Personalized Care for your entire family!

(616) 949-2410 or www.gvhp.com

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Health Plan

Grand Valley
Higher Standards, Exceptional Care

For ten consecutive years, Grand Valley Health Plan ranks in the Top 50 Best Health Plans in the United States!

We’ve set the bar in
Consumer Experience • Prevention • Treatment
Welcome to Grand Valley Health Plan!

Thank you for choosing Grand Valley Health Plan (GVHP). GVHP is a local Health Plan that specializes in primary care. We have been maximizing the health of our patients since 1982. Grand Valley Health Plan owns and operates community based Family Health Centers, an Urgent Care Center, two in-house Pharmacies, a Diagnostic Radiology Center, Holistic Health Center, and an OB Center. Plus, Grand Valley offers many educational classes to its patients.

Whether you are currently a patient or just signing up, this book will help answer questions you may have about GVHP’s medical team, locations, and everything GVHP has to offer. If you have further questions, please feel free to call **GVHP’s Customer Service at (616) 949-2410.**

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Grand Valley Health Plan maintains staff privileges at the following JACHO accredited hospitals:
- Metro Health
- Spectrum Health Butterworth Campus
- Spectrum Health Blodgett Campus
- Mercy Health - St. Mary’s

Grand Valley Health Plan locations:

1. Corporate Headquarters
   829 Forest Hill Ave SE
   Grand Rapids, MI 49546
   (616) 949-2410

2. East Leonard Medical Complex
   2680 Leonard NE
   Grand Rapids, MI 49525
   *This location includes:*
   - Beckwith Family Health Center:
     (616) 224-1515
   - Beckwith Pharmacy:
     (616) 224-1121
   - Urgent Care:
     Call your Family Health Center
   - Diagnostic Radiology Center:
     (616) 224-8686

3. Hudsonville Family Health Center
   5445 32nd Street
   Hudsonville, MI 49426
   (616) 457-3830

4. Rockford Family Health Center
   590 - 10 Mile Road NE
   Rockford, MI 49341
   (616) 866-9568

5. Walker Family Health Center
   650 - 3 Mile Road NW
   Walker, MI 49544
   (616) 784-4717

6. Wyoming Family Health Center
   5251 Clyde Park Ave. SE
   Wyoming, MI 49509
   (616) 532-1100
   *Wyoming Pharmacy:*
   (616) 532-8882
We are committed to you & your family!

With the hectic pace of your life today, we know you haven’t a moment to waste. Expectations for you to perform and deliver are high, so understandably, you expect the same from those who provide services to you. Especially those entrusted with your health care. You deserve a top quality team of health professionals, in locations that are easy for you to access, and office hours designed to fit your schedule.

Welcome to Grand Valley Health Plan and GVHP Family Health Centers!

As the first recognized Patient Centered Medical Home in Michigan by the National Committee for Quality Assurance (NCQA), GVHP’s approach to care is based on a personal relationship between you and your physician. Acting as a “home-base” for your family’s medical needs, your GVHP physician works with you to coordinate services targeted at maximizing your health and well-being.

Why choose Grand Valley Health Plan?

- You can choose a Family Health Center right in your neighborhood
- When calling during regular office hours, you will always speak with a live person ready to assist you
- Extended hours include early morning, lunch time, and evening
- Same day appointments
- Urgent Care Center open 365 days a year
- Health care provider available by phone 24-hours a day
- Prescriptions, lab testing, and x-rays right at your Family Health Center
- Access to over 470 specialists and all area hospitals

Quality of Care

GVHP celebrates receiving Top 50 best health plan status in the United States for 10 years in a row.

GVHP also ranks #1 in Michigan for:

- Satisfaction with Personal Doctor
- Getting Care Quickly
- Customer Service
- Adult BMI Assessment
- Child BMI Assessment
- Childhood Immunization Status
- Diabetic Care
Complete Health Care Under One Plan
A visit to the doctor can often mean an exam, lab work, and prescriptions. While other plans and doctors offices make you drive all over town for each individual service, Grand Valley Health Plan can fulfill most of your health care needs in one location.

Health Care Made Easy
With other health plans, you have to wade through extensive lists of independent doctors, many of whom are not accepting new patients or accept only a limited number of HMO patients. When you choose Grand Valley Health Plan, you simply select either a GVHP Family Practitioner you and your family would like to see or the Grand Valley Family Health Center closest to you. For your convenience, we offer early morning and evening appointments, as well as urgent care in the evening, and on the weekends. We also have physicians, nurses, and behavioral health counselors available to answer your questions, 24 hours a day, by calling a health information line. Simply call the Family Health Center listed on the front of your Grand Valley Health Plan I.D. card.

Feeling Good Never Felt Better
Our health care team of physicians, physician assistants, nurse practitioners, nurses, and health coaches is top-notch. Reducing the cost of health care is important, but not at the expense of quality and comfort. As a Staff Model HMO, we employ our own practitioners and staff to insure that Grand Valley Health Plan patients are their only concern. Our warm and caring professionals go to great lengths to make your experience at your Family Health Center is pleasant. We also place a high priority on seeing our patients within 15 minutes of their scheduled time, so if you’re feeling sick, you know you’ll be feeling better soon.

Important Information to Consider
Grand Valley Health Plan is always available to provide answers to your questions and assist you in choosing your Family Health Center team. In addition, we have created a list of factors you may wish to consider when choosing a personal practitioner, specialist, or the location of the facility where you are having a procedure performed. Those factors include:

- How many years a practitioner has been in practice, professional education, board certification status, number of times he or she has performed a procedure, and additional languages a practitioner may speak.

- Information on service, patient satisfaction, and quality measures.

- The method used to determine a practitioner’s or facility’s compensation for services provided.

- The accreditation status of a hospital or surgical center facility.

- How your practitioner prefers you to access care during day and evening hours.

The GVHP service area consist of towns located in the majority of Kent County, eastern Ottawa County, northern Allegan County, and western Ionia County by zip codes as follows:

48815 49319 49344 49404 49464 49508 49519 49550
48881 49321 49345 49418 49468 49509 49523 49555
49301 49323 49348 49426 49501 49599 49525 49560
49302 49328 49351 49588 49502 49510 49528
49306 49330 49355 49427 49503 49512 49530
49311 49331 49356 49428 49504 49514 49534
49315 49335 49357 49429 49505 49515 49544
49316 49341 49401 49430 49506 49516 49546
49317 49343 49403 49435 49507 49518 49548
At Grand Valley Health Plan, we have many types of health care professionals that work together to make sure you receive the very best in overall health care. Below is a description of their roles:

**Family Physicians**
Family Physicians are uniquely qualified specialists in family medicine who manage the health care needs of you and your family. GVHP Family Physicians have completed a three-year residency program, which gives them extensive training in pediatrics, obstetrics, gynecology, internal medicine, surgery, and community medicine. All GVHP Family Physicians are board certified. Family Medicine is a medical specialty that requires recertification every six years. Certification is attained by passing a written exam.

**Physician Assistants & Nurse Practitioners**
Both Physician Assistants (PA) and Nurse Practitioners (NP) are college educated medical professionals. They are trained in basic medical and clinical sciences and have met strict education and certification requirements. At Grand Valley, the PA’s and NP’s work under the close supervision of the Family Physician. They are able to diagnose and treat common medical problems as well as manage the stable phases of chronic conditions like high blood pressure and diabetes. They write prescriptions and do basic health assessments and medical work-ups.

While you are a patient, you will most likely see both a Family Physician and a Physician Assistant (PA) or Nurse Practitioner (NP). Who you see depends on you and your medical needs. Physicians, Physician Assistants, and Nurse Practitioners are called Practitioners because all three are skilled to provide you with quality care.

**Nursing Staff**
Registered Nurses (RN) and Licensed Practical Nurses (LPN) are professional members of your medical health care team. Whether you have a medical condition or just want to keep well, they are specially trained to answer your health related questions, help you get the care you need when you need it, and provide you with personal, customer-centered care. Likewise, Medical Assistants (MA) are also specially trained to make your visit to your Family Health Center as comfortable as possible. Their duties include preparing you for your visit, taking your blood pressure, and bringing you to the examining room. They also assist with procedures, perform laboratory tests, and give immunizations.

**Health Coaches**
Good health involves both physical and mental well-being. Grand Valley Health Coaches are part of your Family Health Center team. They provide a variety of services to assist you in improving your overall health and quality of life. Our Health Coaches have a variety of expertise in behavioral health, nutrition, and life-style change strategies. They will assist you in goal-setting and problem solving.

**Specialist**
It is important to know that when your Family Health Center team refers you to a specialist, the specialist is Board Eligible or Board Certified in his or her area of specialty. What this means is that the specialists you see have passed stringent tests and have demonstrated application of their medical training to the highest degree required by the Board of Medical Specialties.

