



Summer 2019

## Vaccines Are Safe

Vaccinations (or shots) prepare your body to fight diseases. They prevent diseases that are dangerous or even deadly. And most importantly, vaccines are safe!

That's why you and members of your family should get vaccinated for diseases and illnesses, like the flu, measles and mumps. Vaccinations don't just protect you and your children—they protect other people, too. When people get their children vaccinated, they keep diseases from spreading. That's important because some children are too young or too sick to get these vaccinations.



**Vaccines are safe and help stop dangerous outbreaks of diseases. Your Health Partners (Medicaid)**

**benefits fully cover all vaccinations, including the flu shot and MMR (measles, mumps and rubella) booster.**

- Vaccines protect you, your children and the people around you.
- Vaccines are safe and effective.
- Your doctor can tell you which vaccines you and your children should receive.

## Health Partners Plans

Take your child to the doctor before school starts because kids must have some vaccinations in order to begin the school year. Your children's doctor can tell you when they need to get each shot. If your children miss some shots, they can still catch up and be protected.

Call your doctor today to make an appointment to keep your family healthy.

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## Dental Sealants Explained

It's very common for children under 10 years old to get cavities. A cavity is a hole in a tooth caused by tooth decay. But cavities are preventable!

Brushing your teeth can help prevent cavities, so brush twice a day—once in the morning and once at night. You should help your children brush their teeth and use a fluoride mouthwash every day.

In addition to brushing, your child should get dental sealants. They can help prevent 80 percent of cavities on back teeth, where 9 out of 10 cavities occur. Here is some information about dental sealants and how your children can get them.

### Q: WHAT ARE DENTAL SEALANTS?

**A** Dental sealants are thin coatings that are painted on the back teeth. They help prevent cavities for many years.

### Q: WHY USE DENTAL SEALANTS?

**A** Sealants are a quick, easy and a painless way to prevent cavities. They can help eliminate the need for expensive treatments like fillings or crowns.

In addition to brushing and flossing, you and your children should visit the dentist every six months. The dentist will perform a dental exam and look for any problems. Your Health Partners benefit covers one dental exam and cleaning every six months (two cleanings each year), as well as medically necessary services.

### Q: WHO CAN APPLY DENTAL SEALANTS?

**A** Sealants can be applied by a dentist, dental hygienist or other qualified dental professional. This can be done in dental offices or at a community setting, like a school, thanks to portable dental equipment.

### Q: WHAT ELSE CAN YOU DO?

- A** • Ask your child's dentist to apply sealants when appropriate.
- Sign up your child to participate in a school-based sealant program. If your school does not have a sealant program, ask them to start one.
- Find a dentist if your child doesn't have one. Health Partners can help. Call **1-800-553-0784 (TTY 1-877-454-8477)** for help finding a dentist

Source: *The Centers for Disease Control and Prevention*



## When Should I Use Teladoc?

As a Health Partners member, you have access to doctors 24/7 through Teladoc®. Teladoc is a phone and video service that connects you with doctors for non-emergency medical conditions.

Here are some health conditions that Teladoc can help with:

- Allergies
- Cold and flu
- Sore throat
- Ear infections
- Bronchitis
- Rashes
- Headaches and migraines
- Sinus problems

Teladoc is free for Health Partners members. Register and complete your medical history today so you can quickly connect with a Teladoc doctor when you need one. You can register by computer, phone or app.



**Teladoc.com**



**1-800-835-2362 (TTY 1-800-877-8973)**



**Teladoc is not for emergencies. If you have a medical emergency or if you need medical help right away, call 911 or go to the nearest emergency room.**

## A Note About Your Privacy



Health Partners Plans (HPP) is committed to maintaining and protecting the privacy of our members' personal information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that requires us to take measures to protect personal information and to notify our members about these measures.

The Notice of Privacy Practices describes how HPP may use and disclose a member's personal health information and how a member of HPP can get access to his or her information. For more information about our privacy practices and available privacy forms, please visit [HPPlans.com/privacy-practices](http://HPPlans.com/privacy-practices). You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



**“If I can help someone to improve their health, it’s all worth it.”**

## Stephanie’s Road to Quitting Smoking

Stephanie is a health educator at Health Partners Plans—and she’s a former smoker. She quit after smoking for many years.

Stephanie explains that stress was one reason she began smoking. Another was her close friends smoked, too. She didn’t like smoking at first but soon became addicted and it became part of her daily routine.

But she finally quit for good after thinking about what was important in her life—her family, friends and faith. She says she didn’t want to continue harming her health and the health of her family and friends. Her faith in God helped Stephanie on her quitting journey, too.

As a health educator, Stephanie helps people members quit smoking. “If I can help someone to improve their health, it’s all worth it,” she said.

Here are Stephanie’s own seven tips for quitting.

