

Health Partners Talk



Health Partners Plans



SPRING 2022

Need Glasses? We've Got You Covered

Exciting news! Health Partners members age 21 years and older are now eligible to receive one pair of eyeglasses or contact lenses a year.

You can select from a variety of fashionable frames from participating providers at no cost to you. Starting in 2022, your basic vision coverage also includes:

- Choice of metal or plastic frames
- Choice of plastic or glass lenses
- Fashion and gradient tinting of plastic lenses
- One-year breakage warranty on all plan glasses

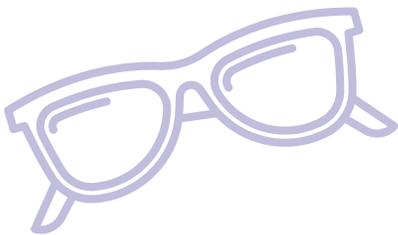
There are no copays for the above services. However, if you choose a frame that is not on the Health Partners vision plan, you may have to pay some of

the cost. If a member is diagnosed with Aphakia, they can receive up to two pairs a year.

If you have any questions about this change or any of the benefits that Health Partners provides, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

As a reminder:

- Adult members age 21 and over are still eligible for two routine eye exams per year.
- Vision benefits for members under the age of 21 remain the same: two annual eye exams and two pairs of eyeglasses or contact lenses a year. Additional vision exams and replacement eyeglasses, if medically necessary.



Let Your Voice Be Heard

Health Partners Plans is looking for members to join our Community Health Education Advisory Committee (CHEAC). This committee meets four times a year to allow members to share their thoughts about our programs and services. This is your chance to learn more about your HPP benefits, share your ideas, and let us know what we can do better. Active HPP members serving on the committee can be eligible to receive \$50 for every meeting they attend. To learn more, call **1-833-878-2226** or send an email to **CommunityEngagement@hpplans.com**.



Has Your Child Received a Lead Screening?

A lead screening is a blood test that will show if your child has been exposed to lead. Children must be tested for lead exposure between 9-11 months and again at 24 months. As a member of Health Partners all children are eligible to receive a lead screening. See your child's primary care provider (PCP) to get a lead test.

Where can lead be found?

Lead can be found in:

- Lead based paint in homes built before 1978
- Water from an old faucet (tap)
- Children's toys
- Costume jewelry (older or lesser-known brands)
- Older furniture
- Lead-contaminated dust
- Varnish, stain or even some wallpaper preparations
- Dirt/Soil

Elevated Blood level Changes

In October 2021, the Centers for Disease Control and Prevention (CDC) released updated standards for Childhood Lead Poisoning Prevention. The CDC recommends follow-up for children who have an **EBLL of 3.5 or greater**. In the past, follow-up was recommended if your child had an elevated blood lead level (EBLL) of 5 or more.

Health problems caused by lead

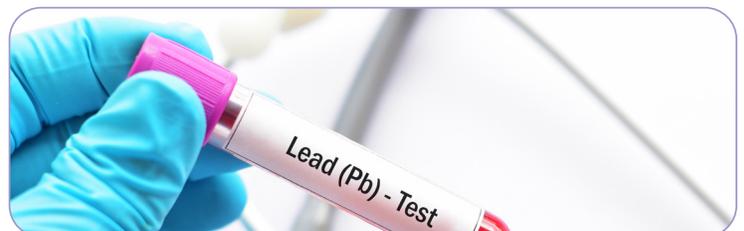
Newborns and young children who are exposed to lead may have lifelong health and behavioral issues, including:

- Trouble learning and concentrating
- Behavior problems
- Hearing issues
- Blood problems, like anemia
- Stomach aches
- Other serious health problems that can result in death

These symptoms may not appear until your child is older. He or she may seem fine, but lead can still be causing damage.

What should I do if my child has an EBLL of 3.5 or greater?

If your child has a lead level of 3.5 or greater, you should have your home inspected it may be the cause. Your local health department or an approved environmental lead investigation (ELI) vendor will conduct an inspection at no cost to you. An ELI will locate the source of lead in your home and your local health department may even pay for it to be cleaned up. To receive an ELI, please contact your PCP or call HPP at **215-967-4690** so you can be referred.



Have You Scheduled A Well-Child Visit?

