAND VALLEY HEALTH PLAN

## *MIChild* MEMBER HANDBOOK



Grand Valley Health Plan

[www.gvhp.com](http://www.gvhp.com)

**GRAND VALLEY HEALTH PLAN**

Dear Member:

***Welcome to Grand Valley Health Plan!*** We are glad you chose us. Our system is unique. We provide both coverage and medical care. It is our goal to provide you with great care and service. We understand how important that is to you.

You will not find us complicated. There are no claim forms. There are no mix-ups between the insurance company and the Practitioners. Why? Grand Valley Health Plan employs our own Family Health Center physicians and staff. You will receive direct attention.

As President of Grand Valley Health Plan, it is always a pleasure to welcome new members to our community of care. I think that the ability to partner with your health care providers creates a great opportunity to take a proactive approach to prevention and wellness. And to truly build a sound and personal relationship with those who help you with your medical needs.

Again, welcome to Grand Valley Health Plan! You have chosen to join an innovative approach to managing the care. We are eager to meet you!

Sincerely,

Roland Palmer  
President, Grand Valley Health Plan

**OFFICE OF THE PRESIDENT**

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# MiChild Member Handbook

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This is your Grand Valley Health Plan (GVHP) **MiChild Member Handbook**. This handbook will explain how GVHP works. Please look through it now. Keep it handy for future reference. For more information, call your GVHP Family Health Center or the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### Grand Valley Health Plan

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We at Grand Valley Health Plan (GVHP) believe it is important to share our beliefs about health care.

**GVHP** carries out its purpose through a philosophy or belief system that combines the values of cost, quality and service.

**GVHP** believes in having respectful relationships with our members, Practitioners and providers. We believe these relationships should be purposeful. They should be effective. They should result in quality health care and service.

**GVHP** believes in the value of keeping people healthy. We also believe in making them well. Prevention is the key. Programs and services that lower the risks of disease and illness are at the “heart” of what we do at GVHP.

**GVHP** believes in the value of quality. We do this by credentialing our health care professionals. Credentialing is a review process health care professionals undergo. We look at their “credentials.” This process is thorough and complete. We hold these professionals to high standards. We measure quality of care and customer satisfaction.

**GVHP** believes in quality-based health care. We believe in cost-effective health care. We do this by contracting with selected health care Practitioners and providers. Our contracts address quality and service as well as cost.

**GVHP** believes in keeping our members informed. We want you to have information about how our health plan works. We want you to know how our physicians and health care providers are paid. We want you know how resources are used and managed. This is called *utilization management*. Finally, we want you to know how these show and support quality of care.

**GVHP** believes that members have the right to voice complaints. You also have the right to appeal GVHP decisions. Finally, you have the right to expect timely service and responses.

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## WELCOME TO GRAND VALLEY HEALTH PLAN

This is your *MIChild Member Handbook*. This booklet explains how GVHP works. Please review the information. Keep it handy for future reference.

### HOW TO USE THIS HANDBOOK AND GENERAL PLAN INFORMATION

This handbook was made to help you. Take time to review it. Make sure you understand your benefits. Especially before you need to use them. Keep this handbook. Keep your GVHP MIChild Provider Directory. Also, keep your *GVHP MIChild Certificate of Coverage*.

## **MiChild Member Handbook**

These contain information that you need. That information includes:

- The scope of our services
- Our Practitioners
- Your benefits
- Your coverage
- Your rights and responsibilities

Take time to review and understand these documents. If you have questions or need another copy of this information, please contact Customer Service at 616-949-2410 or 800-335-1977.

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### **QUESTIONS REGARDING COVERAGE**

**GVHP Customer Service is here to answer your benefit questions.**

**If you have a medical question, call your GVHP Family Health Center.**

#### **Customer Service Hours**

Monday – Friday ..... 8:00 a.m. – 5:00 p.m., EST  
Extended evening hours (September – February) 8:00am – 5:30 p.m., EST

#### **Customer Service phone numbers**

Customer Service Team ..... **(616) 949-2410 or (800) 335-1977**

Collect telephone calls are also accepted. This telephone line is available 24 hours a day, seven days a week.

**If you have questions about enrollment, eligibility, or how to access services not provided by Grand Valley Health Plan (such as mental health, substance abuse and routine dental care), contact:**

MiChild.....1-888-988-6300

or

GVHP Customer Service .....(616) 949-2410 or (800) 335-1977

#### **Translation Services Available:**

GVHP offers translation services. GVHP offers information in other formats to meet the special needs of our members. GVHP can also make arrangements for a translator. We must be notified in advance. Contact your GVHP Family Health Center for this service.

### IMPORTANT TIPS AND HINTS ABOUT YOUR COVERAGE

- Always carry your **GVHP** Member ID Card. Present it at all visits.
- Need medical care? Call your GVHP Family Health Center first. Our phones are answered 24 hours a day. **Your GVHP Family Health Center Provider must arrange all of your healthcare.**
- **If you have an emergency condition, go to the nearest emergency room (ER). Or call 911.**
- Let your GVHP Family Health Center know that you went to the ER. Do this within 24 to 72 hours. This is so that your follow-up care can be arranged.
- If you need specialty care, your GVHP Practitioner will refer you. You will be sent to a GVHP participating specialist. This specialist will use a GVHP participating hospital.
- GVHP will only pay for care and services if the three following conditions are met:
- When authorized by a provider at your GVHP Family Health Center regardless of the service being in or out-of-network. Exception for emergency care.
  - Are provided by participating physicians and healthcare facilities.
  - Care and services are a covered benefit.

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### GVHP'S TEAM APPROACH TO HEALTH CARE

GVHP is a health care delivery system. GVHP owns and operates several GVHP Family Health Centers. This is one part of our delivery system. What are the other parts?

Let's learn what a **GVHP FAMILY HEALTH CENTER** is. A GVHP Family Health Center is much like any physician office. There are doctors, physician assistants, nurse practitioners, and nurses. But there is more! There are x-ray technicians. There is pharmacy staff. **Your GVHP Family Health Center is there for you!**

GVHP calls its Physicians, Nurse Practitioners, and Physician Assistants "**PRACTITIONERS.**" We will use this special word in the handbook.

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### WHO'S ON YOUR TEAM?

#### *Family Health Center Physician*

Family Health Center physicians are specialists in family medicine. The doctors complete a residency program. This gives them training in key medical areas. They train in pediatrics. This is about learning

## **MIChild Member Handbook**

about children, their development and illnesses. They train in obstetrics. This is learning about pregnancy, labor, delivery and after-birth. They train in gynecology. This is about learning about diseases relating to women. Their training includes internal medicine. This is the study of the internal workings of the body. They train in community medicine and surgery.

### ***Physician Assistants and Nurse Practitioners***

Physician Assistants (PAs) and Nurse Practitioners (NPs) are other types of medical professionals. We often call them **mid-level** Practitioners. The PA and NP work under the supervision of a Family Health Center physician. Both receive post-graduate training in medical and clinical sciences. PAs and NPs must meet specific educational requirements and strict licensing standards. They must also be board-certified. Just like a family physician, this happens every six (6) years. They are able to diagnose and treat most medical problems. They can write prescriptions, complete exams and treat you.

**WHEN YOU VISIT YOUR GVHP FAMILY HEALTH CENTER, YOU WILL MOST LIKELY SEE BOTH A PHYSICIAN AND A PHYSICIAN ASSISTANT (PA) OR NURSE PRACTITIONER (NP). WHO YOU SEE DEPENDS ON YOUR PREFERENCE AND YOUR MEDICAL NEEDS.**

There are other health care professionals on your team. These professionals also are trained and licensed in their special health care area. They work in support of your “primary” health care needs. These professionals include. . .

### ***Nursing Staff***

Registered nurses (RNs) are part of GVHP’s nursing staff. Licensed Practical Nurses (LPNs) and Medical Assistants (MAs) are also part of this staff. Each must complete a specific educational and training program. Their training allows them to take medical histories. They also can monitor your blood pressure and draw blood samples. They receive training on giving immunizations and allergy injections. They assist during routine examinations. Nursing staff can answer your medical questions over the phone. Nurses will suggest possible home care when appropriate. They are trained to assess your symptoms. They help make the right appointments for your needs.

### ***Specialty Care Nurse***

GVHP has a team of specialty care nurses. These nurses work on your behalf. The Specialty Care Nurse contacts you when you are in the hospital. She or he helps organize your care. She or he also arranges any special needs after you leave the hospital. The Specialty Care Nurse helps you understand your condition. This includes talking to you about treatment options and your doctors’ recommendations. Finally, Specialty Care Nurses provide case management services for members with more complex medical conditions. Case Management services are arranged for you by your Family Health Center Team. If at any time you believe you would benefit from case management services, contact your GVHP Family Health Center or Customer Service at 616-949-2410 or 800-335-1977.

### ***Registered Pharmacist***

GVHP operates its own pharmacies. GVHP pharmacies are staffed by registered pharmacists. The registered pharmacist supervises pharmaceutical and drug services at GVHP Family Health Centers. In addition, he or she works closely with your GVHP Family Health Center team. He or she is there to answer questions about your medication. All GVHP pharmacists are licensed by the State of Michigan.