1. **Make realistic goals.** Quitting cold turkey is hard, so set a goal that you can achieve.
2. **Celebrate every success.** If you smoke one less cigarette each day, celebrate that little victory.
3. **Consider a slipup just that—a slipup.** Don’t give up on your goal because you smoked a cigarette. Remember that your journey to being smoke-free is a long process.
4. **Delay and taper.** If you get a craving, put off having a cigarette as long as you can. The longer you delay, the more likely you can get past the craving. Tapering means having fewer cigarettes each day.
5. **When you wake up, let your feet touch the ground.** Do other activities before smoking a cigarette, such as wash your face, use the bathroom and eat breakfast.
6. **Don’t make it easy to smoke.** Take small steps so you can avoid smoking, like removing packs of cigarettes from your bedroom and car.
7. **Lean on your family, friends and faith.** Talk with your family, friends and social groups about your quitting journey. These emotional support systems are reminders of why you want to quit.



## Help is Available If You're Struggling with Addiction

Opioid addiction affects millions of Americans and their families. You or your loved ones struggling with addiction can get support and help with recovery services.

### What Are Opioids?

Opioids are pain-relieving drugs. They include pain relievers available legally by prescription, such as OxyContin, Vicodin and many others. They also include illegal drugs like heroin.

Opioids are usually safe when you use them as prescribed by your doctor. However, they can be misused and cause addiction.

### What Are Centers of Excellence (COEs)?

COEs are clinics that provide support and resources for people seeking addiction services

and treatment. When you visit a COE, you will receive treatment at no cost to you.

Services include:

- One-on-one counseling
- Intensive group therapy and education
- Case management, screenings and assessments

You don't need to talk to your doctor before visiting a COE, but you are encouraged to do so. Bring your Health Partners ID card. You can make an appointment or walk in and receive the care you need. Before you go to a center, check the hours and days of operation.

To learn more about COEs, visit [hpplans.com/COE](http://hpplans.com/COE).

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## Tell Us What You Think



Do you use your smartphone to shop and pay bills? Do you like getting texts or emails? Tell us more!



Scan this QR code with your smartphone's camera to take a short survey about digital communication or visit [HPPlans.com/survey](http://HPPlans.com/survey). Your responses will help HPP improve our members' overall experience. Thank you!

*Note: This survey is voluntary and your responses are confidential. If you are an HPP member, your responses will not affect your health care or benefits in any way. Data rates may apply.*

# HPP Events Calendar



## Male Empowerment Health Summit

**Date:** Saturday, September 14

**Time:** 9:30 a.m.–2 p.m.

**Location:** Temple Administration Building  
2450 West Hunting Park Ave.  
Philadelphia, PA 19129

The Male Empowerment Health Summit is a full day of workshops, seminars and roundtable discussions focused on educating fathers, mentors, caregivers and young men. HPP will be hosting a men's health awareness workshop and a Q&A session.



## Cooking With HPP

**Dates:** Wednesday, September 18

Wednesday, October 16

Wednesday, November 20

**Time:** 11 a.m.–noon

**Location:** Health Partners Plans Community Wellness Center  
6232 Market St.  
Philadelphia, PA 19139

Just learning or want to learn how to cook? Cooking with HPP teaches you hands-on cooking skills and how to prepare healthy snacks.



## Career Day

**Date:** Thursday, September 19

**Time:** 10 a.m.–2 p.m.

**Location:** Health Partners Plans  
901 Market Street  
Philadelphia, PA 19107

Grab your résumé and join us at Career Day. This is an opportunity to meet with over 20 employers in the Philadelphia area. Dress is business casual. RSVP is encouraged but not required; call 215-739-1600 to RSVP.

## Don't Be Fooled by Genetic Testing Kits



Genetic testing kits are popular. It can be fun to see where your family comes from and learn more about your family tree.

But be careful! Scammers are offering people free genetic testing kits in order to obtain their information for identity theft or fraudulent billing purposes. Fraudsters are targeting people through phone calls, health fairs and door-to-door visits.

Protect yourself by following these tips:

- Be suspicious of anyone who offers you free genetic testing and requests your personal information.
- Only a doctor that you know and trust should approve any requests for genetic testing.
- Don't accept a genetic testing kit mailed to you unless it was ordered by your doctor—refuse the delivery or return it to the sender.

You should be cautious of requests for your personal information. Don't accept items offered to you that you or your doctor did not request.

You can report any suspicious activity to our Special Investigations Unit (SIU) by:

- Calling **1-866-477-4848**.
- Emailing **Compliance@hpplans.com** or **SIUtips@hpplans.com**.
- Visiting **HPPlans.com** and clicking "Report Compliance Privacy, or Fraud Issue" at the bottom of the page. Then click "EthicsPoint online reporting tool." This reporting tool lets you make an anonymous report or follow up on one. It is available in Spanish, too.
- Report Fraud, Waste and Abuse (FWA) issues to the Pennsylvania Department of Human Services by calling **1-866-379-8477** or **1-844-347-8477**.
- Include as much information as possible about the person or company requesting your information, including name, phone number, address and what is being offered.