It's normal to think about taking your children to see a doctor when they are sick. However, it's just as important to visit the doctor when your child is healthy too. This is called well-child care. According to the American Academy of Pediatrics (AAP), well-child care is important to help monitor the overall health of a child and family. The priorities of each well-child visit include:

- Measuring weight and height (head size is monitored until age 3)
- Assessing your child's overall physical growth and development
- Ensuring appropriate developmental milestones are being met
- Assessing mental and emotional health
- Giving vaccines required for school, or the flu vaccine in the fall
- Performing physicals required for sports or physical education class

At well-child visits, older children have a moment to be in the spotlight and have their specific concerns addressed. Preteens and teens get a chance to share concerns about a changing body and mind. Parents can get some relief by sharing their concerns with their child's physician.

Here is the schedule for when your child should be seen for well-visits:	<ul style="list-style-type: none">• During 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• Then every year through 21 years
The American Academy of Pediatrics recommends developmental and behavioral screening for all children during regular well-child visits at these ages:	<ul style="list-style-type: none">• 9 months• 18 months• 24 or 30 months
Children's lead screenings:	<ul style="list-style-type: none">• Between 9-11 months• 24 months

- ✓ **Time-saving tip:** Schedule your child's back-to-school appointments in June or July before the back to school rush.
- ✓ **Dental tip:** After your child's first tooth appears, they will need fluoride varnish put on by their PCP or dentist. By the age of 2, your child should have a dentist and receive dental exams twice a year.



Continued on next page



Well-Care Visits Aren't Just For Kids

Many people may think well-care appointments are just for kids. It is important for adults to see their PCP at least once a year to make sure you are on the path to stay as healthy as you can be.

When you see your doctor, you can discuss your health and wellbeing and talk about your health goals such as eating healthy or increasing exercise. You can also talk about any health conditions you may currently have or discuss your family history. Your PCP may recommend lab tests and health screenings based on your physical exam and your family history.

During your well visit, your doctor may:

- Check weight and blood pressure
- Discuss habits such as diet, exercise and smoking
- Review medication
- Discuss vaccines or the need for lab tests and health screenings
- Perform a physical exam
- Assess mental and emotional wellbeing

If you haven't done so already, call your PCP to schedule a well-care appointment. Health Partners wants to work with you and your PCP to help make sure that you can be as healthy as possible so you can enjoy your life!

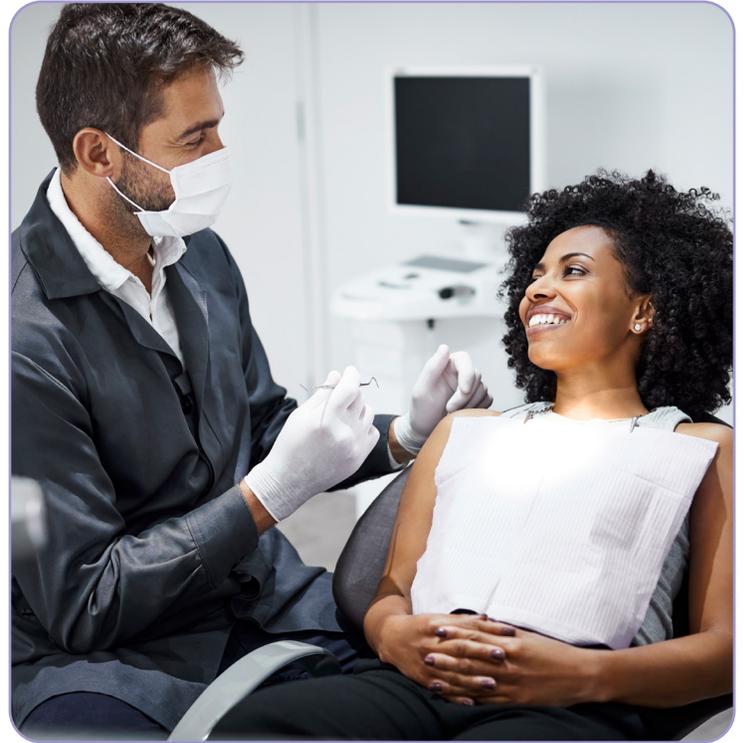


Take Good Care of Your Teeth So They Can Take Good Care of You

You depend on your teeth to eat so you can stay healthy, but remember your teeth depend on you to take care of them. It is important to see your dentist at least once a year to make sure your teeth and gums are healthy. During the visit, x-rays can be taken of your teeth to look for problems that can't be seen with a visual exam. Cleanings are recommended at least twice a year. Your dentist will also check for signs of cancer in your mouth. If you have dentures, either partial or full, going to the dentist is important to maintain the health of your gums.