Grand Valley Health Plan Customer Service is available to assist you with any questions by calling (616) 949-2410.
For patients with a prescription benefit.
Grand Valley Health Plan owns and operates two full-service pharmacies, which are located at the Wyoming and Beckwith Family Health Centers. Grand Valley patients are eligible for a prescription benefit if their employer has purchased a prescription drug rider.

For patients without a prescription benefit.
Patients who do not have the prescription benefit may also use Grand Valley Pharmacy services on a fee-for-service basis. For those without the prescription benefit, you may wish to check our price before having your prescription filled at a local pharmacy. Our prices are very competitive.

Registered Pharmacists at your GVHP Pharmacies

Anne Kozal, R.Ph.—Ms. Kozal received her bachelor’s degree in pharmacy from Ferris State University.

Leanne Lawrence, PharmD—Ms. Lawrence received her bachelor’s degree in biology/chemistry from Aquinas College. She received her doctorate of pharmacy from Shenandoah University.

Mary Beth Taylor, R.Ph. - Ms. Taylor received her bachelor’s degree from Ferris State University.

Benefits of using GVHP Pharmacies:

- Prescriptions can be mailed to your home with pre-paid co-pays.
- Up to a 90 day supply on many medications for one co-pay.
- Filled prescriptions may be picked up at any Grand Valley Family Health Center.
- Discounted prices on over-the-counter medications.
- Pharmacists are available to answer any of your questions or concerns.
- Drug interaction screening is done with every prescription filled.
- Fast, professional, and courteous services.
- Refill requests for expired prescriptions are handled by pharmacy staff with your GVHP Practitioner.
- Prescription renewals and refills can be ordered on-line at www.gvhp.com.
- All GVHP pharmacy computers are linked and prescriptions may be filled at either location.

GVHP Pharmacy locations:

Beckwith Family Health Center Pharmacy
Address: 2680 Leonard Street NE, Grand Rapids
Hours: Monday - Friday, 8:30 AM - 5:30 PM
Phone: (616) 224-1121

Wyoming Family Health Center Pharmacy
Address: 5251 Clyde Park SW, Wyoming
Hours: Monday - Friday, 8:30 AM - 5:30 PM
Phone: (616) 532-8882

Both Pharmacies are closed from 1:00-2:00 PM daily.
The Urgent Care Center offers after-hours care exclusively to Grand Valley Health Plan patients. Urgent Care is when a patient has an illness or injury that causes a degree of discomfort or disability that requires same-day attention. Minor conditions, such as abdominal pain and minor lacerations, can be treated at the GVHP Urgent Care Center. If you have an emergency, an immediate threat to life or limb, we recommend you go to the nearest Emergency Room.

The Urgent Care Center is open 365 days a year and after hours Monday—Friday. On weekends and holidays, the Urgent Care Center is open. We also have physicians, nurses, and behavioral health counselors available 24 hours a day, along with a 24 hour health information line, to answer any of your questions by phone. Simply call the Family Health Center listed on the front of your Grand Valley Health Plan I.D. card.

Urgent Care Center/Beckwith Family Health Center
2680 Leonard Street NE, Grand Rapids, MI 49525

In an effort to minimize wait time, the GVHP Urgent Care Center operates on an appointment basis. To schedule an appointment at the Urgent Care, please call your Grand Valley Family Health Center. The phone number of your Family Health Center is located on your Patient I.D. card.

Physician Assistants:

Barbara Duchemin, B.S., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Ms. Duchemin received her undergraduate degree from Wayne State University and is a graduate of the Physician Assistant program at Mercy College of Detroit. In 2009, Ms. Duchemin became certified as a Diabetes Educator.

Jacklyn Grabow, M.S., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Ms. Grabow received her undergraduate degree from the University of Detroit Mercy and is also a graduate of the Physician Assistant program at Detroit Mercy.

Rodney Hamby, M.S., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Mr. Hamby attended the University of Wisconsin-Whitewater and is a graduate of the Physician Assistant program at Pennsylvania State University. He also completed his Master of Sciences and Advanced Physician Assistant Studies with the Arizona School of Health Sciences.

Richard Jones, B.S., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Mr. Jones received his undergraduate degree from Taylor University and is a graduate of the Physician Assistant program at Indiana University.

Cheryl Schmitt, B.S., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Ms. Schmitt received her undergraduate degree from Southern Illinois University and is a graduate of the Physician Assistant program at the University of Iowa.

Dayna Roede, R.N., P.A.-C.—Certified, National Commission on Certification of Physician Assistants. Ms. Roede received her nursing degree from Grand Valley State University and is a graduate of the Physician Assistant program at Western Michigan University.
Women’s Wellness Center
A unique service for Grand Valley Health Plan patients is the Women’s Wellness Center. We understand that it may be difficult for women to access preventative care during normal business hours. That’s why the Women’s Wellness Center is open for Saturday appointments. The Women’s Wellness Center is staffed exclusively by female practitioners. Services that are available include pap smears, clinical breast examinations, pelvic examinations, lymph node examinations, and other pertinent physical exams as determined by the GVHP Practitioner. Mammography and cholesterol screenings are also available when needed. Women must be under 50 years of age and meet certain criteria in order to be referred.

Physician Assistant: Barbara Duchemin, B.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Duchemin received her undergraduate degree from Wayne State University and is a graduate of the Physician Assistant program at Mercy College of Detroit. In 2009, Ms. Duchemin became certified as a Diabetes Educator.

Physician Assistant: Cheryl Schmitt, B.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Schmitt received her undergraduate degree from Southern Illinois University and is a graduate of the Physician Assistant program at the University of Iowa.

Physician Assistant: Dayna Roede, R.N., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Roede received her nursing degree from Grand Valley State University and is a graduate of the Physician Assistant program at Western Michigan University.

Physician Assistant: Jacklyn Grabow, M.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Grabow received her undergraduate degree from the University of Detroit Mercy and is also a graduate of the Physician Assistant program at Detroit Mercy.
Health Education Classes

At Grand Valley Health Plan, we’re not only concerned about getting you better when you’re sick, we are committed to keeping you healthy. Because we value our patients’ “wellness,” we offer several health education classes. All are designed to help maximize your health. These classes are offered for our patients at minimal or no charge, and are taught by GVHP Health Coaches. Some examples are:

- **Group Exercise** - Individuals interested in weight loss and/or weight management are encouraged to join others in this low-impact physical activity program lasting 20-45 minutes each week.

- **Healthy Heart** - This workshop (one class) is designed for anyone who wants to improve their cholesterol, blood pressure, blood sugar, and/or weight to numbers that are healthy for your heart. For anyone who has been told they have pre-diabetes, or Metabolic Syndrome, you’ll want to attend.

- **Tai Chi** - This 8-week program is a self-paced system of gentle exercises, stretching and movement to promote physical fitness and a sense of relaxation.

- **Couch to 5k Run/Walk** - Whether your goal is to walk or run a 5k, or are looking for a walking/running team, let Grand Valley Health Coaches assist you with your training, nutritional and support needs. From seasoned runners to the novice walker, this program is for you.

- **Freedom From Smoking** - There are many ways to quit smoking, but this stringently tested, 8-session program is the proven American Lung Association’s method designed to reach all different types of smokers. The program shows you how to become a non-smoker and how to quit for good.

- **Diabetes Self-Management** - Teaches anyone with diabetes how to self-manage all aspects of their disease. Participants get hands on teaching from a Medical Provider & Nutritionist and learn from others with diabetes.

- **Prepared Childbirth** - This 5-session series prepares both mother and her coach for a special, shared birth experience. Topics include labor and delivery, hospital procedures, breast and bottle feeding, and more. The classes also include skill sessions in relaxation and breathing techniques.

- **Breastfeeding** - This 1-session class offers information and support to parents to support and foster a positive breastfeeding experience. Whether it’s your first, second, or third child, learn the how-to’s of breastfeeding and how to handle some common difficulties.

Helping You Help Yourself Handbook

We provide our patients with a comprehensive book entitled “Helping You Help Yourself.” This book is designed to provide you with basic and practical health care information. This handbook also explains how to treat health problems at home, when to call your Family Health Center, and when to get immediate medical care. According to the Surgeon General of the United States, “You, the individual, can do more for your own health and well-being than any doctor, any hospital, any drugs, any exotic medical device.” Our goal is to help you avoid unnecessary worry, gain confidence in dealing with simple medical problems, and avoid the time lost by making unnecessary trips to the doctor. Call the Grand Valley Health Plan Corporate Office at (616) 949-2410 to get your copy, or ask for one the next time you visit your Family Health Center.
When faced with an illness, the patient and family must deal not only with the disease, but also a health care delivery system that can be very confusing. Under the existing health care model, there is no one to organize the care and the patient is frequently sent to multiple specialists where sometimes conflicting information is given. The patient is often asked to make difficult decisions during a time of confusion and stress.

