



Health Partners Talk

Health Partners Plans



WINTER 2021

Try These Immune-Boosting Foods

Cold and flu season is upon us, along with COVID-19, so keeping your immune system healthy is essential right now.

In general, the healthier your lifestyle choices are, the greater the chances that your immune system will function at its best. You can help your immune system fight off colds and viruses by staying active, practicing stress-reduction techniques, getting adequate sleep and eating a balanced, nutrient-rich diet.

These nutrients and foods can help keep your immune system strong.

Gut-Nourishing Foods

Sources: Fermented foods, such as yogurt, kefir and sauerkraut and fiber-rich, plant-based foods

Why They're Good For You: Immune activity takes place in the gut. Probiotic foods, such as fermented foods, promote a strong population of healthy bacteria in the gut, and prebiotics, such as certain fiber-rich foods, help these bacteria thrive.

Continued on next page

Vitamin D

Sources: Fatty fish, mushrooms, fortified dairy and dairy alternatives, fortified breakfast cereal, fortified orange juice, pork chops and eggs

Why They're Good For You: Vitamin D plays a role in promoting the body's immune response. It has been shown to enhance the function of immune cells. Sunlight, supplements and food sources can help you get to your appropriate levels of Vitamin D. Discuss the need and safety of supplementation with your primary care provider (PCP).

Vitamin C

Sources: Tropical fruits, bell peppers, strawberries, citrus fruits, broccoli, tomatoes, snow peas and kale

Why They're Good For You: Vitamin C has been shown to increase the production of white blood cells, which are essential for fighting off infections. As the body does not produce or store this vitamin, it's essential to consume foods rich in it every day.

Vitamin E

Sources: Sunflower seeds, almonds, avocados, spinach, butternut squash, kiwi, broccoli, trout and olive oil

Why They're Good For You: Vitamin E is an antioxidant that protects your cells from damage.

Zinc

Sources: Beef, chicken, firm tofu, lean pork chops, lentils, low-fat yogurt and oatmeal

Why They're Good For You: Zinc helps your immune cells function and send signals. It has also been shown to reduce oxidative stress.

Polyphenols

Sources: Dark chocolate, flaxseed meal, nuts (chestnuts, hazelnuts and pecans), berries, olives, plums, curry powder, cherries, ginger, coffee and teas

Why They're Good For You: Polyphenols are compounds found in plant-based foods that are produced naturally to protect the plant from environmental threats, such as pests and UV radiation. It makes sense that they also protect the human body's cells from oxidative stress, as well as play a role in cell signaling and inflammation.



COVID-19 Vaccine Update

The U.S. Food & Drug Administration (FDA) has approved a COVID-19 vaccine, and the Centers for Disease Control (CDC) is working with local health departments to distribute it. How and where to get the vaccine will be different based on the county you live in. Visit [HPPlans.com/COVID19](https://www.hppplans.com/COVID19) for up-to-date information about the vaccine and for links to county websites where you can learn how to register to receive it.



Is It Safe to Go Back to the Dentist?

Last spring, the coronavirus pandemic forced many businesses to close to slow the spread of the virus. While dental offices were included in the closures early on, many dentists have re-opened to keep people healthy. Dental care is essential to maintaining your overall health. The dangers of missing needed dental care outweigh the risk of getting the virus at the dental office.

