

Health Matters

FALL 2019

Health Partners Plans



With HP Connect, Help is a Click Away

Do you know about HP Connect, our online member portal? HP Connect gives you the tools you need to manage your health care benefits.

Take the new health survey on HP Connect so you can set goals and learn more about your health. You can also access the new HPP Rewards site, where you can redeem rewards points for items from the HPP Rewards catalog.

HP Connect gives you 24/7 access to important plan information, including:

- HPP Rewards
- Health survey and new goals
- Health and wellness resources
- Provider and pharmacy directory
- Eligibility dates, claims and other important benefit details
- Secure communications with Member Relations
- ID card replacement

HP Connect is one great way to learn even more about your Health Partners (Medicaid) benefits. Get started today by visiting HPPlans.com/portal.

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There's More Online!



Visit **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 our member newsletters and much more are there for you.

There's more! Use HP Connect, our online member portal, 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.

Plus, you can earn rewards points by completing certain healthy activities if you're eligible! You can redeem your points for healthy items and other home goods.

Here are just a few of the FAQs that are answered on our website.

- What is a PCP? How do I get one? How do I see a specialist or get a second opinion?
- How do I get other health care, such as hospital services and behavioral health services?
- How can I obtain information about participating doctors and other practitioners?
- Where can I learn about covered and non-covered services?
- When and how can I access emergency care or use 911 services?
- How am I covered if I'm outside Health Partners Plans (HPP) service area?
- What is the HPP Quality Management Program?
- How can Health Partners (Medicaid) help improve my health?
- What services require a copay?
- What if I need care after normal business hours?
- What are the health care guidelines that HPP want me to know about?

- What are the benefit restrictions that apply to services obtained outside the organization's system or service area?
- How can HPP arrange an interpreter to come to my doctor's appointments?
- What should I do if I receive a bill? How can I submit a claim for covered services?
- How can I make a complaint?
- How does HPP decide about covering new kinds of health services?
- What can I do if I have questions or disagree with a coverage decision?
- What other information is available about HPP?

If you don't have access to the internet, we can help. Our 24/7 Member Relations Department is always ready to answer questions about benefits and services and how to use your health plan. Call **1-800-553-0784 (TTY 1-877-454-8477)** at any time. We can also mail you the information you need.

3 Important Women's Health Screenings



Women make most of the health care decisions and are more likely to be the primary caregiver for the family. But you can't help others if you don't take care of yourself. Your benefits cover three very important medical screenings to help you stay healthy.

1. Mammogram: Mammograms are the best way to find and treat breast cancer early. According to the American Cancer Society, women ages 45 to 54 should get mammograms every year, and women 55 and older should switch to mammograms every two years or continue with yearly screenings. Ask your doctor if you need to start testing earlier or more often based on your own health history.

2. Pap test: Women should receive regular pap tests to

detect abnormal changes in the cervical cells that may lead to cervical cancer beginning at age 21, according to current guidelines from the National Cancer Institute. Women ages 21 to 29 should have this test at least every three years. At age 30, the HPV test, which tests for the human papillomavirus (HPV), can be added to the screening schedule, which would allow testing every five years (if normal) compared to every three years for the pap test alone. There is a link between HPV and increased risk for cervical cancer. Ask your doctor if you need to have this test more often. At age 65, ask your doctor if this test is still needed.



3. Chlamydia screening: Chlamydia is a sexually transmitted disease that usually has very mild symptoms or none at all. If left untreated, it can harm your reproductive organs and make it difficult to get pregnant. Sexually active women under 25 should be tested every year.

Women can go to a participating OB-GYN for a pap test and pelvic exam and to get a prescription for a mammogram. You do not need a referral for any OB-GYN visits. Talk to your doctor to see if you are due for any of these important tests.

Achieve Your Health Goals with Health Partners

Health Partners has clinical programs in place, which are staffed by social workers, nurses and an outreach team who coordinate your care in partnership with your doctors. The goal of our programs is to help you achieve your health care goals and progress to self-management of your chronic condition. To take part in this benefit you or your caretaker can call **1-866-500-4571 (TTY 1-877-454-8477)** and press #1.



More information about the clinical programs that are available to you is on **HPPlans.com**. These programs include:

- Baby Partners for members who are pregnant or new moms
- Fit Kids for children and teens who need help with weight management.
- Care management for members with chronic health problems such as asthma, diabetes and heart disease.
- HPP Rewards. Earn reward points by completing healthy activities, if you're eligible, and access health and wellness self-management tools for healthy living.
- Wellness Partners offers members an exciting and a happier approach to a healthy lifestyle. Wellness Partners events are at no cost and are open to the public. Bring a guest, there's enough wellness to go around!

How to Transition to **Adult Care**

As you become a young adult, your responsibilities increase, you become more independent and you need to learn how to take care of yourself. The first step in taking a more active role in your health care decisions is transitioning from a pediatrician to an adult primary care provider (PCP), such as a family medicine physician or an internist. Your pediatrician can assist you in finding a PCP who meets your specific needs. Your family and friends might have a recommendation, too. If you need assistance transitioning to an adult care provider, please call our Healthy Kids team at **1-215-967-4690** and press #1.



Understand Your Prescription Drug Benefits

Visit [HPPlans.com/formulary](#) to learn about your pharmacy benefit. There you can find our drug list (formulary), restrictions, prior authorizations, quantity and 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. You will learn about generic substitution and step-therapy protocols. [HPPlans.com](#) will also answer questions, such as “What is a generic substitution?,” “What is a prior authorization or exception request?,” “How do I use the pharmacy benefit?” and more.

