

Healthy You



Boost Your Health and Budget [page 2](#)

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Boost Your Health and Budget

As a Health Partners member, you have access to rewards and benefits to help you get and stay healthy. Eligible members can receive gift cards for completing the following activities:

Category	Activity	You'll Earn
Diabetes Care (members ages 18-75 diagnosed with diabetes)	Complete a HbA1c screening (lab work)	\$20
	Complete a retinal eye exam	\$20
	Complete an annual doctor visit*	\$20
Hypertension (High Blood Pressure) (members ages 18-85 diagnosed with hypertension)	Complete an annual doctor visit and get your blood pressure checked*	\$20
Dental Care	Complete a dental exam during your pregnancy (pregnant members 21 and older)	\$20
	Complete a dental exam (ages 0-14 years)	\$20
Well-Child Visit (members ages 3-14)	Complete a well-child visit	\$20
Health & Wellness (members ages 21 and older who join the Greater Philadelphia YMCA using the Health Partners fitness benefit program)	Complete an initial health assessment at one of the Greater Philadelphia YMCA branches.	\$20
	Complete the second health assessment at one of the Greater Philadelphia YMCA branches.	\$25

*If you have a doctor visit on the same day for diabetes and hypertension, you will only receive the \$20 reward once for that visit.

Rewards are available on a prepaid debit card. Rewards can only be earned once for each activity during the calendar year. Some terms and conditions may apply. Rewards are subject to change. You cannot use your card to purchase alcohol, lottery, tobacco or firearms. Rewards may not be converted to cash. Reward cards expire in 6 months from the time they are received.

Need a Ride? Earn Free Uber Gift Cards

Activity	Details
Case Management Program (members ages 21 and older and pregnant members)	Earn \$50 for Uber Actively participate in the Case Management Program for at least 60 days with a Health Partners nurse or social worker who will coordinate your health care needs.
Well-Child Visit (members ages 15-20 years)	Earn \$20 for Uber Complete an annual well-child visit with your child's doctor.
Dental Exam (members ages 15-20 years)	Earn \$20 for Uber Complete an annual dental exam.

Speak to your Care Coordinator or call Member Relations to learn more.

Free Perks for You

We want to help you get the most out of your plan! Your benefits include:



\$0 copays (including prescription drugs)



Free eyeglasses or contacts for all ages



Free fitness club memberships

Get Rewarded for Every Baby Step

Pregnant or a new parent? With our Baby Bundle program, pregnant members and new parents can receive \$25 for each of the following activities:

- ✓ **Prenatal Visit:** Complete a prenatal visit within the first trimester of pregnancy or within 42 days of enrollment with Health Partners.
- ✓ **Postpartum Visit:** Complete a postpartum visit 7-84 days after delivery either in person or telehealth with your doctor, or a home visit with a nurse.



- ✓ **Well-Child Visit:** Complete a well-child visit with your child's doctor within 30 days of your baby's date of birth.
- ✓ **Lead Screening:** Take your infant for a lead screening test between 9-12 months.

Speak to your Baby Partners Care Coordinator or call Member Relations to learn more.

Diabetes Prevention Program and Free Wellness Resources

Prediabetes is a condition in which blood sugar is high, but not yet high enough to be diagnosed as diabetes. If your doctor tells you that you have prediabetes or risk factors for diabetes, a diabetes prevention program (DPP) may be right for you.

A DPP may help you prevent or delay diabetes. Throughout the program, you will learn how to increase physical activity, eat healthier and lose weight. You must meet certain requirements to participate in a DPP.



Please talk to your doctor to learn more. Here are some additional ways we can help you be successful in your DPP:



Health and Wellness Classes: Our Wellness Partners team offers fitness and wellness classes in-person and virtually at no cost. These classes include line dancing, yoga, aerobics, tai chi and more. All events are open to the public.

Visit [HPPlans.com/wellnesspartners](https://www.hppplans.com/wellnesspartners) to learn more.



Fitness Benefit: Health Partners members can receive a fitness club membership at no cost.

Visit [HPPlans.com/fitness](https://www.hppplans.com/fitness) to learn more.



Nutrition Counseling: Members can learn how to eat healthy with nutritional counseling from a registered dietitian. Call Member Relations for more information.



Self-Management Tools: Our online classes offer helpful tips to getting and staying healthy.

Visit [HPPlans.com/onlineclasses](https://www.hppplans.com/onlineclasses) to learn more.

