



# TENCON HEALTH PLAN

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## Questions and Answers



### What is Tencon Health Plan (THP), Plan A?

- A County program that provides medical services
- Eligibility determined by Department of Human Services (DHS)
- Residents of Crawford, Kalkaska, Lake, Manistee, Mason, Mecosta, Missaukee, Newaygo, Oceana, or Wexford County who are eligible for the State's Adult Benefits Waiver (ABW) program are enrolled in THP, Plan A
- Services must be provided by a THP member's assigned doctor.

### Is THP insurance?

- It is NOT insurance.

### What services are covered by THP, Plan A? (Summary ONLY – not a complete list)

Coverage	Co-pay	Card Used
Office visits	\$3	THP
Outpatient Lab & X-ray	\$0	THP
Ambulance & Emergency room (must be medically necessary)	\$0	THP
Outpatient hospital services	\$0	THP
Most prescription medications	\$1-generic \$1-brand	THP
Prescription medications not covered by THP	\$1-generic \$1-brand	mihealth
Walk-in/Urgent care	\$3	THP
Mental health & Substance abuse services (through Community Mental Health Services Program)	\$0	mihealth

### Services available through other programs:

- Birth control
- Mammograms (exceptions may apply)

### How does the program work?

- Members receive a green mihealth card from the State of Michigan AND a white card from THP
- Must get all care at the doctor's office they are assigned to
- Other care must be ordered by the THP doctor at the office
- Prescriptions must be written for medications from the THP approved list
- If a member goes to a non-participating doctor they may get a bill
- Some medications and services may need prior authorization.

### What is NOT covered?

(Summary ONLY – not a complete list)

- Inpatient hospitalization
- Chiropractic care
- Physical therapy
- Durable medical equipment except for blood glucose monitor machines
- Prosthetics and orthotics
- Oxygen
- Cosmetic surgery
- Home health and hospice services
- Vision screening, glasses and contact lenses
- Dental care
- Travel shots.

### Who do I call if I have questions?

- Contact your assigned doctor's office for medical advice and appointments
- Call Customer Service at 1-866-291-8691 for coverage questions.

**Please Note: More information is in the Member Guidebook. Call Customer Service to see if a service is covered or visit our website at [www.communityhealthplans.org](http://www.communityhealthplans.org).**