

Health Partners

Talk

FALL 2017

Health Partners Plans



Plan Receives “Excellent” Accreditation Status



Health Partners Plans (HPP) is pleased to announce that Health Partners (Medicaid) was awarded an accreditation status of “Excellent,” the highest status bestowed by the National Committee for Quality Assurance (NCQA). NCQA is the most widely recognized accreditation program in the country.



NCQA only awards its highest status to organizations with exceptional service and clinical quality programs that meet or exceed its rigorous requirements for consumer protection

and quality improvement. Its evaluation process assesses the quality of health care provided to consumers, giving them the ability to make decisions about health plans based on extensive criteria that focus on demonstrated value.

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Get Help for a Healthier YOU



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, 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/PA RELAY 711).

Catch Up with Wellness Partners

Wellness Partners is a Health Partners Plans initiative that brings a variety of activities to the communities we serve. Events are free and open to the public. There's something for everybody, including:

- Fun and Fit Days
- Yoga Days
- Healthy Cooking
- National Learn to Swim Day
- Biking



Join us for fun, fitness and cool giveaways! A current schedule of events can be found at [HPPlans.com/health-and-wellness/wellness-partners](https://www.hppplans.com/health-and-wellness/wellness-partners) and events are also announced on social media.

Check Your Child's Hearing

Getting a hearing 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. 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 month - 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. Don't just rely on vision tests at school. They might miss problems 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 an eye doctor, you can find one using our online directory at HPPlans.com or call Member Relations at 1-800-553-0784 (TTY/PA RELAY 711).

Keep Your Children Smiling

Keeping children healthy is one of the most important things parents do. That includes regular visits to the dentist for good dental health.

Did you know?

- Oral health affects overall health.
- Your child's primary care provider (PCP) should refer your child to a dentist as early as six months of age and no later than 12 months of age.
- Children need to see the dentist every six months.
- Your child is eligible for two dental exams and cleanings each year.
- It's important to get topical fluoride treatments to help prevent cavities and gum diseases. We have many PCPs that are certified to provide topical fluoride.

You should ask your doctor or dentist about sealant treatments to reduce the risks of cavities in baby and permanent teeth. Sealant replacement should be



reassessed periodically. If you don't have a dentist, you can find one using the provider search tool at [HPPlans.com/HPfinder](https://www.hppplans.com/HPfinder). Then, make an appointment to get your child started on the path to a bright smile. If you need assistance, contact Member Relations at 1-800-553-0784 (TTY/PA RELAY 711).

Don't Get Stuck with a Dental Bill

If you see a Health Partners (Medicaid) participating dentist, you shouldn't have to pay anything out of pocket for the services your plan covers. Unfortunately, dentists don't always let you know they aren't in the Health Partners network. If they are not, they may ask for money up front and tell you to request reimbursement from us. Please be aware that you will not be reimbursed for dental care from non-participating providers except in certain cases of documented emergencies.

Some dentists may ask you to sign an agreement to pay for whatever your health plan doesn't pay for. This may be needed if you want services that Health Partners doesn't cover, but you should make sure you aren't being asked to pay for services that should be covered.

To avoid unexpected bills and out of pocket costs, always confirm that the dentist you're seeing is in-network. You can find in-network providers at [HPPlans.com/HPfinder](https://www.hppplans.com/HPfinder). And remember, you can always call Health Partners Member Relations 24/7 at 1-800-553-0784 to confirm

benefits and participation. We recommend doing this before agreeing to pay for dental care.

Know Your Dental Benefits

Children and adults can get one dental exam and one cleaning every six months by a Health Partners participating dentist. When medically necessary, we also cover:

- Dental emergencies
- Dental surgical procedures
- Dentures*
- Extractions (tooth removal)
- Fillings
- X-rays
- Other services with pre-approved benefit level exception

Members under age 21 also get:

- Crowns
- Fluoride treatment
- Orthodontics (braces)*
- Periodontal services
- Sealants

*lifetime limits may apply

Sexting and Teens



ou may have heard of sexting but not know what it means. This is when a person talks about sex through a text message. It may also be when a person sends or asks for images such as nude photos using a cell phone. Some teens think sending nude photos is cool but it is not. To send nude photos of a person under eighteen years of age may result in federal criminal charges. It is also a crime for minors to send nude photos of themselves to another minor. Parents who allow teens to share nude photos may also be charged.

