

Health Partners

Talk

SPRING 2018

Health Partners Plans

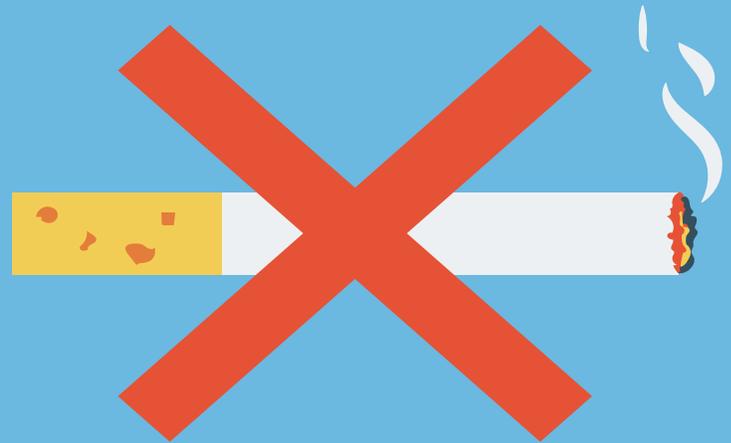


Want to Quit Smoking? There's Help Available

Smoking harms nearly every organ of the body. Smoking lowers the amount of oxygen that moves through your bloodstream, which leads to high blood pressure, asthma, heart and lung diseases and diabetes complications.

Help is available for people who want to quit smoking. To get help, call the Pennsylvania Department of Health's Quit Line at **1-800-QUIT-NOW** or visit the Freedom from Smoking website at www.ffsonline.org.

We're also here to help. We offer all nicotine replacement medications, so talk with your primary care provider about what medication may be right for you. Also, through one-on-one telephone outreach, certified quit-smoking counselors will give you the information, encouragement and support you need to quit. Click [here](#) to visit the Stop Smoking Now page on our website, to see all of the services HPP offers.



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What is Asthma?

Asthma is a condition that affects children and adults.

It affects the lungs, causes wheezing, breathlessness, chest tightness and coughing. Many people correctly associate allergies with asthma. Allergic asthma is very common, affecting around 60 percent of people with asthma. Allergic asthma is triggered by common allergens such as secondhand smoke, dust mites, pollen, pollution, mold and pet dander, just to name a few.

You can control your asthma by knowing your triggers and receiving regular medical care. But allergy season is here, so take these precautions to better manage your allergic asthma.

- Stay away from cats and dogs. If you have pets, wash them often and clean your home regularly.
- Quit smoking and avoid secondhand smoke.



- Use an air conditioner or dehumidifier to keep your home's humidity level low.
- Check the daily pollen count. Stay inside if you can when the pollen count is high.

- Keep your house clean and wash clothing regularly. Pollen, dander and dust can stick to your clothes, so wash them often.
- Wear a hat and sunglasses, which keeps dust and pollen out of your eyes and hair, if you go outside.
- Take a bath or shower before bed to wash away allergens on your hair and skin.
- Discuss a long-term asthma action plan and medications with your doctor.

Preventing Type 2 Diabetes



If you're on the verge of becoming a type 2 diabetic, help is available.

The Diabetes Prevention Program (DPP) is a Medicaid benefit to help eligible Health Partners members

with lifestyle change and weight control education. Nearly 60 percent of pre-diabetic participants that lose 5 to 7 percent of their body weight are able to prevent or delay diabetes.

If you are eligible due to being at risk for diabetes, DPP services offer:

- Lifestyle change and weight control classes

- Monthly coaching sessions with a certified specialist to help you eat healthy, boost your physical activity and lose weight
- Support services every month

Type 2 diabetes can often be reversed or delayed through weight loss, healthy diet changes, stress reduction and increased physical activity.

The yearlong program, facilitated by a trained lifestyle coach, is taught at local YMCAs in a small group setting. The program will teach you how to change your lifestyle habits through problem-solving and coping techniques to make positive changes. There are 25 one-hour sessions throughout the course of a year.

Talk to your primary care physician to learn more about the program. Tests may be required to determine eligibility.