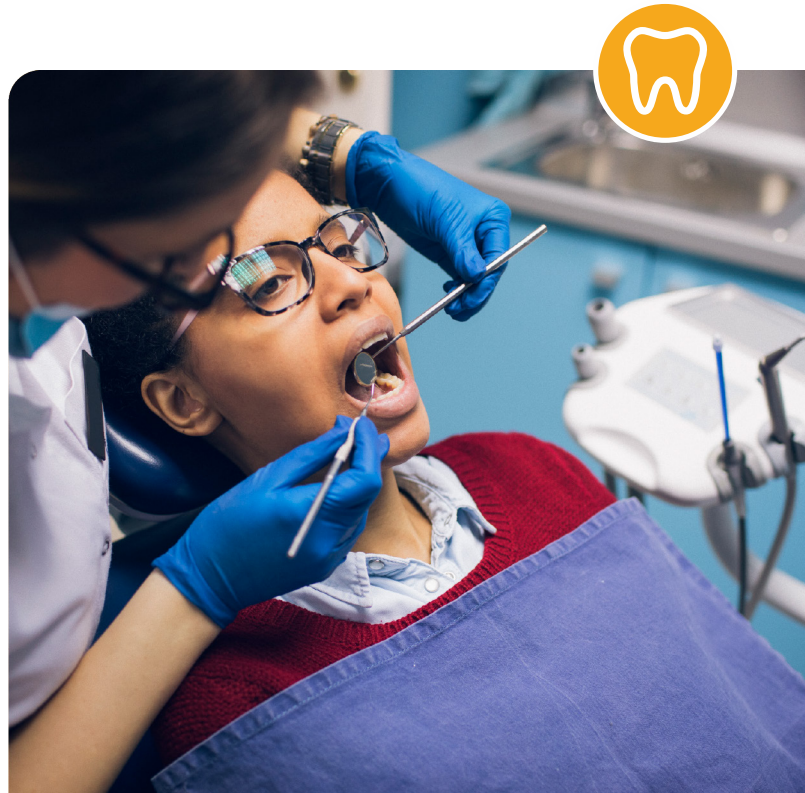
Many people are still concerned about the safety of dental visits as the pandemic continues. But extra precautions have been put in place to keep dental care workers and their patients safe. Dental offices have always followed strict rules to stop the spread of viruses and other diseases. The COVID-19 pandemic is no exception. Many dentists have increased safeguards to prevent the spread of the virus.

At your next dental visit, you might experience some changes. The front desk staff may ask you to wait in your car before the start of the appointment. You might not be allowed to bring any additional guests. If you have any mild symptoms, you may be asked to reschedule your appointment.

The dentists, hygienists and assistants might look different by wearing special masks, face shields

and gowns to protect themselves from germs. They may even avoid doing certain procedures. As long as the dentist and staff follow all proper infection control recommendations, the risks related to going to the dentist are much lower.

You should feel comfortable seeing the dentist with these extra layers of protection in place. You don't want any preventable dental problems to become a much larger problem later.





Understanding Doctor Appointment Standards

Did you know providers must meet specific office access and appointment standards? Below are expectations when you make an appointment or visit the doctor’s office.

Appointment Standards		
Type of Visit	Primary Care Provider (PCP)	Specialist
Routine Office Visit	Within 10 Days	Within 10-15 Days <i>(depending on the specialist)</i>
Routine Physical	Within 3 Weeks	N/A
Preventative Care	Within 3 Weeks	N/A
Urgent Care	Within 24 Hours	Within 24 Hours
Emergency Care	Immediately	Immediately
First Newborn Visit	Within 2 Weeks	N/A
In-Office Wait Time	30 Minutes	30 Minutes

If you are experiencing a life-threatening or emergency situation, call 911, or go to the nearest ER.

Because of the COVID-19 pandemic, many primary care providers (PCP) in our network offer telehealth appointments, which can be over the phone or online. Call your PCP to see if they are offering telehealth visits and to see if this type of visit would work for you.

If you’re unable to see your doctor within the timeframe you want, you can also call Teladoc®, which provides 24/7 access to doctors by phone or video. Teladoc doctors can help you with conditions such as colds, sore throats and allergies. **Teladoc is not for emergencies.** Teladoc is free for HPP members, but you need to sign up and provide some basic health information before speaking with their doctors. For more information and to sign up, go to **Teladoc.com** or call **1-800-TELADOC**.



If you need help scheduling an appointment, HPP can help you.
Call Member Relations anytime at 1-800-553-0784 (TTY 1-877-454-8477).

Join HPP for a Fun, Family Friendly Virtual Class!

Health Partners Plans is excited to offer new virtual fitness classes through Zoom to our members and community for 2021. We offer a variety of classes and events that cover many different topics, including fitness, nutrition, professional development, education and more. Classes are offered throughout the week and at different times each day, making it easier to find a class that is the right fit for you. To view the full calendar and to register, visit www.hpplans.com/wellnesspartners.

Monday

- **Guided Meditation, 9:30 a.m.**
Meeting ID: 826 6517 4661
- **Mobility Yoga (Chair), 10 a.m.**
Meeting ID: 105 181 455
- **Resistance Band Fitness, 1 p.m.**
Meeting ID: 890 5989 7724

Tuesday

- **Tai Chi, 10 a.m.**
Meeting ID: 227 319 716
- **Cardio Kickboxing, 2 p.m.**
Meeting ID: 882 6787 7078

Wednesday

- **Functional Fitness (Beginner), 11 a.m.**
Meeting ID: 554 329 329
- **Gentle Flow Yoga (Mat), 3 p.m.**
Meeting ID: 381 509 969

Thursday

- **Social Fitness'ing, 11 a.m.**
Meeting ID: 823 3550 1348
- **Zumba, 1 p.m.**
Meeting ID: 876 8747 5751

Friday

- **Power Yoga (Mat), 10 a.m.**
Meeting ID: 898 5711 2682
- **Line Dancing, 11 a.m.**
Meeting ID: 996 660 089
- **New Start New You, 1 p.m.**
Meeting ID: 889 9234 4995

To stay up to date with upcoming new classes and events, you can opt into event notifications. Go to www.hpplans.com/optin to sign up.

