



Health Partners Medicare

Living Well

Spring 2019

Men, It's Time to Focus on Your Health

Do you go to the doctor for regular checkups? Are you up to date on important health tests? Do you eat well and exercise often?

If you answered “no” to any of those questions, think about making a change. June is Men’s Health Awareness Month, so now is the perfect time to start taking care of your health.

Preventative Screenings

Every year, you should go to your doctor for a wellness visit and talk about which preventative screenings you need. Together, you and your doctor can develop a prevention plan. Prevention screenings look for common conditions like diabetes and heart disease.

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Health and wellness or prevention information

901 Market Street, Suite 500
Philadelphia, PA 19107

Health Partners Plans



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Health Partners Plans Community Wellness Center



Come and Meet Us at the Community Wellness Center!

The Health Partners Plans Community Wellness Center (CWC) is OPEN! This new community space is where we host programs and provide resources for the community.

The CWC is one way we're making the community our focus. We host classes and health and wellness programs that are open to the public and free for the entire family:

- Cooking and nutrition classes
- Fitness classes (Zumba, line dancing, yoga, etc.)
- Health and wellness workshops
- Job training workshops
- And more!



A Medicare sales agent is available at the CWC to discuss plan options and benefits. Our on-site Member Relations and Care Management staff are available to help HPP members with:

- New member events, like bingo
- Care management services
- Plan assistance (ID cards, change doctors, etc.)
- Anything else you need

We hope to see you there!





Health Partners Plans Community Wellness Center

6232 Market St.
Philadelphia, PA 19139

Monday–Friday, 8:30 a.m.–4:30 p.m.
Find events and learn more at
HPPlans.com/CWC.



HPPlans



Health and Wellness Workshops Are Now Online!

Our Health and Wellness team holds community education workshops. But now, you don't have to leave home thanks to our online learning videos! You can access these new workshops whenever it's convenient for you.

Our online learning videos include:

- When to Use the Emergency Room
- Budgeting and Finance
- Breakfast Basics
- Child Online Safety
- Nutrition
- Asthma Education
- Hygiene
- Cyberbullying

To take an online learning class, visit HPPlans.com/OnlineClasses. We hope you have fun learning about these important topics!

You can still check out a workshop in person, too! Visit HPPlans.com/WellnessPartners for a schedule of events near you.





Health Partners Medicare Prime (HMO) members get about three months' worth of their medication for the price of two when ordering a 90-day supply. If you're a Health Partners Medicare Special (HMO SNP) plan member, you get a 90-day supply, but only have to pay one copay!

Call Member Relations 24/7 at **1-866-901-8000** (**TTY 711**) and ask for help finding a pharmacy that can fill a 90-day supply. Ask your pharmacy if they offer mail or home delivery.

Some restrictions apply. Members in deductible phase, coverage gap, or LIS category 4 pay applicable percentage of 90-day supply cost. The Prime plan's specialty tier and the Special plan's non-extended day supply medications are not available in a 90-day supply. Call Member Relations to learn more.

You can get prescription drugs delivered right to your door at no extra cost through a mail-order pharmacy. Visit HPPMedicare.com to find our pharmacy directory or call Member Relations and ask for a list of mail-order pharmacies.

Save Time and Money with This Great Benefit

Did you know that you can get a 90-day supply of most medications at a reduced cost? That's right—a 90-day supply of your prescription drugs can save you time and money!



Do You Know These Doctor Appointment Standards?

No one likes waiting at the doctor's office. Did you know that doctors must meet standards for wait times and appointment availability? It is important that you know these standards, too!

Here is what you can expect when you make an appointment and how long you should wait at your doctor's office.

Type of Visit	Primary Care Provider (PCP)	Specialist
Routine Office Visit	Within 10 days	Within 15 days
Routine Physical	Within 3 weeks	N/A
Preventive Care Appointment	Within 3 weeks	N/A
Urgent Care Visit	Within 24 hours	Within 24 hours
Emergency Care	Immediately	Immediately
First Newborn Visit	Within 2 weeks	N/A
In-Office Wait Time	30 minutes	30 minutes



Three Benefits Just for Health Partners Medicare Members

As a Health Partners Medicare member, your plan includes many great benefits. Take advantage of the additional benefits in your plan, which can improve your health and help you save money.

ROUTINE HEALTH EXAMS

Getting older means new health challenges, which is why it is so important to get preventative screenings and tests every year. Your plan covers many preventative services, which allow you and your doctor to closely monitor your health.

Dental cleanings: Your benefits cover two oral exams and cleanings each year, as well as one set of X-rays and one fluoride treatment.

Vision test: We cover one routine eye exam per year.

Hearing test: Your plan covers one routine hearing exam per year.

FITNESS BENEFITS

Join a Fitness Center

Select a fitness center from our network and enjoy a free membership for one calendar year. You'll have access to free weights and machines,

cardio equipment and more! Our network includes most YMCAs in our service area. You must renew your membership each year.

Get a Home Fitness Kit

Our new Home Fitness Kit option is perfect for members who want to work out at home. Each kit has everything you need for an active and fun workout. Pick a kit and get started on your fitness journey!

