

Healthier YOU!

Fall 2015

**Tips for
Talking
to Your
Doctor**

**Health Partners
Medicare
Special**

**Caring for
Children
with
Asthma**

**Celebrating
HPP's 30th
Anniversary**



Health Partners Plans
Doing it right since 1985.

HealthPartnersPlans.com

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Doing it right.

CELEBRATING HPP'S 30TH ANNIVERSARY

This is a special year for Health Partners Plans. We are celebrating our 30th anniversary!

Three decades ago, four teaching hospitals in North Philadelphia came together to create a health care delivery system focused on



primary and preventive care for Medical Assistance recipients. With the help of a grant from the Robert Wood Johnson Foundation, a new health plan—Health Partners of Philadelphia—was born.

Since 1985, we've accomplished a lot. Our Medicaid, Medicare and CHIP plans deliver the support, assistance and genuine concern for our more than 240,000 members. As one of the few not-for-profit, hospital-owned health maintenance organizations in the region, we've spent 30 years working closely with the community to improve health outcomes and make our neighborhoods healthier, happier places to live. We've also been acknowledged for our innovation in health care delivery and our understanding of multicultural health care needs.

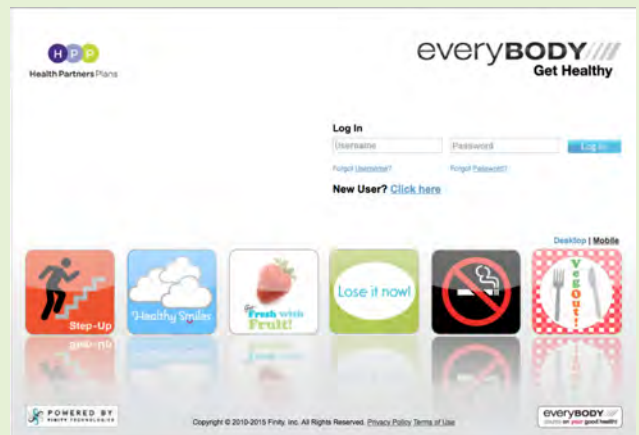
Health Partners Plans has grown significantly with new product lines and more members—and we're just getting started! We've been "doing it right" for three decades and we've made a commitment to ourselves, our members and our community to continue to do so.

CHECK OUT FUN INTERACTIVE HEALTH TOOLS ON YOUR PORTAL!

The Health Partners Plans interactive health and wellness portal is personalized to meet your healthcare needs. It offers convenient and secure access to important health information and allows you to:

- Complete your Health Questionnaire and get access to important case management services
- Receive personalized health alerts
- Access our BMI calculator, symptom navigator and comprehensive health library

Visit our [member portal](#) to get started. You'll need your member ID to complete registration. For help registering, call our Healthier YOU! department at 1-855-854-0637 (TTY 711).



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HEALTH PARTNERS MEDICARE SPECIAL (HMO SNP)

If you qualify for both Medicare and Medicaid, Health Partners Plans has a special plan just for you. Health Partners Medicare Special (HMO SNP) provides you with personalized guidance to meet your special healthcare needs.

You still get all the benefits offered by Original Medicare, plus lots of extras, including:

- **Care navigation:** You'll have access to your own, highly-experienced personal care coordination team to help you navigate your health conditions, by connecting you with the resources you need, when you need them.
- **Routine transportation for medical visits:** Access to transportation is critical when it comes to your health. With Health Partners Medicare Special, you receive up to 10 trips every three months.
- **Over-the-counter (OTC) drug coverage:** Use the \$30 monthly allowance for select OTC drugs and health items at network pharmacies.
- **Home safety assessment and improvement:** We recognize that good health starts in the home. You'll receive a professional inspection of your home safety needs and one-time improvements up to \$1,000.

Working with your primary care physician to keep you healthy is something we take seriously. One way we do this is by asking questions about your health, your lifestyle and what you want to improve. This is called a health risk assessment and it helps your personal care coordination team and your physician understand how best to keep you healthy.

Your healthcare needs are unique. Your health plan should be too. To learn more or enroll in Health Partners Medicare Special, call 1-866-901-8000 (TTY 711), 8 a.m. – 8 p.m., seven days a week, from Oct. 1 – Feb. 14. Call 8 a.m. – 8 p.m., Monday – Friday, the rest of the year. If you prefer, a sales representative can come to your home or other location to help you enroll.

Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal. Health Partners Medicare Special is available to anyone who has both Medical Assistance from the State and Medicare. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year.

BENEFITS OF BEING ACTIVE



There's a reason parents tell their children to turn off the television and go play outside. Being active has many benefits, for children and adults. Studies show that regular physical activity can improve your quality of life and has many other benefits too.

Controls Weight. Exercise can help you keep off the pounds. Exercise also makes you sweat more, which helps cleanse the body of toxins.

Strengthens Bones and Muscles. Research shows that doing aerobic activity and muscle strengthening exercises can slow the loss of bone

density as you get older. It can also help you increase or maintain your muscle mass.

Improves Mental Health and Mood. Regular exercise can help improve your thinking, learning, concentration and judgment. It can also lower your risk of depression and may help you sleep better.

Reduces the Risk of Disease. Regular physical activity can reduce the risk of heart disease by lowering your blood pressure and improving your cholesterol levels. Being active can also reduce your risk of developing type 2 diabetes and may lower the risk of colon and breast cancer.

WHEN YOUR DOCTOR ASKS ABOUT DOMESTIC ABUSE

Domestic abuse is common. One in four adult women and one in 14 adult men will experience physical or sexual domestic abuse. Your doctor or nurse may ask about it because it may lead to issues related to health such as:

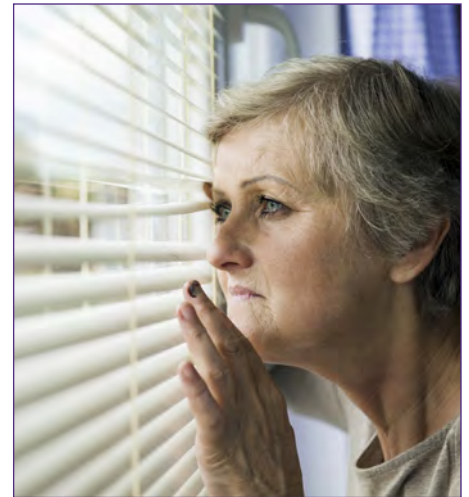
- Headaches
- Problems with the heart, lungs, liver or kidneys
- Depression or anxiety
- Drug or alcohol abuse
- Obesity
- Cancer
- Risky sexual behaviors
- Unplanned pregnancy
- Stress from pressure to become pregnant

There are several ways that doctors and nurses ask adult patients about abuse. Some read questions

from a card. Others offer a card that the patient can read and then say whether he or she needs help. Many health care sites discreetly place these cards so patients can take one in private. A patient may also write down the phone number to a domestic abuse program and put the card back if it is not safe to take the card home. A doctor or nurse may also ask:

- Are you safe at home?
- Did someone do this to you?
- Have you been hit, kicked or slapped by your partner?
- Have you been punched or choked by your partner?

An adult patient does not have to tell a doctor or nurse about abuse or who caused it. However, a doctor or nurse who hears about abuse may be able to provide better health care. A doctor may be



able to offer a phone for patients to call a domestic abuse program or connect a patient with a domestic abuse counselor.

To find the domestic abuse program nearest you, visit www.pcadv.org and click on *Find Help* or use the *Find Help* map on the home page.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE (TTY 1-800-787-3224)

TIPS FOR TALKING TO YOUR DOCTOR

Seeing your doctor for regular well visits is important. So is preparing yourself to get the most out of your appointment. Here are some helpful tips for talking to your doctor:

- **Be Prepared.** Write down your symptoms and concerns and bring the list with you. If possible, bring any documents or information about your health history, including x-rays, scans, lab results and medical conditions. Always come prepared with the name and dosage of all medications and vitamins you are taking, both prescribed and over-the-counter.
- **Ask Questions.** If you don't understand something your doctor says about your condition or your treatment, speak up. Even



if you do understand, it's still a good idea to ask questions about other treatment options. If you know in advance that you may need help remembering or understanding the information your doctor shares with you, bring a friend or family member to your appointment. One or

both of you should also take notes. One of the best questions to ask is: What is the best way to reach you (phone, email, etc)?

