



Health Partners Talk

Health Partners Plans 

SPRING 2020

During the COVID-19 pandemic, it's more important than ever to stay healthy and continue doing healthy activities, like taking your medications as prescribed. By practicing healthy habits, you're doing your part in reducing stress on hospitals and urgent care centers.

It is important to stay home to slow the spread of COVID-19. If you must go out, practice **social distancing**, cover your mouth and nose, keep

your hands away from your face and wash your hands frequently.

Health Partners (Medicaid) is committed to continuing to ensure our members have access to the quality health care that they've come to expect for more than 30 years. We want to tell you more about changes we've made during the COVID-19 outbreak.

Testing is Free

We will cover the cost for COVID-19 testing for our members whose healthcare providers have ordered tests. We are also waiving any prior authorization requirements for any COVID-related testing and care requested by our members' physicians. Your doctor or local health department will screen you based on Centers for Disease Control and Prevention (CDC) guidelines and if appropriate, they will issue a lab order for more testing. As recommended by the CDC, please do not immediately go to an emergency room unless you feel your conditions are life threatening.

Treatment

All medically necessary health care costs to treat infectious diseases, including COVID-19, will be covered based on the terms of your plan.

Cost Sharing

HPP is waiving all cost sharing for services related to testing, screening and diagnosis for COVID-19, including evaluation by a physician.

Prior Authorizations

HPP will not require prior authorization for the following services until further notice:

- Acute inpatient hospital admissions for any diagnosis when admitted by Emergency Room (ER)
- Transfers from an inpatient facility to a long term acute care, skilled nursing or rehabilitation facility for any diagnosis
- Transportation between facilities
- Facilities are still required to notify HPP

Medication Refills

HPP is waiving refill limits on 30-day prescriptions for maintenance medications. We are encouraging 90-day medication refills. Just let your pharmacist know you want 90-day refills for your maintenance medications.

During this time, it is very important that you continue taking your medications as prescribed by your doctor. If you are having difficulty getting your medications we can help, call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Telemedicine and Teladoc for Non-Emergency Health Calls

Many doctors are now providing care via telemedicine (over the phone or video) for routine or non-emergency health matters. Call your doctor if you are having any type of health symptoms or problems or before attending a previously scheduled appointment. Ask your doctor if your visit can be done over the phone or video.

You can also talk to a doctor at no cost to you by calling **1-800-TELADOC**. Teladoc provides 24/7 access to doctors by phone or video. Teladoc's clinical team is trained on the latest protocols for local and national notification, testing and management of people who are sick with the virus.





Urgent Care Centers

For non-emergent health issues, please go to urgent care centers instead of emergency rooms.

Practice Self-Care

While we stay home, don't let fear and anxiety about the COVID-19 pandemic become overwhelming. Here are a few ways the CDC recommends managing stress during these challenging times:

- **Take breaks from watching, reading, or listening to news** stories and social media.
- **Connect with others.** Talk with friends and loved ones over the phone or via video chat.
- **Take care of yourself.** Take deep breaths, stretch or meditate. Try to eat healthy meals, exercise regularly and get plenty of sleep.

Other Resources

- Our online Community Food Guide contains information about local food pantries, SNAP and WIC benefits and other food resources. You can find it at hpplans.com/foodaccess.
- HPP's Wellness Partners team is hosting online classes. Visit hpplans.com/wellnesspartners to find the schedule.
- If you're trying to quit smoking, call the PA Quitline at **1-800-QUIT-NOW** to speak with a tobacco cessation counselor.

As always, we are here for you. If you have any questions or concerns, call us 24/7 at **1-800-553-0784 (TTY 1-877-454-8477)**.

Finding Free, Nutritious Food During COVID-19

Philadelphia Food Sites

In response to the impact of COVID-19, the City of Philadelphia and partners are supporting food sites where residents can pick up free food. Visit phila.gov/COVID-19 to find a site near you.

About the food sites:

- Sites are open Mondays and Thursdays from 10 a.m. – 12 p.m.
- Residents can pick up one box per household. Supplies will last up to five days.
- Residents do not need to present an ID or proof of income for eligibility.

