

HEALTH PARTNERS

Talk



Health Partners 

Trusted care, where and when you need us.

FALL 2022

Thank You!

Thank you for being a Health Partners member. We are pleased to help you get the care and services you need. As an HPP member, you have access to many benefits and programs.

This newsletter includes information about some of your benefits, healthy tips and reminders. You can also visit our website at [HPPlans.com](https://www.hppplans.com) to learn more.

Extra Benefits with HPP

HPP Rewards — earn rewards for healthy behaviors that you can use to shop on [HPPRewards.com](https://www.hpprewards.com)

Enhanced Vision — eyeglasses or contact lenses for members of all ages

Fitness center memberships — receive a membership at participating clubs at a reduced or no cost

Baby Partners — helps expecting and new moms get the care they need

Healthy Kids — helps parents and guardians get the care needed for their children's health

Care Coordination — offers extra support for members who may need help reaching their health goals and getting the care they need



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Member Resources

Member Relations: 1-800-553-0784 (TTY 1-877-454-8477)

Website: [HPPlans.com/members](https://www.hppplans.com/members)

Social Media:  Health Partners Plans   @hppplans

Member Portal: [HPPlans.com/portal](https://www.hppplans.com/portal)

Newsletters: [HPPlans.com/News2022](https://www.hppplans.com/News2022)

Handbook: [HPPlans.com/handbook](https://www.hppplans.com/handbook)

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/handbook](https://www.hppplans.com/handbook).



MEMBER HANDBOOK

Health Partners
1-800-553-0784 (TTY: 1-877-454-8477)

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

Healthy Living

HPP In Your Community

At HPP, we are pleased to have the opportunity to connect with our members in the communities where they work, live and play.

Our mission: To build healthier lives and stronger communities.



Community Baby Shower

en tu comunidad 在您的社区中
In Your Community

В вашем сообществе Trong cộng đồng của bạn

Health Partners

Trusted care, where and when you need us.



Benefit Fairs



Together Again at the CWC
(grand reopening celebration)



Homerun to a
Healthy Weight



Zoo Events



Follow Us On Social Media

Connect with HPP on Facebook, Instagram and Twitter to see our upcoming events and activities.

 Health Partners Plans   @hpplans

Stay Healthy as the Seasons Change

As the cooler weather moves in you may find yourself indoors more often. You may not feel as active. Or catch yourself lounging on the couch and snacking more. These activities may bring you comfort in the short-term, they can be harmful to your health in the long-term if you do them too often.

Here are some tips to help you keep your health in mind!



Keep Moving

It takes time and sometimes planning but it's important to stay active. Just a few minutes a day can make a difference.

- Try to take walks every day even if it's only for 15-30 minutes
- Take the stairs instead of using an elevator
- Swim at your local fitness club
- Find a fun exercise you enjoy like dancing

HPP Wellness Programs

HPP offers several in-person and virtual fitness classes including Zumba, line dancing, Yoga, and more all at no cost.

Visit [HPPPlans.com/WellnessPartners](https://www.hppplans.com/WellnessPartners).

Did you know?

Health Partners members can receive fitness club memberships at reduced or no cost. Please visit [HPPPlans.com/fitness](https://www.hppplans.com/fitness) to learn more about programs available to you.



Eat a Balanced Diet

The holiday season is upon us which can lead to unhealthy food choices or overeating.

- Be sure to have fruits and vegetables as part of your regular diet.
- Cooking at home can help you:
 - ✓ save money
 - ✓ control portion sizes
 - ✓ be mindful of the amount of salt, sugar, carbs and fat are in your food

If you need help accessing food:

- Visit [hpp.findhelp.com](https://www.hpp.findhelp.com)
- Call **1-800-692-7463** to see if you qualify for SNAP benefits
- Contact the PA WIC program at [pawic.com](https://www.pawic.com) or call **1-800-WIC-WINS (942-9467)**



Stay Up-to-Date with Vaccines

Vaccines are safe and not only protect you but your loved ones around you.

Your Health Partners (Medicaid) benefits fully cover all vaccinations, including the flu and pneumonia vaccinations. You can get the shot at your doctor's office, or by showing your Health Partners ID card at any pharmacy.

Children 3 years and older can get a flu shot at any pharmacy, too. There is no cost to you. Call your doctor today to make an appointment so you can get the vaccines you need to stay healthy.



Reduce Stress

You can benefit from taking a few minutes each day to relax and do something you enjoy. Create your own stressbusters, like:

- Laughing
- Exercising
- Cooking
- Listening to music
- Connecting with friends and family

Rethink Your Screen Time

Some studies have shown that too much screen time can be linked to depression, anxiety, obesity and other health conditions.

- Be mindful of the time you are spending on your phone or watching TV.
- Turn off notifications for non-essential apps.
- Set time to go device free such as dinner time and bedtime.



Take Your Medications

Life is busy and it can be easy to forget. It's very important to take your medications as your doctor prescribed.

