

Health Partners

Talk

WINTER 2016

Health Partners Plans



Hearing and Vision

Getting a hearing and vision test is an important part of your child's preventative care. Early identification of hearing and vision problems is essential to your child's development.

Check for Hearing Loss at All Ages

Your child can develop hearing loss at any time due to infections, loud noises and other trauma.

Talk to your child's pediatrician if you suspect hearing loss. Between regular checkups, watch for these symptoms:

Up to one year of age:

- 0-3 months-baby doesn't react to sudden loud noises
- 3 months-baby doesn't recognize your voice
- 6 months-baby doesn't turn eyes or head toward a sound
- 12 months-child doesn't imitate some sounds or doesn't learn simple words like "Mama" and "Bye"

In toddlers, watch for:

- Slow or no speech development
- Speech impediments
- Difficulty learning or paying attention
- Not responding to when talked to in a normal tone of voice.

Can Your Child See the Chalkboard?

About one in every four children has vision problems, but half of all children have never had an eye exam. Your child could need glasses and not even know it. That can make school, sports and daily activities difficult.

Continued on next page



Thyroid Conditions Often Overlooked

Your thyroid is a small gland at the base of your neck. It releases hormones that set the speed of systems in your body. When the thyroid goes too fast or too slow, it can cause a variety of symptoms.

An estimated 15 million Americans have undiagnosed thyroid problems. That's because doctors don't routinely test thyroid levels and symptoms can mimic other conditions. A slow thyroid is called under-active thyroid or hypothyroid. A thyroid that runs too fast is called over-active thyroid or hyperthyroid. Either can lead to an enlarged thyroid called a goiter, which is a lump you can see or feel, and may cause trouble swallowing.

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If you have symptoms of a thyroid disorder, it's important to tell your doctor. A simple blood test will determine if there is a problem. Most thyroid issues are easily treated with medication, but a thyroid condition can also point to something more serious.



January is Thyroid Awareness Month. Know the signs.

Symptoms of Under-Active Thyroid

- Weakness and fatigue
- Unexplained weight gain
- Depression
- Sensitivity to cold
- Thick, puffy or dry skin
- Constipation

Symptoms of Over-Active Thyroid

- Not being able to sleep
- Rapid weight loss
- Anxiety
- Sweating
- Thinning skin
- Frequent bowel movements

Hearing and Vision *Continued from page 1*

Don't just rely on vision tests at school. They might catch some problems, but miss others such as astigmatism (blurry vision at any distance). Your child should have an exam by an eye doctor at least once a year.



Vision is Covered:

- We cover your children for two yearly eye exams.
- Your children can get two pairs of glasses or one pair of contact lenses each year.
- Your children can get additional exams and replacement glasses if medically necessary.

If your child doesn't already have a doctor, you can find one using our online directory at **HealthPartnersPlans.com** or call Member Relations at **1-800-553-0784 (TTY 711)**.

Drugs, Alcohol and Domestic Abuse

Drugs and alcohol do not cause domestic abuse. Some people use drugs and alcohol when they abuse. Some victims may use drugs and alcohol to cope with the effects of abuse. Injuries may be greater when drugs and alcohol are involved in abuse.

Abuse may happen whether or not drugs or alcohol are involved. This may be:

- Physical abuse
- Emotional abuse
- Keeping a person from having or making money
- Keeping a person from seeing friends and family
- Keeping the person from seeing a doctor

An abusive person may try to say that he or she hurt the victim because he or she was drunk or high. When alcohol and drugs are involved an abusive person may:

- Get a victim to use or become addicted to drugs or alcohol
- Buy drugs or alcohol for the victim

- Force the victim to sell drugs
- Force the victim to use drugs or alcohol
- Keep the victim from recovery options
- Blame the victim for the abuse because of alcohol or drug use
- Force the victim into prostitution for drugs or money

Drug and alcohol abuse are separate from domestic abuse. However, each problem can make the other worse.

To find the domestic abuse program nearest you, visit <http://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)**.

To reach the National Substance Abuse Hotline call **1-800-662-HELP (4357)** or visit www.samhsa.gov/find-help/national-helpline

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Healthy Eating on a Budget

We all know we should be eating more fruits and vegetables, but they can be expensive. Stretch your budget with these foods for better health all year.