Take care of your teeth in between dentist visits by:

- Brushing your teeth at least two times a day
- Flossing in between your teeth to help your gums to stay healthy at least one a day
- Rinsing your mouth with a mouthwash that contains fluoride
- Decreasing sugary drinks, such as soda and juice
- Decreasing the amount of sticky and sugary foods you eat
- Avoiding smoking and chewing tobacco
- Making sure to keep your blood sugar in control to avoid gum disease (if you have diabetes)



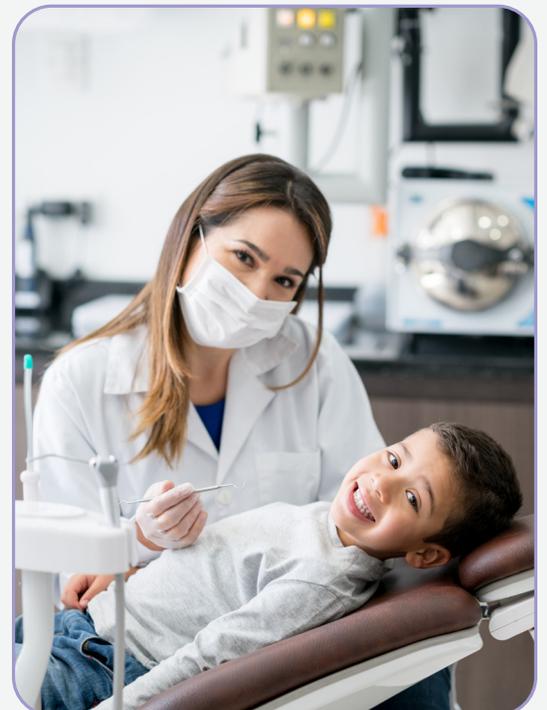
If you need help finding a dentist or have questions about dental benefits, call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Fluoride is Nature's Cavity Fighter

It may be surprising to hear that small amounts of fluoride can be found many of the foods we eat every day. Fluoride protects your teeth from cavities by making tooth enamel stronger. Strong enamel helps protect against acid attacks that occur when bacteria breaks down sugars in the mouth.

Fluoride can even rebuild weakened tooth structure and reverse the early signs of a cavity. After it was discovered that fluoride does such a good job at preventing cavities, it has been added to many things to help in achieving a healthy mouth as nature's cavity fighter.

Besides fluoride toothpaste and mouthwash, the dentist can apply a fluoride varnish directly to your child's teeth to give the extra boost of protection needed. Talk to the dentist to see if fluoride varnish can benefit your child.



Beware: Fake COVID Testing Sites

You may have heard in the local news about some people setting up fake COVID testing sites in Philadelphia and in other cities. There have been reports that tents are popping up around the city offering COVID testing, but they are not all legitimate.

How to spot a fake testing site:

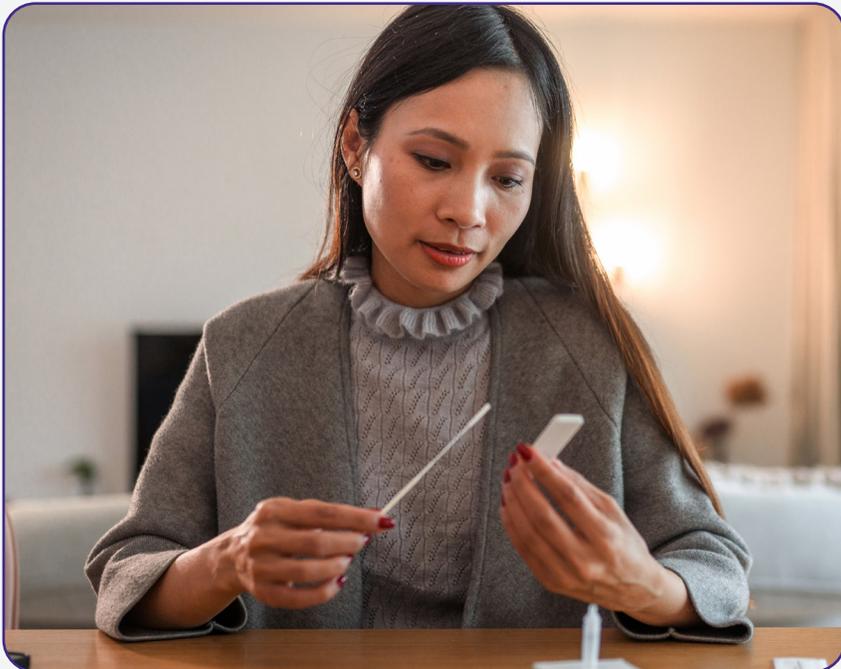
- Testing sites should **NEVER** ask for your social security number. They should not be asking for any information beyond your name and health insurance identification numbers.
- Testing sites should not ask you for any forms of payment upfront. They should not ask for cash or a credit card.
- Testing sites with no logos on their materials may indicate that the people are not from the agency that they claim to be from.
- Be cautious of pop-up testing sites located in the middle of the sidewalk or in front of storefronts that are not the agency conducting the testing. Example: if a testing tent is in front of a shoe store, it may be a sign that they are not legitimate.
- People at the booth are not wearing proper protective gear while administering tests (gloves, masks), or not changing their gloves between taking swabs from different people. People at fake testing sites may also be wearing haz-mat suits or coveralls.

What can I do?

- If you aren't sure if a testing location is legitimate, visit phila.gov/covid or call the Philadelphia Health Department at **215-685-5488**. You can also send an email to covid@phila.gov.
- Ask the staffers of the testing site what company they work for and call that company to verify that they have a testing site at that location.
- Look online for or call businesses known to you (example: pharmacies, doctors offices) to find out where you can obtain a real COVID test. Get tested only at sites affiliated with organizations that you know and trust.

For a listing of legitimate testing locations, look online at Philadelphia's database of COVID testing sites: phila.gov/covid-testing-sites/

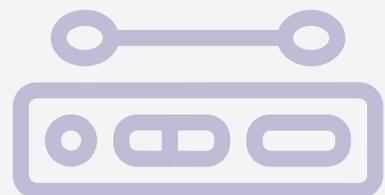
Protect yourself from having your identity stolen or being taken advantage of. If it doesn't look right, check before you act. And **NEVER** give out your social security number, it is not needed for you to be tested.



Free COVID-19 Tests Available by Mail

As of January 2022, every household in the U.S. is eligible to order **4 FREE** individual rapid antigen COVID-19 tests. There is a limit of one order per household. Orders typically ship in 7-12 business days.