Case Management is meant to assist the patient in obtaining quality care. Acting as a patient advocate, the Case Manager’s role is to help the patient understand the disease and various treatment options available. Grand Valley’s Case Managers work with patients faced with major health obstacles to help them achieve their treatment goals. Grand Valley Family Health Center teams identify patients who would benefit from Case Management services through various means, which include discharge planning, disease state management, utilization management systems, and provider referrals. Grand Valley’s Case Managers go directly into the hospitals to meet patients and facilitate their care. This hands-on management ensures individualized personal care that promotes positive health care outcomes.

Case Managers are part of your Grand Valley Family Health Center team. As a patient, your primary care provider will coordinate your care to include Case Management services. In addition, if at any time you think you may benefit from Case Management services, you may also refer yourself by calling Customer Service at (616) 949-2410.

Your GVHP Case Managers

Patti Seipel, R.N., C.C.M.—Certified Case Manager, Ms. Seipel received her Registered Nursing degree from the Riverside White Cross School of Nursing.

Shannon DelRaso, L.P.N.—Discharge Planner, Ms. DelRaso received her Bachelor’s of Science in Health Services Administration with a Long Term Care Specialty from Davenport University.
Utilization Management

Grand Valley Health Plan’s utilization management program is structured to make utilization decisions affecting the health care of members in a fair, impartial and consistent manner. Grand Valley Health Plan uses written criteria based on sound clinical evidence to make these decisions.

Utilization management decision-making is based only on appropriateness of care and service and existence of coverage.

Grand Valley Health Plan:

• does not specifically reward practitioners or other individuals for issuing denials of coverage.

• does not provide financial incentives for utilization management decision makers, and does not encourage decisions that result in underutilization.

• does not provide incentives to encourage appropriate utilization, or discourage underutilization.

• does not use incentives to encourage barriers to care and service

• does not make decisions regarding hiring, promoting or terminating its practitioners or other individuals based upon the likelihood, or perceived likelihood, that the individual will support, or tend to support, the denial of benefits.

• does not discriminate against members because of age, sex, sexual preference, race, religion, color, national origin, health coverage, health status or disabilities.

For questions about utilization management and the authorization of care at Grand Valley Health Plan, please contact Customer Service at (616) 949-2410.
Grand Valley Health Plan’s Diagnostic Radiology Center offers specialized radiology services. By providing sophisticated diagnostics within the Grand Valley Health Plan system, patients receive a high level of integrated health care.

Mammography—Routine yearly screening and diagnostic imaging is available. Our Radiologists are all board certified in reading mammography films.

A yearly mammogram is recommended starting at 50 years old. When breast cancer is in its earliest stages it is most successfully treated, and there are more treatment options. Mammograms can find 85 to 90 percent of breast cancers in women over 50, and can discover a tumor up to two years before a lump can be felt. When breast cancer is found early, the five-year survival rate is 96 percent.

Ultrasonography—OB ultrasound exams are done with the newest, state-of-the-art 4D imaging.

Ultrasonography is utilized to visualize the size, structure, and pathological lesions of internal organs. While it uses high frequency sound waves it is a non-invasive medical imaging exam. Frequently used for OB dating and anomaly screening, organ scans for diagnostic purposes, and breast imaging as well as many other exams.

X-Ray—Chest, abdomen, extremities, sinus, facial, skull, spine, and pelvic films are provided.

Diagnostic Radiology Center 2680 Leonard Street NE, Grand Rapids, MI 49525  (616) 224-8686
The DRC is located in the lower level of the Beckwith Health Center/Urgent Care Center.
Health Coaching Services

GVHP Health Coaches have a variety of backgrounds, including social work, psychology, nutrition and health coaching. They consider the physical, behavioral, and emotional aspects of your health. Health Coaches are available to assist when habits, behaviors, stress, worry, or emotional concerns are interfering with daily life. Health Coaches are trained to help you find manageable ways to make changes that will help improve your quality of life. The focus is on short-term, action-orientated coaching rather than traditional counseling.

The services provided by the Health Coaches are simply another part of your overall health care to maximize your health. GVHP Health Coaches will see you right at your GVHP Family Health Center, usually on the same day you see your Primary Care Practitioner. You do not need to make special arrangements or go to a different location. You can also call your Family Health Center at any time to set up an appointment to see a Health Coach.

At Grand Valley Health Plan we believe that treating you as a whole person is important in helping you feel well and stay well. GVHP Health Coaches work with you to set realistic, “do-able” plans for successful life-style change.

**Health Coaches can teach members’ ways to reduce symptoms associated with various medical conditions such as:**

- fibromyalgia
- asthma
- diabetes
- high blood pressure
- migraine or tension headaches
- irritable bowel syndrome

**Health Coaches can help develop plans for behavioral change programs such as:**

- weight loss
- exercise
- smoking cessation

**Health Coaches can also help with emotional or behavioral problems such as:**

- grief
- depression
- anxiety

Certified Diabetes Educator

A Certified Diabetes Educator (CDE) is a health care professional who is specialized and certified to teach people with diabetes on how to manage their condition. Certification requires formal education, years of practical experience, and passing a national examination. Maintaining the certification requires extensive continuing education hours as well as taking the national exam every five years.

Diabetes is a complex disease. Learning how to live with diabetes can be a challenge, but it doesn’t have to be overwhelming. A CDE is an invaluable part of the health care team. This specialist spends the necessary time to discuss educational issues and provide emotional support to someone who is newly diagnosed. The CDE also works with people who are struggling with complications of diabetes. Since diabetes is a progressive disease, changes in diet, exercise, and medicines may be needed to help control a patient’s diabetes. CDE’s work with people to successfully incorporate necessary changes in their medical treatment plan.

**Physician Assistant:**

**Barbara Duchemin, B.S., P.A.-C.**—Certified, National Commission on Certification of Physician Assistants. Ms. Duchemin received her undergraduate degree from Wayne State University and is a graduate of the Physician Assistant program at Mercy College of Detroit. In 2009, Ms. Duchemin became certified as a Diabetes Educator.
Unique Personalized Appointments

**Curbside Appointments**
Curbside appointments are when a patient is scheduled to see a GVHP Practitioner and together they feel it would be beneficial to talk with a Health Coach. The Practitioner brings the Health Coach into the same appointment for convenience, so the patient does not have to come back for another visit.

**Conjoint Appointments**
At a conjoint appointment the patient is able to see two GVHP medical specialists at the same visit. These are most commonly used for medication evaluations, which include both a Practitioner and a Health Coach. These appointments are pre-scheduled.

**Shared Medical Appointment (SMA)**
Shared Medical Appointments offer patients increased access to their Family Health Care team. A SMA is a way you can spend up to 60 minutes with your GVHP Practitioner and other patients experiencing similar health concerns. The goal of this program is to provide you with more time for questions and concerns, and the best in health care—all in a supportive, interactive environment.

*Participating in a SMA also includes the opportunity for you to:*

- Privately discuss your medical concerns with your Practitioner and ask questions
- Change or refill your prescription medicine
- Schedule and discuss any needed medical tests
- Receive a private medical exam, if necessary.
At Grand Valley Health Plan, being the best at delivering quality care and service to your family is very important to us. One of the ways we do this is by making information available to you through our website at www.gvhp.com. If you would like a hard copy of any of the documents listed below, please call Customer Service at (616) 949-2410. **Available for review online:**

- GVHP Member Handbook
- GVHP Notice of Privacy Practices
- Provider Directory and Provider Qualifications
- Online prescription refill requests
- How to access care and other unique facts about GVHP
- Member Rights and Responsibilities
- Pictures/maps to each of our locations
- Direct email to GVHP providers
- Online Wellness Center

**Our website links to our GVHP HealthNet, where you can:**

- View your personal claims & eligibility information
- Request changes in Family Health Centers
- Update your home address or phone number
- Order identification cards

Grand Valley Health Plan is proud to be at the forefront of using health information technology to provide you with Electronic Medical Records, a product that is Certification Commission for Healthcare Information Technology (CCHIT) certified. CCHIT is an independent, non-profit organization and Recognized Certification Body for health information technology products. Electronic Medical Records promote the sharing of valuable health related information between your health care Providers. We are also happy to provide our members with valuable website links to price information for the most common procedures performed in a hospital setting, as well as cost related information on many medications. At Grand Valley Health Plan, we commit to supporting you with easy to use online tools to help you make informed health care decisions, increase the value of your health care dollars, and most importantly, maximize your health!