Take Part in Wellness Partners

Join us for fun, fitness and cool giveaways at our HPP Wellness Partners events. These events are free and open to the public. They were created with a healthier you in mind. Wellness Partners offers everyone a happier approach to a healthy lifestyle through:

- Zumba
- Yoga Days
- Healthy Cooking
- Self-defense Classes
- Walking with HPP
- HPP 5K and 1 Mile Walk
- And more!

Here's a list of upcoming events:

Cooking with HPP

Free Library of Philadelphia —
Culinary Literacy Center
1901 Vine St., Philadelphia, PA 19103
May 2, June 6
6 p.m.-7:30 p.m.

Yoga with HPP

John F. Street Community Center
1100 Poplar St., Philadelphia, PA 19123
April 24, May 1, May 8, May 15
6 p.m.-7 p.m.

Walking with HPP

Fortaleza Fitness Center
133 W. Hunting Park Ave., Philadelphia, PA 19140
May 2, May 9
10 a.m.-11 a.m.

For more information or to find a Wellness Partners event near you, visit hpplans.com/wellnesspartners.

Questions? Call us at **215-967-4514 (TTY/PA Relay 711)**, Monday-Friday, 9 a.m.-5 p.m. or email us at wellnesspartners@hpplans.com.



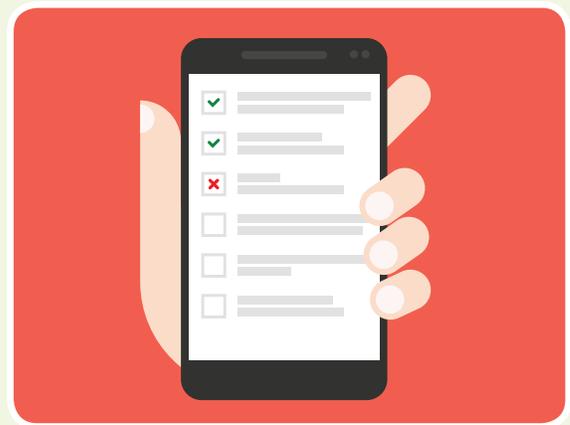
Wellness Partners

We Want to Hear Your Feedback

Health Partners Plans (HPP) wants to hear about your experiences with your doctors and other health care providers. After visiting your primary care provider, you may receive a short phone survey. This anonymous survey is a great way to tell us about your experience with your doctor and the office staff and how they can improve.

Be honest. Your feedback lets us know how we can work with our providers to ensure you receive the best care and service possible.

You can choose not to participate in the survey. If you do not want to participate, tell the caller



you would like to be removed from future calls. Thank you for allowing us to serve you better!

How to Manage Your Meds Safely

Prescription drugs are most effective when you take them as prescribed by your doctor. Missing a dose or overdosing can happen if you aren't organized, so follow these tips to ensure you're taking the right medications when you need to.

- Use a pill organizer. They can help you remember to take the right medication on the appropriate day and at the right time. These plastic containers come in a variety of sizes and typically have at least seven compartments that can hold one week's worth of medication. If medicines are taken at different times throughout the day, you should use an organizer with spaces for each day of the week and times of day (morning, noon, evening and before bed).
- Label the top of each pill bottle with simple language that describes the medication. For example, write "BP" on the bottle containing your blood pressure medication.
- Make a list that details medications you are taking (including over-the-counter drugs). You should include each drug's name, what it's for, who prescribed it, when it was prescribed and how often you take it. Always take this list to your appointments and hospital stays.
- Make another list that describes any reactions (for example, dizziness, confusion, nausea, rashes or hives) you have to a drug. Always take this list to your appointments and hospital stays.

By properly disposing of unwanted medications, you can help prevent prescription drug abuse or misuse.



Medications can be harmful if ingested by an individual not prescribed that drug. Many prescription drugs have specific disposal instructions on their label. By properly disposing of unwanted medications, you can help prevent prescription drug abuse or misuse. The Food and Drug Administration (FDA) and many local governments hold programs that help citizens safely dispose of medications. Contact your town or county, or visit deatakeback.com, to learn more.

The FDA recommends taking these steps if you have to dispose of drugs in your trash.