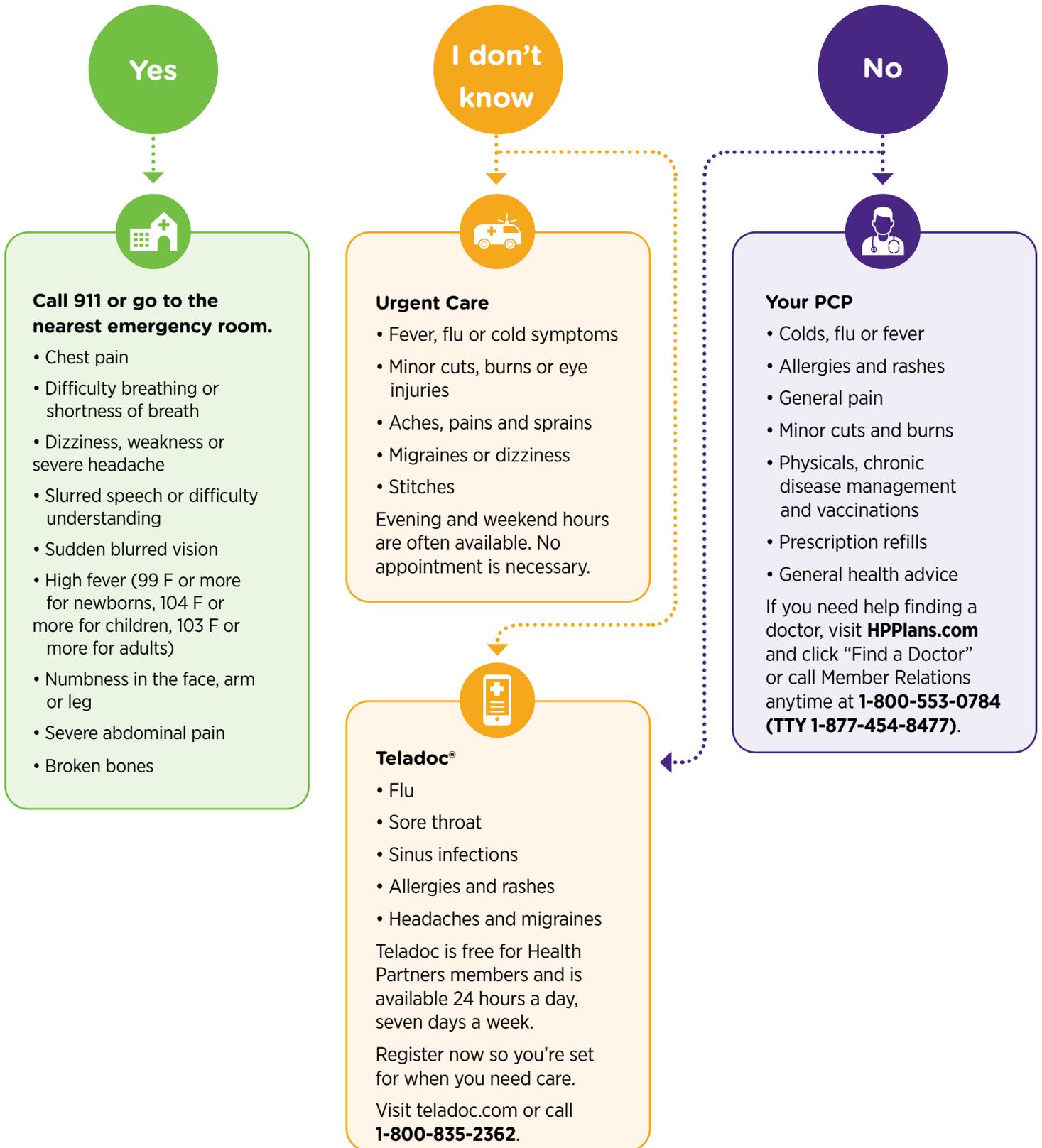
Visit special.usps.com/testkits to learn more.

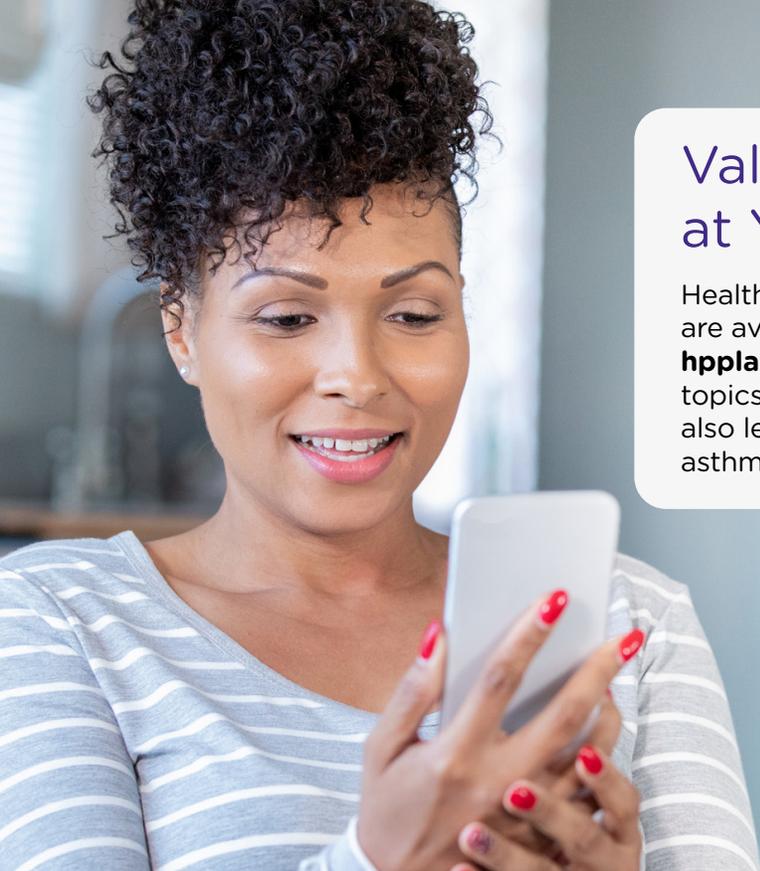


Where to Get Care

Health Partners cares about your health. This guide can help you choose the right care for you and your family.