Sweet Potatoes are a true superfood; they are loaded with beta carotene for vision, skin and immune system health. Naturally sweet, they are also a healthful alternative to white potatoes. Try them

steamed and mashed with a little butter. Store in a paper bag in a dark place. Do not store in a refrigerator.

Cabbage is one of the least expensive fresh vegetables and is a great source of vitamin K, which helps your body heal from wounds and maintain strong bones. Even if the outer leaves of the cabbage start to brown, the inside ones are still good. For best nutrition, try steaming or sautéing instead of boiling. It's also great raw—just shred and toss with a light dressing. Store in a refrigerator.



Bananas taste sweet, but are only about 100 calories each. They are a great source of potassium, which may help lower blood pressure and reduce your risk of stroke. Best of all, they are usually less than



75 cents a pound. Although they do get brown and mushy after a few days, they can be frozen. Peel bananas before freezing and toss in a smoothie or mash them for use in baked goods.



Frozen Fruits are just as nutritious as fresh. They are great in smoothies. Start with one cup of fruit and 1 ¼ cup of juice in a blender.

One great combination is orange juice with frozen pineapple and/or mango. Another is apple juice with frozen strawberries. Either goes great with bananas.

Black-Eyed Peas: Many dry beans need to be pre-soaked and take a long time to cook, but black-eyed peas can be ready in under an hour. Their rich flavor makes them a satisfying side dish or main course. Nutrients include Vitamin K and potassium.



Great Grains: Whole grains are packed with fiber and nutrients. They also keep you full longer than other grains. Try brown rice for its nutty flavor. Quinoa is a tiny seed that cooks up like rice. It is a perfect protein with a mild flavor.

Bulgur is cracked whole wheat grains with a chewy texture. It's great as a side dish or in vegetarian chili. And don't forget oatmeal—a super breakfast food as long as you don't add too much sugar.

Note: You should always check with your doctor before changing your diet.

A Healthy Recipe

Vegetarian Hoppin' John

Hoppin' John is often eaten on New Year's, but it's a great meal the rest of the year, too. This vegetarian version is lighter and still packed with protein. Even better, it's only about \$1 a serving. This is a good recipe to make ahead and refrigerate or freeze. Just add a little water if it gets dry.

- **Prep:** 10 minutes
- **Cook Time:** 90 minutes
- **Servings:** 6

Ingredients:

- 16 oz. dry black eyed peas, rinsed and picked through for stones
- 1 cup parboiled (converted) rice*
- 2 medium yellow onions
- 4 stalks celery
- 2 green bell peppers
- 1 tbsp. dried thyme leaves
- 1 tbsp. garlic powder
- 1 tbsp. paprika (preferably smoked paprika)
- 1 tsp. salt
- 1 tbsp. corn oil or other cooking oil
- ¼ cup tomato-based barbeque sauce
- 1 tbsp. hot sauce
- 6-7 cups water

Directions:

1. Dice onions, celery and peppers. Sauté on medium heat with oil until vegetables soften slightly.
2. Add garlic powder, paprika and thyme. Stir to coat evenly.
3. Add black eyed peas, barbeque sauce and 6 cups of water. Bring to a boil, then simmer on low heat, covered, for 90 minutes, stirring every 10-20 minutes.
4. Check to make sure peas are tender and that about two cups of cooking liquid remain. Add more if needed, then add salt and hot sauce to taste. Don't overdo the salt.
5. Add rice*, stir well, and cover for 30 minutes on lowest heat.
6. Check to make sure rice is fully cooked and serve. (Optional: Garnish with chopped green onions.)

*If substituting white rice, expect a slightly shorter cooking time. Check after 20 minutes. If substituting brown rice, expect a longer cooking time—check after 30 minutes and add water if necessary.

Tip: When buying herbs and spices at the supermarket, check the “international” aisle first—the brands sold there are often less expensive than those in the spice section.



Nutrition Facts

Servings: 6.0

Amount Per Serving: Approx. 1 cup

Calories: 364

% Daily Value**

Total Fat: 3g	4%	Total Carbohydrate: 83g	28%
Saturated Fat: 0g	2%	Dietary Fiber: 24g	96%
Monounsaturated Fat: 1g		Sugars: 10g	
Polyunsaturated Fat: 1g		Protein: 22g	44%
Trans Fat: 0g		Vitamin A: 21%	
Cholesterol: 0mg	0%	Vitamin C: 70%	
Sodium: 576mg	24%	Calcium: 9%	
Potassium: 311mg	9%	Iron: 44%	

**The Percent Daily Values are based on a 2,000 calorie diet, so your values may change depending on your calorie needs. The values here may not be 100% accurate because the recipe has not been professionally evaluated nor has it been evaluated by the U.S. FDA.