Specialty medications are prescription drugs that require special handling, administration or monitoring. If you have been prescribed a specialty medication, please talk to your doctor about submitting a prior authorization request on your behalf. Health Partners uses a network of specialty pharmacies to coordinate the delivery of specialty medications. If you have questions, call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



What's 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 never offers incentives to reduce or deny access to needed care. 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. HPP’s medical program description, policies and provider contracts do not contain language indicating improper utilization incentive programs. Terms under which providers may be entitled to a bonus or incentive pay cannot influence their decisions to withhold, delay or deny necessary care.

You can contact our UM staff to discuss the UM process and authorization of care by calling Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**. Health Partners can also provide language interpretation services, free of charge, through bilingual staff or an interpreter.

Your Rights and Responsibilities



As a member, you have the right to know your rights and responsibilities. These rights include getting information in a way you can understand, being treated with respect and making decisions about your health care. Exercising these rights will not negatively affect the way you are treated by HPP, its participating providers or any state agencies. When making your health care decisions, you have the right to feel that HPP is not restraining, isolating, bullying, punishing or retaliating against you. For more information, please refer to your member handbook available online at HPPlans.com. You can request a physical copy of the member handbook by calling Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Get Help with Human Arc

Did you know that Social Security provides Supplemental Security Income (SSI) to people with disabilities?

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

We want to make sure our members get the government benefits they are entitled to receive. The process for applying for SSI can be lengthy and confusing. That's why we partner with Human Arc to enroll our members in government assistance programs. Human Arc will work with you to determine your eligibility, submit the application and follow up on any denials until all appeals are exhausted.

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 1-877-454-8477)** 24 hours a day, seven days a week.



Protecting Sexual Health

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a sexually transmitted infection (STI). If a partner refuses to use condoms, they are at risk for spreading an STI. If an STI is not treated, it can cause serious health problems.



One in five women being abused by a partner reports being forced to have a baby. Some said their partner hid their birth control pills or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never OK. It is a sign of an unhealthy relationship.

If you are with a partner who wants to have a baby and you don't, there are some forms of birth control that are easy to hide.

- Plan B/Emergency contraception
- Depo-Provera
- IUD
- Nexplanon

Talk to your doctor about the birth control option that's best for you. Remember that none of these will prevent an STI. If you are worried about STIs, talk to your doctor about getting tested. If your partner is making you feel unsafe or forcing you to have sex before you are ready, use these resources to find help:

Resources

- <https://pcar.org/help-pa/find-services>
- <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>
- <https://www.loveisrespect.org/for-yourself/contact-us/>
- <https://www.plannedparenthood.org/get-care/our-services>

Making Sure You **Get the Right Care**



Health Partners has a Quality Management (QM) Program in place to ensure that our members receive safe, effective, timely and patient-centered clinical care. Throughout the year, we monitor the delivery of health care for our members and conduct annual evaluations to determine if we are meeting goals. This information is used to determine steps for improvement and to establish new goals for the coming year.

Visit **HPPlans.com** to access QM resources, including the results of our most recent member satisfaction survey, Healthcare Effectiveness Data and Information Set (HEDIS) rates summary, and goals and accomplishments.

Getting **Out-of-Network** Care



If a necessary and covered service is not available in network, Health Partners will cover the service out of network. Ask your primary care provider to contact Health Partners and request a prior authorization for the out-of-network services. Health Partners will check to make sure there is not another participating provider in your area who can give you the same type of treatment. If Health Partners cannot give you a choice of at least two participating providers in your area, Health Partners will cover the treatment by the out-of-network provider and issue a prior authorization for the service.

Read Our Notice of **Privacy Practices**



Health Partners is committed to maintaining and protecting the confidentiality of our members' protected health information. When you first became a member, we sent you a Notice of Privacy Practices. This meets the requirements of federal regulations governing the privacy of your protected health information, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Notice explained how we use and disclose your health information in the process of providing you with medical care, and how you can access this information.

To obtain the current version of our Notice of Privacy Practices, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**, email PrivacyOfficial@HPPlans.com or visit **HPPlans.com/privacy-practices**. You can call 24 hours a day, seven days a week.



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 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 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 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 Relations at 1-800-553-0784 (TTY 1-877-454-8477).

If you believe that Health Partners 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
Phone: 1-800-553-0784 (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 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: 1-800-553-0784 (TTY: 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-553-0784 (TTY 1-877-454-8477).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-553-0784 (телефон 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 1-800-553-0784 (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 1-800-553-0784 (TTY 1-877-454-8477).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1211-888-8884 (رقم هاتف الصم والبكم) 1-888-888-1121

ધ્યાન દિનુહોસ્: તપાઈલે નેપાલી બોલ્નુહુંછ ભને તપાઈકો નિમ્નિત ભાષા સહાયતા સેવાહરુ નિઃશુલ્ક રૂપમા ઉપલબ્ધ છે। ફોન ગર્નુહોસ્ 1-800-553-0784 (ટિટિવાઇ 1-877-454-8477)।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-800-553-0784 (TTY 1-877-454-8477) 번으로 전화해 주십시오.

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាដំឡើយថ្មីគ្នាល់ ដោយមិនគិតលូលា
គឺអារម្មណសំរាប់ពីអងក់ ចារ ទរស៊ុត 1-800-553-0784 (TTY 1-877-454-8477)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.appelez le 1-800-553-0784 (ATS 1-877-454-8477).

သတိပြရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-553-0784 (TTY 1-877-454-8477) သို့ ခေါ်ဆိပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-553-0784 (TTY 1-877-454-8477).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-553-0784 (TTY 1-877-454-8477).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-553-0784 (TTY 1-877-454-8477)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-553-0784 (TTY 1-877-454-8477).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-553-0784 (TTY 1-877-454-8477)