

# Health Partners

# Talk

SUMMER 2018

Health Partners Plans



## Vaccinations Save Lives

**V**accinations (or shots) prepare your body to fight diseases. Diseases that vaccines prevent can be dangerous, or even deadly.

That's why it's very important that you and members of your family get vaccinated. Vaccines greatly reduce the risk of infection. Take your child to the doctor before school starts because kids must have some vaccinations in order to begin the school year. Your child's primary care provider (PCP) can tell you when your child needs to get each shot. If your child misses some shots, he or she can still catch up and be protected.

Call your PCP today to make an appointment. You're keeping your family healthy by making sure everyone is getting the right vaccinations.



## Did You Know?

**Vaccinations don't just protect your child—they protect other children, too. When people get their children vaccinated, it keeps disease from spreading. That's important because some children are too young or too sick to get these vaccinations. So, do your part to protect all children from dangerous diseases.**

## Also in this issue:

Help for Male Victims of Partner Abuse	2
You Can Manage Your Pain	3
What Happens When You Quit Smoking?	3
Meal Planning Made Easy	4
Why WIC Works for You: Childhood Obesity	4
There's More Online	5
Is Your Child Getting the Right Care?	6
Your Health: Understanding Type 2 Diabetes	7
Help With SSI from Human Arc	7
Get Rewarded for Good Health	8
Fraud, Waste and Abuse	8
News You Can Use: Your Nutrition Benefits	8

# Help for Male Victims of Partner Abuse



**A**buse can happen to anyone. People often do not think men can be victims of abuse. Some men are abused and may not seek medical care or other help for the abuse. This may be because they feel like it should not happen to them. They may feel shame or fear. They may not believe there is help for them. Victims may also have problems such as addiction, depression, physical or other health problems to cope with the abuse. There are doctors and domestic abuse programs that will help.

**If you are a victim of abuse,  
it is not your fault.**

From a young age, men may be taught not to show or feel emotions. Some may not know they are being abused<sup>1</sup>. Types of abuse may be:

- Blamed for all problems
- Control of money, food or time
- Being called names
- Kept from family or friends
- Kept from work
- Being hit or choked
- Made to have unwanted or unsafe sex

Men with same sex partners may be told:

- They are not really gay
- Men are naturally violent
- No one will help
- Family, friends and coworkers will be told<sup>2</sup>

If you are a victim of abuse it is not your fault. It is common for people who abuse to deny that they abuse. They may blame the victim for the abuse. If you need support find a domestic abuse program near you in the link below. They will help anyone who is a victim of abuse. This includes a man with a woman, man, trans or partner who identifies another way.

To find the domestic abuse program nearest you, visit **[www.pcadv.org](http://www.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**.

1. The National Domestic Violence Hotline. Men Can Be Victims of Abuse, Too. **[www.thehotline.org/2014/07/22/men-can-be-victims-of-abuse-too/](http://www.thehotline.org/2014/07/22/men-can-be-victims-of-abuse-too/)**

2. Mayo Foundation for Medical Education Research. Domestic violence against men: Know the signs. **[www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/domestic-violence-against-men/art-20045149](http://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/domestic-violence-against-men/art-20045149)**

# You Can Manage Your Pain

**P**ain can affect your daily life. It can come without warning—one minute you feel great and the next minute, you're in pain.

Pain can be short-term (called acute pain) or long-term (called chronic pain).

**Acute pain** is sudden pain caused by an injury or surgery. As your body heals, acute pain goes away. Over-the-counter painkillers like Advil or Tylenol can help you manage the pain.

**Chronic pain** is caused by an injury or another health condition. This type of pain doesn't go away as your body heals, and can cause discomfort for long periods of time. It may affect your ability to work, exercise and get around.



If you suffer from pain, your doctor may prescribe an opioid (such as Percocet, Oxycodone or morphine). Opioids can become addictive if you take them for more than a few days. But opioids are not the only treatment. Non-addictive therapies, like acupuncture, aqua therapy, and even Tylenol can help you deal with the pain.

If you're worried about the risks (like addiction), **talk to your PCP** about other treatments that can help you deal with acute or chronic pain.

**If you're pregnant, you probably don't need an opioid after you deliver. Talk to your doctor about taking other pain relief methods after an uncomplicated vaginal birth.**

## What Happens When You Quit Smoking?

**W**hen you quit smoking, you're improving your health and the health of others around you. That's why today is a great day to quit tobacco products like cigarettes and chewing tobacco.