- **Follow Up.** When you leave the doctor's office, your care doesn't end. Be sure to take all medications your doctor prescribes. Be sure to make any follow-up appointments or schedule any tests your doctor has requested. Also, pay attention to your body. If any medication makes you feel worse than before, call your doctor immediately. Most important, if you have a question after you leave or you are confused about anything, call your doctor.

It is important to play an active role in your health care. Communicating with your doctor can help you make better, smarter choices when it comes to improving your health.

KEEP YOUR CHILD HEALTHY

As a parent, you want to protect your child and keep them healthy. That means scheduling a visit with your child's pediatrician for an Early and Periodic Screening, Diagnosis and Treatment (EPSDT) well-child exam. EPSDT helps to keep your child's health care on track with:

- Shots (immunizations)
- Screening tests, such as lead, hearing and vision
- Physical and developmental exams

You and your doctor should work together to keep your child healthy. Your doctor keeps track of all of your child's health information. At each visit, you should ask the doctor to check that EPSDT services are up-to-date. If they are not, ask the doctor to do them right away. Also ask about your child's Body Mass Index (BMI) and check if there are any concerns about obesity and how you can help.



Keeping up with your child's age appropriate health care needs helps prevent problems later on.

It also helps to find problems that could become serious. The sooner a health issue is identified, the easier it is to treat.

CARING FOR CHILDREN WITH ASTHMA

Asthma is a lung disease that makes it hard to breathe. According to the Centers for Disease Control, it is one of the most common, long-term diseases in children. It causes wheezing, shortness of breath, chest tightness and coughing. The good news is asthma can be managed if you know what triggers your child's asthma attacks. Pay attention to:

- **Allergies:** Children with asthma are allergic to animals, mold, dust, insects (especially roaches) and even some food. When a child has an allergic reaction, it can cause an asthma attack.
- **Weather:** Cold air is the most serious weather trigger for children at risk for an attack. Changes in weather can also cause problems.
- **Smoking and other risk factors:** Children and teens who live in households where someone smokes are at high risk for an attack. Pollution, paint fumes and cleaning sprays can also be harmful.
- **Emotional times:** When children cry, become stressed or feel scared, they can have an asthma attack. Helping a child learn to keep calm during these times is very important.

Exercise can also be a trigger for young people with asthma. Your child's doctor may even prescribe an inhaler to keep their airways open during physical activity. If so, fill the prescription and follow the instructions. Despite the fact that exercise can be a trigger, it is important for your child to stay active. With monitoring, most children can enjoy sports and other activities.

BRAIN TRAINING FOR CHILDREN AND ADULTS

Your body isn't the only thing that needs a workout. Studies show that keeping your brain challenged and stimulated can help prevent diseases like Alzheimer's and dementia. One of the best ways to do that is by reading. It keeps your brain active and it's fun for children and adults. The more challenging the text, the better workout your brain will get.

- You can exercise your brain and stimulate the brains of your children by reading to them
- Reading—or being read to—keeps a child's brain sharp, stimulates imagination, improves vocabulary and helps with success in school
- Reading can be social. Join a book club to talk about what you've read.
- You can reduce stress by losing yourself in a good book
- Reading improves memory as you keep track of characters, plots and events
- It's free entertainment! Just visit your local library for free access to countless newspapers, magazines and books for children and adults of all ages.

THERE'S MORE ON THE HPP WEBSITE

Our *Healthier YOU!* newsletter gives us a regular chance to give you health news and information about your benefits. But each issue only offers a glimpse of the health and plan information we have available.

HealthPartnersPlans.com is a great place to go when you need more information, no matter which Health Partners Plans health coverage you have. Our Member Handbook, previous issues of *Healthier YOU!*, an online provider directory and much more are there for you to use, 24 hours a day. Here are just a few of the FAQs that are answered on our website:

Getting healthcare services

- What is a primary care provider (PCP)? How do I get one? How do I find one closer to my home?
- How do I see a specialist or get a second opinion?
- How do I get hospital, behavioral and other health services?
- How do I use the pharmacy benefit to get the medicines I need?
- What services require a copayment?
- How am I covered if away from the Health Partners Plans (HPP) service area?

How can Health Partners Plans (HPP) improve my health?

- What is the HPP Quality Management program? How can the HPP care managers help if I am pregnant?
- How can the HPP disease management programs help if I have ongoing health concerns like asthma, diabetes, a complex illness or special needs?

What other information is available about HPP?