We look forward to seeing you at our next class or event!





Don't Be Fooled by Scammers

Throughout the COVID-19 pandemic, there have been people who have tried to take advantage of others' fears. The latest scheme, identified by federal agencies, are con artists that will look to exploit demand for the COVID-19 vaccine.

Federal agencies are warning that there will likely be illegitimate websites that ask for financial or personal health information (such as your health care ID number or Social Security number) in exchange for the COVID-19 vaccine. These fraud schemes hope to get your information for false billing or to steal your money.

Be very careful if you are searching online for information about how to get the COVID-19 vaccine. Do not submit any personal information to websites promising the COVID-19 vaccine. Instead, ask your doctor about how to get vaccinated.

How to Protect Yourself and Loved Ones from Scams



- Be aware that scammers are pretending to be COVID-19 contact tracers or are contacting people unexpectedly to offer COVID-19 tests and supplies. Do not respond to calls from or engage in visits with unknown individuals.
- Be cautious of unsolicited requests for personal, medical or financial information.
- 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**.
- Be vigilant and protect yourself from potential fraud concerning COVID-19 vaccines. You will not be asked for money to move up the list to get your vaccine. Government and state officials will not call you to obtain personal information in order to receive the vaccine. You will not be solicited door-to-door to receive the vaccine.
- HPP and our partners will not ask you for money or payment over the phone. If you are contacted and asked to provide a payment over the phone for HPP, just say **NO** and report the call to us.

If you suspect health care fraud, report it to the Pennsylvania Department of Human Services by calling **1-866-379-8477** or **1-844-347-8477**.

You can also report fraud, waste or abuse directly to HPP:

- Call the HPP Hotline at **1-866-477-4848** or email **compliance@hpplans.com**.
- Visit **HPPlans.com** and click "Report Compliance Privacy, or Fraud Issue" at the bottom of the page. Then click "EthicsPoint online reporting tool." This reporting tool lets you make an anonymous report or follow up on one. It is available in Spanish, too.

2 Important Women's Health Screenings



Women are more likely to be the primary caregiver for the family. But you can't help others if you don't take care of yourself. Your Health Partners (Medicaid) benefits cover two very important medical screenings to help you stay healthy.

1. Mammograms: Regular mammograms are the best way to find and treat breast cancer early. According to the American Cancer Society, women ages 45 to 54 should get mammograms every year. Women ages 55 and older should switch to mammograms every two years or continue with yearly screenings. Ask your doctor if you need to start testing earlier or more often based on your own health history.

2. Pap tests: According to current guidelines, women ages 21 and older should receive regular pap tests. Pap tests detect abnormal changes in the cervical cells that may lead to cervical cancer. Women ages 21 to 29 should have this test at least every three years. At age 30, the human papillomavirus (HPV) test can be added to the screening schedule. It's very important to get tested for HPV because there is a link between HPV and increased risk for cervical cancer. Ask your doctor if you need to have this test more often. If you are 65 or older, ask your doctor if this test is still needed.

Talk to your primary care provider (PCP) or your OB-GYN and ask about getting the screenings you need to stay healthy. Women can go to an in-network OB-GYN for a pap test and pelvic exam and to get a prescription for a mammogram. You do not need a referral for any OB-GYN visits.

Get Help with Your Benefits from Human Arc



Did you know that the Federal Social Security Office provides Supplemental Security Income (SSI) to people with disabilities?

For adults over the age of 18, a disability is defined as a physical or mental impairment that:

- Results in the inability to do any substantial gainful activity
- Can be expected to result in death
- Has lasted or can be expected to last for a continuous period of not less than 12 months

For children under the age of 18, a disability is defined as a physical or mental impairment that:

- Results in marked and severe functional limitations
- Can be expected to result in death
- Has lasted or can be expected to last for a continuous period of not less than 12 months

Health Partners Plans wants to make sure our members get the government benefits they are entitled to receive. The process for applying for SSI can be lengthy and confusing. That's why we partner with Human Arc to enroll our members in government assistance programs. Human Arc will work with you to determine your eligibility, submit the application and follow up on any denials until all appeals are exhausted.