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Your GVHP Family Health Center team also has other staff working to help you with your Family Health Center appointment or referral needs. They strive to make this happen in a smooth and orderly manner. This staff includes . . .

### **Patient Care Coordinator**

The Patient Care Coordinator is your advocate at the GVHP Family Health Center. She or he works to support your service needs. She or he is usually the first person you meet when you go the GVHP Family Health Center. The Patient Care Coordinator schedules your appointments. She or he helps you understand your health professionals' instructions. She or he can also answer many questions you may have. She or he can also help with any concern you may have about your health care or services.

### **Specialty Care Coordinator**

The Specialty Care Coordinator helps you when you need a referral. If you and your GVHP Family Health Center Practitioner decide you need to see a specialist, she or he arranges your physician appointments outside of your GVHP Family Health Center. She or he also schedules tests, procedures and surgeries. She or he can answer any questions you have about bills. Finally, the Specialty Care Coordinator answers questions about non-covered services. Non-covered services are services that are not covered under your GVHP *MiChild Certificate of Coverage*.

SO . . . . **What does this all mean?** You get the best possible and most complete health care. We also are about quality care and service. The team approach helps us do this. We make sure the right person is doing the right thing. At the right time and place. Remember **YOU** are part of the team!

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## MAKING DECISIONS ABOUT YOUR HEALTH CARE

**GVHP** believes your health care decisions are a shared responsibility. Who shares this responsibility? You, your family and health care professionals! Health care professionals must tell you about your health status. This includes giving you information about your medical condition and treatment options. You, tell us about your health history and medical needs. If you want, your family can be included. They can give us other information to help us in treating you.

If you ask for a treatment or service that is unusual or rare, we might need to do some research. You or your Health Care Practitioner can request an opinion from our Vice President of Medical Affairs (VPMA). The VPMA will look into your request. He or she will then recommend the best treatment option for you. What something costs is not as important as you getting better. The VPMA will recommend the type of care or plan that is proven to be the best way to help you get better. (See also **Requests for "Special Services:" The GVHP Medical Opinion Process**.)

When you picked **GVHP**, most likely you had to choose a new doctor. We will work with you to make sure your care is transferred without a problem. We will work with you to choose where you go and who provides your care. This happens based on your needs and our experience of where you can receive the best care. Your GVHP Family Health Center team and you make the decision.

We want you to be part of the decision process. To do this, your GVHP Family Health Center team needs your attention. The more informed and involved you are in your own care, the better the care.

## **MiChild Member Handbook**

GVHP providers are committed to good communication with our members. They promise to:

- Listen to you carefully
- Care about what you think
- Explain things well to you
- Treat you with respect
- Understand your health concerns
- Speak to you in terms you can understand
- Encourage you to ask questions
- Spend enough time with you

Your time is valuable to us. We know you are busy. We want to help you make the most of your visits. You can do this by preparing ahead of time for your visit. To help make the most of your next visit, we have put together a list of things to do prior to your visit.

1. Get ready for your office visit. Write down what you want to tell your provider. For example, is anything unusual or abnormal? When did it start? What remedies have you tried?
2. Write down what you want your GVHP Family Health Center practitioner to do. For example, do you want pain relief? Tests? A referral? A prescription? Do you need help in figuring out what is wrong? Or, do you need reassurance about symptoms?
3. When you go to your appointment, pull out your “list” and share it!
4. Make sure your Practitioner is clear about what you said.
5. If a medical term or word is used that you do not understand, ask what it means.
6. When your health care practitioner says the “best option is . . .” Listen. Then, ask why? If you do not agree, tell your GVHP Family Health Center practitioner. Ask if there are other options.
7. Ask specific questions. For example, “How long will it take to heal?” “What are the side effects?” or “How will this affect my daily activities?”

If you are unhappy with your care for any reason, tell your GVHP Practitioner. He or she wants you to be satisfied. Changes cannot be made unless you are honest about what is bothering you. Get more out of your health care. Be involved! Be an active team member!

Understand that everything you need for care may not be covered. If you do not agree, it is your right to appeal through our grievance/appeal process.

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### **CONFIDENTIALITY & RELEASE OF INFORMATION TO US**

As a **GVHP** member, you have rights. One is the right to confidentiality. Confidentiality means your medical information is kept private. This information cannot be given out without your permission. We take confidentiality seriously.

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When you join GVHP, you agree to let us have access to your medical information. You also agree to let us use your medical information for certain business functions. This use is strictly limited.

So, what does this mean? It means you allow your GVHP Family Health Center team to review your medical information. We use this information to give or arrange for your care. You also allow GVHP to show your records to state and federal agencies. Regulatory groups review us. They make sure we meet standard requirements. We also use your medical information to pay claims.

GVHP keeps all information confidential. We have strict rules. We will not release this information without your permission. *GVHP Notice of Privacy Practices* explains these rules.

You can look at your medical records during business hours. To receive a copy of your records, you need to fill out a form. This is a **Release of Information** form. There might be a cost for copying your medical records.

**Please Note:** Children under 18 years of age have certain rights to confidentiality. These rights come from state or federal laws. This means, in some cases, we are not able to share information. Even with parents and guardians. Your child needs to sign *Release of Information* if they want you to receive this information. What information is protected? Information on behavioral health, sexual activity or abuse and physical abuse situations are protected.

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## YOUR GRAND VALLEY HEALTH PLAN MEMBERSHIP CARD

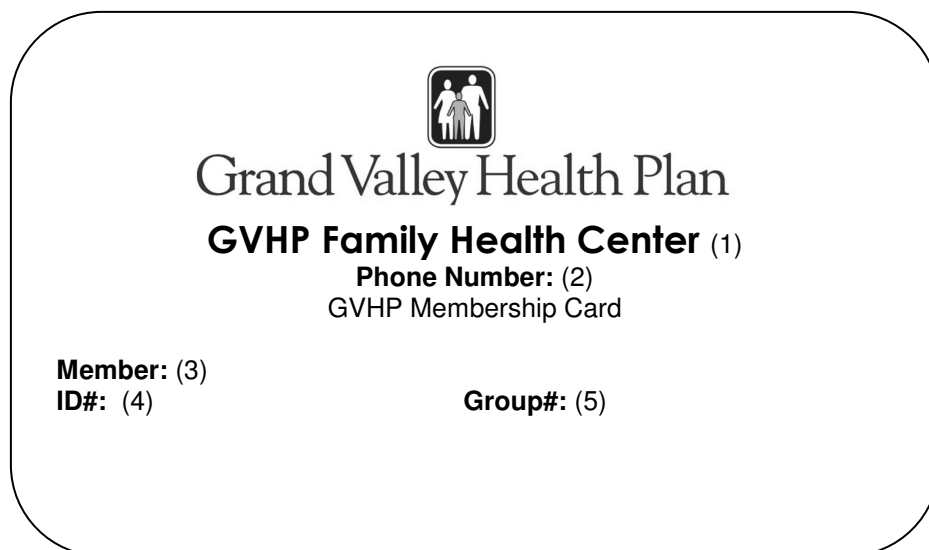
Your membership or ID card is a key to receiving medical services. It identifies you as a GVHP member.

Always carry your membership card. Present this card whenever you receive services.

Don't have your card yet! Simply call your Customer Service Team at 616-949-2410 or 800-335-1977. We will verify your eligibility. We will check on the status of your card.

Misplace or lose your card? Information on the front is incorrect? Simply call Customer Service at 616-949-2410 or 800-335-1977. GVHP will send you a new card. It takes approximately 10 business days to receive a new card.

There are two sides to your card. The front of the card gives information about your Health Center. This includes the phone number used to reach your GVHP Family Health Center or access after hours care. Below is a sample id card:



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### CONTENTS OF THE FRONT OF YOUR CARD:

(1)	<b>GVHP Family Health Center</b>	This is the name of your GVHP Family Health Center
(2)	<b>Phone Number</b>	This is the telephone number of your GVHP Family Health Center. Call this number 24 hours a day. 7 days a week or call 911.
(3)	<b>Member</b>	This is the name of the cardholder.
(4)	<b>ID #</b>	This is your individual identification number
(5)	<b>Group #</b>	This number identifies the group you belong to

### THE BACK OF YOUR CARD

The back of your card tells you what to do in case of an emergency. Below is the back of your card:

**To the Member:** If you have a medical emergency, please call your Family Health Center. However, if you believe the emergency may mean permanent damage to your health, go to the nearest emergency room. You or your representative should call your Family Health Center within 48 hours or as soon as medically reasonable.

**To the Hospital:** Local hospitals participate with GVHP. Out-of-area hospitalizations should be reported within 48 hours of admission.

**To the Physician:** Contact the Family Health Center on the front of the card to notify of an emergency admission or service. We request that this notification should occur within 48 hours.

GRAND VALLEY HEALTH PLAN  
829 Forest Hill Ave., S.E.  
Grand Rapids, MI 49546  
616-949-2410

### YOUR RIGHTS AND RESPONSIBILITIES

As a GVHP member, you have certain rights and responsibilities. These fall under the Grand Valley Health Plan ***Member Bill of Rights and Responsibilities***.