### Did you know?

**12 hours after quitting** the carbon monoxide level in your blood returns to normal.

**3 weeks after quitting** your circulation improves and lung function increases.

**3-6 months after quitting** your lungs begin to regain normal function.

**1 year after quitting** your risk of heart attack drops dramatically.

**5 years after quitting** your risk of throat, mouth and esophageal cancer is cut in half.

—Stats from the American Cancer Society

HPP's certified quit-smoking counselors can help you quit smoking. Through 1-on-1 coaching, we will give you the information, encouragement and support you need to quit. Call 1-866-500-4571 (TTY/PA RELAY 711) to sign up.



# Meal Planning Made Easy



**P**lanning healthy meals ahead of time can help you stick to healthy eating. If you're new to meal planning, start small and work up to more.

## Map out your meals

Outline meals you plan to eat for the week and use it as a guide. Be sure to list beverages and snacks too!

## Find balance

If you have veggies, dairy and protein at one meal, include fruit and grains in the next to cover all five food groups.

## Vary protein foods

Choose a variety of proteins throughout the week. If you have chicken one day, try seafood, beans, lean meat or eggs other days.



## Make a grocery list

Start by listing ingredients for meals you plan to make. Cross off items you already have on hand.

## Love your leftovers

Prepare enough of a dish to eat multiple times during the week. Making leftovers part of your plan can save money and time.



—From the U.S. Department of Agriculture's [ChooseMyPlate.gov](http://ChooseMyPlate.gov)

## Why WIC Works for You: Childhood Obesity

**C**hildhood obesity is a national problem. One out of six children between the ages of 2 and 19 years old are obese.<sup>1</sup> Obesity increases the risk of chronic health problems like asthma, bone and joint issues, and type 2 diabetes. Children who are obese during their childhood are also more likely to be obese as an adult and have higher risks for various cancers and heart diseases.<sup>2</sup>

WIC is able to help families protect children's health by providing healthier foods such as fruits, vegetables and whole grains,<sup>2</sup> to low income families. You can make a difference in your child's life. Don't wait—your family can benefit from the WIC Program today!

To see if you are eligible for the WIC Program or to make an appointment, visit [www.pawic.com](http://www.pawic.com) or call **1-800-WIC-WINS**.



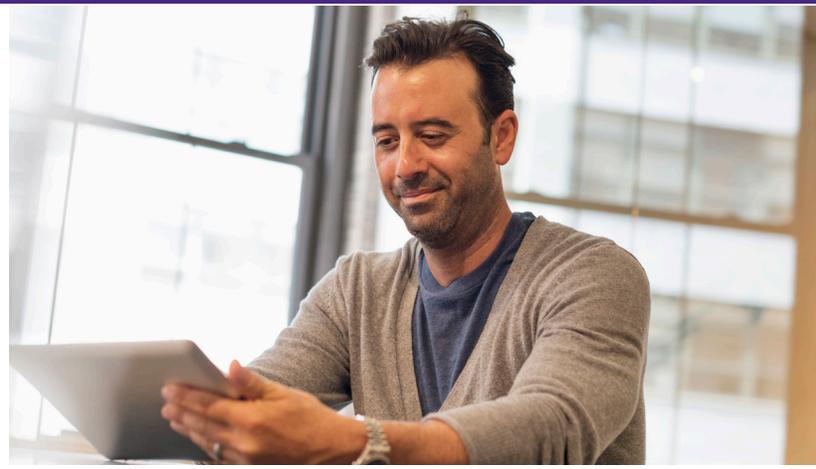
1. <https://www.cdc.gov/obesity/childhood/>
2. <https://www.cdc.gov/obesity/childhood/causes.html>

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

# There's More Online

**V**isit [www.HPPlans.com](http://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®. Our Member Handbook, previous issues of Health Partners Talk, and much more are there for you. 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 check out EveryBODY Get Healthy, 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 healthcare 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)?
- 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)**.

# Is Your Child **Getting the Right Care?**

**R**egular pediatrician visits are very important. According to the American Academy of Pediatrics, well-child care is essential in monitoring the overall health of a child. During a well-child visit, a doctor will:

- Measure a child's weight and height (head size is monitored until age 3)
- Assess the overall physical growth and development of a child
- Ensure developmental milestones are being met
- Assess a child's mental and emotional health
- Give vaccines required for school or the flu vaccine in the fall
- Perform physicals required for sports or physical education classes

At well-child care visits, older children can voice their health concerns and questions. Adolescents have an opportunity to talk about their changing bodies and minds, and parents can share their concerns with the doctor.

