

Health Partners

Talk

FALL 2016

Health Partners Plans



15 Minutes to Better Health

Get Your Personalized Health Report

Most of us want to take better care of our health but don't know where to start. Getting your personalized health report is a great first step. This report details your overall health status and what you can do about it.

To get your personalized health report, take our health questionnaire online. It asks about your lifestyle and health status. It takes about 15 minutes and you get your report instantly. You can also answer the questionnaire over the phone in about 30 minutes and get your report by mail.

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Recipe for Health

Better-for-You Classic Chili



There's nothing better than a hot bowl of chili on a cold night. We made a few updates to a classic chili recipe to make a hearty meal that's good for your heart.

Ground turkey is a lower-calorie replacement for ground beef (based on same fat content). Many recipes call for prepared sauces, which are high in added sodium. By substituting tomato paste and water for sauce, we've reduced the salt. Using "no salt added" tomato products and rinsing the canned beans will reduce it even more.

Browning the onions, spices and tomato paste before adding the other ingredients kicks up the flavor. For even more zing, try adding a splash of lime juice or apple cider vinegar before serving.

Ingredients:

- 1 lb. 4 oz. (20 oz.) package of 97% lean ground turkey
- 1 large onion, diced
- 1 large green or yellow bell pepper, diced
- 2 cans (1 4/5 cups ea.) "no salt added" diced tomatoes
- 2 cans (16 oz.) pinto or kidney beans, drained and rinsed
- 2 cans (8 oz. ea.) "no salt added" tomato paste
- 4 tbsp. chili powder
- 1 tbsp. dry oregano
- 1 tbsp. garlic powder
- 1 tsp. sugar
- 2 - 3 cups water
- 1 cup reduced fat shredded cheddar cheese (for serving)

Directions:

- In a six-quart pot, brown the ground turkey, breaking it up with a wooden spoon or spatula.
- Pour turkey and juices into bowl and set aside.
- With heat on medium, sauté the diced onions and peppers until they soften. Add chili powder, oregano, garlic powder and sugar and stir to coat. Add tomato paste and continue stirring until mixture begins to darken.

- Add cooked turkey, beans and diced tomatoes and scrape bottom of pan to remove any food stuck to the bottom.
- Stir contents and simmer on low heat for one hour. (You can also use a slow cooker and cook on low for eight hours.)

Nutrition Facts

Servings: 8

Amount Per Serving: 1.5 cups

Calories: 330, % Daily Value*

Total Fat: 9g, 14%	Total Carbohydrate: 37g, 12%
Saturated Fat: 4g, 19%	Dietary Fiber: 10g, 39%
Monounsaturated Fat: 1g	Sugars: 11g
Polyunsaturated Fat: 0g	Protein: 26g, 51%
Trans Fat: 0g	Vitamin A: 51%
Cholesterol: 61mg, 20%	Vitamin C: 29%
Sodium: 583mg, 24%	Calcium: 19%
Potassium: 1014mg, 29%	Iron: 32%

*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 recipes have not been professionally evaluated nor have they been evaluated by the U.S. Food and Drug Administration.

Special Benefits for Members with Chronic or Complex Health Issues



Our Healthier YOU programs are your link to taking control of chronic health conditions. We will work with you to help you meet your health care goals. Your health history determines your eligibility to participate in Healthier YOU programs.

There are Healthier YOU programs for diabetes, asthma, heart health and high blood pressure (hypertension) as well as our Fit Kids program. We also have special programs for people with complex health needs.

How Can Health Partners Help?

- Support from our care coordinators
- Reminder calls about important screenings
- Educational materials to help you manage your medications and plan visits to your doctor
- Help with diet, medications questions or benefits explanations
- Review of hospital discharge instructions
- Coordination of home care and community resources
- Help with durable medical equipment, medication delivery and transportation
- Help scheduling doctor's appointments
- Help quitting smoking
- Nutrition counseling specific to your condition
- Extra vision benefits for diabetic members.

For more information about any of these programs, call the Healthier YOU helpline at 1-866-500-4571 (TTY 711).

In-Home Services Help Keep Members Healthy

Has it been a while since you've been to the doctor? Regular checkups and screenings are important. They help catch new problems early and manage long-term conditions.

We know it can sometimes be hard to get to the doctor. That's why we partner with a variety of respected health services companies to provide health assessments and screenings in members' homes. Eligibility for these services is based on claims history and access to care.

You may receive a letter or call from one of these companies to set up an appointment. The companies include Optum, MedXM and Visiting Nurses Association. They will need to confirm your name, birth date and address before scheduling a visit.

The company will work with you to find a time that fits your schedule. A licensed medical professional will come to your home to complete the assessment screening. Then, the company will send a report to you and your doctor. We hope you will work with your doctor to address any issues in the report.

If you have any questions or concerns, please call Member Relations 24/7 at 1-800-553-0784 (TTY 711).

Learn More Online!



Our Health Partners Talk newsletter allows us to share plan news regularly. But each issue only offers a glimpse of all the information available. HealthPartnersPlans.com is a great place to go when you need more information. Our member handbook, previous issues of Health Partners Talk, the provider directory and much more are online for you to use 24/7. Here are just a few of the frequently asked questions (FAQs) that are answered on our website at www.healthpartnersplans.com/HP-FAQ

- How can I obtain health care services?
- How do I get other health care, such as hospital services and behavioral health services?
- How do I use the pharmacy benefit to get the medicines I need?
- What is the HPP Quality Management program?

- What are the health care guidelines that HPP wants me to know about?
- How can the HPP care managers help if I am pregnant?
- What are my rights and responsibilities as a plan member?
- How can I make a complaint?
- 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?

