

# Health Partners

# Talk

WINTER 2018

Health Partners Plans



## February is **National Heart** Month

**H** eart disease is the leading cause of death for men and women in the U.S. Every year, 1 in 4 deaths are caused by heart disease.

A healthy diet and lifestyle are your best weapons to fight heart disease. Regular physical activity can help you maintain your weight, keep off weight that you lose and help you get and stay fit. If it's hard to schedule regular exercise sessions, try aiming for sessions of at least 10 minutes each day throughout the week. Walking, swimming and bicycling are good at any age.

Watching what you eat is also important. Limit foods and beverages high in calories but low in nutrients. Also limit the amount of saturated fat, trans fat and sodium you eat. For more information, check out the **American Heart Association's Diet and Lifestyle Recommendations**.

Health Partners (Medicaid) also offers fitness center membership, Weight Watchers® and other fitness programs to help you maintain or lose weight. For information, visit the **Health & Wellness section** of the Health Partners Plans website.

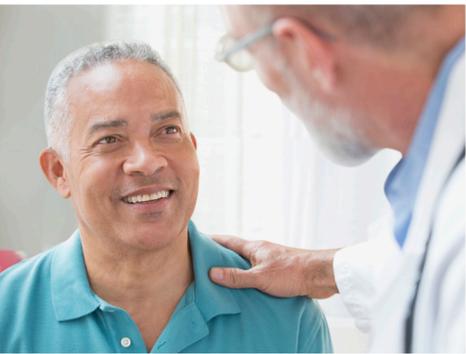


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# A Test Could Save Your Life

**C**ancer is a scary disease that we would rather not think about. And when it comes to cancer of the rectum or colon (colorectal cancer), we'd rather not talk about it either. March is National Colorectal Cancer Awareness Month so even though you find it embarrassing to talk about, now is a good time to have a conversation.



Colorectal cancer is the second leading cause of cancer deaths in the U.S. That's the bad news. The good news is finding it early means a much better chance of beating it. That's why it's important to follow testing schedules.

Most people should start tests at age 50. Those at higher risk, like African Americans and people

with a history of colon polyps, should start at age 45. You should talk to your doctor about your risk factors. Even if you don't have risk factors, you should still get tested because over 4 percent of people will develop colorectal cancer.

Tests that your doctor may recommend are a colonoscopy or a sigmoidoscopy. A colonoscopy and sigmoidoscopy can find and remove growths called *polyps*. These may or may not be cancerous.

Alternatively, you could do a FIT (fecal immunochemical testing) test. It involves collecting a sample and mailing it to a lab. The lab will check for blood that could be a sign of polyps. This would need to be done yearly if you do not get a colonoscopy.

Call your doctor to learn more and discuss which test is best for you. As always, if you have questions or need assistance, call Member Relations 24/7 at 1-800-553-0784 (TTY/PA RELAY 711).

## Take Charge of Your Health and Wellness and Get Rewarded

**H**ealth Partners is dedicated to providing you with the best possible service and making sure you have the latest tools and resources at your fingertips to stay happy and healthy. Our secure online portal and new rewards program are your partners in good health and make being a member fun and easy. By using these resources, you can better manage your health and get the most out of your plan benefits and services.

HP Connect gives you a personal snapshot of your member history and account. When you sign up, you can access personalized information 24 hours a day, seven days a week with an internet connection. With the self-service features, you can:

- Order an ID card and/or print a temporary one
- Change your primary care provider
- View eligibility dates, benefits, claims, gaps in care, and authorizations
- Calculate your body mass index
- Send us a secure message

HPP Rewards makes getting and staying healthy fun and rewarding. You are automatically enrolled and earn reward points by completing healthy activities. A new HPP Rewards portal is coming soon and you will be notified by mail when it's available. With the new rewards portal, you will be able to:

- Learn about rewards you may be eligible to earn
- Track your reward activities
- Spend your reward points on healthy items
- Receive personalized health alerts
- Access our symptom navigator and comprehensive health library
- And much more!

To get started, you can access HP Connect and the rewards program from the Member Portal link in the green bar at the top of our website. If you have any questions about HP Connect, please contact Member Relations at 1-800-553-0784. If you have any questions about HPP Rewards, please contact HPP reward services at 1-855-827-2862.

# February is Oral Health Month



**H**ealthy teeth and gums are important! Put Magic in Your Child's Smile

Children should learn proper dental care at a young age. It's important to good health. Good habits should begin before a child's first tooth. When they are babies, wipe their gums with a soft damp cloth after feedings.

When teeth appear, it's time to start brushing. Children should brush at least twice a day with a fluoride toothpaste and floss at least once a day. Make it fun by brushing with your child or letting them choose their own toothbrush. Proper brushing helps to fight cavities, strengthen tooth enamel, protect against plaque buildup, fight bad breath and keep teeth bright and white.

And don't forget that children (teenagers and adults too) should visit the dentist every six months. Children should begin seeing a dentist soon after they get their first tooth. Dental exams can help detect problems early and provide important information about diet, bottle and breast feeding and brushing. Check our website for help in **finding a dentist** near you or call Member Relations 24/7 at 1-800-553-0784 (TTY/PA RELAY 711).