#### YOUR RIGHTS

- ❖ The right to receive information about GVHP. Our services. Our Practitioners and providers (including any incentive plans). And our member rights and responsibilities.
- ❖ The right to be treated with respect and dignity and have your right to privacy maintained.
- ❖ The right to participate with your Practitioners and Health Care Team in decision making about your health care.
- ❖ The right to candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- ❖ The right to voice complaints or appeals about GVHP or the health care provided.
- ❖ The right to have timely and appropriate medical care delivered in the appropriate setting.
- ❖ The right to be satisfied with your choice of GVHP Family Health Centers and to have a choice within your health plan of practitioners and providers who meet high standards of professional training and experience.
- ❖ The right to be cared for by health care professionals who are accountable for the quality and confidentiality of the services they provide and for the satisfaction of their patients.
- ❖ The right to make recommendations regarding Grand Valley Health Plan's members' rights and responsibilities policies.
- ❖ The right to have all GVHP Staff and affiliated providers to comply with all requirements concerning your rights.

#### YOUR RESPONSIBILITIES

- ❖ The responsibility to hear how to use your GVHP Family Health Center.
- ❖ The responsibility to call your primary GVHP Family Health Center to get approval for any service.
- ❖ The responsibility to ask questions, when you think it is necessary, about your agreed upon treatment plan. And then follow your treatment plan and the instructions you were given.
- ❖ The responsibility to ask questions to understand your health problems, participate in developing an agreed upon treatment plan and then follow your treatment plan and the instructions you were given.
- ❖ The responsibility to be open and honest with your health care team. Supply information to the best of your ability that GVHP and our Practitioners or providers need in order to provide you with care.
- ❖ The responsibility to understand your health problems and to participate with your health care team in developing agreed upon treatment goals to the best of your ability.

### FRAUD AND ABUSE

Grand Valley Health Plan is working to stop medical fraud and abuse.

**What is fraud and abuse?** Fraud is deception of facts. This could result in payment for services that should not occur. As a result, unnecessary costs occur. Below are some examples:

- A member shares their ID card with a non-member.
- A member does not provide correct information.
- A member and/or health care provider overstates the member's illness.
- A member forges a prescription. Or obtains medication to resell it.
- A health care provider bills for services not provided.
- A health care provider charges twice for the same service.

#### Reporting Fraud and Abuse

Health care fraud and abuse makes health care costs increase. If you suspect fraud or abuse, contact Grand Valley Health Plan. Call Customer Service at 616-949-2410 or 800-335-1977. Or call our Fraud and Abuse Hotline at 1-866-203-7456. The hotline is available 24 hours a day. 7 days a week. Your call can remain anonymous. You can also write to us at: Grand Valley Health Plan, 829 Forest Hills Ave, Grand Rapids, MI 49546.

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### MEDICATION SAFETY

Understanding your medications is important. The use of both prescription and over-the-counter medications requires careful attention. This is true if you are at home or in the hospital.

*These tips may help you make the most of your medication:*

- **Follow all of your physician's instructions.** Read and follow any directions or warnings. If you have questions, ask. Do this before leaving the doctor's office or hospital.
- **When you speak to your physician or pharmacist,** ask questions. You need to feel confident. Be sure to tell him or her about any allergies you have. If your medication looks different, don't take it. Ask about it immediately.
- **If you see more than one doctor,** be sure that each one is aware of all of your medicines. If you have more than one doctor prescribing the same medicine, let them know immediately.
- **At the pharmacy,** check the label on the bottle or package. If it is not the same as before, ask why. Were you given the correct medicine? Make sure that you can read the instructions easily. If not, ask the pharmacist for a label that's easier to read.
- **Keep track of your medication** with a chart listing the name, how much to take, when to take it, the doctor who prescribed it, and special directions such as "take with meals." If you need help, ask your GVHP Family Health Center.
- **Use a pill "reminder" case** that has slots for each day of the week. You can buy these at the GVHP pharmacies. Or at other drug stores.
- **You may experience side effects** when you start a new medicine. Or after you have been taking it

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for some time. Call your physician immediately if you have itching, swelling, dizziness, or any other ill effects.

- **Don't stop taking your medication** unless your doctor says to do so.
- **If you skip a dose of medicine**, don't assume it's safe to double the next dose. Check with your physician or pharmacist. Find out what to do before this happens—then add that information to your medication chart.
- **If you mistakenly take an extra dose of medicine**, call your physician or the Poison Control Center. Be prepared to tell them what medicine you took.
- **When taking a prescription medicine**, consult your physician before taking any other medicine. Some over-the-counter medicines may interfere with prescription medicines. Others may be safe.
- **Remember that alcohol and medicines don't mix.**
- **In the hospital, ask questions** about what medicines they are giving you. If the color or shape of the pill changes, ask questions before taking it.

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### CHOOSING A GVHP FAMILY HEALTH CENTER TEAM

As a GVHP member, you choose a GVHP Family Health Center. Your GVHP Family Health Center is the first point of contact for health care needs.

Each GVHP Family Health Center has a team of healthcare professionals. This includes Family Health Center Physicians (MDs or DOs), Physician Assistants (PAs), Nurse Practitioners (NPs). It also includes nurses, and Nutritionist. Patient Care Coordinators at your Family Health Center are there to help you schedule visits.

**You choose a GVHP Family Health Center when you join.** Each member of your family may choose his or her own GVHP Family Health Center. You may also change GVHP Family Health Centers. This can be done whenever you choose. Work closely with your GVHP Family Health Center team. It is important to get to know them. It is just as important that you let them get to know you.

**Remember you are now part of a team. You and your team are working together to keep you healthy.**

### GVHP FAMILY HEALTH CENTER HOURS

GVHP Family Health Center staff spends a lot of time getting to know their members. We know that members need easy appointment scheduling. GVHP Family Health Centers offer early morning, lunch time and early evening hours.

### GVHP FAMILY HEALTH CENTER LOCATIONS

GVHP Family Health Centers are easy to find and use. Here's a listing of the GVHP locations.



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<p><b>1. Corporate Headquarters</b> 829 Forest Hill Ave SE Grand Rapids, MI 49546 (616) 949-2410</p> <p><b>2. East Leonard Medical Complex</b> 2680 Leonard NE Grand Rapids, MI 49525</p> <p><i>This location includes:</i></p> <p><b>Beckwith Family Health Center:</b> (616) 224-1515</p> <p><b>Beckwith Pharmacy:</b> (616) 224-1121</p> <p><b>Urgent Care:</b> Call your Family Health Center</p> <p><b>Diagnostic Radiology Center:</b> <b>(616) 224-8686</b></p>	<p><b>3. Hudsonville Family Health Center</b> 5445 32nd Ave. Hudsonville, MI 49426 (616) 457-3830</p> <p><b>4. Rockford Family Health Center</b> 590 - 10 Mile Road NE Rockford, MI 49341 (616) 866-9568</p> <p><b>5. Walker Family Health Center</b> 650 - 3 Mile Road NW Walker, MI 49544 (616) 784-4717</p> <p><b>6. Wyoming Family Health Center</b> 5251 Clyde Park Ave. SE Wyoming, MI 49509 (616) 532-1100 <b>Pharmacy: (616) 532-8882</b></p>
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### ALL ABOUT GVHP FAMILY HEALTH CENTER APPOINTMENTS

Always call your GVHP Family Health Center for an appointment. Tell the GVHP Family Health Center why you need an appointment. The GVHP Family Health Center will schedule your appointment based on your needs and these standards:

- **GVHP Appointment Standards:** Access is important to you and to us. GVHP has appointment standards to meet your needs.

Visit Type	Standard
Preventive or non-symptomatic office visits	21 days
Routine or symptomatic office visits	2 days
Urgent care office visits	24 hours

- **Urgent Problems:** Our goal is to schedule urgent problems for the same day. Most likely you will talk with a nurse. Together you will determine the right treatment plan. This includes the right time and right practitioner for your care.
- **Non-Urgent or Routine Problems:** Our goal is to schedule non-urgent problems within 48 hours (two days). Again, a nurse may help you with scheduling the right time for your visit.
- **Preventive Care:** Our goal is to schedule preventive care appointments to meet a standard of 21 days. Preventative care means health assessments (physicals) or well child exams. Some types of

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medical conditions require attention at specific times. For example, scheduled follow-ups, OB visits, chronic conditions. We schedule appointments according to need.

- **Access:** We are using a scheduling method that will help make it easier and faster for you to schedule appointments. This new system is called *Access*. With *Access* most appointments can be scheduled either the same or the next business day (even preventive care)! Some appointments will be held for scheduling at a later date. *Access* appointment scheduling often allows us to exceed GVHP appointment standards. Please ask your GVHP Family Health Center for more information on how *Access* works.
- **Consistent Practitioners:** Your Patient Care Coordinator will schedule you with the first available practitioner or the practitioner of your choice. You are always free to ask to see the same practitioner for your care. Depending on whom you wish to see, the wait time for your appointment may change.
- **Wait Times:** We know how valuable your time is. The staff at your GVHP Family Health Center will try to keep your wait time to 15 minutes or less. If you wait longer, please tell the Patient Care Coordinator.
- **Canceling Appointments:** If you must cancel your appointment, please call right away. This lets us schedule another member for that time.
- **Late Appointments:** If you are more than ten (10) minutes late, your appointment may be given to the next patient. We do this so that you and others will not be kept waiting. We will offer you other options depending on your appointment needs. This may include rescheduling. Waiting until the next available appointment. Or work you into the schedule. In most cases, it may require additional waiting time on your part.

