

HEALTH PARTNERS

Talk



Health Partners 
Trusted care, where and when you need us.

**SUMMER
2022**

Save the Date! A Night at the Zoo with HPP

We invite you to join us for a family-friendly walk through the zoo.

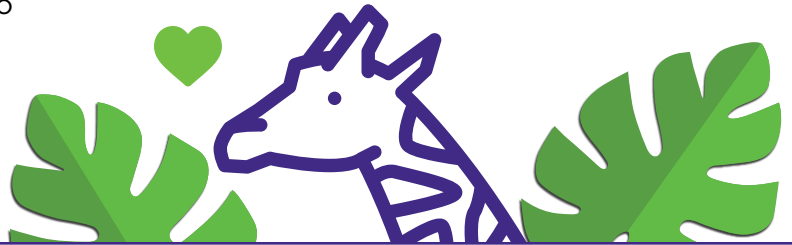
- Get some fun exercise
- Receive school supplies for school-aged children, while supplies last
- Participate in a scavenger hunt and enter a raffle to win a one-year family membership to the zoo

For non-members:

- Philadelphia Zoo — \$20 entrance fee
- Lehigh Valley Zoo — \$15 entrance fee

Save \$4 per person if you register before the day of the event.

**This event is free for
all HPP members!**



Two events to choose from:

Philadelphia Zoo

Date: Saturday, August 13, 2022

Rolling Start Time: 5-7 p.m. Event ends at 9 p.m.

Location: 3400 W. Girard Avenue
Philadelphia, PA 19104

To Register: visit www.runsignup.com/hppphillyzoo



or scan the QR Code

Lehigh Valley Zoo

Date: Saturday, September 17, 2022

Rolling Start Time: 5-7 p.m. Event ends at 8 p.m.

Location: 5150 Game Preserve Road
Schnecksville, PA 18078

To Register: visit www.runsignup.com/hpplehighvalleyzoo



or scan the QR Code

You can also register by calling **215-967-4514** (Monday – Friday, 9 a.m. to 5 p.m.) or register the day of the event.

All proceeds will go to the Health Partners Foundation to support local education.

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New HealthChoices Medicaid Contract

You may have received a letter from the Department of Human Services (DHS) letting you know about HealthChoices managed care plans changes. Pennsylvania selected Health Partners Plans (HPP) to continue offering coverage in your area. In fact, HPP is expanding to deliver services to more people across the Commonwealth.

You can stay with HPP. You do not need to do anything to continue your coverage. You will receive the same HPP benefits and services.

If you have any questions about your benefits, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** or visit [HPPlans.com](https://www.hppplans.com).



Important Information about Medicaid Coverage

When the COVID-related public health emergency ends, the Department of Human Services (DHS) will start evaluating each person's Medicaid eligibility. People with Medicaid benefits could lose their coverage if they don't provide the information DHS needs to verify their income or residency.

HPP strongly encourages all Medicaid members to take the following steps:

- 1. Make sure your contact information is always up to date.** If your address has changed, please notify your County Assistance Office.
- 2. Check your mail because you will receive a renewal form from DHS.** Complete and return your renewal form on time.



Did you know HPP offers a CHIP plan?

KidzPartners, the Children's Health Insurance Program (CHIP) plan from Health Partners Plans, is available to children through age 18 at low or no cost. To learn more, visit kidzpartners.com or call 1-866-599-6276 (TTY 1-877-454-8477)

Need a Ride?

As a Health Partners (Medicaid) member, you are eligible to receive help getting to and from qualified MA-enrolled medical providers and pharmacies. The Medical Assistance Transportation Program (MATP) provides non-emergency transportation at no cost to you.

The MATP in the county where you live will determine your need for the program and provide the right type of transportation for you. Visit matp.pa.gov/CountyContact.aspx to find phone numbers by county, get more information and register for services.

Transportation services are typically provided in the following ways:

- Where public transportation such as buses, subways or trains are available, MATP provides tokens or passes or repays you for the public transportation fare if you live within ¼ mile of a fixed route service stop.