## Lead Poisoning Testing

**H**aving your child's lead level test is important for his or her health. Lead poisoning is a major concern, especially for young children in Philadelphia, a designated "high blood lead area." This is because of the large concentration of older homes containing lead-based paint. Approximately one million children under age 6 in the U.S. have high levels of lead. Lead can be found in plaster, lead-based paint, lead water pipes, dirt, household dust and items with lead based paint from other counties. These elevated levels can affect development and intelligence and can cause seizures, brain damage and even death.

Lead testing is a key element of Pennsylvania's Early Periodic Screening, Diagnosis and Treatment (EPSDT) program. The Pennsylvania EPSDT Program Periodicity schedule requires that all children under the age of 5 receive a minimum of two blood lead screenings as part of EPSDT well child screenings,

regardless of the individual child's risk factors. Recommended screenings are at 9 to 11 months and 24 months. However, if these screenings are not given on schedule, they should be performed at the next well child visit.

Visit the **Lead and Healthy Homes Program** website for more information on keeping your child safe from lead. You may also contact the Health Partners Plans Health Kids unit at 1-866-500-4571 for assistance.



# Eat Your Fruits and Vegetables — Fresh, Frozen, or Canned

**T**here are so many benefits to eating fruits and vegetables. They are low in calories, and provide vitamins and minerals to keep you healthy and fiber to keep you full. Eating plenty of fruits and vegetables may also decrease your chance of getting high blood pressure, cancer and other diseases.

For best health, fill half your plate with fruits and vegetables. Choose a variety of colors and types for an appealing meal and the most benefits. There are many fruits and vegetables that are quick and easy to prepare. Fresh, frozen, or canned are all good choices.

Fresh fruits and vegetables usually cost less (and taste better) when they are in season. To find out what is in season, go to <https://www.fruitsandveggiesmorematters.org/what-fruits-and-vegetables-are-in-season>. Oranges, apples, carrots, bananas, and many others are quick and easy to prepare.

Frozen and canned fruits and vegetables are also a good low-cost choice. They are usually ready to eat or cook, and you can get a lot more variety throughout the year. Since most canned and frozen vegetables are packed just after they are picked, they are often just as nutritious as fresh. To limit sugar, buy canned fruits packed in water or juice rather than syrup. Look for frozen fruits with no added sugar. To limit salt, choose low sodium canned vegetables. Also, draining and rinsing the vegetables will cut the sodium almost in half.

Choose any fruits or vegetables that you enjoy and know that you are doing a good thing for your health. Try different types and new recipes to see what you and your family like. For recipe ideas, go to: <https://www.fruitsandveggiesmorematters.org/main-recipes>.



## References

- [https://www.fruitsandveggiesmorematters.org/canned-foods-are-too-high-in-sodium?utm\\_source=Canned+Food+News&utm\\_campaign=d8d09b417b-Combating\\_Canned\\_Food\\_Myths\\_August\\_2017&utm\\_medium=email&utm\\_term=0\\_6ae81befc3-d8d09b417b-24241045](https://www.fruitsandveggiesmorematters.org/canned-foods-are-too-high-in-sodium?utm_source=Canned+Food+News&utm_campaign=d8d09b417b-Combating_Canned_Food_Myths_August_2017&utm_medium=email&utm_term=0_6ae81befc3-d8d09b417b-24241045)
- <https://www.fruitsandveggiesmorematters.org/top-10-reasons-to-eat-more-fruits-and-vegetables>
- <https://www.hsph.harvard.edu/nutritionsource/healthy-eating-plate-vs-usda-myplate/>
- <https://www.fruitsandveggiesmorematters.org/fresh-frozen-canned-dried-and-100-juice>
- <https://recipes.heart.org/Articles/1007/Fresh-Frozen-or-Canned-Fruits-and-Vegetables-All-Can-Be-Healthy-Choices>

# How Teenagers Can Harm Their Dental Health



## 1. Tobacco

Smoking leaves ugly stains on teeth but also causes less visible damage. Even short-term tobacco use makes it harder for mouths to heal from dental work or injuries. Long-term use increases the risk of mouth and throat cancer. Smokeless

tobacco (chew, snuff, dip and snus) is extra hard on the mouth by delivering harmful chemicals right to the gums.

## 2. Piercings

Metal tongue and lip jewelry can wear away at your teeth and irritate your gums. Teenagers could also bite down on it and break a tooth. Piercings can also harbor bacteria that can cause tooth decay.



## 3. Sports Injuries

Sports can be dangerous to your teeth because players can get hit in the mouth and break or lose a tooth. Wearing a mouth guard can reduce the risk. Custom-fit mouth guards are best but ones from a sporting goods store or

pharmacy work too. If you do injure a tooth, get to a dentist right away.