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### CHECKING-IN FOR YOUR APPOINTMENT

**Always check-in when you visit your GVHP Family Health Center.** The Patient Care Coordinator (PCC) at your GVHP Family Health Center will help you check in. Show your GVHP ID card. You will be asked to confirm information at check in. This includes your address and telephone number. We will ask if you have other insurance. Please be patient when we ask. We need to have the most up-to-date information about you. We need this information so we can stay in touch with you. And to process your claims accurately and in a timely manner.

If you are a new member, you will also be given information to complete at the time of your first visit. This information is needed to set up your medical records. We want to know all about you.

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### PHYSICAL EXAMS AND IMMUNIZATIONS

Your GVHP Family Health Center works with you on your health care needs. There are several ways we do this. Your GVHP Family Health Center helps you know how often you need a physical exam. We tell you about preventive screening services. Immunizations are also important in keeping you healthy. Your GVHP Family Health Center helps here too.

### REFERRAL CARE

You may need the services of a specialist. Your GVHP Family Health Center Practitioner will refer you.

You will go to a specialist who participates with GVHP. This means the specialist is a member of the GVHP panel. Your condition might need the services of a specialty not available through our panel. In that case, you might be referred to a non-participating practitioner. Most importantly, you will be going to a specialist we know can be trusted to give you the best care.

Your GVHP Family Health Center helps you with your referral. The Specialty Care Coordinator will make your appointment. She or he will tell the referral physician's office where to call for authorization of further services. The Specialty Care Coordinator will tell the specialist's office where to send the bills.

It is possible that the specialist might ask you to come back. **Your GVHP Family Health Center can only authorize services it has arranged.** Do not schedule another appointment without first calling your GVHP Family Health Center. Your GVHP Family Health Center will tell you if the next visit is authorized. If you go back without an authorization, ***you will be responsible for payments for unauthorized visits or services.***

**Special Note:** It is possible that your specialist may advise a service that is not a covered benefit. Your GVHP Family Health Center Practitioner might also do this. The service or product might be medically necessary. However, if it is not a covered benefit, GVHP will not pay for it. You will be responsible for paying for it.

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### HOSPITAL CARE

If you need inpatient or outpatient hospital care, your GVHP Family Health Center team will make the arrangements. You will go to the hospital that best fits your needs. GVHP participates with the following hospitals:

- ◆ Spectrum Health Hospital Blodgett
- ◆ Spectrum Health Hospital Butterworth
- ◆ Spectrum Health Kelsy Hospital
- ◆ Spectrum Health Reed City Campus Hospital
- ◆ Spectrum Health United Memorial Hospital

Your GVHP Family Health Center physician is involved in your hospital care. He or she will work with the hospital staff to be sure you get the care that you need. A GVHP Specialty Care Nurse may also visit you in the hospital. She or he monitors your nursing care. She or he will set up any special needs you might have at home.

You will be asked to show your ID card when you go to the hospital. You should always carry your card with you. The hospital needs this information in order for you to be admitted. Bills for hospital care will go to GVHP. GVHP will pay benefits directly to the hospital.

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### CASE MANAGEMENT

What is case management? Case management is focused on you. It is about quality. It is concerned about the right care. It is about your individual needs. It is not just for a single issue. It is much more than discharge planning.

This is a free service to members. It is for members with serious medical problems. These include cancer and diseases requiring transplants. Other complicated medical conditions receive case management services. These members usually have many problems and concerns that can “fall through the cracks.” We do not want this to happen. That’s why GVHP is committed to this important service.

Case management is a process. It includes finding out where you are now. It is also about planning for the future. A case manager works with you and your GVHP Family Health Center team. She or he also involves referral physicians and providers. They are all part of your case management team. The case manager helps your team develop an individual treatment plan. This might include some of the following:

- Arranging and coordinating physician-directed treatment
- Assuring communication among all parties
- Finding and obtaining community-based resources that meet the member’s medical, psychological and social needs
- Keeping everyone on the team updated

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### URGENT CARE

**Urgent care involves medical care for conditions that are not life-threatening.** This means your condition can wait for the time it would take to call your GVHP Family Health Center for direction. An example of an urgent condition would be a sprained ankle. You may need to seek Urgent Care when you are in the service area. For example, if your GVHP Family Health Center is closed, you may also seek Urgent Care services when you are out-of-area due to travel. **Remember, urgent conditions always require a call to your GVHP Family Health Center for authorization.**

If you need urgent care services, call your GVHP Family Health Center. The telephone number is on the front of your ID card.

Most likely you will go to our Urgent Care Center (UCC). Our UCC offers convenient and immediate care.

Our Urgent Care Center is located at 2680 Leonard NW. It is open everyday. Including weekends and Holidays.

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### EMERGENCY CARE

A medical emergency means you need attention right now! GVHP defines medical emergencies as:

- An unexpected or unforeseen onset of a traumatic bodily injury

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- Life-threatening or disabling condition which;
- If not treated immediately, may result in serious physical impairment or loss of life.

Some examples of medical emergency include but are not limited to:

- Possible heart attack. You are having severe chest pain including sweating and/or nausea.
- Poisoning
- Convulsions
- Loss of consciousness
- Other acute medical conditions

If your condition is an emergency, go to the nearest hospital right away. Or, if you can, call your GVHP Family Health Center for help. If you are unable to call before going, then call when medically possible or within 48 hours.

In case of an emergency, follow these steps:

- If you believe any delay in care will result in loss of life or permanent disablement, go to the nearest hospital emergency room or call 911.
- For ambulance emergency services call 911.
- If you are not admitted, call your GVHP Family Health Center when medically possible or within 48 hours.
- Do not go to the emergency room for follow-up care. Your GVHP Family Health Center can provide this care. We will arrange for all follow-up care. This includes on-going care. It does not matter what type of emergency it is.
- Present your GVHP ID card. Instructions about emergencies can be found on the back.

GVHP follows the **reasonable prudent layperson standard** for emergency care. A reasonable prudent layperson is a non-medical person. We ask the question: What would a reasonable prudent layperson do in a similar situation? GVHP pays for visits that meet the reasonable prudent layperson standard.

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## PHARMACY SERVICES

**Grand Valley Health Plan offers pharmacy services at all of our GVHP Family Health Center locations. In addition, Grand Valley Health Plan offers two full-service pharmacies.**

GVHP PHARMACY	ADDRESS	TELEPHONE NUMBER
Beckwith GVHP Family Health Center	2680 Leonard NW Grand Rapids, MI 49525	616-224-1121
Wyoming GVHP Family Health Center	5251 Clyde Park SW Wyoming, MI 49509	616-532-8882

GVHP pharmacies offer you the following services:

- ❖ The GVHP pharmacist will answer any questions or concerns. This will be done at the time your prescription is filled.

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- ❖ The GVHP pharmacist will explain how to take your medication. He or she can give you information about precautions or side effects.
- ❖ Prescriptions can be mailed directly to your home. This is at no extra charge.
- ❖ Used all your refills? Please call the GVHP pharmacy. The pharmacy staff will call your GVHP Family Health Center Practitioner. They will arrange additional refills.
- ❖ There are certain medications that can only be filled by a GVHP Pharmacy. Check with your Practitioner for these special drugs.
- ❖ Our pharmacies and GVHP Family Health Centers also offer many over-the-counter products. These are offered for your convenience. They are at much discounted prices. Simply, ask your GVHP Family Health Center. Or ask the GVHP Pharmacy for more information.
- ❖ You may also arrange to pick up your filled prescription at your GVHP Family Health Center.

You may use the services of community pharmacies that participate with our managed care pharmacy network. This network is called **MedImpact**. To find out if your pharmacy is part of this network, simply ask your pharmacist.

**Your prescription will most likely be filled with a “generic” drug.** A “generic” drug has the same ingredients at the same dose as the brand name drug. If you want a brand name drug when a generic is available, you may request this. However, you will owe the difference between the cost of the generic drug and the brand name drug.

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## RADIOLOGY AND LABORATORY SERVICES

GVHP offers X-ray services. These services are available at GVHP Wyoming and Beckwith Family Health Centers.

GVHP also offers a full range of X-ray services at our Diagnostic Radiology Center (DRC). DRC is located in the same building as the Beckwith GVHP Family Health Center. The services provided by the DRC include mammography, ultrasound, and x-ray services. You will find the GVHP Family Health Center and the GVHP Diagnostic Radiology Center at 2680 Leonard NE, Grand Rapids, MI. This is right off the I-96 exit. Limited X-ray services are also available at our Wyoming Family Health Center.