What's Utilization Management?

Utization Management (UM) refers to how plans make sure members get the right care at the right time. “More” doesn’t always mean “better” when it comes to health care. UM helps prevent complications from over-treatment. On the other hand, sometimes patients delay check-ups, don't take their medications or have trouble accessing needed care. Health Partners Plan's (HPP) UM team works with you and your doctor to make sure you get the care you need in a timely manner.

We never offer incentives intended to reduce access to needed care. HPP utilization management decisions are based only on the appropriateness of care and existence of coverage. We do not reward doctors or other individuals for issuing denials of coverage or existence of coverage care. We do not offer financial incentives to doctors for encouraging you to not seek treatment and service.

The HPP medical program description, policies or provider contracts do not contain language indicating improper utilization incentive programs. Terms under which providers may be entitled to a bonus or incentive pay cannot influence their decisions to withhold, delay or deny necessary service.

HPP utilization management decisions are based only on the appropriateness of care and service.



Options for Unexpected Conditions

Unexpected medical conditions happen to all of us. We slip and fall. We get sick. Here is rundown of what to do when you need care.

Teladoc—Your plan's newest benefit is also the most convenient. With Teladoc, non-emergency help is always a phone call away, 24/7. Just call **1-800-Teladoc (835-2362)** for a consultation with a board-certified doctor. You can even see a doctor over online video. Your Teladoc doctor can answer your questions and send short-term prescriptions right to your pharmacy. They can help with cold and flu symptoms, allergies, rashes, ear infections and other minor ailments. Call Teladoc or visit teladoc.com to register now. Teladoc is not for emergencies. If you have a life-threatening medical emergency or if you need medical help right away, call 9-1-1 or go to the nearest ER.

Visit Us Online

HPP newsletters are a great way to get news and health tips, but they provide just a sample of all the information available. You can visit [HealthPartnersPlans.com](https://www.healthpartnersplans.com) for much more. You will find your Member Handbook, previous newsletters, an online provider directory and other helpful information. Here are some frequently asked questions from members. Find the answers online on our Frequently Asked Questions page.

How can I obtain healthcare services?

- What is a primary care provider (PCP)? How do I get one?
- How do I see a specialist or get a second opinion?
- What services require a copayment?
- How am I covered if away from the Health Partners Plans (HPP) service area?

How can Health Partners help improve my health?

- How can the HPP disease management programs help if I have ongoing health concerns like asthma and diabetes?
- How do the HPP case management services help if I have a complex illness or other special needs?
- How can HPP help if I need translation services?

What other information is available about HPP?

- What can I do if I have questions or disagree with a coverage decision?
- How does HPP compare with other HealthChoices plans?
- How satisfied are members?
- How does HPP protect my privacy, including health and other personal information (such as race and ethnicity)?

At [HealthPartnersPlans.com](https://www.healthpartnersplans.com), you'll find the answers to these questions and much more. You can also find our interactive member portal to access health and wellness self-management tools. If you do not have a way to use the Internet, we can still help. Our 24-hour Member Relations is always ready to answer questions about benefits and services. Just call 1-800-553-0754 (TTY 711).



Doctors Office—It's important to see your doctor for preventative care and management of long-term conditions. Your doctor also knows your medical history and overall health. Some practices have walk-in and same-day appointments. This is another option for less urgent health concerns.