## 4. Sugary, Sticky or Starchy Foods

Sugar feeds the bacteria that attack your teeth. We all know candy and soda can cause problems but so can other foods. Potato chips are especially good

at getting stuck in your teeth where they feed bacteria. Other “sticky” foods include dried fruits and nuts, which can be good for your body but hard on your teeth. You can still eat these foods, but brush your teeth afterward! Crisp fruits and vegetables can also help keep your teeth clean between brushing.

## 5. Neglect

Even if you avoid all of the above risks, you still need to take care of your teeth. That means brushing and flossing twice a day. You should also go to the dentist every six months for checkups. Pay attention between checkups too. Tooth and gum pain, swelling, sores and spots in your mouth can all get worse quickly. That’s why it’s so important to see a dentist when problems happen.



# Pet Abuse is Domestic Abuse

**P**eople who abuse want power and control over others. They may want to retaliate or show another person they are next. To force a person to watch abuse is a form of abuse. Pet abuse is domestic abuse. It can cause health problems. Studies show that a person who abuses a pet may also abuse their partner.<sup>1</sup>

Human and animal victims can both suffer these types of abuse and more:

- Neglect or being ignored<sup>2</sup>
- Being ganged up on by more than one abuser<sup>3</sup>
- Sexual or physical abuse
- Kept from access to medicine or health care
- Kept from access to food, water or safe shelter
- Being yelled at, insulted or scared on purpose

Another abuse tactic is to remove a pet from the home and not tell where it is. There may be times when a victim is forced to abuse a pet to protect it from torture or death by an abuser. They may be forced to abuse a pet to protect their child. One quarter of children whose mothers were abused saw their family pet threatened, abused or killed as a way to control the mother.<sup>4</sup> Pets and children share a special bond and abuse using pets causes deep trauma.<sup>5</sup>

Pet abuse trauma can cause health or social problems such as:<sup>6</sup>

- Depression or anxiety
- Post-traumatic stress
- Aggression
- Lack of emotions or ability to pay attention

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.



<sup>1</sup>Merz-Perez, Linda & Heide, Kathleen. (2004). *Animal cruelty: Pathway to violence against people*. Lanham, MD: Altamira Press.

<sup>2</sup>McKinnis, Susan. (2016). *Unlinking the chain: How animal abuse intersects with domestic violence*. Webinar. New Castle, PA: Crisis Center of Lawrence County.

<sup>3</sup>*Ibid.*

<sup>4</sup>Companion Animal Psychology. (2016). *Children's experiences of domestic violence and animal abuse*. Retrieved from <http://www.companionanimalpsychology.com/2016/03/childrens-experiences-of-domestic.html>

<sup>5</sup>*Ibid.*

<sup>6</sup>McDonald, Shelby E. & Dmitrieva, Julia & Shin, Sunny & A. Hitti, Stephanie & Graham-Bermann, Sandra & R Ascione, Frank & Herbert Williams, James. (2017). *The role of callous/unemotional traits in mediating the association between animal abuse exposure and behavior problems among children exposed to intimate partner violence*. *Child Abuse & Neglect*. 72. 421-432. 10.1016/j.chiabu.2017.09.004.

## Know Your Pharmacy Benefit

**V**isit our website to learn about your **pharmacy benefit**. There you can find our formulary, restrictions, prior authorizations, quantity, age limits and more. You will also find an explanation of the limits or quotas and how your doctor can provide information to support an exception request. In addition, you will learn about generic substitution and step-therapy protocols.

# Do you Smoke? **Quit Now!**



- Smoking is responsible for approximately 90 percent of lung cancer deaths and approximately 80 percent of deaths caused by chronic obstructive pulmonary disease (COPD)
- Smoking harms nearly every organ and is also a cause of coronary heart disease, stroke and many other cancers and diseases

Women who smoke have a greater chance of certain pregnancy problems or having a baby die from sudden infant death syndrome (SIDS). Your smoke is also bad for other people. They breathe in your secondhand smoke and can get many of the same problems as smokers do.

Quit today. Quitting smoking can reduce your risk of health problems. The earlier you quit, the greater the benefit. For more information, visit the Quit Smoking section of our website or the American Lung Association's website.

**D**on't believe otherwise — smoking is bad for your health. Smoking harms nearly every organ of the body. Here are some key facts from the American Lung Association:

- Cigarette smoke contains chemicals that are known to cause cancer

## Doctor Appointment Standards — **Did You Know?**

**O**ur providers must meet specific office access and appointment standards. See below for what to expect when you make an appointment or visit the doctor's office.

**Plan before you go! Here are the standard times to get an appointment and the standard in-office wait time.**

Type of Visit	Primary Care Provider (PCP)	Specialist
Routine Office Visit	10 Days	15 Days
Routine Physical	3 Weeks	N/A
Preventive Care	3 Weeks	N/A
Urgent Care	24 Hours	24 Hours
Emergency Care	Immediately	Immediately
First Newborn Visit	2 Weeks	N/A
In-Office Wait Time	30 Minutes	30 Minutes

We hold our providers to these standards — and you should too. Call Member Relations 24/7 at 1-800-553-0784 (TTY/PA RELAY 711) if a provider does not give you an appointment within the standard time frame or keeps you waiting in the office for more than 30 minutes.



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).**