Your GVHP Family Health Center has laboratory services available. The GVHP Family Health Center can perform basic lab tests. Examples are strep throat, pregnancy and basic urinalysis tests. Staff at your GVHP Family Health Center can collect samples to send out for analysis. We also draw blood.

Call your GVHP Family Health Center to arrange X-ray or laboratory services. Your Patient Care or Specialty Care Coordinator will help you. She or he will schedule or arrange all your radiology and laboratory service needs. If you need additional services not offered at our location you will be referred.

### AMBULANCE SERVICES

As a member of GVHP, you are covered for ambulance services. If you are not sure whether you need ambulance services, you may always call your GVHP Family Health Center for help. GVHP Family Health Center staff can be reached 24 hours a day, 7 days a week.

#### When you need an ambulance:

- Call an ambulance if the situation is life-threatening. You may also call 911.
  - Call an ambulance if you are not physically able to go directly to the nearest hospital.
  - Call an ambulance if you cannot take your family member safely to the nearest hospital.
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### CHANGES TO YOUR MEMBERSHIP INFORMATION

Current information about you helps us serve you better. Have you recently changed your:

- Name?
- Address?
- Medical coverage? (Received additional coverage through another medical plan)

If there has been a change let us know. Also, be sure to contact MiChild at (888) 988-6300. Remember, we want to stay in touch with you. Up-to-date information helps us communicate better with our members.

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### YOUR RIGHTS UNDER OTHER LAWS

Certain federal laws also give you rights or benefits. State laws also give you certain benefits. These laws require that GVHP and other managed care organizations meet certain conditions. They also say we must cover certain services. GVHP wants you to know that we follow the conditions of these laws. Sometimes these laws say we must tell you about benefit changes. We tell you about new laws or changes to your benefits through our Newsletter. You may also be informed by letter.

Here is some brief information about laws that affect your health care coverage.

**Women's Health & Cancer Act of 1998:** This is a federal law. It requires health plans that cover mastectomies (surgery for removal of the breast due to malignant breast tumors), to cover other aspects of treatment. **The following services must be covered:**

- Reconstruction of the breast on which a mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
- Protheses and any physical complications resulting from the mastectomy, including lymphedemas (swelling and fluid retention of the lymph nodes)

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The law states that an appropriate care plan will be determined. This plan will be done in consultation between the GVHP member and her physician. Coverage levels are subject to the terms of your GHVP Certificate of Coverage. The law has been in effect since October 21, 1998.

**Newborns' & Mothers Health Protection Act of 1996.** This is a federal law. It requires certain lengths of stay for mothers and newborns. **These are:**

- 48 hour length of stay for normal vaginal deliveries (NSVDs)
- 96 hour length of stays of caesarian section (C-sections) deliveries

The required length of stay is for both mother and child. This means that a newborn child's hospital stay could be longer than his or her mother's stay. Or, the mother's stay could be longer than the child's. The attending physician may decide, after discussion with and agreement by the mother, to discharge mother and baby earlier than the required length of stay.

GVHP has never assigned length of stays. We have always worked with the attending physician (doctor who delivered your baby), and allowed length of stays as ordered by the doctor. We want you to know that we do meet the requirements of this law.

**Access to Pediatric Services.** This law allows pediatric members to have access to choose a participating pediatrician as their Primary Care doctor. A referral is not required if the member goes to a GVHP MIChild Participating Practitioner.

**Well-Woman Examination and Routine Gynecological Care.** This law allows a female member to directly go to an obstetrician/gynecologist (OB/GYN) for an annual well-woman examination and routine gynecological care. An OB/GYN is a medical specialist. They specialize in the areas of pregnancy, labor, delivery, and after-care. They also treat female illnesses and conditions.

An **annual well-woman examination** means a visit for a health exam or physical. **Routine gynecological care** means a pap, pelvic and breast examination. This is an annual benefit. **In summary, this law allows:**

- A female member to have an annual well woman visit and/or routine gynecological exam with an OB/GYN.
- This visit does not need a referral (authorization) if the visit is with an in-network (GVHP OB/GYN Panel) OB/GYN.
- The visit needs a referral (authorization) if the visit is not with an in-network OB/GYN.

For a listing of the GVHP OB/GYN Panel, call your GVHP Family Health Center. Or call GVHP Customer Service team at 616-949-2410 or 800-335-1977.

**DIABETES MANDATE BILL.** This law began April 1, 2001. This law ensures that all diabetics have some coverage for their diabetic medical supplies through their insurance company. Grand Valley Health Plan will provide coverage for diabetic medical equipment and supplies. This includes items such as blood glucose monitors, test strips, and lancets. This equipment is covered under your Durable Medical Equipment benefit.

**There are a few things to keep in mind in order to be eligible for this coverage.**

- Grand Valley Health Plan does require that you have regularly scheduled appointments at your GVHP Family Health Center for your diabetic care.

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- Grand Valley Health Plan also requires that you get all your diabetic equipment and supplies through your GVHP Family Health Center. When you need supplies call your GVHP Family Health Center.

If you have any questions call your GVHP Family Health Center. Or call GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### CHANGING GVHP FAMILY HEALTH CENTERS

As a GVHP member, you choose a GVHP Family Health Center. This is where you will receive your care. It is important that you receive your care from one GVHP Family Health Center team. Consistent care allows you and your GVHP Family Health Center team to develop a relationship. This leads to better care, satisfaction and communication.

We know, members from time to time may wish to change GVHP Family Health Centers. If you do, just ask for a **GVHP Family Health Center Transfer Form**. You can obtain a form at your current GVHP Family Health Center. Or, call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977. The GVHP Family Health Center Transfer Form can also be found on our website at [www.gvhp.com](http://www.gvhp.com).

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### REQUEST FOR YOUR MEDICAL RECORD

As a GVHP member, you may want a copy of your GVHP medical record. **As a member, you are entitled to receive one (1) copy of your current medical record at no charge.** If you want a second there will be a charge. Contact your GVHP Family Health Center or Customer Service for cost details.

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### CLAIMS AND YOUR EXPLANATION OF BENEFITS

As a GVHP member, you do not have to worry about a lot of “paperwork.” This is especially true for authorized and covered services. Specialists will bill GVHP directly for the services provided to you. Other health care providers, such as hospitals and ambulance providers, will also bill GVHP. You may receive a bill for non-covered or non-authorized services or benefits.

Sometimes Practitioners and providers will send you a “statement.” This statement tells you GVHP is being billed. Look over all statements from Practitioners and providers. If you have any questions about what you have received, call your GVHP Family Health Center or the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### REQUESTS FOR “SPECIAL SERVICES”: The GVHP Medical Opinion Process

There are “special services” that need to be reviewed. This review is done by the **Medical Director**. Examples of “special services” are:

- Out-of-Area Care

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- Off –label Prescriptions
- Requests for New Technology

There is a process for looking at these requests. It is called the GVHP **Medical Opinion Process**. Your GVHP Family Health Center Practitioner helps in this process. You only need to speak with him or her about treatment options. The GVHP Family Health Center Practitioner makes the request. He or she completes the “paperwork.” The GVHP Family Health Center then gives medical information to the Medical Director.

The Medical Director reviews the request. Sometimes more information is required. A GVHP Specialty Care Nurse might help get more information. A GVHP Family Health Center team member might help in getting information. A Customer Service Representative might also gather other information. This could involve researching clinical studies. It can also include contacting medical experts. The Medical Director might also talk with treating physicians. We want you to know that we investigate each Medical Opinion thoroughly.

If you have any questions about the Medical Opinion Process, call your GVHP Family Health Center. You may also call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977. You may ask to speak to the person who made the decision about your request. We are always available to answer your questions.

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### NEW TECHNOLOGY AND TREATMENT IN MEDICAL CARE

New advances in health care happen every day. Technology is changing rapidly. And, new medical treatments appear quickly. While some of this is good, it is important to know what works. It is also important to know what does not. GVHP wants to be sure the new technology and care is safe.

GVHP covers “generally accepted medical care.” This means there already is a body of scientific evidence that supports the care. If there is none, GVHP does not cover the care. We call this type of care experimental and investigational. That is, these are not considered “generally accepted” medical care. We also do not cover drugs and devices that are a part of experimental or investigational treatment. This also includes other procedures and services.

GVHP does, however, review new technology, as it becomes available. It looks at investigational or experimental treatments. We research and review current medical literature. We consult with physicians and medical experts. We do this in the interest of knowing what is available. We do this to know what might help our members.

What kinds of things do we look for when reviewing new treatments? We use the **GVHP Framework for Clinical Effectiveness**. This acts as a guide in our decision-making. It asks the following questions about new treatments:

- Is it recognized by a national body such as the National Institute of Health (NIH), the National Cancer Institute (NCI), the Food and Drug Administration (FDA), Center for Medicare and Medicaid Services (CMS)?
- Is it undergoing clinical trials or study?
- Can you only get it in an investigational setting?
- Is there published scientific evidence? Or peer reviewed trials to support its clinical effectiveness?

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If you have any questions, call your GVHP Customer Service team at 616-949-2410 or 800-335-1977.