Sexting often happens when it is not wanted. This can cause stress and problems. It can also be a way to abuse or harass someone through:

- Force or pressure to send nude photos or sexual words
- Sharing a sex video recorded with a cell phone
- Sending unwanted words or images about sex
- Threats to hurt someone if nude photos are not sent

Sharing sexual words and photos can happen any place and any time since so many teens carry cell phones. This also makes it easy for a photo to be shared fast and with a lot of people. A sexual image on the internet may never go away. It can be used in ways that can hurt the person in the photo.

If someone you know under 18 years of age is being forced to send nude photos contact the police or call the number below.

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://www.pcadv.org> and click on Find Help or use the Find Help map on the home page.

Do You Know Someone Who Needs WIC?

“Applying for WIC was the best decision! WIC has helped me improve my diet during my pregnancy and I’m a better role model for my children. We eat more fresh veggies and whole grains!”

— WIC Mom

The Pennsylvania Women, Infants and Children (WIC) program is here to support and help eligible pregnant, postpartum and breastfeeding women, infants and children up to age 5. If you are pregnant — don’t wait — call WIC today!

Did you know?

- WIC provides free nutrition information, healthy foods, breastfeeding support and referrals to other helpful programs.
- WIC will save you money at the grocery store!
- If you receive SNAP, MA or TANF, you may also apply for WIC.
- WIC helps working families and the unemployed.

- If you are a father, mother, grandparent or other legal guardian of a child under age 5, you can apply for WIC for your child.
- Foster children under age 5 qualify for WIC.
- WIC does not require proof of citizenship.

Household Size	*Monthly (Approx.)
1	\$1,859
2	\$2,503
3	\$3,148
4	\$3,792
For each additional person, add:	\$645

*Income (before taxes) effective July 1, 2017

For each unborn infant, 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.



Help With SSI from Human Arc

Did you know that the Social Security Administration provides Supplemental Security Income (SSI) to people with disabilities? Health Partners Plans wants to make sure our members receive the government benefits to which they are entitled. The process for applying for SSI can be lengthy and confusing. That’s why we partner with Human Arc to assist our members in the process. Human Arc will work with you to determine your eligibility, submit the application and follow up on any denials until all appeals are exhausted.

For adults over the age of 18, a disability is defined as a physical or mental impairment that:

- Results in the inability to do any substantial gainful activity

- Can be expected to result in death
- Has lasted or can be expected to last for a continuous period of not less than 12 months

For children under the age of 18, a disability is defined as a physical or mental impairment that:

- Results in marked and severe functional limitations
- Can be expected to result in death
- Has lasted or can be expected to last for a continuous period of not less than 12 months

Working with an advocate from Human Arc is one of your plan benefits and is provided at no cost to you. If you would like to be connected with a representative from Human Arc, please call our Special Needs Unit hotline at 1-866-500-4571 (TTY/PA RELAY 711).

Medical Identity Theft

Learn How to Protect Yourself

Medical identity theft occurs when someone steals your personal health information to obtain medical care, purchase drugs or submit fake bills in your name. With medical identity theft, a person can simply use your name, birth date, addresses and health plan member identification number to commit fraud without even knowing your social security number.

Here are a few simple things you can do to prevent your medical information from falling into the wrong hands:

Watch out for Red Flags.

Signs of medical identify theft include receiving a bill for services you never received, medical collection notices on your credit report or a debt collector calling about a debt you do not owe. If you discover a mistake, contact Health Partners Plans and report it.

Protect your personal information.

Read your credit card and bank statements regularly. Shred all personal and financial documents, including outdated bills and old prescription labels. Also, never share your personal information by phone or email unless you know who you're dealing with.

Get a copy of your medical records.

You have the right to request a copy of your medical records from your doctors. Review your information to see if it accurately describes your medical history.

Check your credit report.

Check your credit report with the three credit bureaus (Experian, Equifax and Transunion) at least once a year. It's easy. Visit AnnualCreditReport.com to request a free copy of your credit report.



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 (HIPAA) of 1996. 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/PA RELAY 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.

Do You Have a New Number? Have You Moved or Plan to?

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

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

Fraud, Waste and Abuse

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 that could happen:

- Members letting others use their ID numbers or cards to obtain services
- 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
- Pharmacists paying providers kickbacks (or bribes) for referrals
- Providers paying members incentives for being their patient

To report a Compliance or Privacy incident, or to report actual or suspected fraud, waste or abuse (FWA):

- Call the HPP Hotline at 1-866-477-4848 (you may report anonymously).
- Email Compliance@hpplans.com.
- Report FWA issues directly to the Pennsylvania Department of Human Services (DHS) at 1-844-347-8477.

You Can Help Your Child Develop Good Eating Habits!