**Patient Portal**

Our Patient Portal will provide you with a fast, reliable and easy-to-use method of communicating by email with your Family Health Center team. You can enroll in the Patient Portal at any of the Grand Valley Health Plan Family Health Centers, Diagnostic Radiology Center, Pharmacies or Corporate Office. You must present your GVHP Identification Card and your photo ID. You will be given a token number to access and complete the online enrollment process. Within 60 days, you must log on to www.nextmd.com, click on Enroll Now, and proceed to follow the instructions.

**With our Patient Portal, you can:**

- Request appointments
- Complete pre-visit questionnaires
- Communicate with your health care team, including your provider.
- View your medication list
- Request prescription refills
- Receive test results
- Receive referral information
- Eliminate phone calls and all that mail!
Meet Our North Team Providers

**Family Physician:**
*Matthew Boutell, M.D.* — Board Certified, American Board of Family Practice. Dr. Boutell received his medical degree from the University of Michigan Medical School. He completed his residency at Carilion Health System Family Practice in Roanoke, Virginia.

**Physician Assistant:**
*Cheryl Schmitt, B.S., P.A.-C.* — Certified, National Commission on Certification of Physician Assistants. Ms. Schmitt received her undergraduate degree from Southern Illinois University and is a graduate of the Physician Assistant program at the University of Iowa.

**Physician Assistant:**
*Rodney Hamby, M.S., P.A.-C.* — Certified, National Commission on Certification of Physician Assistants. Mr. Hamby attended the University of Wisconsin-Whitewater and is a graduate of the Physician Assistant program at Pennsylvania State University. He also completed his Master of Sciences and Advanced Physician Assistant Studies with the Arizona School of Health Services.

**Physician Assistant:**
*Dayna Roede, R.N., P.A.-C.* — Certified, National Commission on Certification of Physician Assistants. Ms. Roede received her nursing degree from Grand Valley State University and is a graduate of the Physician Assistant program at Western Michigan University.

**Health Coach:**
*Brooke DeBeck, R.D.* — Ms. DeBeck graduated from Western Michigan University with a Bachelors in Dietetics, and is currently pursuing her graduate degree in Family & Consumer Science with an emphasis in Dietetics.

**Health Coach:**
*Eric Lake, L.L.P., C.A.D.C.* — Certified Alcohol and Drug Counselor. Mr. Lake graduated from Western Michigan University with a Bachelor’s in Counseling Psychology.

**Health Coach:**

Call your Family Health Center for availability of early morning and evening hours.
See Our North Team Locations

Beckwith Family Health Center—2680 Leonard NE, Grand Rapids, MI 49505
Phone: 616-224-1515 Fax: 224-2070
Regular Center Hours: Monday, Wednesday, Friday 8AM to 8PM; Tuesday & Thursday: 8AM to 5PM

Rockford Family Health Center—590 10 Mile NE, Rockford, MI 49341
Phone: 616-866-9568 Fax: 616-866-7760
Office Hours Vary: Please call the phone number on the front of your Member I.D. Card

Walker Family Health Center—650 3 Mile Rd. NW, Grand Rapids, MI 49544
Phone: 616-784-4717 Fax: 616-784-7675
Office Hours Vary: Please call the phone number on the front of your Member I.D. Card
Meet Our South Team Providers

Family Physician:
Matthew Boutell, M.D. — Board Certified, American Board of Family Practice. Dr. Boutell received his medical degree from the University of Michigan Medical School. He completed his residency at Carilion Health System Family Practice in Roanoke, Virginia.

Physician Assistant:
Barbara Duchemin, B.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Duchemin received her undergraduate degree from Wayne State University and is a graduate of the Physician Assistant program at Mercy College of Detroit. In 2009, Ms. Duchemin became certified as a Diabetes Educator.

Physician Assistant:
Richard Jones, B.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Mr. Jones received his undergraduate degree from Taylor University and is a graduate of the Physician Assistant program at Indiana University.

Physician Assistant:
Jacklyn Grabow, M.S., P.A.-C. — Certified, National Commission on Certification of Physician Assistants. Ms. Grabow received her undergraduate degree from the University of Detroit Mercy and is also a graduate of the Physician Assistant program at Detroit Mercy.

Health Coach:
Lynn Hecht Siegel M.A, L.P.C., N.C.C. — Ms. Hecht Siegel received her undergraduate degree from Ferris State University, and attended Central Michigan University, obtaining a graduate degree in Counseling.

Health Coach:
Wendy Brookhouse, R.D. — Ms. Brookhouse graduated from Michigan State University with a Bachelor of Science degree in Dietetics.

Call your Family Health Center for availability of early morning and evening hours.
See Our South Team Locations

Wyoming Family Health Center—5251 Clyde Park Ave. SW, Wyoming, MI 49509
Phone: 616-532-1100 Fax: 616-249-2246
Regular Center Hours: Monday, Wednesday, Friday 8AM to 5PM; Tuesday & Thursday: 8AM to 8PM

Hudsonville Family Health Center—5445 32nd Ave., Hudsonville, MI 49426
Phone: 616-457-3830 Fax: 616-662-4868
Office Hours Vary: Please call the phone number on the front of your Member I.D. Card
Get the most out of your visit.
Several Grand Valley providers share their advice.

Forward copies of your medical records.
Richard Jones, B.S., P.A.—Certified
"Your medical records will help us to know where the last provider left off and what studies have already been completed, which will save you from undergoing unnecessary tests." If you are new to Grand Valley Health Plan, one of the first things you should do is have all your medical records forwarded from your previous doctor’s office. These records are important for your new medical team to get a complete picture of your health."

Write down your symptoms.
Jacklyn Grabow, M.S., P.A.—Certified
“A member should begin by writing down all their symptoms before going into their appointment. Include information on whether you have tried any home treatments and what they were. Also include what makes the symptoms better or worse? Plus, have you ever consulted someone else for the same symptoms? If you have seen someone in the past for these symptoms, what were you told? The more information your provider has about how you are feeling the easier it will be to come up with a diagnosis and start treatment.”

Be prepared to answer questions about your family history.
Cheryl Schmitt, B.S., P.A.—Certified
"Knowing a member’s family history is important because we can screen for any signs of that illness at an earlier than recommended time. Plus, if the member should have any symptoms of the illness, knowing their history will help the provider target the cause and begin working on a care plan.”

Follow all pre-visit prep.
Matthew Boutell, M.D.—Board Certified
"You should always follow pre-visit preps in order to get the highest quality and most efficient care possible. Following the prep before an appointment allows more time for the provider and patient team to process the information and come up with a care plan, rather than gathering the information during the appointment.”

Write down your health goals, and write down any questions to ask your GVHP Provider before your appointment.
Rodney Hamby, M.S., P.A.—Certified
"Writing down your goals and discussing them in your appointment is important, because the provider and patient need to be on the same page for how to achieve the goals. The provider also wants to make sure your goals are realistic and achievable, so you won’t become frustrated and give up. Writing down questions before an appointment will help a member communicate better with their provider. It’s important for members to leave their appointment feeling confident that all their questions are answered and they fully understand.”

Arrive at your appointment a few minutes early.
Dayna Roede, R.N., PA-C.—Certified
"You should always arrive at your appointment a few minutes early, so you have time to sit and collect your thoughts and prioritize what you would like to address and accomplish in your appointment with your provider. Also, it’s a good idea to come early in case there is additional lab work or studies that are medically necessary before your appointment.”

During your appointment, be open and honest with your provider.
Barbara Duchemin, B.S., P.C.—Certified
"Your health care provider is a partner in your health care. When you see your health care provider and discuss your concerns, he/she can address them, and work with you to promote wellness. If the provider does not know all the facts, the issues will not be completely resolved and you will be dissatisfied with your care.”
Get To Know Your Medical Team

Matthew Boutell, M.D., Board Certified—I am the first medical professional in my family. I decided to go into medicine since I had a special enjoyment of science, but I also enjoy interacting with people. Initially, I was interested in pediatrics, but after spending time on a family medicine rotation in medical school, I realized that family medicine would allow me to be the kind of doctor I wanted to be.

My free time is spent with my family. My son is a special needs student and requires extra help on a daily basis to do the things that most kids (and families) take for granted. This has been a challenging, but very rewarding, experience that has helped me to be a better physician.

Since my wife and I have had children, we enjoy trips to local parks and the beach. Our ideal vacation is a quiet time at the beach with no real agenda. Our children love to spend time playing in the sand and water. We also enjoy going to museums and zoos.

When scheduling an appointment at your Family Health Center, you can request the provider you would like to see.