- Set an alert on your phone or use a pill box to help you remember to take your medications.
- Request and pick up refills from your pharmacy a few days before you run out of medication. Or setup automatic refills with your pharmacy.
- Talk to your doctor about switching from a 30-day to a 90-day supply.
- Have your prescriptions mailed to your home. You can ask your doctor to have your prescriptions sent to CVS Caremark or request that CVS Caremark contact your doctor. Visit [caremark.com/mailservice](https://www.caremark.com/mailservice) or call **1-800-552-8159** to learn more.

Antivirals to Help You Battle COVID

Rest, hydration and over-the-counter medicines like Tylenol can help a lot of people when battling COVID. Some people can still get very sick and need to be hospitalized. To avoid this, it is important to stay up-to-date on your COVID vaccines. It's a good idea to wear a mask and social distance when you are sick or think you may have COVID. If you test positive and are likely to get very sick from COVID, talk to your doctor about treatments, such as antivirals.

What are antivirals?

Antivirals are medications that help your body fight off viruses that cause disease. They target specific parts of the virus to stop it from multiplying in the body, helping to prevent severe illness and death.

Who can get antivirals?

Antivirals are not recommended for everyone who tests positive for COVID. They are intended for those who have symptoms and who are not in the hospital, but who are likely to become very ill. That includes older people and those with health conditions that make them high risk such as heart or lung disease, cancer, obesity or diabetes. There are two antivirals that are authorized by the U.S. FDA to help protect you from severe COVID symptoms if you are high risk.

Antiviral	Who	When	How
Nirmatrelvir with Ritonavir (Paxlovid)	Adults; children ages 12 years and older	Start as soon as possible; must begin within 5 days of when symptoms start	Take at home by mouth
Molnupiravir (Lagevrio)	Adults: ages 18 years and older		


Where can I get antivirals?


Antivirals are now easy to get and easy to use at home. The federal government has already purchased them and given them to pharmacies, so they are free during the pandemic. If you have COVID symptoms, call your doctor and ask about antivirals.

988 Suicide & Crisis LifeLine Is Now Live

988 offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. This includes thoughts of harm or suicide, mental health or substance use crisis or any emotional distress

You can contact **988** for yourself or if you are worried about a love one who may need support:

 Call **988**

 Text **988**

 Chat 988lifeline.org

988 is available from anywhere in the United States.



Just the Facts: High Blood Pressure

High blood pressure (sometimes called hypertension) is a serious condition that can lead to heart disease and stroke. There are often no symptoms, so many people don't know they have high blood pressure.

If you have high blood pressure, you can take steps to help keep it under control.

Take Action

You can keep your high blood pressure under control with lifestyle changes.

- Eat a balanced, low-fat, low-sodium (salt) diet
- Don't smoke or use tobacco products
- Limit alcohol and caffeine consumption
- Reduce stress
- Exercise regularly and try to manage your weight

Talk to Your Doctor

Your doctor can determine if you have high blood pressure. Your doctor may prescribe a medication to help keep your blood pressure under control. Your doctor may also recommend making changes in your daily life.



HPP has resources available to help you manage your blood pressure. Call Member Relations at **1-800-553-0784 (TTY 1-877-454-8777)** to learn more.



Are You Controlling Your Asthma?

If you have asthma, take your medicines exactly as your doctor ordered. You cannot take a break from asthma management. Rescue inhalers can provide quick relief during an attack. However, long-term medicines reduce inflammation in the lungs and prevent asthma symptoms.

Controller medicines are used every day - even when you don't have any symptoms. Controllers can be inhalers, injections or tablets.

Examples of some asthma controller medications include:

Inhaler	Injection	Tablet
Symbicort	Omalizumab	Montelukast
Dulera	Dupilumab	Theophylline

If an attack does occur, using a rescue inhaler can help relieve symptoms. A rescue inhaler can quickly open up the airways and relieve symptoms.

The use of your rescue inhaler should be limited to only 2 times per week. This means that your asthma is well controlled. If a rescue medication is used more often, this could be a sign that your asthma is not well controlled and you should speak with your doctor.

Examples of some asthma rescue inhalers include:

- Proair HFA
- Proventil HFA
- Ventolin HFA
- albuterol sulfate HFA
- levalbuterol tartrate

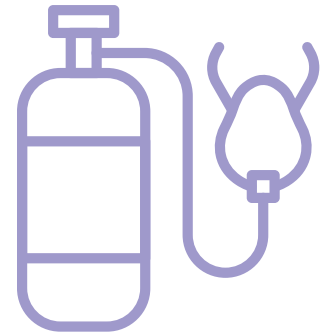
Pharmacy Corner

Reminder for Oxygen Users

If you use oxygen, the most important thing to remember is to follow your doctor's orders. You need to see your doctor at least **once a year** for a checkup. Your doctor needs to:

- write a prescription for oxygen once a year
- certify medical necessity every six months

If you haven't seen your doctor lately, call to schedule an appointment. If you need help, call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



Heart Health: Beta-Blockers

After a heart attack, beta-blockers are recommended to reduce risk of irregular heart rhythms, chest pain or another heart attack. Beta-blockers may be used to treat other heart conditions.