Follow this schedule for your child's pediatrician visits:

**The first year:** 2-3 days, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months

**Early childhood:** 15 months, 18 months, 24 months, 3 years

**4+ years old:** yearly through 21 years old

## **Dental Care**

Your child should have a dentist by age 3 and receive exams twice per year.

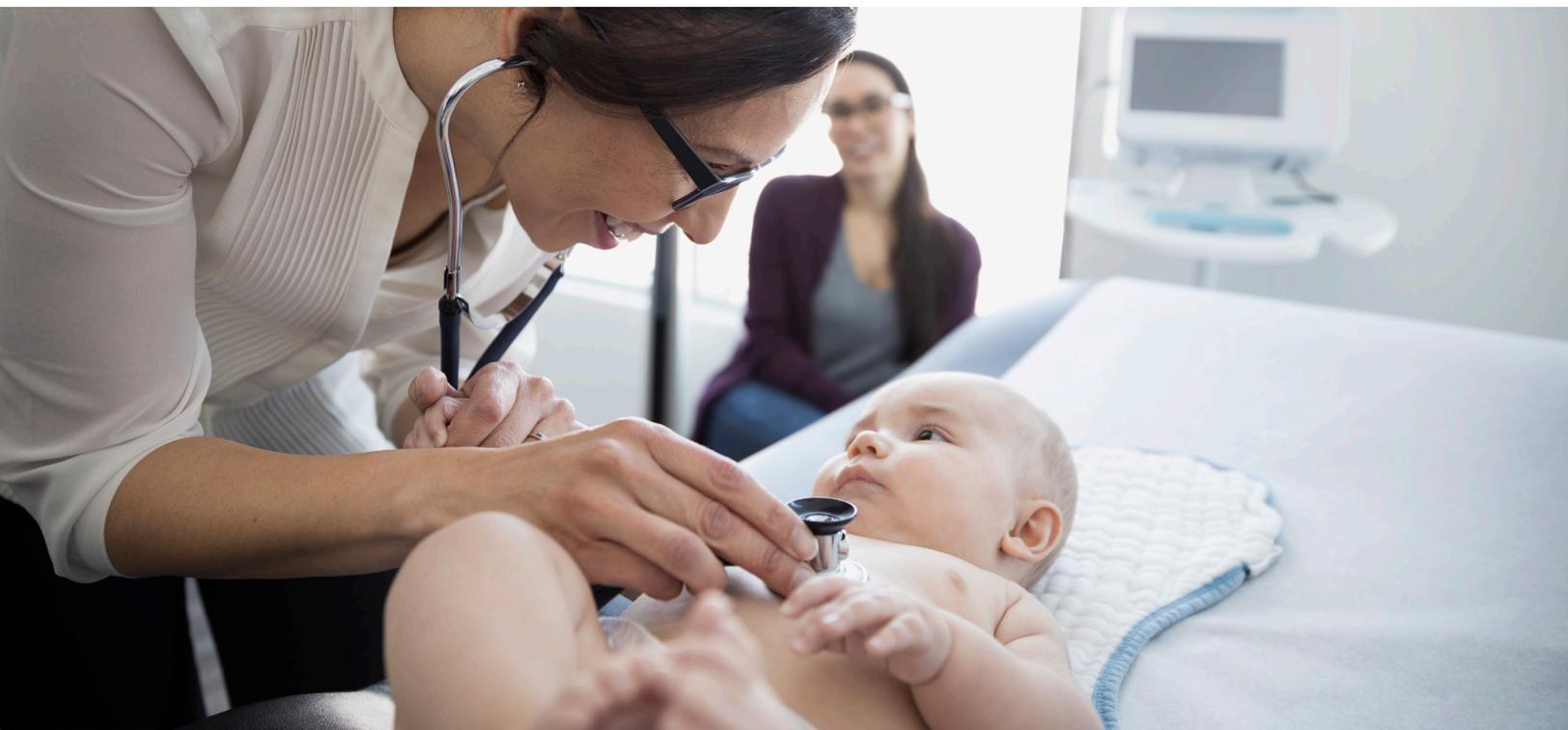
## **Lead Screening Tests**

Children must be tested for lead exposure at 9 to 11 months and 12, 15 or 18 months if they have not been tested previously. A simple blood test will let you know if you or your child has been exposed to lead. See your primary care doctor or visit a local clinic to request a lead test.