If you do not have access to 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. We can also mail you the information you need. Call 1-800-553-0784 (TTY 711).

Choose Healthy. Choose WIC!

“WIC has helped me make healthier choices for my child, and I can save on my grocery bill.”
- WIC Mom -

The Pennsylvania Department of Health Women, Infants and Children (WIC) Program helps eligible pregnant, postpartum and breastfeeding women, infants and children under age 5.

Did you know?

- WIC provides free nutrition information, healthy foods, breastfeeding support and referrals to other helpful programs.
- If you receive SNAP, MA or TANF, you may also apply for WIC.
- WIC allowable income is higher than SNAP and some other programs.
- Foster children under age 5 qualify for WIC.
- WIC helps working families and the unemployed.
- U.S. citizenship is not required.

Household Size	*Monthly (Approx.)
1	\$1,831
2	\$2,469
3	\$3,107
4	\$3,746
For each additional person, add:	\$642

*Income (before taxes) effective July 1, 2016
If you are pregnant, add one to household size.

Get started online at PAWIC.COM or call 1-800-WIC-WINS (1-800-942-9467).

PA WIC is funded by the USDA. This institution is an equal opportunity provider.



What Is A Healthy Breakup? (For Teens)

Relationships can be great, but there may come a time when it is no longer what a person wants. A healthy breakup is as crucial as a healthy relationship and can affect health now and later. A breakup should be based on the same rules of respect, dignity and healthy contact as a healthy relationship. Here are some tips for going through a healthy breakup.

A Healthy Breakup Means to:

- Give the person space to talk about feelings and needs
- Hear what the person has to say
- Respect the reason for calling it off
- Give time and space for healing and thinking
- Say things that support the person, even when upset about the breakup
- Be trustworthy
- Act as an equal and treat the person as an equal
- Behave in ways that show you accept the relationship has ended

A Healthy Breakup Means NOT to:

- Break up over text or social media
- Insult the person
- Share private information with others
- Post about the breakup on social media
- Use force or threats
- Damage the person's reputation
- Hurt the person physically or sexually
- Call, text or visit the person when it is not wanted
- Stalk the person online, through friends or in person
- Make demands on the person's time, money, property or space
- Convince the person to stay in the relationship

If, after a breakup, a person feels upset and wants to hurt him – or herself or others, that person should get help from a trusted counselor, parent, doctor or nurse.

Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: 1-866-331-9474 [TTY 1-866-331-8453]

Or visit the websites:

<http://www.loveisrespect.org/>
<http://www.thatnotcool.com/>



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.

The “Three Cs” of Healthy Relationships

Healthy relationships all have one thing in common and that's respect. Respect yourself. Respect the person you're with. That means following **The Three C's**. Relationships should be consensual, confidential and caring.

Consensual – Consensual means that both people consent to what happens between them. To consent means to give permission. This usually refers to any kind of touching. Consensual means both members say “yes” to activities.

Confidential – Confidential means private. “Don't kiss and tell” is for more than just kissing. It's all the other stuff you might share too. Nobody wants their private life all over school and social media the next day. The only exception is abuse. If someone is hurting you physically or emotionally, then tell someone who can help.

Caring – If you care about a person, the first two “Cs” come easy. Caring means being kind to a person. People who care try to make each other happy, healthy and confident.

Take these tips to heart. They will help your relationships be healthy, not hurtful. Of course, you might still have your heart broken. That's why it's important to leave plenty of room for friends and family. They're the people who are there for you no matter what!

HIPAA Authorization vs. Access to PHI

Health care privacy forms can be confusing, but it's important to know what they mean.

There are two forms in particular that give people trouble:

Authorization for Use or Disclosure of Personal Health Information (PHI)

This form is used when a member wants Health Partners Plans to share PHI with another person or organization.

Request for Access to Protect Health Information

This form is to request specific documents related to the member's health information. You must check off the type(s) of information requested. Please also include the time period for the information.

If you have any questions or need help with these forms, call Member Relations at 1-800-553-0784 (TTY 711). You can also mail/fax all forms to:

Health Partners Plans
Privacy Services
901 Market Street, Suite 500
Philadelphia, PA 19107
267-515-6666 (fax)

Please note that HPP can only use forms that are signed by the member or the member's designated representative. There is an official process to make someone a designated representative. HPP must receive and approve a Health Care Representative Declaration or a Power of Attorney.

Read Our Notice of Privacy Practices

Health Partners (Medicaid) is committed to maintaining and protecting the confidentiality of our members' protected health information. When you first became a member, we sent you a Notice of Privacy Practices. This meets the requirements of federal regulations governing the privacy of your protected health information, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Notice explained how we use and disclose your health information in the process of providing you with medical care, and how you can access this information.

To obtain the current version of our Notice of Privacy Practices, please call us at 1-800-553-0784 (TTY 711) and request that we mail one to you. You can call 24 hours a day, seven days a week. You can also get the notice online at www.healthpartnersplans.com. Simply click "Privacy Practices" at the bottom of any page.

15 Minutes to Better Health *Continued from page 1*



Your Personalized Health Report

With your personalized health report in hand, you can take control of your health.

It shows you:

- a summary of your health status;
- your risk for problems such as diabetes, heart disease and stroke;
- tips on how to lower your risks for these and other health conditions.

The information contained in your health report is confidential. Your information can't be used against you, nor can it be shared without your permission. We may contact you about extra help we can offer, however. Your answers may also help us develop new programs to help all our members.

Remember, you should repeat your health questionnaire every year to see your progress. Visit the Everybody Get Healthy member portal via www.hpplans.com/portal or call 1-855-827-2862 (TTY 711) from 10 a.m. to 7 p.m..