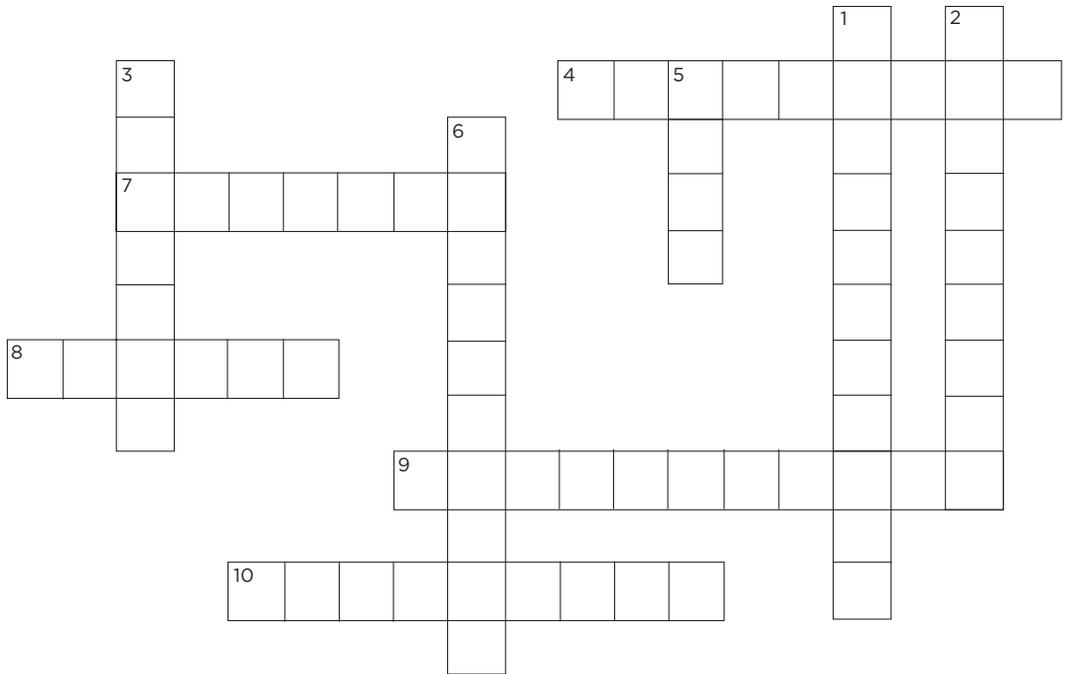
Urgent Care—Your plan covers several providers who can see you without an appointment. Some offer 24/7 access or extended hours. Urgent Care practices can often attend to injuries, take x-rays and treat vomiting, diarrhea and dehydration. Some clinics are more limited in what they can treat, so call ahead when possible. Find participating urgent care providers under "Find a Doctor" at [HealthPartnersPlans.com](https://www.healthpartnersplans.com) or call Member Services at 800-553-0784 (TTY 711).

Emergency Room—Going to the ER for minor problems can mean long waits. You can also slow things down for people with real emergencies. Some conditions do require a trip to the E.R. These include chest pain, difficulty breathing, poisoning, uncontrolled bleeding or losing the ability to move or speak. If you suspect something serious, call 911 or visit your nearest emergency room immediately. Consider the other above options only for non-life threatening conditions.

Answers based on articles in this issue.

ACROSS

- 4 Possible cause of hearing loss
- 7 One of the least-expensive fresh vegetables
- 8 _____ fruits are just as nutritious as fresh.
- 9 Condition a professional
- 10 The Hoppin' John recipe calls for this type of rice.



DOWN

- 1 _____ management is how plans make sure members get the right care at the right time.
- 2 Bananas and black eyed peas are both great sources of this nutrient.
- 3 Drugs and _____ can make domestic abuse problems worse.
- 5 About one in every _____ children has a vision problem.
- 6 This mental health condition can also be caused by under-active thyroid

Answers: Across: 4 - infection; 7 - cabbage; 8 - frozen; 9 - astigmatism; 10 - parboiled
 Down: 1 - utilization; 2 - potassium; 3 - alcohol; 5 - four; 6 - depression

Working Together to Ensure Your Privacy is a Top Priority

We are required by law to maintain the privacy of your Protected Health Information (PHI). In accordance with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Regulations, we have the right to use and disclose your PHI for treatment, payment activities, health care operations, public health activities, legal proceedings or law enforcement purposes, as explained in the Notice of Privacy Practices. We are most likely to use and/or disclose your PHI for these functions.

Additionally, with your approval, we may use or disclose your PHI outside of treatment, payment and operations. For example, we may share your information with a person or entity that you gave access to through our HIPAA Authorization form. Refer to your Member Handbook or our website to read your Member Rights and Responsibilities to learn more about how we protect and utilize health and demographic data. You can also request it from Member Relations at **1-800-553-0784 (TTY 711)**

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 • 成員如有任何查詢，請致電我們的24小時幫助熱線
 សូមទាក់ទងព័ត៌មានបន្ថែមសម្រាប់ព័ត៌មានបន្ថែម ២៤ម៉ោង តាមរយៈលេខ: **1-800-553-0784 (215-3719-9600 (TTY 711))**



Health Partners Plans