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### COVERED SERVICES

GVHP offers you and your family a broad range of services as outlined in your **MIChild Certificate of Coverage**. There are no deductibles or co-payments to pay. Please refer to your GVHP **MIChild Certificate of Coverage** for a complete listing of covered benefits and coverage requirements. A summary of covered benefits is provided.

- Physician and professional provider services
  - Second surgical opinion
  - Home Health Care up to 120 days in a calendar year
  - Hospice Care
  - Inpatient and outpatient hospital services
  - Well Child Care/ Early and Periodic Screening, Diagnosis and Treatment
  - Immunizations
  - Skilled Nursing Facility up to 120 days per admission
  - Chiropractic Care
  - Acupuncture Therapy
  - Physical, Speech, and Occupational therapy
  - Durable Medical Equipment
  - Prosthetic and Orthotic appliances, including shoe inserts when prescribed by a physician
  - Organ and Tissue Transplants
  - Hearing Care
  - Vision Care
  - Prescription medications
  - Weight Loss counseling
  - Care at a Federally Qualified Health Center (FQHC), Tribal Health Centers Rural Health Centers, Child and Adolescent Health Centers.
  - Medically necessary pregnancy terminations or in the case of rape or incest
  - Tobacco cessation services
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### BENEFIT LIMITATIONS AND EXCLUSIONS

There are certain things that are not paid for by your plan. We refer to these services as not covered benefits. There are some things that have "limits." This means there are conditions that must be met in order to have something covered. Or, it could mean that we cover things up to a certain point or "limit."

A summary of "limitations" and "exclusions" are provided. Please refer to your Certificate of Coverage for a complete list of exclusions and limitations.

#### **LIMITATIONS:**

Dental/Oral Health Services are limited to:

- Oral screening with a referral to a dental provider as appropriate

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- Oral health care, diagnostic services, treatment, or services necessary to correct or improve defects, physical illnesses, and conditions discovered during a screening
- Relief of pain and infections.
- Fluoride Varnish Treatments 4 times in a period of 12 consecutive months for members age 0-3 years.

Oral Surgery is limited to:

- The treatment of a jaw fracture, dislocation, or wound
- The treatment of cysts tumors, or other disease tissues
- Other surgical procedures on gums and tissues of mouth when it is not done as part of a tooth repair or tooth removal
- Medically necessary jaw surgeries
- Office visit charges related to the above services

### **EXCLUSIONS:**

- Services that are not authorized by your GVHP Family Health Center
- Services out-of-area that are not authorized by your GVHP Family Health Center; this does not mean emergency care
- Investigational and experimental procedures
- Services, equipment, and supplies that go along with experimental or investigational procedures
- Services that are not medically necessary
- Services that are not considered generally accepted medical practice
- Office visits, examinations, treatment, tests and reports for are needed to document health or medical status for employment, sports, insurance, travel, or legal proceedings
- Elective cosmetic surgery
- Comfort items and items not medical in nature
- Behavioral (mental) health counseling/substance abuse service – \*To receive services contact your local community mental health agency.
- Routine dental service – \*See your Dental healthcare plan.
- Court-related services
- Special elective procedures; some examples include voluntary pregnancy termination, radial keratotomy
- Services that go along with non-covered benefits
- Services provided by a school district
- Dental implants and prosthesis
- Reproductive procedures; like in-vitro fertilization, GIFT and ZIFT
- Services to treat educational, developmental or learning disabilities
- Rehabilitation services, cognitive therapy, vocational training and driver's training
- Lost wages
- Implantable hearing devices
- Food supplements and formula
- Routine foot care
- Obstetrical deliveries in a home.

For additional information see your GVHP MICild Certificate of Coverage.

### MEMBER COMPLAINTS

GVHP wants you to be completely satisfied. If you are not, you have the right to voice your concerns. You can do this in a number of ways.

You can discuss your concerns directly with your GVHP Family Health Center. We encourage you to start there. GVHP Family Health Center staff are very concerned about your satisfaction. They would like the opportunity to correct any service issues. And, most questions and concerns can best be answered by your GVHP Family Health Center.

If you are unable to get the information you need or you are not satisfied with the answer, you can always call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

The GVHP Customer Service Team will work with you. We will investigate your complaint. This could mean that we will call your GVHP Family Health Center or practitioner. We will review your Certificate of Coverage. We will look at our procedures and processes. We will get other information as needed. Our goal is to resolve all your complaints or concerns within 24 hours.

When we complete our investigation, we will contact you. You will also be given information on what has been found. We will help you understand how GVHP works. If you are dissatisfied with a decision, you have the right to file a grievance.

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### MEMBER GRIEVANCES/APPEALS

As a member of GVHP, you have the right to file a formal grievance/appeal. This grievance process is provided to you at no cost. You or a representative you have assigned in writing can request this process. Simply call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

**How does the grievance/appeal process work?** A summary of the GVHP Grievance/Appeal Process is presented below.

If a member's request has been denied, he or she receives a written statement. This gives the reasons for this decision. A member or their authorized representative may wish to contest this decision. This is done through the grievance process. GVHP responds to member grievances. Grievances can be provided orally or in writing. A member or their authorized representative receives a grievance form. They also receive a copy of the GVHP grievance procedure. At the request of the member, services may be continued. If the denial is upheld the member may be responsible for payment of the services.

Members or their authorized representative do not have to submit a written response.

Grievance requests remain open for 90 calendar days. This is from the date of notification of denial. This is also called the "point of discovery."

GVHP sends a letter telling the member we have received his or her grievance request. The GVHP Customer Service Team investigates. The GVHP Customer Service team arranges the 1<sup>st</sup> level grievance hearing. The President of GVHP hears the 1<sup>st</sup> level grievance within 15 calendar days of the day you filed the grievance.

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If the member is not satisfied with the response of the 1<sup>st</sup> level grievance, he or she, or the authorized representative may orally inform the GVHP Customer Service Team. A Customer Service Representative will arrange for the next appeal level (2<sup>nd</sup> level). The appeal may be heard without the member or their authorized representative present. The member may also choose to have someone represent him or her. The member or his or her representative may make the appeal in person. It may also be done by “technological methods”. This can be done by a telephone conference call. The appeal is heard by the GVHP-Grievance Committee. This committee is made up of GVHP Board members.

If the member or their authorized representative chooses not to attend or does not come to the 2<sup>nd</sup> level appeal hearing, the GVHP Grievance Committee reserves the right to hear the appeal and make a decision. GVHP will notify the member of the decision within two (2) business days.

The GVHP Grievance Committee hears the 2<sup>nd</sup> level appeal within another 15 calendar days of receipt of your request for a second level hearing. A response with the decision of the committee must be done within five (5) working days of a decision and not after the 15 calendar day requirements. The GVHP Grievance Committee’s decision is the final decision of the Plan. If GVHP informs the member orally of the decision, a letter confirming it will be sent no later than two (2) business days after the oral notice.

The member or their authorized representative may appeal the GVHP Grievance Committee decision to the State of Michigan Office of Financial and Insurance Regulation. This should be done within 60 days of your denial. GVHP will provide the member or authorized representative with the appropriate form to request an external review with the Commissioner of the Office of Financial and Insurance Regulation. If a member requests an external review, he or she will be required to release any medical records required to be reviewed for the purpose of reaching a decision. The member can also inquire about the external review process by contacting:

Office of Financial and Insurance Regulation  
Health Plans Division  
611 West Ottawa Third Floor  
PO Box 30220  
Lansing, MI 48909-7720  
PH: 1-877-999-6442  
[www.mi.gov/dleg](http://www.mi.gov/dleg)

**Please note: The Commissioner of the Office of Financial and Insurance Regulation will not hear your grievance/appeal until you have exhausted the internal GVHP grievance process. The only exception is when GVHP did not complete their review within the required period of time.**

The entire GVHP grievance/appeal process may not go over 30 calendar days. Or 40 calendar days with an extension (as requested by GVHP for purposes of receiving medical information). The grievance process includes the 1<sup>st</sup> and 2<sup>nd</sup> levels of appeal.

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### EXPEDITED APPEALS

You, your authorized representative, or your physician may want to file an expedited grievance. An “expedited” grievance is one that must be resolved quickly. An urgent condition means you and your physician believe your need is serious or life-threatening. You and your physician believe you are not

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getting the care you need.

Always discuss your medical needs with your GVHP Family Health Center Practitioner. If you think your condition is urgent, tell him or her. Your GVHP Family Health Center Practitioner can help you understand your medical needs. He or she can discuss treatment options. You can explore options with your GVHP Family Health Center practitioner. If you are not satisfied with this information, you can file an expedited appeal. You may also file an appeal without talking to your GVHP Family Health Center Practitioner.

How does the process work? It begins when you, your authorized representative, or your physician calls the Medical Director. You may reach the Medical Director at 1-800-335-1977. Or you can call 1-616-949-2410 or 800-335-1977. The Medical Director will need your medical information. Once you or your authorized representative contacts GVHP you or your authorized representative may also contact the Office of Financial and Insurance Regulation to register an expedited appeal. This must be done within 10 days of the original denial.

After getting your request, GVHP has 72 hours to resolve a clinically urgent appeal. The 72-hour period begins when we get your request.