- Take drugs out of their original containers and mix them with another substance, such as cat litter or used coffee grounds. This makes drugs unrecognizable to children, animals and individuals who may go through your trash.
- Put the mixture in a sealable bag or an empty container (like a coffee can) with a lid.
- Scratch out all identifying information on the prescription label to protect your identity and personal health information.
- **DO NOT** recycle the container, but instead, hide it in the trash.
- **DO NOT** flush medications down the toilet or drain unless specifically instructed to by the label.

If you are unsure how to safely dispose of medication, ask your pharmacist.

Help for Victims of Abuse



VCAP may help with costs such as:

- Bills for physical injuries
- Someone to help with chores
- Wages for missed work
- A move because of the abuse
- Child care so the victim can visit a doctor or court house
- Travel to a doctor or counselor

VCAP may cover costs only after all other sources are used, like insurance or paid work leave. It may be cash or medical assistance. Other sources may be from charity or a lawsuit. It may be from disability pay, a pension and more.

For more information on the VCAP Program:

- Visit this webpage and click on the DAVE link: [http://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-\(VCAP\).aspx](http://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-(VCAP).aspx)
- Call the Direct Victims Services Unit at **1-800-233-2339** and follow the instructions
- Look for victim witness or all crimes programs on this website: <http://www.oa.pa.gov/Services/Resources/LocateaVictimServiceAgency/Pages/default.aspx>

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.

Pennsylvania has a program that helps victims of crime. It is called the Victims Compensation Assistance Program or VCAP. It may help cover costs because of physical abuse from a person you have dated or married. Your health may suffer from abuse. Abuse may cost you money. To apply for money from VCAP you must:

- Report the crime to the police within 3 days and help the police, or
- File for a protection from abuse (PFA) order within 3 days of the abuse

A victim may not get money if they did illegal things when the abuse took place. Here are more things to know:

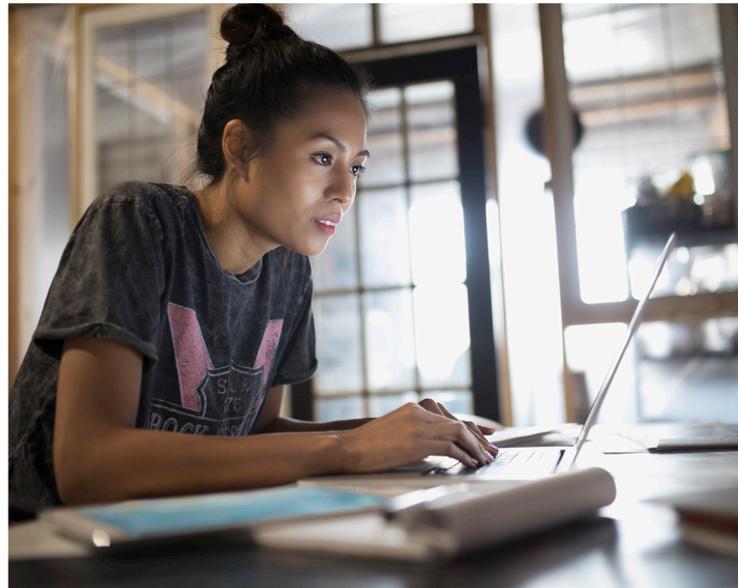
- If a victim cancels a PFA with no good reason, they may not be able to apply
- The abuse must have happened in Pennsylvania
- The victim must live in Pennsylvania
- Victims must have a \$100 loss because of the abuse before they can apply for VCAP, unless the victim is over the age of 60

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE (7233). For TTY users, call 1-800-787-3224.

There's More Online

Click on the questions below to learn more about your benefits. You can also use the member portal (**HP Connect**) to view your personal health care information, including claims. You can order a new ID card, change your primary care provider (PCP) and ask a question via secure email. You can also check out HPP Rewards, our health and wellness portal, to get your personalized health report.

- What is a primary care provider (PCP)? How do I get one?
 - 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 Partners Plans (HPP) service area? How can Health Partners help improve my health?
 - What is the HPP Quality Management Program? What are the 2017 goals and 2016 accomplishments?
 - What are the health care guidelines that HPP want me to know about?
 - How can the HPP care managers help if I am pregnant?
 - How can the HPP disease management programs help 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 my 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)?
 - What are the 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?