- If you or someone else has a car that you can use to get to your appointment, MATP may pay you an amount per mile plus parking and tolls with valid receipts.
- Where public transportation is not available or is not right for you, MATP provides rides in paratransit vehicles, which include vans, vans with lifts, or taxis. Usually, the vehicle will have more than 1 rider with different pick-up and drop-off times and locations.

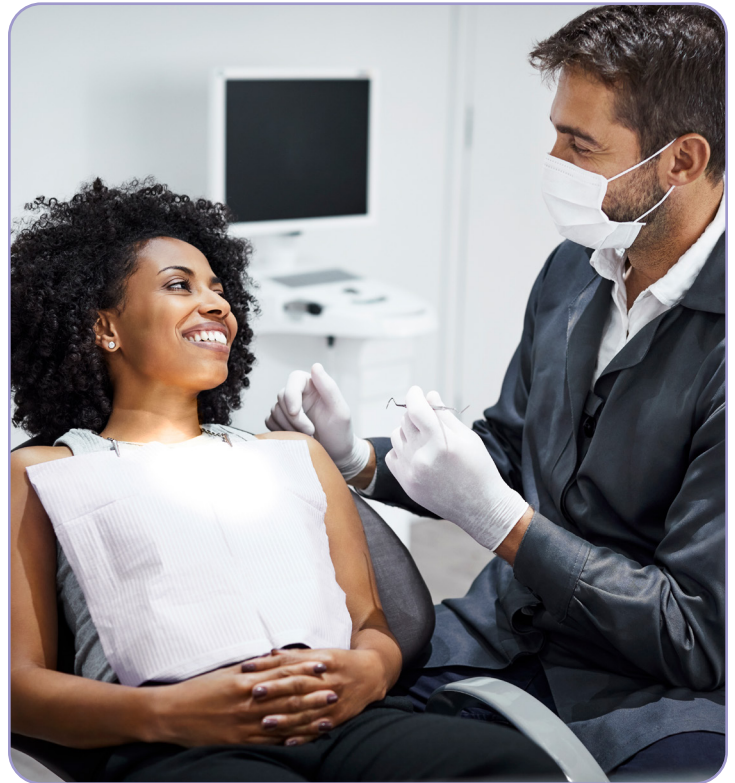
MATP will confirm with HPP or your doctor's office that the transportation that you need is for a covered service. HPP works with MATP to help you arrange transportation. You can also call Member Services for more information at **1-800-553-0784 (TTY 1-877-454-8477)**.



Dental Care for Your Special Needs

Getting dental care is important for everyone. A dental visit may be more challenging for someone with physical, developmental, cognitive or behavioral conditions or injuries. Here are some tips to make dental care easier for people with special needs.

- 1. Find a dentist that meets your needs.** Many dentists are happy to see all patients, but some offices may not be equipped to do more complicated dental procedures. Some offices have rooms that can accommodate wheelchairs or staff that are experienced with patients with behavioral challenges. Call ahead to the dental office and let them know what type of special accommodations you might need for your appointment.
- 2. Plan your visit.** On the day of your appointment, bring a list of medications and medical history. Ask if there is any paperwork that can be filled out before the appointment. Allow yourself extra time for transportation if you are unfamiliar with the office.
- 3. Take care of your mouth at home.** It is important to have good home care by brushing twice a day and flossing at least once a day. People with special needs may need help from others to clean hard to reach spots. There are electric toothbrushes, devices to help with flossing and special techniques that can be used to make it easier for you and your caregiver. Talk to your dentist for tips about what may work best for you.



If you need help finding a dentist, visit [HPPlans.com/hpdocs](https://www.hpplans.com/hpdocs) to search for participating providers or call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



Earn Points!

Complete Your Child's Lead Screening

Take your child to the doctor for a blood lead screening and earn 200 points per year (for ages 2 and younger).