Food Banks by County

- Bucks County Opportunity Council Inc. (serving Bucks County)
- Chester County Food Bank (serving Chester County)
- Philabundance (serving Bucks, Chester, Delaware, Montgomery and Philadelphia counties)
- Share Food Program (serving Montgomery and Philadelphia Counties)

For up-to-date information about COVID-19, visit on.pa.gov/coronavirus and HPPlans.com/COVID19.



Smile! Why Dental Health Is So Important

Is brushing your teeth and practicing good oral health hygiene part of your daily routine? We can all get better at oral hygiene, so start making changes today! **Your teeth, gums and breath will thank you!**

Here are seven ways you can improve your dental health.

- Brush your teeth twice each day with fluoride toothpaste.
 - Floss between your teeth after brushing and always use a fluoride rinse.
 - Visit your dentist twice a year, even if you have no natural teeth or have dentures. Your dentist should do cleanings and if necessary, X-rays.
 - Do not use any tobacco products. Develop a plan to help you quit smoking.
 - Watch what you drink! Avoid sugary drinks like soda.
 - If you have diabetes, make sure you are managing the disease. This will decrease the risk for other complications, including gum disease. Treating gum disease may help lower your blood sugar level.
 - Call your doctor or a dentist if you have sudden changes in taste and smell.
- *Information from the Centers for Disease Control and Prevention*



Health Partners (Medicaid) has enhanced its adult dental benefit! Your benefits include routine care and coverage for medically necessary braces, plus an annual benefit allowance for some procedures. Limits apply.



Your Future Starts Today – Get Help Getting Your GED

We can help you get your GED! By partnering up with Health Partners (Medicaid), you can get your GED at no cost to you.

Health Partners (Medicaid) is working with the Community Learning Center, which offers GED courses and exams at their sites. We'll cover the cost of the GED exam after you put in the hard work!

Here's what you need to do:

- Attend classes each week for 8 weeks
- Take the GED ready exam and receive a “Likely to Pass” score
- Be in good standing in terms of attendance for the 8 week course
- Attend two workshops
- Complete the GED exam and HPP will cover the cost (up to 4 exams)



Your future is now, so call us at **1-800-553-0784 (TTY 1-877-454-8477)** to learn more.

Mental Illness and Abuse

When someone is being abused, they can feel helpless, nervous or very sad. Even after the abuse stops it can take a long time to feel better. Memories of being abused can make it hard to feel good again. Sometimes, being abused can cause a mental illness. A mental illness is a disorder that affects mood, thinking and behavior.

Some examples are:

- Depression
- Anxiety
- Post-Traumatic Stress Disorder (PTSD)
- Eating disorders

Abuse can also make a mental illness worse. People who are abusive can do things that make it hard to manage a mental illness. **Things like:**

- Hiding or stealing medication
- Cancelling doctor appointments
- Denying the mental illness exists
- Blaming abuse on the mental illness



If you have a mental illness and someone does these things, it is not OK. No one should make you feel bad about your mental illness or keep you from getting help. Mental illness is a common issue for many people. Most forms of mental illness are able to be treated.

A doctor can help find medication that will help. It can also help to talk to a counselor who understands abuse and mental illness. Talking about the feelings and memories about abuse can make it easier to manage a mental illness.

Resources

- The National Alliance on Mental Illness: www.nami.org
- The Pennsylvania Department of Human Services (mental health services): www.dhs.pa.gov/citizens/mentalhealthservices/
- The National Domestic Violence Hotline: 1-800-799-7233
- The Pennsylvania Coalition Against Domestic Violence: www.pcadv.org



Get Rewarded for Good Health!

Exciting news! HPP Rewards, our popular incentive program for Health Partners (Medicaid) members, is continuing in 2020!

You can receive rewards by completing specific health activities between March 13 and December 31, 2020. This year's activities include child and adolescent wellness visits, lead screenings, diabetes management, dental visits and more.

You can learn all the details about the rewards program by visiting www.HPPrewards.com or calling **1-800-553-0784 (TTY 1-877-454-8477)**.