Submitted by Evelyn Arnold, Public Health Nutrition Consultant, Bureau of WIC



Almost everyone has heard the advice: eat plenty of fruits and vegetables, limit sweets and control portion sizes. While this is good for health, it is sometimes difficult when schedules are busy. Enjoying food

and your family is also important. Below are some tips to help you and your family relax a little more and enjoy your food, while promoting good eating habits.

- Whenever possible, have regular meals and/or snacks at the table with your family. If you can't eat together very day, try eating together once a week. Eating together helps you connect with each other. Also, children who eat with their family are less likely to smoke, drink alcohol and may get better grades. Babies develop better language skills as they listen to parents interact at the table.
- The meal doesn't have to be perfect. Try to include healthy foods your family enjoys, but it is also okay to sometimes offer sweet treats with the meal. Let your children help with planning and making the meal as they are able. Children are more likely to eat food

they have helped to prepare and plan. Here are good websites for quick, tasty and healthy meals: healthy recipes <http://foodhero.org/> and <http://www.panen.org/eattogetherpa>.

- To make the most of your mealtime, try to keep the TV and cell phones off.
- Once food is on the table, let your child decide what and how much to eat. If you limit the amount, your child may be more likely to overeat when given the chance. Talk about something fun, rather than focusing on what your child is or is not eating. This gives all of you a chance to enjoy your meal and helps your child learn to eat the amount he needs. Trust that your child will soon learn to eat healthy foods, especially if he sees you eating them too.

The main references used for the article are from the following websites:

<http://www.ellynsatterinstitute.org/fmf/fmf100-md-hwh.php> and

<http://www.panen.org/eattogetherpa>.

To see if you qualify for the Women, Infants and Children (WIC) Program, call 1-800-WIC-WINS or pre-apply online at PAWIC.COM



To see if you qualify for the Women, Infants and Children (WIC) Program, call 1-800-WIC-WINS or pre-apply online at PAWIC.COM

Make Sure Your Provider is Eligible and In-Network

Federal law requires that all Medical Assistance providers enroll with the Pennsylvania Department of Human Services (DHS). DHS does not allow Medicaid plans like Health Partners to pay for services from providers without valid enrollment. A small number of providers have been terminated by our network due to failure to enroll.

If you have seen a non-enrolled provider in the past, you may have received a letter explaining that the provider is no longer in our network. However, if you are seeing a provider other than your PCP, it's always a good idea to check that they are still in our network.

Beginning January 1, 2018, this restriction also affects prescriptions, referrals and orders written by non-enrolled providers. If you have prescriptions (including refills) from providers who are not enrolled,

those claims may be rejected or offered only as a temporary supply. This could include providers you pay for out-of-pocket such as dentists or pain management clinics. We also expect some issues beyond a patient's control, such as non-enrolled residents in hospitals writing orders, referrals and prescriptions that are then rejected. **As we prepare for these new rules to take effect, we are doing our best to make sure our members get the care they need.**

If you have any concerns, please call our 24/7 Member Relations department at 1-800-553-0784 (TTY/PA RELAY 711). A representative can confirm that your doctor is still enrolled, help you switch to an enrolled doctor in your area, or help resolve other issues you might have. You can also use our provider search tool at HPPlans.com/HPfinder.



Health Partners Plans

Discrimination is Against the Law

Health Partners (Medicaid) and KidzPartners comply 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. Health Partners (Medicaid) and KidzPartners do not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Health Partners (Medicaid) and KidzPartners provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Health Partners (Medicaid) and KidzPartners provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Member Services at 1-888-477-9800 (TTY/PA RELAY: 711).

If you believe that Health Partners (Medicaid) and KidzPartners have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
1-888-477-9800 (TTY/PA RELAY: 711)
Fax: 1-215-991-4105

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA RELAY: 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Health Partners (Medicaid) and KidzPartners and the Bureau of Equal Opportunity are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-888-477-9800 (TTY/PA RELAY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-477-9800 (TTY/Servicio de retransmisión de PA: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-477-9800 (телетайп/PA RELAY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-477-9800 (TTY/PA RELAY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-477-9800 (TTY/PA RELAY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-477-9800-1 (رقم هاتف الصم والبكم: 1-888-477-9800).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-477-9800 (टिडिवाइ/PA RELAY: 711) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-477-9800 (TTY/PA RELAY: 711) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-477-9800 (TTY/PA RELAY: 711)។

ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-888-477-9800 (ATS/PA RELAY : 711).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-477-9800 (TTY 711) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-477-9800 (TTY/PA RELAY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-477-9800 (TTY/PA RELAY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-477-9800 (TTY/PA RELAY: 711)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-477-9800 (TTY/PA RELAY: 711).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-477-9800 (TTY/PA RELAY: 711).