ARE YOU HAVING AN EMERGENCY?





Valuable Information at Your Fingertips



Health Partners offers a variety of online learning tools that are available using a computer, tablet or smartphone. Visit **hpplans.com/onlinelearning** to view over 15 health and lifestyle topics ranging from nutrition, safety, job skills, and more. You can also learn about managing your diabetes, high blood pressure, asthma and stress.

We're Here to Help You Reach Your Health Goals

Health Partners Plans has programs to help you manage your care and meet your health goals. You can work with an experienced social worker or nurse who puts your needs and goals first. We will help coordinate your care and provide the resources that you need to manage your health. It's all part of your Health Partners Plans benefits and can be the first step on your journey to better health. To participate, you or your caretaker can call **1-866-500-4571 (TTY 1-877-454-8477)** and press 1.

More information about our clinical programs is available at HPPlans.com. Information on staying healthy, children's health, Baby Partners, Wellness Partners, Self-Management tools and online health resources are available.

Tell Us More!

Sometimes we send surveys or make calls to our members to get opinions about how we are doing or how our providers are doing. If you receive a call or message, please respond. Your feedback and honest responses help us know how we are doing and how we can serve you, our member, even better.

Don't wait to respond to a survey to share your experience with us. We are continually working to improve and meet the needs of our members. Whether you want to share about a benefit that you'd like to have or a way that we could provide better service, we want to know. You can email us directly at **tellusmore@hpplans.com**.

We want to hear from you.

How can we better serve you and your family? Each year a survey called Consumer Assessment of Healthcare Providers and Systems (CAHPS) is mailed to your home. Please complete the survey. It will help us know how we can improve the quality of care for Health Partners Medicaid members.



Follow Us On Social Media

Connect with Health Partners Plans on Facebook, Instagram, Twitter, and LinkedIn.

 <https://www.facebook.com/healthpartnersplans>

 <http://twitter.com/hppplans>

 <https://instagram.com/hppplans>

 <https://www.linkedin.com/company/healthpartnersplans>

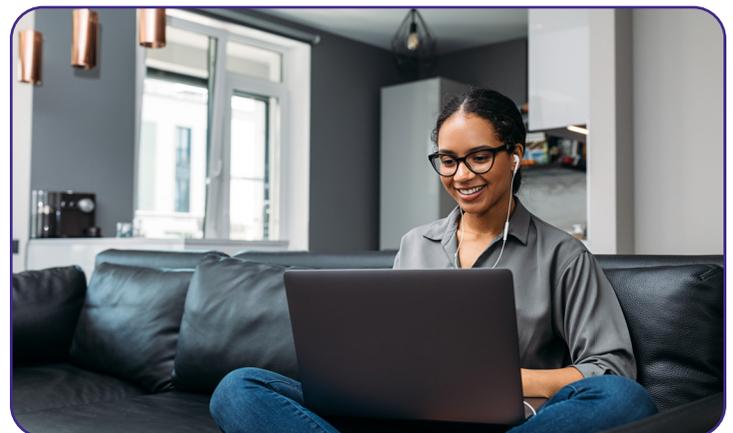
Improving Your Online Experience

HPP has exciting news for our members - our member portal is getting bigger and better!

Soon, you'll be able to do more with the member portal, including:

- Review your benefits
- View claims history
- Manage your contact information
- Find providers
- Interact with care managers
- Utilize health education tools

We'll let you know more soon as we roll out the updates. We think this new online portal will improve your experience with HPP!





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 [HPPPlans.com/privacy-practices](https://www.hppplans.com/privacy-practices). You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.



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 (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 1-800-553-0784 (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

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-553-0784 (टिटिवाइ 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, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 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).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-553-0784 (TTY 1-877-454-8477) သို့ ခေါ်ဆိုပါ။

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

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