- What are my rights and responsibilities as a plan member?
- Where can I learn about covered and non-covered services?
- How does HPP decide about covering new kinds of health services?
- What can I do if I have questions or disagree with a coverage decision?
- How does HPP compare with other HealthChoices plans?
- How does HPP protect my privacy, including health and other personal information (such as race and ethnicity)?
- How can HPP help if I need translation services?



If you do not have a way to use the Internet, we can still help. Our 24-hour Member Relations department is always ready to answer questions about benefits and services and how to use your health plan. Call **1-888-477-9800 (TTY 711)**. We can also mail you the information you need.

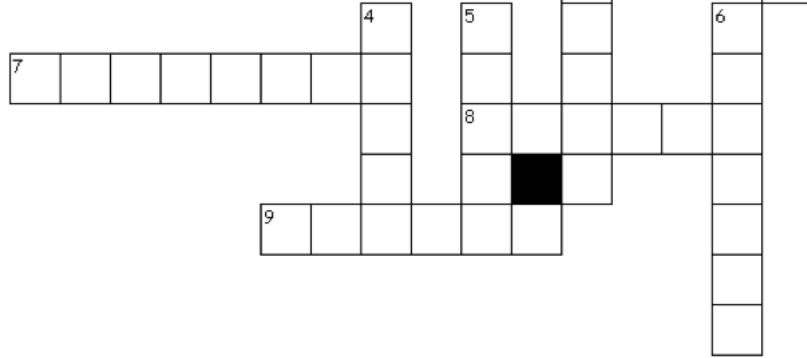
HEALTHIER YOU! HEALTH PUZZLE

ACROSS

3. Health Partners Medicare _____ is for members who qualify for Medicaid and Medicare
7. It is important to _____ when you leave the doctor's office
8. This is a lung disease that makes it hard to breathe
9. Improved mental health is a benefit of being _____

DOWN

1. This type of weather can trigger asthma attacks
2. Visit the Health Partners Plans _____ for more information about your benefits



4. This exam helps to keep your child's health on track
5. To find the domestic abuse program nearest you, visit www._____.org
6. This keeps your brain active and it's fun for children and adults

6. Reading
5. PCADV
4. EPSDT
2. Website
1. Cold
9. Active
8. Asthma
7. Follow Up
3. Special
- Down**
- Across**
- Answers:**

MEXICAN LASAGNA FROM PENN STATE EXTENSION NUTRITION LINKS



Ingredients

- 1/2 pound lean ground turkey or beef
- 1 Tb. minced garlic
- 1/2 cup finely chopped onion
- 1/4 cup chopped green pepper
- 2 Tb. Sliced black olives
- 1/4 cup tomato paste
- 1 package, 6-inch flour tortillas
- 1, 4 oz. can diced green chilies, drained
- 1/2 cup shredded part-skim mozzarella cheese
- 1 cup salsa

How To

Preheat oven to 350°F. Cook turkey, minced garlic, onion and green pepper in nonstick pan over medium heat. When turkey reaches 180°F, is no longer pink and appears crumbly, add olives, tomato paste and salsa. Bring to a boil and then remove from heat. Spray 8-inch square baking pan with cooking spray, place tortilla on bottom, and top with 1/4 turkey, 1/4 chilies and 1/4 cheese. Repeat process with other tortillas. Bake 20 minutes until heated through.

To Serve

Let rest 5 minutes before serving. COVER and REFRIGERATE leftovers.

Nutrition Facts

Makes 4 servings

Amount per serving:
274 calories, 18 g. protein, 10 g. fat,
29 g. carb., 3 g. fiber



Health Partners Plans

For help with this information, call our 24-hour helpline • Si necesita ayuda con esta información, llámenos a nuestra línea de ayuda disponible las 24 horas • Nếu cần giúp đỡ về thông tin này, hãy gọi số điện thoại trực 24-giờ sau đây của chúng tôi • Если вам нужна помощь относительно этой информации, звоните в нашу круглосуточную справочную службу • 如果對這訊息有疑問，請致電我們的24小時幫助熱線 • ដើម្បីជាជំនួយ ទទួលបានព័ត៌មាននេះ សូមទំនាក់ទំនងទូរស័ព្ទដែលមានបំរើការ ២៤ម៉ោង តាមរយៈលេខ : 1-888-477-9800 (TTY 711)