American Academy of Pediatrics Recommends WIC Participation

The American Academy of Pediatrics says that good nutrition during pregnancy and early childhood is important for a child's brain and lifelong mental health. The brain grows and changes rapidly, starting early in pregnancy and continuing until your child's third birthday. This allows your child to hear, see, think and learn as he or she grows. Good nutrition early in life may help your child do better in school and may prevent behavior and health problems.



Eating a variety of foods and gaining the right amount of weight while pregnant will help your baby's brain grow properly. Foods with protein, zinc, iron, healthy fats and certain vitamins and minerals are especially important. Early in pregnancy, check with your doctor to see if you need a vitamin supplement.

During the first year of life, breastfeeding is the best choice to help your baby's brain develop. If you do not breastfeed, iron fortified formula can give your baby the nutrients he or she needs. At about 6 months old, your baby will be ready to try other foods. Ask your doctor or WIC nutritionist about how to start new foods.

The American Academy of Pediatrics recommends enrolling in the WIC Program to help you get the good nutrition that you and your baby need.

The WIC Program:

- Helps you learn about healthy eating during pregnancy;
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed;
- Provides breastfeeding support and breast pumps if needed;
- Gives you tips and provides you answers to any concerns about feeding your infant and young child;
- Screens you and your child for anemia and provides high iron foods to help prevent anemia; and
- Provides foods that contain protein, iron and vitamins, which are important for brain development.

To see if you are eligible for the WIC Program or to make an appointment, **Click here** or call **1-800-WIC-WINS**. This institution is an equal opportunity provider.

References

<http://pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf>



Know Your Pharmacy Benefit



Click here 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.

Ask for an Opioid Alternative

You've probably heard about the opioid crisis in America. Doctors often prescribe opioids to treat chronic (long-term) pain conditions, like back or neck pain. But they can also have serious risks and side effects.

Some health professionals think that opioids are overprescribed and misuse or abuse of opioids has reached epidemic proportions.

To address overuse, many providers are now prescribing non-opioid therapies that help patients manage chronic pain without opioids. These methods can include non-addictive painkillers like acetaminophen (Tylenol) or ibuprofen (Advil), physical therapy, massage therapy and acupuncture.

If you have chronic pain and want to try a non-opioid treatment, talk to your primary care provider (PCP). If you don't have a PCP and need help finding one, call Member Relations 24/7 at **1-800-553-0784 (TTY/PA RELAY 711)**.



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:

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

How to Report Fraud, Waste 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. Report FWA issues directly to the Pennsylvania Department of Human Services (DHS) Provider Compliance Hotline at **1-844-347-8477**.



Recipe for Health Caribbean Casserole



Ingredients:

- 1 onion (medium, chopped)
- ½ green pepper (diced)
- 1 tbsp. cooking oil (vegetable, olive or canola oil)
- 1 14½ oz. can stewed tomatoes
- 1 16 oz. can black beans or beans of your choice
- 1 tsp. dried oregano leaves
- ½ tsp. garlic powder
- 1½ cup brown rice (instant, uncooked)

Directions:

1. Sauté onion and green pepper in canola oil in a large pan until soft. Do not brown.
2. Add tomatoes and beans (including the liquid from both). Add oregano and garlic powder. Bring to a boil.
3. Stir in rice and cover with a lid.
4. Reduce heat to simmer for 5 minutes.
5. Remove from heat and let stand for 5 minutes.

**Recipe from Pennsylvania Nutrition Education Network*

Nutritional Information

Servings:	10
Serving size:	1 cup
Calories:	183
Fat:	3 g
Saturated Fats:	0 g
Sodium:	190 mg
Carbohydrates:	35 g
Fiber:	5 g
Protein:	6 g

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) never offers incentives to reduce or deny 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.



Health Partners Plans

Discrimination is Against the Law

Health Partners (Medicaid) complies 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) does 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) provides 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) provides 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 1-800-553-0784 (TTY/PA Relay: 711).

If you believe that Health Partners (Medicaid) has 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 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 at:

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).