High lead levels can harm the whole body. This can cause lifelong health and behavioral issues. Children must be tested for lead exposure between 9-11 months and again at 24 months.

As of April 2022, screening with filter paper is no longer an option. Speak to your child's doctor about having a blood draw to get more accurate results.



Women's Health: Make Your Health a Priority

Be sure to take care of yourself because you are worth it. Let's start with a few self-care reminders:

- ✓ Schedule a regular check-up with your doctor.
- ✓ Remember to drink water throughout the day.
- ✓ Enjoy a healthy and balanced diet.
- ✓ Get active or take a daily walk.
- ✓ Prioritize mental health.



We recommend that you talk with your doctor about your overall health, including exams you may need like breast and cervical cancer screenings. Regular health screenings are important. Preventive care can help detect problems early so that treatment is more effective.

Visit [HPPlans.com/womenshealth](https://www.hppplans.com/womenshealth) for more information.

What is Asthma?

People with asthma have a difficult time breathing due to a buildup of mucus in the lungs. Some symptoms of asthma are dry cough, chest congestion or tightness, wheezing and shortness of breath.

Asthma can start during childhood. This can affect your child's ability to play, participate in sports, perform in school and sleep. Unfortunately, childhood asthma can't be cured and can continue into adulthood.

You should see a doctor if you suspect that you or your child has asthma. Early treatment can help control symptoms and prevent asthma attacks. Make an appointment if you notice:

- Coughing that is constant, is intermittent or seems linked to physical activity
- Wheezing or whistling sounds when breathing
- Shortness of breath or rapid breathing
- Complaints of chest tightness
- Repeated episodes of suspected bronchitis or pneumonia

You should seek emergency care if you or your child:

- has to stop in mid-sentence to catch a breath
- is using abdominal muscles to breathe
- has widened nostrils when breathing in

Treatment usually consists of:

- **Long-term therapy:** this is used daily regardless of symptoms to control asthma and prevent flare-ups.
- **Rescue therapy:** this is used when there is an encounter with a trigger or a flare-up that needs a quick dose of medication to open up the lungs or airway

The use of a rescue inhaler should be limited to only 2 times per week. This means that the asthma condition is well controlled. If a rescue inhaler is used more often, this could be a sign that the asthma condition is not well controlled.

Careful planning and avoiding asthma triggers are the best ways to prevent asthma attacks.

- **Limit exposure to asthma triggers** including pet dander, dust and pollen, smoke, mold, air pollution and humidity.
- **Stay active.** If asthma is well-controlled, regular physical activity can help the lungs to work more efficiently. Be careful that you don't overdo it.
- **See the doctor for regular visits.** Don't ignore signs that you or your child's asthma might not be under control, such as needing to use a quick-relief inhaler too often.
- **Maintain a healthy weight.** Being overweight can worsen asthma symptoms, and it puts you or your child at risk of other health problems.
- **Take medications** as prescribed.

Do You Need a Cell Phone?

You may be able to get a smartphone, as well as text messages, data and minutes each month at no cost through our partnership with SafeLink Wireless for our members.

Through this program, you'll have access to important health resources and be able to keep in touch with your doctors, family and friends. There won't be any bills to pay or surprises with this wireless plan.

The SafeLink Wireless plan for Health Partners members includes:

- A smartphone, SIM card, 4.5GB of data and 350 monthly minutes
- Unlimited text messages
- Voicemail, caller ID and 3-way calling
- 911 access and 411 directory assistance
- Nationwide coverage
- Calls to HPP Member Relations that don't count toward your 350 minutes

Already Have a Smartphone? You may choose to keep yours, but still enjoy the features of this plan through the Keep Your Own SmartPhone program.



To learn more or to see if you qualify for this federal program, call Member Relations at **1-800-553-0784 (TTY 1-877-454- 8477)**. You can also call SafeLink at **1-877-631-2550** or visit safelink.com to apply.

Not Sure if Phone Calls From HPP Are Real?