If GVHP makes the determination orally, GVHP shall provide a written confirmation of the determination to the member no later than two (2) business days after the oral determination.

If you are not satisfied with GVHP's original decision, within ten (10) days after receipt of a determination, you may request a determination of the matter by an independent review organization under the Patients Right to Independent Review Act. GVHP will provide the member with the appropriate form to request an external review. If you request an external review, you will be required to release any medical records required to be reviewed for the purposes of reaching a decision. If you have any questions regarding this process you can also contact the Office of Financial and Insurance Regulation, at the address and phone number listed below:

Office of Financial and Insurance Regulation  
Health Plans Division  
611 West Ottawa, Third Floor  
P.O. Box 30220  
Lansing, MI 48909-7720  
PH: 1-877-999-6442  
[www.mi.gov/dleg](http://www.mi.gov/dleg)

For more information about this process, call your GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### YOUR CUSTOMER SERVICE TEAM

For any questions, concerns or issues about GVHP, you can always call your GVHP Family Health Center. Your Patient Care Coordinator is your supporter on the team. She or he is available to answer your questions. He or she can help you with any concerns. These can be about GVHP or your health care. It can be about the services you have received.

**You may also call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.** The GVHP Customer Service Team works in support of your GVHP Family Health Center. Located at the

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GVHP Corporate Office, the GVHP Customer Service Team helps you and your GVHP Family Health Center by supplying these additional services:

- ❖ Information on how GVHP works including benefits, processes and procedures
- ❖ Providing information on how Practitioners are paid.
- ❖ Handling and maintaining member application and change forms
- ❖ Verifying member status and other eligibility information
- ❖ Handling member grievances/appeals and complaints
- ❖ Supporting GVHP service needs

**The GVHP Customer Service Team can be reached at 616-949-2410 or 800-335-1977.**

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### **HOW TO GET ANSWERS TO YOUR QUESTIONS**

Do you have any other questions? Are there still things you do not understand? There are places to get answers your questions.

A great place to start is with the GVHP Web Page. Our web address is: **[www.gvhp.com](http://www.gvhp.com)**.

If you have questions about your **benefits**, here are some places to get answers. Your GVHP MiChild Certificate of Coverage gives details about your benefits. **For any questions about your coverage, call your GVHP Family Health Center. Or, call the GVHP Customer Service team at 616-949-2410 or 800-335-1977.**

If you have questions about how GVHP works, here are some places to get answers. Your **MiChild Member Handbook** gives you more information about how your plan works. You can call your GVHP Family Health Center. Or call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

Have questions about **claims**? Here are some places to get answers. **Call your GVHP Family Health Center. Or, call the Customer Services Team at 616-949-2410 or 800-335-1977.**

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### ***A general thought on . . . .* PREVENTIVE HEALTH AND WELLNESS**

GVHP is committed to preventative health. GVHP is also committed to wellness. This is more important today than ever before. Many serious illnesses can be prevented by healthier lifestyles. Immunizations as well as early detection and treatment can help keep you healthy. Your GVHP Family Health Center Team and you have the opportunity to do something about this. Use your GVHP Family Health Center's skills and resources. These resources promote good health. They can prevent diseases. Become involved with your GVHP Family Health Center team! **Here are some ways we can do this.**

## MICHild Member Handbook

### PREVENTIVE HEALTH GUIDELINES

A common member request is one about a “complete physical.” This is sometimes called an “annual check-up.” Many members do not know how often they should get one. Well Child exams are scheduled according to age.

To help you in your pursuit of health, we would like to share our Health Maintenance Guidelines. These guidelines are based on the U.S. Preventive Services Task Forces’ report, ***Guide to Clinical Preventive Services***. They are also based on the American Academy of Family Physicians’ ***Summary of Policy Recommendations for Periodic Health Examinations***.

We encourage you to take the time to read our guidelines. If you have any questions, ask your GVHP Family Health Center. We want you to stay healthy!

#### Pediatric & Adolescent Preventive Health Guidelines

Screenings	Age	Comments
<b>Well-Baby Exams</b> (includes interval history, nutritional assessment, developmental screen, risk assessment, physical examination and anticipatory guidelines)	1 –2 weeks 2 months 4 months 6 months 9 months 12 months 15 months 18 months	Visit with physician Visit with practitioner and nurse Visit with practitioner and nurse Visit with practitioner and nurse Visit with practitioner and nurse Visit with practitioner and nurse Visit with practitioner and nurse Visit with practitioner and nurse
<b>Pediatric Exams</b> (includes interval history, BMI assessment, nutritional, developmental, behavioral and risk assessments, physical examination, counseling and education)	24 months 3-6 years 7-11 years	Visit with practitioner annual exam annual exam
<b>Adolescent Exams</b> (includes interval history, BMI assessment, nutritional, developmental, behavioral and risk assessments, physical examination, counseling and education)	12-19 years	annual exam
<b>Blood Pressure</b>	3 years+	At every visit
<b>Tb Screening</b>	1 year	If high risk
<b>Lead Screening</b>	6 months 1 year	Lead screening questionnaire Blood lead level
<b>Lipid (Cholesterol) Screening</b>	2 years+	If high risk

## MICHild Member Handbook

### Pediatric & Adolescent Routine Immunization Schedule

Age	Vaccine	Protects Against
<b>Birth-2 months</b>	HepB #1	Hepatitis B virus
<b>1-2 months</b>	HepB #2	Hepatitis B virus
<b>2 months</b>	DTaP #1 Hib #1 IPV #1 PCV #1 Rota #1	Diphtheria, tetanus, and whooping cough Hemophilus Influenza type b Polio Pneumococcal Disease Rotavirus
<b>4 months</b>	DTaP #2 Hib #2 IPV #2 PCV #2 Rota #2	Diphtheria, tetanus, and whooping cough Hemophilus Influenza type b Polio Pneumococcal Disease Rotavirus
<b>6 months</b>	DTaP #3 Hib #3 PCV #3 Rota #3	Diphtheria, tetanus, and whooping cough Hemophilus Influenza type b Pneumococcal Disease Rotavirus
<b>6-18 months</b>	HepB #3 IPV #3	Hepatitis B virus Polio
<b>6-months- 18 years</b>	Influenza	Flu virus (given annually)
<b>12-15 months</b>	Hib #4 PCV #4 MMR #1 Varicella #1	Hemophilus Influenza type b Pneumococcal Disease Measles, mumps, rubella Chickenpox
<b>12-23 months</b>	HepA #1	Hepatitis A
<b>6 months later</b>	HepA #2	Hepatitis A
<b>15-18 months</b>	DtaP #4	Diphtheria, tetanus, and whooping cough
<b>4-6 years</b>	DTaP #5 IPV #4 MMR #2 Varicella #2	Diphtheria, tetanus, and whooping cough Polio Measles, mumps, rubella Chickenpox
<b>11-12 years</b>	Tdap MMR #2 HPV (3 doses) MCV4	Tetanus, diphtheria, whooping cough Measles, mumps, rubella (if 2 <sup>nd</sup> dose was not received) Human papillomavirus (females) Meningococcal meningitis
<b>16 years</b>	MCV4 #2	Booster for Meningococcal meningitis
<b>College Freshmen</b>	MCV4 or MPSV4	Meningococcal meningitis (if not previously immunized)

## MICild Member Handbook

These are the general preventive health guidelines, which GVHP follows. For more specific information, please contact your GVHP Family Health Center.

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### DISEASE MANAGEMENT PROGRAMS

**Disease management** is a way of improving a person's health. It involves managing a total span of care. It draws upon clinical studies. It includes outcomes and proven methods of care. It involves a wide range of health care professionals in managing care. These include physicians and nurses. A Health Coach can be involved.

Chronic conditions are usually handled through a **disease management** program. Examples of chronic conditions include diabetes and asthma. Costs can go down by focusing on ways to prevent problems. Quality of life goes up! People with chronic diseases learn how to be healthy. They also learn how to stay healthy.

A **disease management** program is a team effort. The member and practitioner "lead" the way. Pharmaceuticals or drugs are important. Medicines alone, however, are not enough. A team of other health professionals support the program. Nurses, doctors, other health professionals play a key role. Other health professionals include physical therapists, specialty physicians, or wellness counselors. All play a major role in "changing" patient behavior. The member's support system can be involved.. Information and education are key. Other resources about the disease also give a solid foundation. This supports member learning. This helps with member understanding about what happens during the course of the disease. This also includes the "whats" of doing or not doing!

The member is the most important part of the **disease management** team. As you begin to understand the illness, you can apply this to daily living. This leads to gaining a feeling of "control." This is often missing in chronic illness.

Studies show that **Disease management** programs are effective. These programs are being measured.

GVHP offers **disease management programs**. We have been nationally recognized for our programs. We have other disease management programs. There is no need to "opt in" or "opt out" of these programs. This is simply the way we provide care. Your Family Health Center team provides you with information on GVHP's disease management program for your specific condition.

Like more information about GVHP's **Disease Management Programs**? Call your GVHP Family Health Center.

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### GVHP WELLNESS SERVICES

GVHP offers a wide range of wellness services. We offer individual and group sessions on important health topics. Some topics that are covered include weight reduction and stress management. Smoking cessation is another topic. We also teach about cholesterol and heart care. We also have classes in breast-feeding and childbirth preparation. These are just a few of the topics we offer.