Why Beta Blockers Can Help

Beta-blockers help widen veins and arteries to improve blood flow. This helps the heart function better.

What You Can Do

Talk to your doctor to see if a beta-blocker is right for you.

Examples of Beta-Blockers include:

- metoprolol
- carvedilol
- atenolol
- labetalol
- propranolol
- bisoprolol

Lowering Your Cholesterol

Statins are medications that lower cholesterol in your blood. They block the amount of cholesterol being made in your liver. This can help reduce the risk of heart attack, stroke and other life-threatening conditions.

Statin Therapy for Atherosclerotic Cardiovascular Disease (ASCVD)

A high level of cholesterol (fatty deposits) can lead to ASCVD. This is a condition that causes your arteries to narrow, making it hard for blood to flow through your body. People with ASCVD have a higher chance of developing heart disease and stroke. Controlling your cholesterol with statin therapy can help.

Statin Therapy for Diabetes

People with diabetes are more likely to have heart disease or a stroke compared to someone who does not have diabetes. This risk increases the longer you have diabetes. If you have diabetes, a statin can help control your cholesterol levels and protect your blood vessels.

If you are at risk for a heart attack or stroke, reduce your risk:

- Statin therapy
- Exercise
- Heart-healthy diet

Examples of Statins:

- atorvastatin
- lovastatin
- pravastatin
- rosuvastatin
- simvastatin



Speak to Your Doctor

Your doctor can help you decide if statin therapy is right for you based on your risk factors.

Finding the Right Birth Control for You

There are many birth control options. Speak with your doctor to determine which may be best for you. Birth control is covered under the Health Partners pharmacy benefit with a doctor's prescription.

A non-hormonal birth control method can include the copper IUD.

Hormonal birth control can come in many forms:

- **oral tablet:** pill taken daily
- **patches:** put on once a week for 3 weeks, then remove for 1 week
- **vaginal rings:** insert and leave in place for 3 weeks, then remove for 1 week
- **injections:** given by a health care provider every 3 months
- **long-acting reversible contraceptives (LARCs):** given by a health care provider and work for years. These can be taken out at any time by a health care provider if you are planning to get pregnant or want to stop using it.

LARCs on the Medicaid Preferred Drug List:

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

Just for Members

How to Find Participating PCPs, Specialists and Hospitals

Your primary care provider (PCP) provides most of your health care and will help you get other services you may need from specialists or hospitals. Think of your PCP as your family doctor. He or she will keep all your medical records and know your medical history.

To find participating providers, visit HPPlans.com and click "Find a Doctor." Our online directory provides the name, address, phone numbers of the doctor and the office information. You can also review each provider's professional qualifications, specialty and board certification status. The directory also includes specialists and hospitals in the HPP network.

For other provider details, such as the medical school and residency that the doctor completed, call Member Relations anytime at **1-800-553-0784 (TTY 1-877-454-8477)**. Member Relations can help you select or change your PCP, as well as help you find doctors and hospitals near you.

Making an appointment with your Primary Care Provider (PCP)

Your PCP is your medical home. He or she coordinates your care. Call your PCP to make an appointment. Many offices offer extended hours.

You can also leave a message for the doctor after hours. Most offices have an on-call physician who will call you back.

Changing Your PCP

If you want to change your PCP for any reason, call Member Services at **1-800-553-0784 (TTY 1-877-454-8477)** or request the change through the member portal available at HPPlans.com. If you need help finding a new PCP, you can go to HPPlans.com, which includes a provider directory, or ask Member Services to send you a printed provider directory.

Health Partners will send you a new ID card with the new PCP's name and phone number on it. The Member Services representative will tell you when you can start seeing your new PCP.

When you change your PCP, Health Partners will send your medical records from your old PCP to your new PCP. In emergencies, Health Partners will help to transfer your medical records as soon as possible. If you have a pediatrician or pediatric specialist as a PCP, you may ask for help to change to a PCP who provides services for adults

About 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

Language Services You Can Use

Help if you speak a language other than English

If you would like to request a Member Handbook or other Health Partners information in a language other than English, at no cost, just call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Help if you need an interpreter or TTY services

If you need an interpreter for any language, including sign language, or if you require TTY services for your healthcare needs, Member Relations can help you. Just call **1-800-553-0784 (TTY 1-877-454-8477)**.

If you need an interpreter and you call Member Relations, we have an online interpreter service that can help you. This service provides over 140 languages and is available 24 hours a day, seven days a week for your healthcare needs. You will not have to make another telephone call to get this service. Member Relations will do this for you and will stay on the telephone with you. If you call the TTY line, you will be connected to a text telephone right away. There is no cost to you for these services.





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).