You may hear stories of people receiving phone calls from what seem to be real companies, and then they give away personal information and become victims of identity theft. How do you know if the call you receive from HPP is real? HPP will only ask you for the following information to make sure we are speaking to the right person to keep your information private:

- Full name
- Date of birth
- HPP Member ID number
- Home address and phone number
- Your primary physician's name

If someone claiming to be from HPP asks for any other information than what is listed above (example: Social Security Number), DO NOT give it to them. To verify if they are really calling from or on behalf of HPP, you can tell the caller that you want them to call HPP, while you are on the line, to confirm that they are a legitimate caller from HPP. HPP's Member Relations number is **1-800-553-0784**.

What else can you do?

Ask the caller to provide you with some basic information about themselves and what company they work for:

- The caller's name (first and last)
- The name of the company the caller says that they work for
- The caller's number
- Tell the caller you will verify with HPP that they are legitimate, and that you will call them back—ask for their direct extension

You can report your possible fraud concern to HPP's Special Investigations Unit:

 **Call: 1-866-477-4848**

 **Email: Compliance@hpplans.com or SIUtips@hpplans.com**

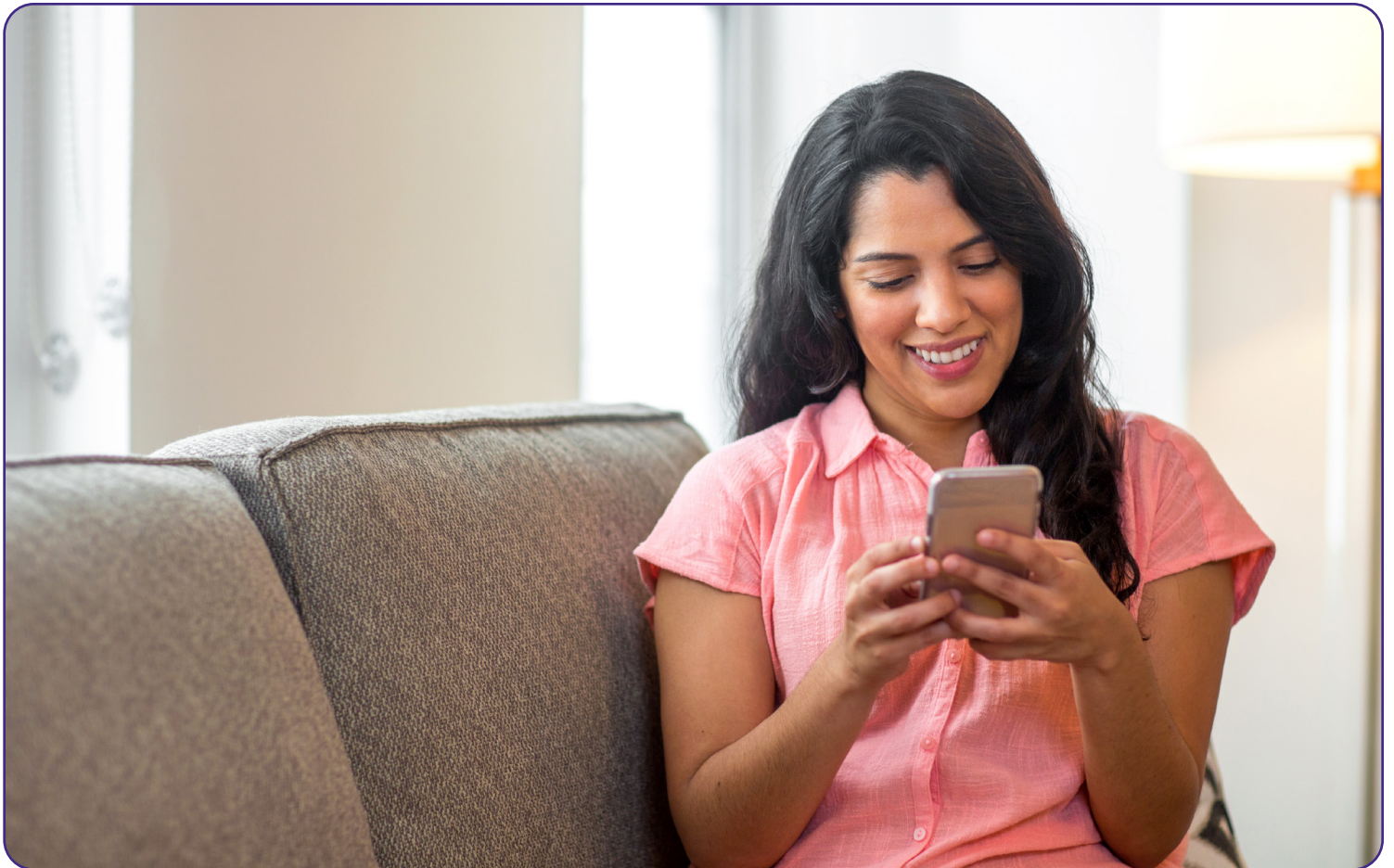


Tell Us More About Your Experience

To help make sure you are satisfied with the care you're receiving, you may receive a 10-question phone or text survey asking about the health care services you received during a recent doctor's appointment.

Your answers will help HPP and your doctors improve your experience during future visits at your provider's office. This survey is voluntary and confidential. Your answers will not affect your health care coverage or your benefits in any way.

Please complete the survey entirely and honestly. It will only take about 5 minutes of your time. We're working hard to make sure you get the care and attention you deserve.



Pharmacy Corner

It's been reported that almost 1 out of 5 new prescriptions in the U.S. are never filled and 50% of people do not take them as prescribed. Not taking your medication could lead to your health condition getting worse.