Recipe Corner: Easy Stuffed Pasta Shells



This tasty dish combines spinach, low-fat cheeses and herbs for a delicious stuffed shell filling.

Ingredients

- 1 package frozen chopped spinach, thawed (10 ounces)
- 12 ounces cottage cheese, low-fat
- 1 1/2 cups mozzarella, part skim shredded (save 1/2 cup for topping)
- 1 1/2 teaspoons dried oregano
- 1/4 teaspoon black pepper
- 1 jar light tomato basil pasta sauce, low sodium (24 ounces)
- 1 cup water
- 6 ounces pasta shells, uncooked (large)

Directions

1. Wash hands with soap and water.
2. Preheat oven to 375 °F. Lightly coat a 13x9x2 inch baking dish with cooking spray. Set aside.
3. Drain spinach by placing in a sieve or colander over the sink or in a bowl. Then, press with a spoon or squeeze out liquid to remove as much liquid as possible. Place spinach in medium bowl.
4. Add the cottage cheese, 1 cup of the mozzarella cheese, oregano and pepper to the spinach. Stir to mix thoroughly.
5. Pour half of the spaghetti sauce into prepared baking dish. Add water and stir into the mix.
6. Spoon about 3 tablespoons cheese mixture into each uncooked pasta shell and arrange in a single layer over top.
7. Sprinkle with remaining 1/2 cup mozzarella cheese evenly over sauce.
8. Cover tightly with foil. Bake for 1 hour or until shells are tender. Let stand 10 minutes before serving.

To print the recipe, view nutrition information or to find more recipes, check out [MyPlate](#) (a U.S. Department of Agriculture resource).

Why Are Dental Visits Important?



Dental cavities are the most common childhood disease. According to the Centers for Disease Control and Prevention (CDC), about 90% of adults have had at least one cavity in their

lifetime. If they are left untreated, cavities can eventually lead to pain, infections and possible abscess.

Continued on next page.

HEALTHY LIVING

Dental visits are a chance to receive regular checkups to look for problems early. Small problems can be spotted and fixed before they become big and harder to manage. In addition to regular exams, preventive treatments like fluoride and dental sealants can lower the risk of getting tooth decay.

Your health plan has comprehensive dental benefits for you and your family, including*:

- Dental exam, x-rays and cleanings twice a year
- Fluoride treatments up to 6 times a year
- Sealants for all permanent back teeth
- Fillings
- Extractions
- Crowns
- Braces

*Some services require a prior authorization

Your oral health is an important part of your ability to live your healthiest life. Regular dental visits can keep you and your family healthy and promote a lifetime of healthy habits.

Contact Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** if you need help finding a dentist.



Menstrual Health FAQs

Menstruation, also known as a period, happens because of increased amounts of hormones in the body. Hormones make the uterus lining thicker to help prepare for pregnancy. If there is no pregnancy, the body removes this extra lining and some blood.

It's normal to have questions about menstrual health at any age.

What is a normal menstrual cycle?

Most cycles are 28 days but can vary between 21-35 days. The consistency of your period can vary as well. It might be thick, light, watery or even clumpy. It's also normal to see a clot during heavier periods.

What if I miss my monthly period?

Not getting your period on time is one of the first signs of pregnancy, but it doesn't always mean you're pregnant. Other things that can affect the timing or flow of your period can include using

birth control, taking certain medications, over-exercising, stress, sudden changes in weight or onset of menopause.

Is it possible to get pregnant during menstruation?

Yes! It is still possible to get pregnant while you're on your period. If you are not trying to get pregnant, be sure to use birth control even during your period. If you have concerns or questions regarding pregnancy and contraception, visit your medical provider.

When should I see my doctor about concerning symptoms?

You should see a doctor if you experience any of the following:

- No period for 3 months or longer
- Severe pain during your period
- Feeling sick after using tampons
- Bleeding between periods
- Heavy bleeding during your period or your periods lasts longer than 7 days
- Any concerns about your period or pregnancy

Article contributed by Allison R. Casola, PhD, MPH, MCHES and Jacqueline Nguyen, BA.

Planning for a Healthy Pregnancy and Baby

Preconception health is the health of a person before becoming pregnant. This focuses on things you can do before and between pregnancies to increase the chances of having a healthy baby. By making a plan before getting pregnant, you can take the steps to a healthier you and baby-to-be.

