

# Healthy You



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## Spring into Action: Easy Ways to Get Moving

Staying active is a great way to boost your energy and feel your best. With longer days and warmer weather, now is the perfect time to get outside and move!

No matter your age or fitness level, small movements add up! Find what works for you, have fun, and enjoy the benefits of an active lifestyle this spring.



Here are some simple ways to stay active this season:



### Walk It Out

A short walk can boost your mood and circulation. Try a new walking route or adding light hand weights for a challenge!



### Fitness Fun

Take your stretching, yoga, or bodyweight exercises (like squats, lunges, and push-ups) outdoors!



### Garden & Grow

Did you know digging, planting, and weeding can improve strength and flexibility? Plus, spending time in nature can reduce stress!



### Ride & Roll

Hop on a bike, scooter, or even roller skates to get your heart pumping.



You can keep your body moving, rain or shine!



### Go Virtual

Join a free online class from Wellness Partners. Try tai chi or line dancing from the comfort of your home. To find a class, visit [HPPlans.com/WellnessPartners](https://www.hppplans.com/WellnessPartners).



### Hit the Gym

Health Partners Plans members also get FREE gym memberships! Find a participating fitness center near you at [HPPlans.com/Fitness](https://www.hppplans.com/Fitness).



# Know Where to Go for Care

Knowing where to go for care can help you get the right help faster. Your Primary Care Provider (PCP) should be your first stop for most health concerns. Your PCP can help with yearly checkups and vaccinations, managing chronic conditions like diabetes or asthma, and mild illnesses like colds or flu. Don't wait until you're sick — schedule an annual visit with your PCP today!



## PRIMARY CARE PROVIDER

Routine care



### USE FOR:

Yearly well visits, vaccinations, sick visits, and ongoing care. Your PCP can also refer you to a specialist, as needed, for treating a specific medical condition.



## VIRTUAL CARE

24/7 access through  
JeffConnect or Teladoc



### USE FOR:

Common medical concerns like colds, coughs, fevers, digestive issues.



## URGENT CARE

Walk-in appointments  
and extended hours



### USE FOR:

Minor allergic reactions, asthma attacks, sprains, cuts.



## EMERGENCY ROOM

Life-threatening emergencies



### USE FOR:

Signs of heart attack or stroke, major injury, and other medical emergencies.



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

## GETTING CARE



# Extra Support for Your Health: Care Coordination

Managing your health can feel overwhelming, but you don't have to do it alone. Our Care Coordinators are here to help!

**Our Enhanced Member Supports Unit helps you get care at every stage of life:**



### **BABY PARTNERS**

Support for expecting moms and after delivery



### **PEDIATRIC CARE COORDINATION**

Help for parents managing their child's health needs



### **ADULT CARE COORDINATION**

Assistance for members 21+ with ongoing or complex care needs

## What Can a Care Coordinator Do for You?

A Care Coordinator is a nurse or social worker who works with your doctors to help you:

- ✓ Reach your health goals and understand your health plan benefits
- ✓ Coordinate appointments with multiple doctors
- ✓ Learn more about your health conditions and important checkups
- ✓ Connect you with services for food, utilities, and transportation

Participation is voluntary and available at no cost. Help is based on your individual situation. To get started, log into the member portal at [HPPlans.com/Portal](https://www.hppplans.com/Portal) to take a quick survey or call Member Relations at **1-800-553-0784** (TTY **1-877-454-8477**).

## Warning Signs to Watch for During and After Pregnancy

Pregnancy and childbirth bring many changes to your body. While most are normal, some could be signs of a health concern. Paying attention to how you feel and knowing what to watch for can help you stay safe and healthy.

Pay attention to your body and call your doctor if you notice:

- Severe headaches that won't go away
- Shortness of breath or chest pain
- Swelling in your hands, face, or legs
- Feeling extremely tired or dizzy
- Thoughts of harming yourself or your baby
- Bleeding during pregnancy

If something doesn't feel right, reach out to your doctor. They are here to support you. To learn more, visit [CDC.gov/HearHer](https://www.cdc.gov/HearHer).

Want to test your knowledge? Take [this quick quiz](#) to learn more about the warning signs.