There are many ways to help you remember to take your medications, such as setting up refill reminders with your pharmacy, using pillboxes or blister packs, switching from a 30-day supply to a 90-day supply or having your medications mailed to you.

90-day supply

As a Health Partners member, you have the option to fill medications for 90-day supplies for eligible medications. Consider asking your doctor to switch your medications from a 30-day supply to a 90-day supply.

Mail order

You can receive your prescriptions through mail order pharmacy. This way, your medications will be delivered to you. Mail order pharmacy is included with your pharmacy benefits with Health Partners. Health Partners Plans relies on a single mail order pharmacy to better serve our members, which is provided by CVS Caremark Mail Service Pharmacy.

To have your prescriptions filled via mail order pharmacy, simply ask your doctor to have your prescriptions sent to CVS Caremark Mail Service Pharmacy or request that CVS Caremark contact your doctor and get the process started for you. You can make a request on [caremark.com/mailservice](https://www.caremark.com/mailservice) or call **1-800-552-8159**. Please note that some medications may not be available through mail order pharmacy.



If you do have any questions or concerns about your medications, ask your doctor or pharmacist. They are there to help and can assist you with taking your medications. Understanding your medications is important in improving your health!



What are Beta-Blockers?

Beta-blockers are medications that treat various heart conditions including high blood pressure, abnormal heart rhythms, heart failure and cardiovascular events like a heart attack. They can be used after a heart attack to help prevent the chances of another heart attack or cardiovascular event.

Beta-blockers work by lowering the heart rate and the force of which the heart contracts. This results in lower blood pressure and reduces the strain of the heart to pump blood throughout the body.

Examples of beta-blockers include metoprolol, carvedilol, bisoprolol, atenolol, propranolol and labetalol. Talk to your doctor about your heart's health and if you might need to take a beta-blocker. Taking them after a heart attack can greatly improve a person's health.



Statin Therapy

Statin therapy is an effective treatment option for controlling cholesterol levels which will reduce plaque buildup on the walls of blood vessels. Controlling your cholesterol can lower the risk of life-threatening complications or serious conditions, such as a heart attack or stroke.

