

Health Partners

Talk

WINTER 2017

Health Partners Plans



Health Partners Rated #1 for Preventive Care in Pennsylvania

When it comes to taking care of our members, we're a cut above the rest! Health Partners (Medicaid) was recently rated one of the top 15 Medicaid health plans in the country and among the highest rated in Pennsylvania. That's according to the National Committee for Quality Assurance's (NCQA) Medicaid Health Insurance Plan Ratings 2016-2017.

Continued on page 2



2016 - 2017



PRSR1 STD
U.S. Postage
PAID
Philadelphia, PA
Permit No. 1098

Health Partners Plans
901 Market Street, Suite 500
Philadelphia, PA 19107



What Is Respect In a Relationship?



- Show the person that you care and that they are important to you
- Tell someone if they make you happy and show appreciation
- Stay active in making important decisions
 - o Consider options and listen to what someone is saying
 - o Never threaten or shut someone down.

To behave with respect can also mean to:

- Support the other person in meeting their needs
- Participate in things in which the other person has interest
 - o Invite, instead of demand, things or responses
 - o Be honest and safe and expect the same from the other person
 - o Never hurt someone on purpose
 - o Value the other person's privacy by not trying to find out passwords in order to check on phone calls and social media messages
 - o Be trustworthy and do not spy on a person to see who they are with or what they are doing.

If it is hard to respect a person or you do not feel that you get respect it may be time for a healthy breakup. This must be based on respect and may include points bulleted with "o" from the above list.

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 (7233). For TTY 1-800-787-3224.

Most people want to enjoy health and relationships. A relationship can affect health for good or bad. Respect is vital to relationship health.

Respect means things such as good boundaries and communication. Respect also means to treat a person as an equal. But what does respect mean in daily life?

To show respect in a relationship can mean to:

- o Be fair with time and money
- Honor consent when it comes to affection and intimacy

Health Partners Rated #1 for Preventive Care in Pennsylvania *Continued from page 1*

Health Partners is also the top-rated Medicaid plan for preventive care in Pennsylvania, receiving a rating of 4.5 out of 5. This is based on how well health plans provide screenings, vaccines and other preventive services that keep you healthy. We are also one of only three plans to receive a 4 out of 5 rating for treatment, which reflects how well we treat chronic and acute conditions like diabetes and heart disease.

We're proud to be a top-rated health plan, but we're more proud to provide you with these highly ranked services to help you live a healthier life. Thank you for being a member of the plan that puts you first!

There's More Online

Visit www.HPPlans.com to learn more about your benefits, including fitness center memberships and the convenience of talking to a doctor by phone or video for free through Teladoc®. Use the member portal (HP Connect) to view your personal health care information, including claims. You can order a new ID card, change your PCP and ask a question via secure email. You can also checkout EveryBODY Get Healthy, our health and wellness portal that features fun tools, games, videos, activities and more. Our Member Handbook, previous issues of Health Partners Talk, and much more are there for you. Here are just a few of the FAQs that are answered on our website.

- What is a primary care provider (PCP)? How do I get one? How to get primary care services and where to go for care.
- How do I see a specialist or get a second opinion? (There's no referral needed for routine women's health 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 services require a copayment?
- How am I covered if away from the Health PartnersPlans (HPP) service area? How can Health Partners help improve my health?
- What is the HPP Quality Management program? What are the 2017 goals?
- What are the healthcare guidelines that HPP wants me to know about?
- 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 and diabetes?

- How do the HPP case management services help if I have a complex illness or other special needs?
- How can HPP arrange a translator to come to my doctor's appointments?
- 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?
- Are HPP providers ever rewarded for limiting care?
- What can I do if I have questions or disagree with a coverage decision? How can I make a complaint?
- 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)?
- Benefit restrictions that apply to services obtained outside the organization's system or service area
- What should I do if I receive a bill? How can I submit a claim for covered services?
- How can I obtain information about participating doctors and other practitioners?
- What if I need care after normal business hours?
- When and how can I access emergency care or use 911 services?

If you don't 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. We can also mail you the information you need. Call 1-800-553-0784 (TTY/PA RELAY: 711).



Recently Moved or Planning To?

When moving or changing your phone number, it is very important that you update your information with the Pennsylvania Department of Human Services. Health Partners is not able to change your address and phone number in our own records.

To update your information, please call the Statewide Customer Service Center toll free at 1-877-395-8930 or access your account at www.compass.state.pa.us. You can also visit your county assistance office.

What's Utilization Management?

Utilization Management (UM) is how health 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 overtreatment. On the other hand, patients sometimes have trouble getting the care they need. That's why UM works to make sure members have access to treatment and preventive services.

Health Partners Plans (HPP) does not offer incentives 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 encouraging you to not seek treatment and service. The HPP medical program description, policies and 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.

Fraud Waste and Abuse Hotline

Health Partners Plans (HPP) prohibits all illegal or unethical conduct by members, employees and providers. Our Special Investigations Unit (SIU) works with other departments at HPP to detect, stop and prevent this type of inappropriate activity. Investigative findings are forwarded to our Legal Affairs department for appropriate action.

Here are some examples of illegal or unethical conduct:

- Members selling membership cards or ID numbers
- Members selling medications obtained through the program
- Members getting services or equipment not medically necessary for their condition(s)
- Employees selling HPP information
- Employees accepting money or gifts in exchange for manipulating some part of HPP's system
- Providers submitting claims for services they didn't provide or billing for more expensive services than those actually provided
- Providers providing false statements to obtain credentials (e.g., from MediCheck)

- Pharmacists paying providers kickbacks (or bribes) for referrals
- Providers paying members incentives for being their patient

How to report fraud and abuse

If you see or suspect any illegal or unethical activity being committed by anyone, including an HPP member, employee or provider, call the SIU hotline at 1-866-477-4848.

All calls are confidential and can be anonymous.