Preconception care should begin at least 3 months before getting pregnant. Here are some ways you can boost your preconception health:

- Visit your doctor to discuss any medical conditions you may have. Also, make sure your vaccinations are up to date. Discuss your medications to make sure they are safe for use during pregnancy. Timely prenatal care is important for your health and your baby-to-be.
- Don't skip your dental check up. Hormonal changes can put you at increased risk of periodontal disease and gingivitis.
- Take 400 micrograms of folic acid each day, from fortified foods, supplements or a combination of both. Folic acid can help prevent major birth defects in your baby's brain and spine. Your Medicaid plan covers the cost of folic acid supplements.
- Stop drinking alcohol, smoking and using drugs. Take prescription drugs exactly as your medical provider says.
- Avoid toxic substances and harmful chemicals, including cat or rodent feces.
- Maintain a healthy weight by eating well and regularly exercising.
- Learn your family health history. It may identify factors that could affect your baby during infancy or childhood.
- Take care of your mental health. Being active, eating healthy and getting enough sleep can help you manage stress. If your mental health is interfering with your daily life, tell your medical provider.

For more information, check out these articles from the [Office on Women's Health](#) and the [Centers for Disease Control and Prevention](#).



Enroll Today: Free Home Visiting Program for New Parents

Home visiting programs are proven to improve outcomes for new families by educating parents about child development and improving their parenting skills.

We encourage all pregnant members and parents of young children to enroll in a home visiting program. There is no cost for this program.

This program begins during pregnancy, or just after birth, and continues for at least 18 months. Agency staff visit your family and provide educational materials, resource referrals and ongoing support. You can begin and can opt out of the program at any time.

For more information about our home visiting program, contact our Baby Partners team at **1-866-500-4571**.



Prescription Coverage Made Easy

Find a Pharmacy

Visit [HPPlans.com/hpdocs](https://www.hppplans.com/hpdocs) to access our online directory to find an in-network pharmacy near you. You can narrow your search by entering a zip code into the zip code box at the top of the page, but you must still use the “Go” button next to the search box to receive the appropriate results. If you need further help, please call Member Relations.

Find a Drug

Health Partners members can view the prescription drug formulary and see what medicines are covered at any time. Visit [HPPlans.com/HPformulary](https://www.hppplans.com/HPformulary) to view the formulary, restrictions, prior authorizations, quantity, age limits and more. You will also learn about generic substitution, step therapy protocols and overall use of the pharmacy benefit.

Requesting a Formulary Exception

You can visit [HPPlans.com/HPformulary](https://www.hppplans.com/HPformulary) to find an explanation of the prior authorization criteria and formulary limits. This will give you further information on how your doctor can provide information to support an exception request. If you would like to request a formulary exception, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** or visit [HPPlans.com/Portal](https://www.hppplans.com/Portal) to submit the request electronically.

Specialty Medications and Pharmacies

Specialty medications are prescription drugs that require special handling, administration or monitoring. These medications treat complex chronic conditions and are only available from a specialty pharmacy. Health Partners works with a network of specialty pharmacies to coordinate the delivery of specialty medications for our members.

Don't Forget Your Medications

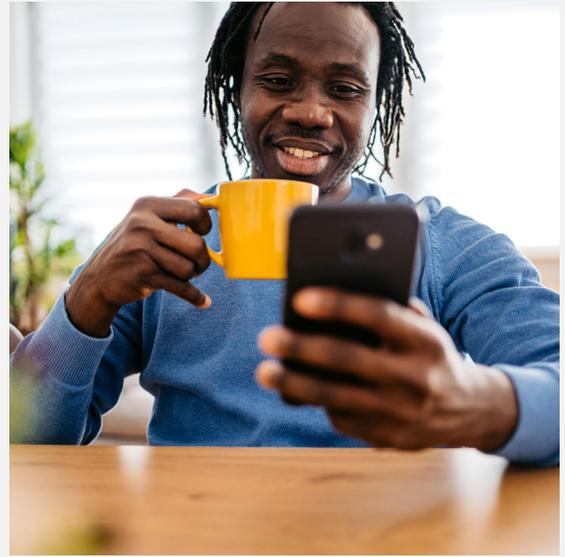
It's very important to take medications as the doctor prescribed.