Lynn Hecht Siegel, M.A., L.P.C., N.C.C.—I am from the rural Saginaw Valley area of Michigan. I attended Ferris State University after high school where I received my BS in Medical Technology. I worked for 11 years in a clinical laboratory at St. John’s River District Hospital in St. Clair. The next few years I spent working as a quality control lab tech at Star of the West Milling Company, a manager and administrative assistant at a church office, and then an executive assistant at a medical management company.

While at the management company, I attended Central Michigan University to obtain an masters degree in Counseling. After graduating, I received my state licensure as a professional counselor (LPC) and developed behavioral health counseling programs at several of the family practice clinics in the management company, and serviced the clients at those locations. I have recently received National Certified Counselor (NCC) status from National Board for Certified Counselors.

I have a wonderful husband and two children: a son age 21, and a daughter age 19. Outside of work, I enjoy spending time outdoors doing gardening projects, and indoors on home improvement and decorating.
Barbara Duchemin, B.S., P.A.-C — As a child, I always wanted to work in a medical field, as did all of my siblings. My dad died of cancer when I was six years old and that’s probably why I chose medicine. My first degree was in biochemistry. I wanted to find a cure for cancer, but after working for a few years in a hospital laboratory, I decided that I wanted to work with patients, not lab instruments. I went back to school and got a second degree as a Physician Assistant (P.A.). In this role, I hope to keep all patients healthy by promoting healthy habits and encouraging appropriate screening. I am a breast cancer survivor, and working to help prevent cancer is a personal mission. I received my Master’s Degree from Aquinas College in the Art of Education, which has helped me develop better educational strategies. I also received my certification as a Diabetic Educator and enjoy helping patients improve their management of Diabetes.

My family and I moved to Grand Rapids in 1992, at which time I started working for Grand Valley Health Plan. I have been married to my husband Steve for over 30 years. We have 3 children, Adam, who graduated from Michigan State University, Brian who graduated from University of Michigan, and Lauren who graduated from Grand Valley State University in Occupational Therapy – truly a house divided. I am active in my congregation’s religious school, I run a Food Bank, and volunteer for Schools of Hope by reading with children in the Grand Rapids Public Schools. When I am not busy with work or my volunteer activities, I love to be outside walking, gardening, or just being with my family.

Rodney Hamby, M.S., P.A.-C — I came to Grand Valley Health Plan in 1987. Prior to that, I attended the University of Wisconsin-Whitewater, graduated from the PA program at Pennsylvania State University and received my Master’s Degree from the Arizona School of Health Sciences. Coming from a small town in Wisconsin, GVHP was a bit of a culture shock both personally and professionally. Since being a part of this organization I have had the opportunity, and have been encouraged, to utilize my skills and training to their fullest potential. I have been able to develop and integrate new skills into my practice of family medicine. It has been because of that nurturing attitude that I have stayed here this long.

During all of these years I have had the fortune of meeting many great people who not only are patients, but also are friends. We have experienced the growth of our children and families together and talk about it a lot during their patient visits. That is often why I have trouble staying on schedule, catching up with patients before we actually get to the reason they are here for their appointment. That is the reason I enjoy family medicine. Seeing the children graduating from high school that I saw for their well child visits gives me quite a sense of satisfaction. I truly appreciate the trust that has been given to me by the patients, as well as the organization, to have the opportunity to provide quality, personal care to the patients that I see.

I look forward to more years of providing family care to the members of Grand Valley Health Plan. It’s the relationships that I have developed with the patients that keeps me here.
Dayna Roede, R.N., P.A.-C.—I have always known that I would be in healthcare in some way or another. When I was very young, I would carry around my doctor’s bag and “fix up” any family members who were ill. I recall reading a book in elementary school on snakebites and trying to memorize the treatment for every single poisonous snake. I wrote a letter to Butterworth Hospital when I was 7 years old and told them that I was going to help people some day and gave them 7 dollars from my bank account so they would help my grandfather who was in the hospital with cancer; they put my picture and a copy of my letter in their newsletter and hired me 14 years later as a nurse!

I moved to the “west side” of the state to attend GVSU’s nursing school and have been here for the last 10 years. Grand Rapids is now where I call home. I worked in the intensive care unit as a nurse for 4 years at the Meijer Heart Center and decided that I loved medicine and needed to know more! I graduated from Western Michigan’s physician assistant program and enjoyed my travels during those years to Maine, Tennessee and all over Michigan to gain experience in the field. Family practice intrigues me the most because not only is it a challenge, but it also constantly reminds me that I am treating a person, not just their disease. I think healthcare has become so scattered and disjointed—that is why I feel family practice has such an essential role in Medicine.

Through my grandparents, I learned a lot about healthcare from the patient’s point of view. Foremost, I learned that healthcare is confusing and often frustrating. I would take my grandmother to her doctor’s appointments and hear her down play her pain and lie about her medications because she did not want to disappoint her physician. I also learned that end of life conversations are best had when you are not at the end of your life and I learned how simple suggestion or word of encouragement makes a world of a difference in another person’s life.

When I am not working, I enjoy being outdoors, running, shopping, being a newlywed and spending time with my extended family who are spread throughout Michigan and Chicago. My husband and I enjoy taking weekend trips up north to Big Star Lake, and kayaking down the Pere Marquette River.

Richard Jones, B.S., P.A.-C.—I grew up on a farm in Ohio and decided early on that farming was not my calling. I was the typical “sickly” child and, unfortunately, found out that I was allergic to almost everything on the farm, including work! It was through my frequent trips to our family doctor that he developed as a role model for me. The typical Norman Rockwell physician with an attitude that always made you know he cared.

The one event that I can look back on that really got me focused on medicine, was a statement my 5th grade teacher made on a paper I wrote about what I wanted to do when I grew up. I wrote that I wanted to be a doctor and she wrote in red ink that she thought I’d make a very good one. It was a statement that I think about often as motivation to keep on going.

I’ve been married for over 30 years to an elementary teacher and have two children. I have a son
Jacklyn Grabow, M.S., P.A.-C — As a young girl I knew I wanted to go into a field where I could help others. With a strong interest in science, my engineer parents suggested looking into the healthcare field. I attended the University of Detroit Mercy where I spent my rotations working with the underprivileged. Throughout my school years I also worked as a hospice nurse aid, and this experience and the relationships I formed with my patients reinforced my career choice, specifically the wish to be a primary care provider. When I graduated from the University of Detroit Mercy as a Physician Assistant I knew I wanted to join a family practice where I could enjoy the challenge, broad range of medicine, and form long term relationships with patients.

In my spare time I enjoy backpacking and being outdoors with my dog. I enjoy doing various arts and crafts and am an avid collector of vinyl albums. I also enjoy reading, traveling, and gardening.

Cheryl Schmitt, B.S., P.A.-C — When I was in college, I knew I wanted to do something in the medical field. At that time, there were not a lot of different job possibilities beyond nursing and medical school. Physician Assistants had been around awhile, but not in the area I lived in. However, it seemed the right balance of schooling, responsibility, and job opportunities for me. I’ve never regretted it.

I have been a Physician Assistant now for over 25 years. The first five were in Detroit working in Infectious Diseases, and almost 20 working for GVHP. I chose to work for GVHP because I thought family medicine would be interesting, fun, and challenging. I really look forward to developing relationships with patients and their families, along with meeting their medical needs. It has been all I thought it would be and more. As a practitioner at GVHP, I have seen members who were kids when I first started and have grown up and now have kids of their own. Also, I am involved in many aspects of health care beyond direct patient care, which keeps it more interesting.

When I am not working I am usually trying to keep up with my three kids. I am involved in their schools and our church. When I have time, I enjoy spending time at the beach, traveling in and out of the state of Michigan. I am an exercise enthusiast and can be found at the gym or on bike trails often. I also enjoy reading and trying to garden.
Eric Lake, L.L.P., C.A.D.C. — I am a Grand Rapids original, growing up here until I moved to Kalamazoo to attend college. I completed my bachelor’s degree in Psychology and master’s degree in Counseling Psychology at Western Michigan University. I am a Limited Licensed Psychologist in the State of Michigan. While in Kalamazoo, I worked with Kalamazoo Community Mental Health in a number of roles related to the treatment of mental illness.

In 2009, my wife’s education took us to Omaha, NE. In Omaha, I gained experience working with major mental illness and substance dependence in a residential treatment setting. This experience allowed me to become a Certified Alcohol and Drug Counselor, has helped me to understand the importance of using evidence-based practices to treat the whole person.

