

Healthy You



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**Prostate Screenings
Save Lives**

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screenings on page 5*

**Is Your Child Due
for a Checkup?**

*Find well-child
visit tips on page 6*

**Lead Testing: Small
Test, Big Impact**

*Read more on
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Get To Know Your Health Plan

Have questions about your health plan? Your member handbook has everything you need!

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

- Guidelines for physical health topics/treatment of disease
- How to get help in a language other than English

Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.

You can read and download your Member Handbook online by **scanning the QR code** or visiting **HPPlans.com/Handbook**



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



LabCorp: Convenient Lab Testing Near You

Health Partners Plans members have access to lab testing at LabCorp, one of the nation's leading laboratory networks.

Why use LabCorp?

- Convenient locations throughout Pennsylvania and New Jersey
- Fast, reliable results sent directly to your doctor
- No-hassle appointments — many locations accept walk-ins
- Covered services at \$0 copay when ordered by your doctor

What's covered?

LabCorp provides a wide range of lab services, including:

- Blood tests
- Urine tests
- Diabetes screenings
- Cholesterol checks
- And more

All medically necessary lab work ordered by your doctor is covered at \$0 copay.

How to use LabCorp



Step 1:

Get an order from your doctor



Step 2:

Find a location near you at www.labcorp.com or call **1-800-845-6167**



Step 3:

Visit the lab with your Health Partners Plans member ID card and a photo ID






Step 4:

Your doctor will receive your results and discuss them with you

A New Look, Same Great Care

In the coming months, Health Partners Plans will become Jefferson Health Plans EverWell. While our name is changing, your care and coverage will not.

Here's what this means for you:

-  **No changes to your care.** Your benefits, doctors, and services will stay the same.
-  **Same trusted team.** You'll still work with the people who know you and your health needs.
-  **No action needed.** You don't have to do anything—your coverage will continue without interruption.

You may see both names in use for a period of time. They refer to the same plan. When the change takes effect, you'll get a new member ID card in the mail. Both your current and new cards will be valid through 2026.

Have questions? We're here to help.
Call Member Relations at **1-800-553-0784**
(TTY **1-877-454-8477**).



Health Partners Plans Medicaid will soon be called Jefferson Health Plans EverWell.

Protecting Your Health Information

Many people use phones, computers, and apps to help manage their health. They can schedule doctor appointments online or send messages to their healthcare team. They track moods, sleep, or periods. These tools make getting care easier and more convenient. For survivors of domestic violence, these tools can increase danger.

SOME ABUSIVE PARTNERS MAY:

- Check a survivor's phone or device
- Read messages from doctors
- Log into patient portals and see test results, prescriptions, or appointment details
- Access information about mental health, substance use, or body changes
- See reminders for appointments or medication

HEALTHCARE PROVIDERS AND DOMESTIC VIOLENCE ADVOCATES CAN HELP SURVIVORS USE DIGITAL TOOLS SAFELY:

- Providers can mark notes as confidential
- Providers should routinely review who they can share information with
- Advocates can help survivors talk with their providers
- Advocates may be able to offer a different way to use digital health tools



Families and friends of survivors can also help by understanding digital health safety. Knowing how digital tools store and share information can help them support survivors.

If you or someone you care about is experiencing domestic violence, help is available. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website.

Please visit: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you.

The services offered by these programs are provided at no cost. These services are confidential.



Prostate Screening: Early Detection Saves Lives

Prostate cancer is one of the most common cancers among men, but when found early, it's very treatable.

Screening can help catch cancer before symptoms appear. Your doctor may recommend a blood test or physical exam.

Who should get screened?



Types of screening

Your doctor may recommend:



PSA Blood Test



Digital Rectal Exam (DRE)



Both tests are quick, covered at a \$0 copay, and can be done during your annual checkup.

Not sure if you need a screening? Talk to your primary care provider about your risk and the best time to start.



Need a doctor?

Visit [hpplans.com/hpdocs](https://www.hpplans.com/hpdocs) to find a provider near you.



Well-Child Visits: Building Healthy Futures

Well-child visits help make sure your child is growing, developing, and staying healthy. These visits are important even when your child feels fine.

During these appointments, your child's doctor will:

- ↗ Track growth and development
- 💉 Give needed vaccinations
- 🔍 Screen for possible health issues
- ❓ Answer your questions

Children should have regular checkups starting at birth and continuing through their teen years.

Call your child's pediatrician to schedule a well-visit today! If you need help scheduling, call us at **1-800-553-0784 (TTY 1-877-454-8477)**.

Has Your Child Received a Lead Test?

Lead exposure can cause serious health problems in young children, including trouble with learning, behavior, and development. The good news is that a simple blood test can detect lead early.

When should children be tested?

- Between 9-12 months old
- Again at 24 months old (2 years)

If your child missed these tests, ask your doctor to schedule one now.

The test is fast and simple. Your child's finger is pricked, or a small amount of blood is drawn. If lead is found, your doctor will help you take the right next steps.

Lead testing is covered at no cost to you when ordered by your child's doctor.



Your Guide to Mental Health Support

Taking care of your mental health is just as important as taking care of your physical health. Whether you're feeling stressed, anxious, or overwhelmed, help is available.

Mental health services covered by your plan

Health Partners Plans covers a wide range of mental health services at \$0 copay, including:



Therapy and counseling



Psychiatric care



Crisis support



Substance use treatment

How to access mental health care



Step 1:

Call Member Relations at
1-800-553-0784 (TTY 1-877-454-8477)
to find a mental health provider



Step 2:

Schedule an appointment with a therapist, counselor, or psychiatrist



Step 3:

Attend your appointment — in-person or via telehealth



If you or someone you know is in crisis, help is available 24/7:

National Suicide Prevention Lifeline: 988

Crisis Text Line: Text HOME to 741741

Your managed care plan may not cover all your health care expenses. Read your Member Handbook carefully to determine which Health Care Services are covered.

Health Partners Plans 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.

ATTENTION: If you speak 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. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-553-0784 (TTY 1-877-454-8477) o hable con su proveedor.

注意:如果您说[中文],我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务,以无障碍格式提供信息。致电 1-800-553-0784 (文本电话:1-877-454-8477) 或咨询您的服务提供商。

Visit HPPlans.com/NDN to see our full non-discrimination notice and learn how to receive language assistance services.



Member Relations: 1-800-553-0784 (TTY 1-877-454-8477)

Website: HPPlans.com/members

Member Portal: HPPlans.com/portal

Handbook: HPPlans.com/handbook