For more information on lead clean up or removal, call:

- Philadelphia's Lead and Healthy Homes Program: **215-685-2788 (TTY/PA RELAY 711)**
- Pennsylvania Department of Health Lead Information Line: **1-800-440-LEAD (1-800-440-5323)**

We're here to help you. Call us at **1-800-553-0784 (TTY 711)** to get help finding a doctor, scheduling appointments, and using your benefits.



# Your Health: Understanding Type 2 Diabetes

**M**any Americans have prediabetes. That means their blood sugar is higher than normal. Without help, they could develop type 2 diabetes.

You can get type 2 diabetes at any age, and you're at higher risk if you are older, overweight, have a family history of diabetes, and are not physically active.

The good news is you can prevent type 2 diabetes by losing weight and eating healthier. As a member of Health Partners, help is available. The Diabetes Prevention Program (DPP) is a free benefit for eligible Health Partners members with prediabetes. DPP classes are taught by certified coaches, who will recommend ways to live a healthier lifestyle while overcoming the typical challenges of maintaining weight loss. These classes can help you avoid getting type 2 diabetes. At your next primary care visit, talk to your PCP about the risks of diabetes and the DPP program.

People with diabetes cannot properly use insulin, which is a hormone that delivers energy to the body. Diabetes has many health risks, including:

- Heart attack
- Stroke
- Blindness
- Kidney failure
- Loss of toes, feet or legs



## Help With SSI from Human Arc

**D**id you know that the Federal Social Security Office 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 Clinical Connections team at **1-866-500-4571 (TTY/PA RELAY 711)**.

# Get Rewarded for Good Health



Taking care of your health is rewarding in more ways than one. That's because with HPP Rewards, you benefit from visiting the doctor and making healthy choices.

HPP Rewards awards points to members who complete certain health activities (like an annual wellness checkup with your primary care provider). The more activities and screenings you complete, the more points you earn. Once you earn enough points, you can redeem them for goods in the HPP Rewards

catalog.\* Points expire at the end of the year, so redeem them now (and shipping is free)!

Taking care of your health has countless benefits. With HPP Rewards, you can count up the rewards after every trip to the doctor.

**Not participating in HPP Rewards? You can register today at [HPPRewards.com](http://HPPRewards.com).**



*\*There is no dollar value for reward points and points cannot be redeemed for cash.*

## Fraud, Waste and Abuse

**H**ealth 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 fraud:

### Recipient Fraud:

- Someone who receives cash assistance, Supplemental Nutritional Assistance Program (SNAP) benefits, Heating/Energy Assistance (LIHEAP), child care, medical assistance or other public benefits AND that person is not reporting income
- Not reporting ownership of resources or property
- Not reporting who lives in the household
- Allowing another person to use his or her ACCESS card
- Trafficking SNAP benefits or taking advantage of the system in any way

### Provider Fraud:

- Billing for services not rendered
- Billing separately for services in lieu of an available combination code
- Misrepresentation of the service/supplies rendered (billing brand named for generic drugs; upcoding to more expensive service than was rendered; billing for more time or units of service than provided)
- Altering claims; submission of any false data on claims, such as date of service, provider or prescriber of service; duplicate billing for the same service
- Billing for services provided by unlicensed or unqualified persons
- Billing for used items as new

If you see or suspect any illegal or unethical activity being committed by anyone, including a HPP member, employee or provider, call the SIU hotline at **1-866-477-4848 (TTY/PA RELAY 711)**, or use the EthicsPoint online reporting tool at [hpplans.ethicspoint.com](http://hpplans.ethicspoint.com). All calls are confidential and can be anonymous. You can also report FWA issues directly to the Pennsylvania Department of Human Services at **1-844-DHS-TIPS (1-844-347-8477)**.

## News You Can Use: Your Nutrition Benefits

Health Partners (Medicaid) makes healthy eating easy! Nutrition counseling is available to all members and their families. Even though our contract with Weight Watchers® is ending in 2019, Health Partners (Medicaid) and our Wellness Partners team have other wellness programs and benefits to keep your entire family healthy. Visit [HPPlans.com/WellnessPartners](http://HPPlans.com/WellnessPartners) to learn about our other fun, healthy activities!



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).**