After 5 years in Middle America, we decided to move back to Grand Rapids, allowing me to enjoy my family, Lake Michigan, camping, and the natural beauty of Western Michigan. Living out of town really made me aware of all of the wonderful things that Grand Rapids has to offer. I love being outdoors and getting away up north with my wife and dog.

I believe that mental and emotional care are key aspects of overall health. The ability to develop skills for stress management, emotional regulation, and dealing with life’s challenges is important to overall happiness. Being part of Grand Valley Health Plan allows me to work with a team on supporting patients’ overall wellness. My hope is that you will experience warmth, empathy, humor and effective feedback in your sessions, in order to promote your health goals.

Wendy Brookhouse, R.D. — I’m a graduate of Michigan State University, and will be forever a Spartan! I grew up in the Metro Detroit area, but chose Grand Rapids because it is a thriving city that focuses on families. I love to bike & run Kent Trails (often to John Ball Zoo with my husband & two children). Every spring and summer I strive to beat my 5K running time and bike the entire 75 miles of an annual ALS benefit. My inspiration is my father who remains my role model. He was a brilliant man who always had a joke (or long story to share) and he never gave up on seeing the good in people. He died of ALS and left a legacy of love and compassion to the very end.

In my many years at GVHP, I remain humbled by our members and impressed with their ability to seek out information and create goals to complement their lifestyle. The staff at GVHP have given me the opportunity to grow and learn more about providing care, support, and compassion. As a Health Coach, I never know what surprises the day will bring, but the majority of the time, it’s a challenge and experience that ends up teaching me.
Your Medical Team

Wendy Rush, M.A., L.P.C.—I grew up along the lakeshore in Western Michigan and spent my summers in the U.P. After graduating from Central Michigan University with a Masters degree in Counseling Psychology I moved to the East Coast. I was ready to experience the hustle and bustle of a big city and explore another part of our country. I was able to visit many areas of the East Coast as well as take numerous trip abroad.

In my career, I have spent time working with children and families, provided individual counseling and worked in the crisis and trauma field. I believe that a person’s emotional well-being is a primary part of their overall health so I have focused on behavioral health within the medical setting for most of my career.

After 19 years on the East Coast, my family, which includes my husband and 3 daughters, decided to relocate to Western Michigan. The beauty of the lakeshore, the kindness of the people and the slower pace is a great fit for us. Joining GVHP has also been a great fit. Working as a counseling and wellness provider, alongside a whole healthcare team, allows me to get to know, support and work with a variety of our members focusing on a person’s overall health and well-being.

Brooke DeBeck, R.D.—I grew up in a small town in Northern Michigan, where I was raised to appreciate growing your own food and the importance of an active lifestyle. Being a multi-sport athlete, I developed an interest in the essential role that nutrition plays in performance, as well as it’s impact on the quality of our daily and prospective lives. This led me to pursue a degree in dietetics.

I completed both my Bachelors and Masters degrees at Western Michigan University. Since becoming a dietitian, I have worked as a nutrition counselor at the VA Outpatient Clinic, and as a clinical dietitian at Spectrum Health Gerber Memorial. These experiences gave me the skills to help patients establish their own goals, gain the ability to examine the role of food in their life and then become experts in their own health.

In 2008, I married my high school sweetheart. We welcomed our daughter Nora in early 2014. Together we are planting our roots here in Grand Rapids: our home away from home.
Your GVHP Rights and Responsibilities

As a Grand Valley patient, you have certain rights and responsibilities that are an important part of your health care. These fall under the Grand Valley Health Plan Member Bill of Rights and Responsibilities.

YOUR RIGHTS

- The right to receive information about GVHP, its services, its practitioners and providers and 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 make recommendations regarding Grand Valley Health Plan’s members’ rights and responsibilities policies.
- The Right to be cared by the health care professionals who are accountable for the quality and confidentiality of the services they provide and for the satisfaction of their patients.

YOUR RESPONSIBILITIES

- The responsibility to be open and honest with your health care team and supply information to the best of your ability that GVHP and our practitioners and providers need in order to provide you with care.
- 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 and agreed to.
- The responsibility to understand your health problems and to participate with your health care team in developing mutually agreed upon treatment goals to the best of your ability.
- 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 services.
- The responsibility to ask questions to understand your health problems.
GVHP believes it is important for patients to be informed and educated consumers, particularly in the area of health care quality. As a consumer, Grand Valley Health Plan encourages you to review available resources to help you make decisions about the physicians and/or facilities that provide health care services to you. In addition, information about GVHP’s quality program and annual evaluation is available for your review. Simply contact Customer Service at (616) 949-2410.

Grand Valley Health Plan is happy to provide you with a list of available resources on the internet to assist you. These internet web-sites will provide you with information and other decision making tools regarding health care providers, ratings of hospitals, guides to health insurance, how to report fraud or make a complaint, and privacy issues.

In addition to these internet sites, Grand Valley Health Plan also encourages you to contact our Customer Services staff for answers to questions you may have about how our health plan evaluates or certifies the quality of the care provided by participating physicians, hospitals and other facilities.

http://www.ahcpr.gov Agency for Health Care Research and Quality (AHRQ). AHRQ, part of the U.S. Department of Health and Human Services, is the lead Federal agency charged with supporting research designed to improve the quality of health care, reduce its cost and broaden access to essential services.

http://www.ama-assn.org The American Medical Association (AMA). AMA provides a wealth of information that will help people lead healthy lives and become an active participant in their own health care.


http://www.abms.org The American Board of Medical Specialties® provides information about specialist physicians.


http://www.ahrq.gov Agency for Health Care Research and Quality. As the title indicates, this Department of Health and Human Services provides research findings and data to help consumers understand and choose.

Any information available through the above web sites is provided for your information and convenience only. Grand Valley Health Plan has not evaluated and does not guarantee the accuracy or completeness of any such information, and Grand Valley Health Plan disclaims responsibility for content and accuracy.
Don has struggled with his weight for over 20 years. He has a love for peanuts, peanut butter, pizza, and anything salty. He had tried every diet out there with no success. Shortly after joining Grand Valley Health Plan, he was informed that he was pre-diabetic. Despite the risks, Don wasn’t ready to commit to changing his lifestyle at that time.

On October 30, Don realized that it was time to get serious about his health. His condition had progressed into diabetes and he was concerned about the number of medications he was required to take. To complicate matters, Don’s blood pressure had skyrocketed and he weighed more than he ever had before.

Don went to his Grand Valley Family Health Center for help. His provider referred him to Wendy Brookhouse, GVHP Health Coach. Wendy is a Registered Dietitians who helped Don set realistic goals, and met with him weekly to track his progress. With assistance and encouragement, Don began to see the pounds drop.

A regular exercise regimen was not in the cards for Don, so Wendy suggested some creative ways to reduce calories from his diet. “Most importantly,” says Don, “I kept a food journal. I had no idea how much I was eating until I started writing it down”.

Don was also referred to the L.E.A.R.N. Program by his Health Coach. He is still enrolled and continues to go to class each week. “I’ve learned a lot in this program. Education is half the battle,” says Don.

Since beginning his lifestyle changes, Don has lost 122 pounds. His goal is to lose a total of 200 pounds by this summer. Don credits regular visits with his GVHP Health Coaches for encouragement and ideas for success of his lifestyle changes. He is looking forward to celebrating his success with an Alaskan Cruise vacation! When asked what advice he’d give others who are struggling with their weight, Don replied, “Don’t get discouraged if you have a bad day or week. There’s always tomorrow. Pick yourself up and start again.”

*Congratulations Don!*

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“I lost 122 pounds in 4.5 months!”

Don—GVHP Wyoming Patient

“To Whom It May Concern...

People always take time to complain when they are not happy. I would like to take this opportunity to deliver praise.

I would like to share with you how wonderful I find Grand Valley Health Plan to be. I had surgery 5-6 years ago and was pleasantly surprised to find that my health plan covered everything. I had requested a private room and was told that I would have to pay $10 per day. GVHP even covered that charge.

Two years later I required surgery. However, I no longer had Grand Valley insurance at that time. I was required to pay 20% of the cost. It was a $35,000 surgery, which means I had to pay $7,000 out of pocket.

I was thrilled when I was once again able to have my insurance through Grand Valley Health Plan. I find the staff to be very friendly and personable.”

*Rhonda, GVHP Patient*
Patient Testimonies

“My family and I have been with GVHP for over 23 years and have been very happy with our care. Rod Hamby has been my primary caregiver for the majority of that time and has gotten me through some pretty rough health times. I got married and had children soon after I joined GVHP so we were on the family plan for most of those 23 years. I was diagnosed with cancer in 1990 and Rod sent me on to an Oncologist and Surgery Specialists immediately. My mother-in-law was highly impressed. She thought that they would wait around to send me on, but they didn’t. I had a reoccurrence 6 1/2 years later, and the same thing applied. I’ve survived cancer now for the second time for almost 10 years and have been very blessed to have this wonderful group of Doctors, Nurses, Coordinating Staff and Technicians as part of my team.