- Set an alert on your phone or use a pill box to help you remember to take your medications.
- Request and pick up refills from the pharmacy a few days before the current supply runs out. You can also set up automatic refills with the pharmacy.
- Talk to your doctor about switching from a 30-day to a 90-day supply.
- Have prescriptions mailed to your home. You can ask your doctor to have prescriptions sent to CVS Caremark or request that CVS Caremark contact your doctor. Visit [caremark.com/mailservice](https://www.caremark.com/mailservice) or call **1-800-552-8159** to learn more.

Get to Know Your Health Plan

View your member handbook for more information on:

- What benefits are and are not covered
- Access to medical care including after hours, urgent and emergency care
- Case management and care coordination services
- Pharmacy drug lists, updates and how to ask for an exception if your prescription is not on our covered drug list
- The online provider directory tool to search for providers, specialists and hospitals in your plan, including how to get care outside of your plan
- Your member rights and responsibilities and our Notice of Privacy Practices
- Utilization Management (UM) and preapprovals of care
- Updates on new medical treatments, health procedures and policies
- Services that may require copayments
- How to file a complaint or appeal, or request an external review
- Membership needs and evidence based clinical practice guidelines for physical health topics/treatment of disease
- How to get help in a language other than English



Don't Risk Losing Your Coverage

You should have received a renewal packet in the mail from the Department of Human Services (DHS). You need to complete and return the form by the due date listed in your renewal packet. To learn more or to check your renewal information:

- Visit dhs.pa.gov/COMPASS
- Download the myCOMPASS PA mobile app
- Call **1-866-550-4355**
- Visit your local county assistance office



MEMBER HANDBOOK

Health Partners
1-800-553-0784 (TTY: 1-877-454-8477)

HealthPartners 
A part of Jefferson Health Plans



You can read and download your Member Handbook online at HPPlans.com/handbook.



If you have any questions, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Protect Yourself from Fraud, Waste or Abuse (FWA)

As a valued Health Partners member, we want to make sure your benefits are used efficiently and securely. Unfortunately, Fraud, Waste or Abuse (FWA) can happen if someone tries to steal your personal information or submit fraudulent claims.

Follow the steps below to help protect yourself from FWA:

- Keep notes and documentation of medical appointments you have attended and the reasons for those appointments. Know who provided the service, and what services you received.
- Know what services you and your dependents qualify for by reading the member handbook and call to ask questions about covered services, if needed.
- Be aware of what you are signing or authorizing. You have a right to review your medical records with certain exceptions.
- Report anything that seems suspicious. If a provider is asking you questions relating to other people (like your neighbors or friends), they may be trying to recruit referrals.
- Make sure that you know the reasons why tests are being ordered, and the purpose of medication or durable medical equipment which is prescribed.

If you suspect that a provider or anyone else may be committing fraud, waste or abuse, there are several ways which you can report this:

- Call Health Partners (and make an anonymous report if you choose): 1-866-477-4848
- Email SIUtips@hpplans.com
- Make a report online (anonymously if you choose): <https://www.mycompliancereport.com/report?cid=JEFF>
- Call the Pennsylvania Department of Human Services: 1-866-379-8477 or 1-844-347-8477





Discrimination is Against the Law

Health Partners (Medicaid) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation. Health Partners does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Health Partners provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Health Partners provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Member Relations at 1-800-553-0784 (TTY 1-877-454-8477).

If you believe that Health Partners has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Jefferson Health Plans
Attn: Complaints, Grievances & Appeals Unit
1101 Market Street, Suite 3000
Philadelphia, PA 19107
Phone: 1-800-553-0784 (TTY 1-877-454-8477)
Fax: 1-215-991-4105

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127 (TTY/PA RELAY: 711)
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Health Partners and the Bureau of Equal Opportunity are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-553-0784 (TTY: 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-553-0784 (TTY 1-877-454-8477).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-553-0784 (телетайп 1-877-454-8477).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-553-0784 (TTY 1-877-454-8477)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-553-0784 (TTY 1-877-454-8477).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-553-0784 (رقم هاتف الصم والبكم) (1-877-454-8477).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-553-0784 (टिटिवाइ 1-877-454-8477) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-553-0784 (TTY 1-877-454-8477) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-553-0784 (TTY 1-877-454-8477)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-553-0784 (ATS 1-877-454-8477).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-553-0784 (TTY 1-877-454-8477) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-553-0784 (TTY 1-877-454-8477).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-553-0784 (TTY 1-877-454-8477).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-553-0784 (TTY 1-877-454-8477)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-553-0784 (TTY 1-877-454-8477).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-553-0784 (TTY 1-877-454-8477).