Examples of statins include atorvastatin, lovastatin, pravastatin, rosuvastatin and simvastatin.

According to the American Diabetes Association, people with diabetes are twice as likely to have heart disease or a stroke compared to people without diabetes. If you have diabetes, you should be evaluated to decide if you should take a statin to lower your risk.

If you have diabetes or cardiovascular disease, statin therapy may be right for you. If you have either of these health conditions, talk to your doctor or pharmacist about starting statin therapy. Your doctor can determine if statin therapy is appropriate for you. If you are already prescribed a statin, ensure that you take your medication as directed by your doctor or pharmacist.

Find the Right Birth Control Option for You

When it comes to birth control, you have options. Birth control comes in many forms such as an oral tablet, patch, vaginal ring, injection and long-acting reversible contraceptive (LARCs) which includes intrauterine device (IUDs), copper IUD and implanted birth control. Birth control can also help regulate periods and ease cramps.

If you have a hard time remembering to take a pill daily, there are options that can help. For example:

- Patches are replaced once a week for three weeks and then one week is patch-free.
- Vaginal rings are inserted and left in place for three weeks and then removed for one week.
- Injections are administered by a health care provider every three months.
- IUDs and implanted birth control are administered by a health care provider and can last years.

All types of birth control are effective in preventing pregnancy but also have risks and benefits. You and your doctor can discuss the option that is best for you.

Birth control, including LARCs, are covered under the Health Partners Medicaid Preferred Drug List. You will need a prescription from your doctor. For LARCs, the pharmacy can help with delivery services to your doctor's office.

Here is a list preferred LARCs on Health Partners Medicaid Preferred Drug List:

- Paragard Intrauterine Copper IUD
- Mirena IUD
- Skyla IUD
- Liletta IUD
- Kyleena IUD
- Nexplanon Implant



What is PrEP?

Pre-Exposure Prophylaxis (PrEP) is for people who are currently HIV-negative and at risk of getting HIV through sex or injection drug use. There are currently three FDA-approved PrEP treatments:

- Truvada - oral tablet
- Descovy - oral tablet
- Apretude - intramuscular injection

These medications help decrease the amount of HIV in your body so your immune system can work better. This lowers your chance of HIV complications and improves your quality of life. These treatments do not prevent other sexually transmitted infections.

People who may benefit from PrEP:

- Don't always use condoms.
- Had or currently have a sexually transmitted disease.
- Have sexual partner(s) who do not know their HIV status.
- Have sex in a sexual network where HIV is widespread.

Other tips to prevent HIV transmission include using latex or polyurethane condoms and not sharing personal items (needles, toothbrushes and razors) that may have contacted blood or other body fluids.

Talk to your doctor to see if a PrEP treatment is right for you.



How to Use Opioids Safely

Sometimes opioids are needed to control pain. Before you start taking opioids, speak with your doctor about the benefits and risks. There may be other options available to help you manage pain.

You need to be aware that there is a high chance of overdose when:

- using opioids for a long period of time
- taking a high dose (greater than 50 mg/day for morphine or hydrocodone, 33 mg/day oxycodone or 12 mg/day methadone)
- taking opioids and benzodiazepines together

It is important to recognize the signs of opioid overdose, including:

- slow, shallow breathing
- pinpoint pupils
- loss of consciousness or falling asleep
- choking or gurgling sounds
- limp body
- pale, blue or cold skin

If you suspect someone is experiencing an overdose, or if you are unsure:

- 1. Call 911** immediately
- 2. Administer naloxone***, if available.
- 3. Try to keep the person awake and breathing.**
- 4. Lay the person on their side** to prevent choking.
- 5. Stay with person** until help arrives.

**Naloxone is a medication that can reverse an overdose from opioids. Naloxone is available at the pharmacy and can be obtained without a prescription.*

If you know someone who struggles with opioid addiction, call **1-800-662-HELP (1-800-662-4357)**.

Health Partners 

HP-810MR-3508



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 ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ 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).