I have had 4 children with this group, had several surgeries, broken bones, sprained bones, you name it, we’ve dealt with a lot of different challenges. They have always stepped up to the plate for my family and I and we truly appreciate their efforts on our behalf.

I see the team at Walker Family Health Center on a regular basis because I receive allergy injections in the lab there. They have always made me feel comfortable and relaxed. I also love the way that they talk to us. We understand our conditions and what our options are for treatment. Sometimes that is difficult to get across to kids and they do a great job at communicating with all of us. Thanks again for a great relationship.”

Julie, Rob, and Family, GVHP Patients

“We’ve been Grand Valley Health Plan members since 1985. I first signed up with GVHP when I worked for Meijer in the 80’s. Grand Valley was the most affordable plan, that offered convenience, and quality care. My wife and I have been very satisfied with the staff at GVHP and with getting in to see a provider right away (Same-Day Appointments) or a specialist when needed. My wife Dort, has been getting allergy shots every week since 1978. She’s also had surgery for carpel tunnel along with seeing a specialist for vertigo.

I on the other hand, had an incident with a grinding wheel that did some real damage to my leg. My wife drove me to the Urgent Care Center and dropped me off at the front entrance while she went and parked the car. The Urgent Care Staff where already working on me before she even made it through the front doors. They ended up sending me to Blodgett to make sure the wound didn’t reach my bone, but they were on top of things.

We’ve gotten to know a lot of the staff at different GVHP Family Health Centers. A few years back my wife and I met with a Health Coach to help lower my cholesterol. My wife went to the appointments with me since she did the cooking and from our meetings, she ended up losing 30-40 pounds.

Thank you Grand Valley for being good to us.”

Bob and Dort, GVHP Patients
Making the choice of health care coverage for you and your family is one of the most important decisions you face. At GVHP, we want you to have as much information as possible to make the best choice for your needs. Below are some answers to commonly asked questions, and information that should help your decision.

How do I use GVHP?
You simply select the GVHP Practitioner or Family Health Center that is most convenient for you. Always call your Family Health Center for all of your health care needs. Your health care team will direct you on what to do next. Most of your health care needs will be met at your Family Health Center. If your Family Health Center is unable to provide a service, they will direct you to the right place for the care you need.

Are Grand Valley Family Health Centers accepting new patients?
Yes. Unlike independent doctors who set limits on the number of HMO patients they’ll see or how often they’ll see them, our Family Health Centers are always dedicated and open to new patients.

Can I choose my own doctor?
As a Grand Valley Health Plan patient, you can choose a GVHP Practitioner of your choice, or you can choose a Family Health Center closest to where you live. Whichever GVHP location you decide on, you will have an entire team dedicated to providing your care. Each Family Health Center is staffed with a team of professionals, including Family Physicians, Physician Assistants (PA’s), Nurse Practitioners (NP’s), Nurses, and Health Coaches (Behavioral Health Counselors and Nutritionists). Your patient care coordinator is there to help you in scheduling visits with the right team member, at the right time. Even though you may see other practitioners, your Primary Care Practitioner has access to the medical records for all of the medical care you and your family receive within our health care delivery system.

What if I am currently getting care from another physician?
When you choose Grand Valley Health Plan, you choose one of our Primary Care Practitioners as your new doctor. If you are currently getting treatment from another doctor, we will work with you to make sure your care is transitioned without problem. Your health care team will help you decide which practitioner best suits your needs. Where you go for care and who provides the care is based on two things: your medical needs and our experience of where you will receive the best care.
Can I see a Specialist?
At Grand Valley Health Plan, there are no insurance company limits placed on specialists’ care. Your Family Health Center Practitioner, not The Health Plan, decides when visits to specialists are necessary. All referrals and visits to medical specialists must be pre-approved and set up by your Family Health Center team to ensure integration and coordination of care. GVHP credentials and contracts with specialists to ensure quality of care. For your convenience, GVHP offers an on-line, searchable provider and hospital directory at [www.gvhp.com](http://www.gvhp.com). This directory contains information on family medicine providers, specialists, and hospitals. The information found in this on-line tool is also available over the telephone or in a print copy. Simply call Customer Service at (616) 949-2410.

How are decisions about my health care made?
At Grand Valley Health Plan, we understand that each patient is special and has individual needs. That’s why we stress the importance of you and your providers working together to manage your health and make the decisions that affect you. We believe that health care decisions are the shared responsibility of patients, their families and health care professionals. Grand Valley Health Plan Practitioners share information with patients about their health status, medical conditions and treatment options. For very serious or complex medical cases, all of our internal resources, as well as outside specialists, work together to come up with the most complete plan.

How do I access care?
Simply call your Grand Valley Family Health Center phone number, 24-hours a day, seven days a week (including holidays). If you are calling after regular office hours, a GVHP Nurse, Behavioral Health Counselor or Physician will return your call within 15 minutes. They will tell you what to do next. Family Health Centers are open Monday through Friday during regular business hours. In addition, they offer early morning, lunch time, and evening appointments. For emergencies or urgent problems that cannot wait until your Family Health Center is open, Grand Valley Health Plan offers after-hours service. Depending on your condition, you could be sent to the Urgent Care Center. For life threatening situations, you should go to the nearest emergency room. If you go to the nearest emergency room, call your Family Health Center within 48 hours or as soon as medically reasonable.

Are there any special services where decisions need to be reviewed by my health plan?
There are “special services” that need to be reviewed and prior authorization from GVHP insurance company staff. This review is done by the Vice President of Medical Affairs (VPMA). The VPMA is also known as the medical director. These “special services” are:

- Out-of-Area Care
- Cosmetic procedures
- Investigational or Experimental Procedures
- Requests for New Technology
- Transplants
- Bariatric Surgery

There is a process for looking at these requests. It is called the GVHP Medical Opinion Process. Your Family Health Center Practitioners help in this process. You only need to speak with him or her about treatment options. The Family Health Center Practitioner makes the request and completes the necessary paperwork. The Family Health Center then gives medical information to the Vice President of Medical Affairs/Medical Director. The Vice President of Medical Affairs/Medical Director will work with your Family Health Center team in getting you an answer about coverage. If you have questions about these types of utilization decisions, GVHP staff is available to answer your questions between 8 to 5 pm by calling (616) 949-2410 or (877) 999-6442.

Am I covered in case of an emergency anywhere in the world?
Grand Valley Health Plan provides emergency coverage anywhere in the world for life-threatening situations. If you are not sure if your problem is an emergency, call your Family Health Center immediately for what to do next. If you are not able to call before going to the emergency room, please contact your Family Health Center, within 48 hours or as soon as medically reasonable. A co-payment will apply for all emergency care.
NOTICE OF PRIVACY PRACTICES
THIS NOTICE DESCRIBES HOW YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this Notice, please contact us at: Grand Valley Health Plan Customer Service, 829 Forest Hill Ave. SE, Grand Rapids, MI 49546, or call Customer Service at (616) 949-2410.

WE WILL COMPLY WITH THIS NOTICE
This Notice describes the privacy practices of Grand Valley Health Corporation (including Grand Valley Health Plan, Grand Valley Technological Services, and Grand Valley Surgical Center), our providers, our pharmacies, and any third parties that help us manage Protected Health Information. In general, we may use and disclose your health information to coordinate and oversee your medical treatment, pay your medical claims, and assist in health care operations as described in this Notice.

OUR COMMITMENT TO PROTECT YOUR HEALTH INFORMATION
We believe that information about you and your health, whether it be in verbal, written, or electronic format is personal and should be carefully safeguarded. We are committed to protecting your personal health information. We (or the third parties that assist us) maintain a record of all health care provided by or paid for by Grand Valley Health Corporation. This Notice applies to all of your health information that we maintain. Please be aware that health care providers or pharmacies not associated with us, such as other doctors, dentists, hospitals, or outside pharmacies, have their own policies regarding their use and disclosure of your health information created in their offices. You should consult their notice of privacy practices for information about how they may use and disclose your health information. This Notice informs you about the ways we may use and disclose your health information. This Notice also describes your privacy rights, along with the obligations that we have regarding the use and disclosure of your health information. Federal medical privacy law requires us to:

- make sure your health information is kept private;
- give you this Notice of our privacy practices with respect to your health information; and
- follow the terms of this Notice.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION
We do not sell your personal health information or disclose it to companies that wish to sell you their products. We must have your written permission (called an "authorization") to use and disclose your health information, except for the uses and disclosures described below. Additionally, Michigan law may require that we obtain your specific prior authorization to use and disclose certain health information, such as behavioral health, substance abuse and HIV/AIDS information.