Working with an advocate from Human Arc is one of your plan benefits and is provided at no cost to you. If you would like to be connected with a representative from Human Arc, please call our Clinical Connections team at **1-866-500-4571**.



Getting Help with Virtual Health Care

Many people are used to going to their doctor in person. Some doctor appointments do not need to be in person. During the COVID-19 health crisis, many patients are using virtual options to safely meet with their doctor. A virtual visit is done on a computer or smartphone. These visits are good for:

- Checking in about health concerns
- Questions about medication
- Non-emergency office visits
- Help with getting a referral for other kinds of health care

If you live with other people, a virtual visit may not be as private as an in-person one.

Before your virtual visit, try to:

- Find a private location to have your visit
- Set up your visit while others are not home
- Ask other people in your house for privacy during your visit
- Use headphones for extra privacy

Questions about your relationship or personal health might not be safe to answer during a virtual visit. Even if you are in a private room there is a chance someone could hear your answers. Always put your safety first! If it is safe to answer questions about your relationship or personal health, a doctor may refer you to other help near you. If you do not feel safe at home, you can contact a local domestic violence program for help. Remember, you should never answer questions during a virtual visit that could put your safety at risk!

Resources

- The National Network to End Domestic Violence: **www.techsafety.org/resources-survivors**
- Find a local domestic violence program through the Pennsylvania Coalition Against Domestic Violence. The services offered by these programs are confidential: **www.pcadv.org/find-help/find-your-local-domestic-violence-program/**
- The National Domestic Violence Helpline: **1-800-799-SAFE (7233)**

Helping a Survivor of Domestic Violence

Sometimes people might be worried that someone they know is a survivor of domestic violence. Helping a person in an abusive relationship is about listening to them and focusing on their needs. Ending a relationship with an abusive person can be very unsafe. No one should be forced to leave an abusive partner.

Here are some ideas for helping someone if you are worried they are experiencing domestic violence:

- Always talk to them privately.
- Tell them why you are worried.
- Allow them to lead the discussion.
- If they do not want to talk or say they are fine, accept their answer. Let them know they can speak with you in the future if they wish.
- Let them tell their story. Here are some other things to keep in mind:
- Safety is different for every person. Ask if there is anything you could do to help them feel safer.
- Encourage the person to reach out for support. Domestic violence programs can give people information. They share options and resources in a safe way.
- Talk about other people and groups that might be able to help them.

Resources

- Find a local domestic violence program through the Pennsylvania Coalition Against Domestic Violence. The services offered by these programs are confidential: **www.pcadv.org/find-help/find-your-local-domestic-violence-program/**
- The National Domestic Violence Helpline: **Call 1-800-799-SAFE (7233)** or go **www.thehotline.org** to chat.
- Crisis Text Line: **www.crisistextline.org**
- The Trevor Project helps LGBTQ young people. They provide crisis intervention and suicide prevention services. Visit **www.thetrevorproject.org** or call **1-866-488-7386**.



New CHOP Services Available to Members

Children's Hospital of Philadelphia (CHOP), new to the HPP network, is opening an expanded facility Abington.

This spring, CHOP's Specialty Care Center in Abington will be relocating and expanding its services at 1840 Susquehanna Road in Abington. The new state-of-the-art facility will open April 12 and offers new pediatric specialties, free parking and onsite services like speech therapy and pulmonary lung function testing.

Pediatric specialties offered at this location will include:

- Cardiology
- Dermatology
- Diabetes
- Endocrinology
- Gastroenterology
- Neurology
- Nutrition
- Ophthalmology
- Orthopaedics
- Otolaryngology (ear, nose and throat - beginning July 1)
- Plastic surgery
- Pulmonology

For additional information, call **215-885-2790**.



Get Rewarded for Taking Care of Your Health

We have exciting news to share! HPP Rewards, our popular incentive program for Health Partners (Medicaid) members, is continuing in 2021.

You can receive rewards by completing specific health activities throughout 2021. This year's activities include child and adolescent wellness visits, lead screenings for children, diabetes and hypertension control, dental visits and more.

You can learn all the details about the rewards program by visiting **www.HPPrewards.com** or by calling Member Relations, 24/7, at **1-800-553-0784 (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 1211-888-8881 (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).