# Get to Know Your Health Plan

**View your member handbook for more information on:**

- What benefits are and are not covered
- Access to medical care including after hours, urgent, and emergency care
- Case management and care coordination services
- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list
- The online provider directory tool to search for providers, specialists, and hospitals in your plan, including how to get care outside of your plan
- Your member rights and responsibilities and our Notice of Privacy Practices
- Utilization Management (UM) and pre-approvals of care
- Updates on new medical treatments, health procedures, and policies
- Services that may require copayments
- How to file a complaint or appeal, or request an external review
- Membership needs and evidence based clinical practice guidelines for physical health topics/ treatment of disease
- How to get help in a language other than English

Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.



You can read and download your Member Handbook online by scanning the QR code or visiting [HPPlans.com/Handbook](https://www.HPPlans.com/Handbook).

If you have any questions, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



**CHECK OUT WHAT'S NEW ON HPPLANS.COM!**

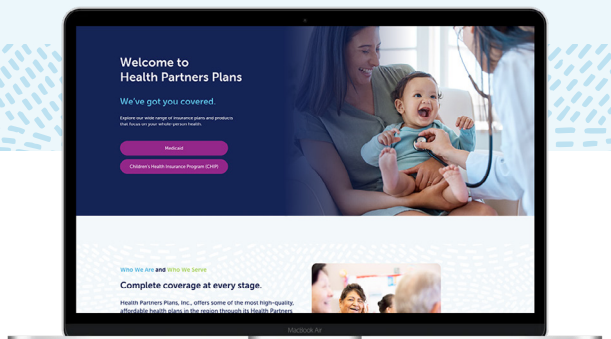
**Have you seen our new website?**

We redesigned it with you in mind, making it easier than ever to find the information and support you need.

With just a few clicks, you can:

- Find a doctor near you
- Learn more about your benefits and what's covered
- Get wellness resources to help you stay healthy
- Access the member portal to manage your plan
- Stay updated with news, announcements, and past newsletters

Visit [HPPlans.com](https://www.HPPlans.com) today to see what's new!





# Protect Your Benefits and Stay Safe: Report Fraud, Waste, or Abuse

As a valued Health Partners Plans member, we want to make sure your benefits are used efficiently and securely. If you suspect fraud, waste, or abuse, there are several ways you can report it, with options to report anonymously.

- Call **866-477-4848**
- Report online at [www.mycompliancereport.com/report?cid=JEFF](http://www.mycompliancereport.com/report?cid=JEFF)
- Email the Special Investigations Unit at [SIUtips@hpplans.com](mailto:SIUtips@hpplans.com)

To report fraud, waste, and abuse to the Pennsylvania Department of Human Services, call **1-866-379-8477** or **1-844-347-8477**.



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

Website: [HPPlans.com/members](http://HPPlans.com/members)

Member Portal: [HPPlans.com/portal](http://HPPlans.com/portal)

Handbook: [HPPlans.com/handbook](http://HPPlans.com/handbook)



## Discrimination is Against the Law

Health Partners Plans 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 Plans 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 Plans 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 Plans 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 Health Partners Plans at **1-800-553-0784 (TTY 1-877-454-8477)**.

If you believe that Health Partners Plans 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  
1101 Market Street, Suite 3000  
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](mailto: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 Plans 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, phone or email at:

U.S. Department of Health and Human Services,  
200 Independence Avenue SW.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD).  
[OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-553-0784 (TTY 1-877-454-8477) or speak to your provider.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-553-0784 (TTY 1-877-454-8477) hable con su proveedor.

**注意：**如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-553-0784（文本电话：1-877-454-8477）或咨询您的服务提供商。

**सावधानः** यदि तिपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-800-553-0784 (TTY: 1-877-454-8477) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

**ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-553-0784 (TTY: 1-877-454-8477) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات من ابسة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجاناً. اتصل على الرقم 1-800-553-0784 (1-877-454-8477) أو تحدث إلى مقدم الخدمة.

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm akse sib yo disponib gratis tou. Rele nan 1-800-553-0784 (TTY: 1-877-454-8477) oswa pale avèk founisè w la.

**LƯU Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-553-0784 (Người khuyết tật: 1-877-454-8477) hoặc trao đổi với người cung cấp dịch vụ của bạn.

**УВАГА:** Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-553-0784 (TTY: 1-877-454-8477) або зверніться до свого постачальника».

**注意：**如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-553-0784（TTY：1-877-454-8477）或與您的提供者討論。

**ATENÇÃO:** Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-553-0784 (TTY: 1-877-454-8477) ou fale com seu provedor.