**You and Your Personal Representative.** We may disclose your health information to you or your personal representative (an individual who has the legal right to act on your behalf).

**Others Involved In Your Care.** We may share your health information with family members or friends who are directly involved in your medical care, when you are present and have given us verbal or written permission. We will not discuss your health information with your family or friends if you are not present unless you have given us your permission or we believe it is in your best interest. Our health professionals will exercise their professional judgment in determining when friends and family members may receive health information (e.g., a family member picking up a prescription from the pharmacy for a sick individual).

**Treatment.** We may use your health information or disclose it to third parties to aid with your medical treatment. We may disclose health information about you to doctors, nurses, pharmacists, technicians, medical students, or other persons who are involved in taking care of you. For example, if you are being treated for a knee injury, we may give your health information to the people providing your physical therapy. Similarly, we may notify your personal doctor about treatment you receive in an emergency room. Our pharmacies may use your health information for dispensing prescription medications to you.

**Payment.** We may use your health information or disclose it to third parties in order to obtain payment for your medical treatment or prescription medications, to determine your eligibility for benefits, or to coordinate your benefits with other health plans. For example, we may discuss your health information with your doctor to obtain a prior approval for a medical procedure or to determine whether our health plan will cover the treatment. Similarly, we may use or disclose your health information to others to assist with adjudication of health claims or to coordinate benefits with other health coverage you may have. Also, we may share information with a medical provider to determine whether a particular treatment is medically necessary, experimental, or investigational. We will send to the member an explanation of benefits indicating the amount the health plan has paid for medical services provided to the member, his or her covered spouse and other covered dependents.

**Health Care Operations.** We may use your health information and disclose it to third parties who help us with the day-to-day management of our health plan and our health care services, providers, and pharmacies. These uses and disclosures are allowed under HIPAA’s definition of Treatment, Payment, and Operations (TPO) and ensure that you receive quality care. For example, we may use your health information to conduct quality assessment and improvement activities, review the performance of our health plan (including our medical professionals and pharmacists), underwrite and rate premiums, conduct and arrange for medical review, legal services, and auditing activities, business planning and development, and other general health care delivery and health plan administration activities. However, we will not use your genetic information for any underwriting or eligibility purposes.

**Appointment Reminders And Health Related Benefits And Services.** We may use and disclose your health information to remind you about prescription refills and appointments for medical care in our offices.

**Marketing.** We may also use and disclose your health information to tell you about health-related benefits or services available through our health plan that may be of interest to you, including communications about subsidized treatment plans.

**As Required By Law.** We will disclose your health information to third parties when required to do so by federal, state or local law. For example, we may share your health information when required to do so by state workers’ compensation law, the Department of Health and Human Services, or state regulatory officials.

**To Avert A Serious Threat To Health Or Safety.** We may use and disclose your health information to third parties when it is necessary to prevent a serious threat to your health and safety or to the health and safety of the public or another person. Any disclosure, however, would only be to someone able to assist in preventing the potential harm.

**Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, we may disclose your health information in response to a court or administrative order. We may also disclose your health information in response to a subpoena, discovery request, or other lawful process.
by someone else involved in the dispute, but only after we make efforts to inform you of the request or to obtain an order protecting the requested information. If you are a party to a lawsuit in a Michigan court case, a court order or your authorization must be provided to release your health records (in addition to a subpoena).

- **Public Policy Matters.** We may use or disclose your health information in certain limited instances for matters involving the public welfare, such as:
  - for public health risks (e.g., prevention or control of disease, reporting births and deaths, reporting abuse and neglect) or for research purposes when there are sufficient privacy protections in place.
  - to a health oversight agency for activities authorized by law (e.g., audits, investigations, inspections, and licensure necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws)
  - to law enforcement officials (in response to a court order, subpoena, warrant, summons or similar process or to report certain kinds of crimes) and to national security officials under certain limited circumstances
  - to a funeral director, coroner, or medical examiner to permit them to carry out their duties
  - to facilitate organ donation and specified research purposes, so long as certain safety measures are in place to protect your privacy

- **Employers and Plan Sponsors.** In order for you to be enrolled in a health plan, we may share limited information with your employer or other organizations that help pay for your health coverage. However, if your employer or another organization that helps pay for your health coverage asks for specific health information, we will not share your health information unless they first obtain your written authorization.

- **Business Associates.** We hire third parties to provide us with various services that are necessary for our health plan to function. Before we share your health information with these companies, we will have a written contract with them in which they promise to protect the privacy of your health information.

- **Other Uses and Disclosures of PHI.** We have no plans to use or disclose your health information for purposes other than those provided for above or as otherwise permitted or required by law. If you provide us an authorization to sue or disclose your health information to third parties, you may revoke the authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose your health information for the reasons covered by your written authorization. Please remember that we are unable to take back any disclosures we have already made with your authorization.

**YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION**

You have several rights regarding your health information and we will respect your right to exercise them. If you wish to exercise your rights, you must submit a written request on a standard form we will provide to you. You can obtain this form by calling Customer Service at (616) 949-2410, or by writing to us at Grand Valley Health Customer Service, 829 Forest Hills Ave SE, Grand Rapids, MI 49546. The form is also available on our website, www.gvhp.com.

- **Right To Access, Inspect And Copy.** You have the right to inspect and copy your health information that we maintain. Usually this includes your medical and billing records. If you request a copy of the information, we may charge a fee for our costs of providing the copy. We may deny your request to inspect and copy in very limited circumstances. If we deny your request to access your health information, we will explain why the request was denied and whether you have the right to a further review of the denial.

- **Right To Request Amendments.** If you feel that your health information is incorrect or incomplete, you may ask us to correct the information. You must include with your request an explanation of how and why your health information needs to be corrected. We may deny your request for correction in certain limited circumstances. If we agree to your request for correction, we will take reasonable steps to inform others of the correction.

- **Right To Request An Accounting Of Disclosures.** You have the right to request an accounting of disclosures. This is a list of certain disclosures of your health information that we have made to third parties. This is limited to disclosures during the last three years. If you request this accounting more than once in any 12 month period, we may charge you for the cost of responding to these additional requests. Your request should tell us how you want the list (e.g., on paper, via e-mail, or on a disk).

- **Right To Request Additional Restrictions.** You have the right to request a restriction on how we use or disclose your health information to third parties for your medical treatment, payment of your medical claims, or management of our health care operations. You also have the right to request a limitation on how we disclose your health information to those involved in your care or the payment for your care, such as a family member or friend. For instance, you can request that we not disclose information to your spouse or children concerning a sensitive surgical procedure or a disease you have suffered. Please note that under federal law, we are generally not required to agree to your request. However, if you pay the full cost of your treatment without any contribution from a health plan, your health care provider will agree upon your request not to share your treatment with your health plan for payment or health care operations purposes.

- **Right To Request Confidential Communications.** We communicate to you information about your health care treatment and payment. If you feel that our communicating with you may endanger you, you may request that we communicate with you using a reasonable alternative means or location. For example, you can ask that we contact you only at work, by e-mail, or by mail at a specified address (such as a P.O. box, rather than your home mailing address). We will accommodate all reasonable requests.

- **Right To A Paper Copy Of This Notice.** You have the right to receive a paper copy of this Notice. You may ask us to give you a copy of this Notice at any time. Even if you have agreed to receive this Notice electronically, you are still entitled to a paper copy of this Notice. You may obtain a copy of this Notice on our website, www.gvhp.com, or by writing to us at the address listed above.

- **Right To Receive Notification of Breach of Your Health Information.** You will receive timely notification if there is a breach of your uncured health information.

**CHANGES TO THIS NOTICE**

We have the right to change the terms of this Notice. We also have the right to make these changes apply to health information we already have about you, as well as any we receive or create in the future. We will revise and redistribute this Notice within 60 days of any material change to the uses and disclosures, privacy rights, legal duties, or other privacy practices stated in this Notice. We will post a copy of the most current Notice on our website, www.gvhp.com. Please look at the top right-hand corner of the Notice to determine the Notice's effective date.

**QUESTIONS OR COMPLAINTS**

If you have questions about your privacy rights described in this Notice, or if you believe that we may have violated your privacy rights, please contact us at: Grand Valley Health Customer Service, 829 Forest Hill Ave SE, Grand Rapids, MI 49546, or call Customer Service at (616) 949-2410. You may also file a written complaint with us, as well as with the Department of Health and Human Services. We support your right to protect your health information. We will not penalize you or retaliate against you for filing a complaint.

Effective Date of Notice: May 22, 2013