If You've Been Hospitalized, Remember to Follow Up

It is very important to follow up with your primary care provider (PCP) or your specialist after you've been hospitalized. Try to call your PCP on the same day you are discharged to make an after-hospitalization follow up appointment. If you can't call on the same day, try a day or two later.

When you call your doctor's office, tell them you are making this appointment because you were recently discharged from the hospital and need to have follow-up care.

We can help you make appointments. Call Member Relations anytime at 1-800-553-0784 (TTY 1-877-454-8477).



Ask About an Alternative to Opioids

Pain can affect your daily life. It can come without warning—one minute you feel great and the next minute, you're in pain.

Doctors often prescribe opioids to treat chronic (long-term) pain, like back or neck pain. But they can also have serious risks and side effects.

Opioids aren't the only treatment for pain. Many doctors are now prescribing non-opioid therapies that help patients manage chronic pain without opioids. These methods can include non-addictive painkillers like acetaminophen (Tylenol) or ibuprofen (Advil), physical therapy, massage therapy and acupuncture.

If you have chronic pain and want to try a non-opioid treatment, talk to your primary care provider (PCP). Together, you can find other treatments to help you manage your pain.



If you're pregnant, you probably don't need an opioid after you deliver. Talk to your doctor about taking other pain relief methods after an uncomplicated vaginal birth.



About Your **Personal Information**

Health Partners Plans (HPP) understands the concerns you may have about giving out personal information. We take fraud and the protection of our members' information very seriously. To help avoid concerns of being a target to fraudulent activities, we would like to remind you that:

1. HPP and our partners contacting you on our behalf will never ask you for your Social Security number. If someone says they are calling or visiting you on behalf of HPP, and requests your Social Security number, **just say NO.**
2. HPP and our partners contacting you on our behalf may ask you to confirm your full address and date of birth. This is for your own security and ensures we are speaking to you, and not anyone else. After all, your information is private and we want to make sure we share it only with you.
3. If someone is stating that they are calling on behalf of HPP and you are still not sure, you can always ask the person to call HPP while you are on the line to have us confirm.



As a reminder, if you ever need assistance, please call Member Relations at 1-800-553-0784 (TTY 1-877-454-8477) 24 hours a day, seven days a week.

Teladoc and Telemedicine

If you're unable to see your doctor within the timeframe you want, you can use telemedicine. Teladoc can provide consultations online or by phone for conditions such as colds, sore throats and allergies. Teladoc is free but you need to sign up and provide some basic health information before you can speak with their doctors. For more information and to sign up, go to **teladoc.com**.

Urgent Care Centers and Walk-in Clinics

HPP also partners with urgent care centers and walk-in clinics that can treat conditions such as colds, allergies, sore throats and sinus congestion. They can also treat bug bites, minor burns, cuts, blisters and sprains.

Need Help Finding a Doctor?

As a Health Partners (Medicaid) member, you have the right to ask for and get a copy of our provider directory. This important document has all of the PCPs, specialists and other doctors in our network. The directory information is updated twice weekly.

For the most current information about our participating providers or to request a printed copy, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**. You can find the online provider directory at **hpplans.com/hp-finddoc**.

You can find urgent care centers and MinuteClinics using our Provider Directory.

- Go to hpplans.com/hp-finddoc
- Click "Online Directory"
- Enter your ZIP code
- Type "urgent care" or "walk-in clinic"
- Click GO





COVID-19 Fraud Alert



While many Americans are nobly rising to the occasion, sadly, some bad actors are preying on people's fears for profit, perpetrating fraud schemes, including marketing fake COVID-19 test kits and unapproved treatments through telemarketing calls, social media platforms and door-to-door visits.

During the pandemic, it is especially critical that Americans have access to medical care and that patients who need medical attention contact their provider to determine the best and safest way to get care.

The U.S. Department of Health and Human Services has released a COVID-19 Fraud Alert to warn about several health care fraud scams that harm patients and the federal programs designed to serve them. This alert has general information about these schemes and how to protect yourself and your community against bad actors. You can find it at oig.hhs.gov/coronavirus.



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 (टिडिवाइ 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 ក៏អាចមានសំរាប់អ្នក។ 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 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).

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).