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You can learn more about GVHP wellness services. We tell you information about them in the member Newsletter. Look for the information on the back cover. You can call your GVHP Family Health Center to learn more as well. Or, call your GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### GVHP OB CENTER OF EXCELLENCE

We at GVHP know how special the birth of a new child is. Because of this, we have a special OB program. This program is about individualized and personal care. We call this program the GVHP OB Center of Excellence. It is located at 2680 Leonard NE. This is the same location as Beckwith GVHP Family Health Center. Our OB Center of Excellence program uses Spectrum-Butterworth for births.

The OB Center of Excellence has a team of professionals who specialize in OB care. This team includes Family Health Center physicians, OB/GYN physicians and nursing staff. This team develops a care plan tailored to you. This means you will have the best possible care and outcome. A healthy mom and baby!

You get your prenatal and postnatal care at the OB Center of Excellence. All your care, both well and sick, happens at the OB Center of Excellence Center. If you have any questions about this program, call your GVHP Family Health Center. **You can reach the OB Center of Excellence by calling 1-800-891-8322. This is a free call.**

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### GVHP QUALITY PROGRAM

**GVHP believes in quality.** We believe quality should be part of our health care delivery. We also believe it should be part of the service we offer our members. GVHP shows quality. Here are a few ways we do this.

GVHP goes through an accreditation process. This means we must go through a thorough review process. Some managed care organizations choose to go through this process to demonstrate quality. The National Committee on Quality Assurance (NCQA) is a nationally recognized organization. NCQA "gives a seal of approval". GVHP has gone "under the microscope," so to speak. This is one way we can demonstrate quality. We are also authorized by the Office of Financial and Insurance Regulation (OFIR) and the Michigan Department of Community Health (MDCH). We report regularly to both of them about our quality, service and other measures. GVHP must meet OFIR standards on a regular basis.

**GVHP also has a Quality Program.** This program is measured. Annually, we report the results to our Board of Directors. We give this information to OFIR and to MDCH. You may also review our annual Quality Program evaluation.

For more information or a copy of the GVHP Quality Program, call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### OTHER SOURCES OF INFORMATION ABOUT GVHP

Where can you learn more about GVHP? GVHP believes it is important for members and customers to have information about GVHP. We give our members information on a regular basis. We also give information to our providers. Here are some ways we regularly “talk to” you.

We publish a member newsletter. Practitioners also receive a copy. The newsletter provides current information about healthy living. Also upcoming GVHP events, health education classes and general plan information. We do this when we want to share new or important information.

GVHP would like to encourage you to visit our website for informational links. The web address is: **www.gvhp.com**. Now available for review on-line:

- *MiChild Member Handbook*
- GVHP Notice of Privacy Practices
- Member Rights and Responsibilities
- Also available on-line are basics on how to access care and other facts.

You can also find on the GVHP website pictures and maps to each of our area Family Health Center locations. Click on “contact us” to e-mail your comments or suggestions directly to GVHP.

For any and all questions, you can always call your GVHP Family Health Center. Or, you may call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

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### FREQUENTLY ASKED QUESTIONS

#### How do I choose a GVHP Family Health Center?

GVHP has several GVHP Family Health Centers. They are conveniently located. All are within a 30 minute drive from most homes as well as acute hospitals within the GVHP service area. You may choose a GVHP Family Health Center closest to where you live or where you work. The choice is yours. Whichever GVHP Family Health Center you choose, you will get a complete GVHP Family Health Center Team. (For more information, see **GVHP’s Team Approach to Health Care** in your handbook.)

#### How do I use my GVHP Family Health Center?

You can use your GVHP Family Health Center for:

- ❖ Routine care – simply call and make an appointment
- ❖ Urgent care – even after hours, call your GVHP Family Health Center
- ❖ Even in an emergency, if time permits, you can call your GVHP Family Health Center
- ❖ 24 hours a day coverage, 7 days a week

For more information, see **GVHP Family Health Center Hours** and **After Hours Care** in your handbook.

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### **How do I change my GVHP Family Health Center?**

Simply choose from the other GVHP Family Health Centers. You may complete a **GVHP Family Health Center Transfer Form**. You can do this right at your current GVHP Family Health Center. Or, you may call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977 to request a change form.

### **How do I establish a relationship with my GVHP Family Health Center Team?**

Call your GVHP Family Health Center and arrange for a tour. This will give you the chance to see the office and meet the people who will be caring for you. At that time, we can help you arrange to transfer any records from your previous doctor. As you continue with your care, become involved. Ask questions. Listen carefully to the information. Keep true to your treatment plan. Have any questions or concerns? Talk to your team.

### **If I have lost or misplaced my ID card how can I receive a new one?**

If for any reason you need a new ID card, just ask your GVHP Family Health Center. Or, you may call GVHP Customer Service Team at 616-949-2410 or 800-335-1977. We will be happy to help you with your request.

### **Should I tell GVHP if I ever have other health insurance?**

Always let us know that you have other coverage. This helps us coordinate benefits with your other plan. When you come for a visit, the Patient Care Coordinator will ask you at check-in for this information. Or, you can call your GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

### **Should I notify GVHP if I change my address?**

Yes, let us know as soon as possible. We do not want you to miss learning about important information. Your current address helps us stay in touch with you. Just let your GVHP Family Health Center know of this address change at your next visit. Or, simply call your GVHP Customer Service Team at 616-949-2410 or 800-335-1977.

### **How do I arrange a visit to a specialist?**

Your GVHP Family Health Center Practitioner treats you for most of your needs. This ranges from common cold and allergy treatments to setting broken bones and diagnosing more complicated health care problems. Your GVHP Family Health Center Practitioner might determine that another practitioner would more appropriately handle your treatment. You will then receive a referral to a specialist. A referral is usually valid for only one appointment. If more care is needed, contact your GVHP Family Health Center for authorization. Be assured that your GVHP Family Health Center will continue to monitor your care with the specialist.

### **What do I do in case of an emergency?**

If you need urgent care for a non-life threatening emergency, like a sprain, earache, or high fever, call your GVHP Family Health Center. Your GVHP Family Health Center is available 24

## **MiChild Member Handbook**

hours a day, 7 days a week to help you with your medical needs. Your GVHP Family Health Center will arrange your “urgent care” needs.

If the emergency is **life-threatening**, examples are a suspected heart attack, stroke, poisoning, **call 911 or go directly to the nearest emergency room**. Do call your GVHP Family Health Center when medically reasonable (within 48 hours is best) to let us know what happened to you. Your GVHP Family Health Center will arrange your follow up care.

For more information, see **Urgent Care** and **Emergency Care** in your handbook.

### **What happens if I get sick on vacation and am not near my GVHP Family Health Center or Grand Valley Health Plan’s service area?**

You are always covered for emergency or urgent care no matter where you are. If your condition is urgent (not life-threatening). You must still call your GVHP Family Health Center to get approval for an urgent care visit. If you are out-of-area, you may always call collect. **If your condition is an emergency (life-threatening), go to the nearest hospital. Call your GVHP Family Health Center when medically possible. Let them know what happened.**

### **Are there any restrictions on benefits if I get services outside Grand Valley Health Plan’s service area or health care delivery system?**

GVHP is not an insurance company but a health care delivery system, which operates on a direct service basis. If you obtain services outside of the GVHP service area and these services are not authorized the services are not a covered benefit. You cannot be reimbursed for these services. This restriction does not apply to emergency care.

### **What happens if I need to be hospitalized?**

Your GVHP Family Health Center is always your first point of contact. Your GVHP Family Health Center can help you with what you need to get into the hospital. Your GVHP Family Health Center will also arrange or help with any tests or special treatment you may need.

### **How do I file a complaint?**

Give your GVHP Family Health Center a call. Discuss your concerns. If you are not satisfied call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977. Also, see MEMBER COMPLAINTS in this handbook.

### **What if I am dissatisfied with the decision made about my complaint (or claim that has been denied)?**

You have the right to file a grievance. Call the GVHP Customer Service Team at 616-949-2410 or 800-335-1977 for grievance information. Also, see MEMBER GRIEVANCE in this handbook.

## CLOSING THOUGHTS

We would like to close this handbook with some thoughts about “managed care.”

“Managed care” is a term that means different things to different people. We want to tell you what “managed care” means to us. We know that while “managed care” sets out to lower health care costs, it does this by keeping you healthy and out of the hospital. That’s good! The quality of your life – good physical and mental health – is important! So, we know that managed care also *assures that “quality” stays in the “care” you are given.* That’s good too! Balancing cost and quality while “delivering” care is the aim of a managed care organization. We at GVHP make these our goals.

**GVHP is a health plan - not just an insurance program.** We deliver care through an integrated delivery system. This system provides you with almost every aspect of health care you may need. By staying within this “delivery” system, you can get the greatest benefits. This means you need to work closely with your GVHP Family Health Center team. They will manage, coordinate and provide your health care.

Thank you for choosing GVHP as your healthcare partner!

# ***MiChild* Member Handbook**