- Stretching and Flexibility
- Strength
- Cardio and Walking

If you choose a Home Fitness Kit, you cannot enroll at a fitness center for the rest of the year.



Visit HPPMedicare.com or call Member Relations at 1-866-901-8000 (TTY 711) to request a Home Fitness Kit or to learn more about your fitness benefit options.

24/7 DOCTOR "VISITS"

With Teladoc, non-urgent help is just a phone call away. This 24/7 medical assistance line is staffed by board-certified doctors who can answer health-related questions and send short-term prescriptions right to your pharmacy.

Set up your account online or over the phone now for faster service when you need care. Online video conference by computer or mobile is also available. Call **1-800-Teladoc (1-800-835-2362)** or visit Teladoc.com for a consultation.

If your situation is life threatening or you need medical help right away, call 911 or go to the nearest emergency room.



What You Should Carry in Case of a Medical Emergency

You know who your doctors are, but your family may not. If you're found unresponsive or unable to help direct your own care, a loved one or emergency personnel should know who to contact so you get fast and effective treatment.

Create an emergency care contact list and keep it in your wallet or purse. In addition to your name, address and phone number, this list should include contact information for at least two individuals that should be notified during a medical emergency. You should also list your medications and dosage.

If you have a serious medical condition, such as diabetes or high blood pressure, wear a medical alert bracelet. This bracelet lists your

medical conditions, allergies, medication and treatment wishes. It can reduce treatment errors that may result from not having your health record during an emergency or upon hospital admission.

These two items can potentially save your life. Remember to keep your information comprehensive and up to date. The goal is to make sure your loved ones can get you help as soon as possible.





Men, It's Time to Focus on Your Health

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Prostate Exams

Prostate cancer is the most common cancer among men. Men over age 50 should be tested for prostate cancer every year. African American men are at an increased risk for developing prostate cancer and should be tested starting at age 40.

Symptoms of prostate cancer include frequent urination or trouble starting to urinate. Your doctor can screen you for prostate cancer by taking a blood sample or by doing a digital rectal exam.

Colon Cancer Tests

Colorectal cancer is the second most common cause of cancer deaths in the United States. It can be treated successfully if found early.

Your doctor may recommend a colonoscopy or a sigmoidoscopy. These tests can find and remove growths called polyps, which may or may not be cancerous.

You could do a FIT (fecal immunochemical testing) test, if you do not get a colonoscopy, each year. It involves collecting a sample and mailing it to a lab. The lab will check for blood, which could be a sign of polyps. Talk to your provider about this type of test.

You Can Help Fight Fraud

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 regulators and law enforcement for appropriate action.

Here are some examples of what may be considered illegal or unethical conduct:

- Members letting others use their ID numbers or cards to obtain services
- Members selling medications
- Members getting services or equipment that are not medically necessary
- Employees selling HPP information
- 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:

- Call the HPP Hotline at **1-866-477-4848** or email compliance@hpplans.com. You can report anonymously.
- Visit **HPPlans.com** and click "Report Compliance, Privacy, or Fraud Issue" at the bottom of the page. Then click "EthicsPoint online reporting tool." This reporting tool lets you make a report or follow up on one. It is available in Spanish, too.



Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal.



Health Partners Plans



Health Partners Plans

Discrimination is Against the Law

Health Partners Medicare 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 Medicare 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 Medicare provides free aids and services to people with disabilities to communicate effectively with us, such as:

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

Health Partners Medicare 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 Health Partners Medicare Member Relations at 1-866-901-8000 (TTY 711), 24 hours a day, seven days a week.

If you believe that Health Partners Medicare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Health Partners Medicare. You can file a grievance in person or by phone, mail or fax:

Phone: 1-866-901-8000 (TTY 711)

Mail: Attn: Complaints, Grievances & Appeals Unit
Health Partners Medicare
901 Market Street, Suite 500
Philadelphia, PA 19107

Fax: 215-991-4105

If you need help filing a grievance, Health Partners Medicare Member Relations is 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, 800-537-7697 (TDD).

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

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-901-8000 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-901-8000 (TTY: 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 1-866-901-8000 (TTY: 711)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوفّرة لك بالمجان. اتصل برقم 1-866-901-8000 (رقم هاتف الصم والبكم: 711)

ပြယ်နှုံး ပေါ်မီဒ္မာမှုအိုး တာဆောင်၊ ရေးရွေ့ကြောင်း အော်မီဒ္မာမှုများ
နှိမ်မာနသာနဆုံးပေါ်ပေါ်မီဒ္မာမှု ဖွူး နှုန်း 1-866-901-8000 (TTY: 711)။

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-901-8000 (ATS: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-901-8000 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-901-8000 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.
ફોન કરો 1-866-901-8000 (TTY: 711)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-901-8000 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-866-901-8000 (TTY: 711)번으로 전화해 주십시오.

Wann du Deitsch schwetscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-866-901-8000 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-901-8000 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-901-8000 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-901-8000 (телефон: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-901-8000 (TTY: 711).