## Get the Most From Your WIC Farmers Market Nutrition Program Checks

Summer is here and you know what that means! The Women, Infants and Children (WIC) Farmers Market Nutrition Program (FMNP) checks are coming soon. We want you to get the most from this valuable benefit.

Did you know?

- The FMNP checks come from the Pennsylvania Department of Agriculture. The WIC offices distribute the checks to eligible WIC participants in Pennsylvania. You can buy locally grown fresh fruits and vegetables.
- Fresh fruits and vegetables must be grown in Pennsylvania to be purchased with FMNP checks.
- FMNP checks can be used from June 1 through November 30 at local farmers markets that accept the checks.
- You can search for farmers' markets near you that accept FMNP checks here: <https://www.pameals.pa.gov/MealsPublic/FarmMarkets/MarketSearch.aspx>.
- You can learn more about which fruits and vegetables you can buy with FMNP checks here: <https://www.pawic.com/documents/Farmers%20Market%20Food%20List.pdf>.
- WIC participants who are pregnant, postpartum or breastfeeding and children who are at least 2 years old by December 31 of the current year are eligible to receive FMNP checks.
- Other items sold at farmers markets such as baked goods, ciders, jams and jellies cannot be purchased with FMNP checks.
- Find a farmers market nearby and enjoy some fresh, healthy, Pennsylvania-grown fruits and vegetables! For questions about the availability of FMNP checks, contact your local WIC office.
- IMPORTANT: You must pay the difference if your purchase is more than your FMNP check(s). Change will not be provided if you do not use the full amount of the check(s).
- Apply for WIC benefits at [pawic.com](http://pawic.com) or call **1-800-942-9467**. PA WIC is funded by the USDA. This institution is an equal opportunity provider.





## A Financial Checklist for Your High School Graduate

Do you have budgeting, banking and insurance advice for your child who just finished high school? We can help.



### **Budgeting**

Talk with your recent graduate about budgeting and their responsibilities, which may include paying for rent, phone bill, transportation, groceries and insurance. Write their budget on a spreadsheet or use a budgeting app. Encourage your child to practice at home for a month or two so they understand how to make and stay within a budget.



### **Banking**

Teach your children at an early age to balance a checkbook. Enforce budgeting and avoid extra fees by skipping overdraft protection. Set up low balance alerts and be aware of the high fees.



### **Mobile Payments**

Mobile payment apps are an easy way to send and receive money. But mistakes can happen, so security is very important. Make sure your young adult uses a strong password for mobile payment and other financial apps.



### **Personal Information**

Identity theft is common because people are too willing to give their personal information. Teach your children to keep their important information private. For example, your children should memorize their Social Security number and not carry their Social Security card in their wallet.



### **Health Data and Privacy**

When your children turn 18, they have privacy rights and can make their own medical decisions because of the Health Insurance Portability and Accountability Act (HIPAA). This may be difficult when they get sick or incapacitated and you don't have the authority to access their information. You should consider filling out two forms:

- **Power of attorney** permits you to make medical decisions for someone who is incapacitated and see their medical records.
- **HIPAA release form** provides you access to their medical records.

It is scary and exciting when your children grow up. Make sure they are prepared in all areas of becoming an adult.



Health Partners Plans

## Discrimination is Against the Law

Health Partners (Medicaid) and KidzPartners comply with applicable Federal civil rights laws and do 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 Relations at 1-888-477-9800 (TTY 1-877-454-8477).

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  
Phone: 1-888-477-9800 (TTY 1-877-454-8477)  
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 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)

**ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you.  
Call: 1-888-477-9800 (TTY 1-877-454-8477).**

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-477-9800 (TTY 1-877-454-8477).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-477-9800 (телетайп 1-877-454-8477).

**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 1-877-454-8477)。

**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 1-877-454-8477).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-477-9800 (رقم هاتف الصم والبكم: 1-877-454-8477).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।  
**फोन गर्नुहोस्** 1-888-477-9800 (टिटिवाइ 1-877-454-8477) ।

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
1-888-477-9800 (TTY 1-877-454-8477) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ  
គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-477-9800 (TTY 1-877-454-8477)។

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-477-9800 (ATS 1-877-454-8477).

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-477-9800 (TTY 1-877-454-8477) သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.  
Rele 1-888-477-9800 (TTY 1-877-454-8477).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-477-9800 (TTY 1-877-454-8477).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-477-9800 (TTY 1-877-454-8477)।

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-477-9800 (TTY 1-877-454-8477).

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-477-9800 (TTY 1-877-454-8477).