



Health Partners Talk

Health Partners Plans



SUMMER 2021

This Summer, Focus on Men's Health Issues

Do you go to the doctor for regular checkups? Are you up to date on important health tests? Do you eat well and exercise often? If you answered “no” to any of those questions, think about making a change.

Don't wait to see your doctor – now is the perfect time to start taking care of your health.

Preventive Screenings

Every year, you should go to your doctor for a wellness visit and talk about which preventative screenings you need. Together, you and your doctor can develop a prevention plan. Prevention screenings look for common conditions like diabetes and heart disease.

Prostate Exams

Prostate cancer is the most common cancer among men. Men over age 50 should be tested for prostate cancer every year. African American men are at an increased risk for developing prostate cancer and should be tested starting at age 40.

Symptoms of prostate cancer include frequent urination or trouble starting to urinate. Your doctor can screen you for prostate cancer by taking a blood sample or by doing a digital rectal exam.

Colon Cancer Tests

Colorectal cancer is the second most common cause of cancer deaths in the United States. It can be treated successfully if found early.

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Your doctor may recommend a colonoscopy or a sigmoidoscopy. These tests can find and remove growths called polyps, which may or may not be cancerous.

You could do a FIT (fecal immunochemical testing) test if you do not get a colonoscopy each year. It involves collecting a sample and mailing it to a lab. The lab will check for blood, which could be a sign of polyps. Talk to your provider about this type of test.



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



Get Help with Your Benefits from Centauri Health Solutions

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 Centauri Health Solutions (CHS), formerly known as Human Arc, to enroll our members in government assistance programs. CHS 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 CHS 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 CHS, please call HPP at 1-866-500-4571.



Summer Self-Care

We have all experienced a challenging past 18 months. As we navigate our “new normal,” self-care should remain at the forefront. This summer let’s all focus on self-care and taking care of ourselves.

Post-pandemic life is the perfect time for a new and fresh start and the best time to focus on self-care.

Too many of us focus on caregiving and less on giving care to ourselves. We sometimes forget that self-care is not just about what we eat, how often we exercise, or how we look in our clothes – it’s about being the best person we can be. To help us get there, participate in a summer self-care challenge to help boost your spirits, stay sane and happy. Enjoy your summer!

Self-Care Challenge Checklist

MAKE A LIST OF GOALS EAT LUNCH OUTSIDE DRESS UP TO FEEL GOOD MAKE S'MORES OR GRILL FOCUS ON BEING HAPPY 	SIT IN THE SUNSHINE UNPLUG FOR THE DAY MAKE A SUMMER PLAYLIST TRY WATERGUN PAINTING USE SIDEWALK CHALK 	MAKE LEMON WATER DRINK YOUR WATER MAKE YOUR OWN POPCICLES TAKE A TON OF PICTURES READ A GOOD BOOK 	GO ON A HIKE OR WALK MAKE A FRUIT SALAD EAT A WATERMELON WATCH THE SUN RISE SPEND ALL DAY LAUGHING 	SPEND TIME IN WATER RELAX TO NATURE SOUNDS TAKE A MID-DAY NAP GO ON A ROAD TRIP WRITE SOMETHING BEAUTIFUL 	LET YOURSELF BE A KID GO OUT FOR ICE CREAM GO TO A FARMER'S MARKET DO YOGA OUTSIDE GO STAR GAZING
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Dental Emergencies

While hospital emergency rooms may be the first place you think of when you have a dental emergency, it might not be the best place to get dental care. Hospital emergency rooms can diagnose the problem but usually do not have dentists on staff or have the equipment necessary to perform dental procedures to fix the problem. As a result, you will still be directed to contact your dentist for treatment after leaving the hospital.

When a dental emergency does occur, it is best to call the dentist first. A call to the dentist can determine if it is a problem that requires immediate medical attention or if it is something that can wait for an appointment. Some dentists might even be able to accommodate last minute emergency appointments at their office. In most situations, the emergency room can be avoided.

Accidents can happen, but most dental emergencies can be prevented by having regular dental checkups. Small problems can be addressed so they don't turn into unexpected issues. You can avoid dental emergencies by:

- Practicing good oral hygiene by brushing and flossing daily
- Going to all your dental checkups and cleaning appointments
- Not putting off a recommended dental procedure

If you need help finding a dentist, call Member Services anytime at 1-800-553-0784 (TTY 1-877-454-8477)



If you have visible facial swelling, difficulty breathing, difficulty swallowing, or serious trauma to the face or mouth, you should seek medical attention right away because it can be a life-threatening emergency.



Why Menthol Cigarettes Are Still Dangerous

Don't be fooled by fancy packaging, marketing slogans or shiny ads you may see – menthol cigarettes are still dangerous and can cause you to become addicted to cigarette smoking.

Menthol is the flavor you taste in peppermint and other mint plants. It is also a flavor used in some cigarettes. When inhaled, menthol can reduce pain and irritation from cigarette smoke and stop you from coughing.

But make no mistake – menthol cigarettes offer no health benefits and are still addictive. In fact, the taste and smell can hide the early warning symptoms of smoking-induced respiratory problems. The truth is menthol cigarettes are still bad for your health and can cause you to become addicted.

If you're a smoker, help is available. Talk to your primary care provider about quitting smoking. HPP also covers nicotine replacement therapies that can help you quit. For more information about what HPP covers, call Member Relations anytime at 1-800-553-0784 (TTY 1-877-454-8477).



Information from the American Lung Association



Do You Need a Cell Phone? We Can Help

Through a partnership with SafeLink Wireless, you may be able to get a smartphone, as well as text messages, data and minutes each month at no cost.

Participating in the program makes staying on top of your health easier. 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 includes:

- A smartphone, free SIM card, 4.5GB of data and 350 monthly minutes
- Unlimited text messages
- Voicemail, caller ID and 3-way calling
- 911 access
- 411 directory assistance at no additional cost
- Nationwide coverage
- Calls to Member Relations at no cost that don't count toward your 350 minutes
- Calls to SafeLink support at no cost

Already Have a Smartphone?

You may be able to keep your smartphone and enjoy the features of this plan through the "Keep Your Own SmartPhone" program.

To keep using your current smartphone, you must have a compatible Global System for Mobile communication (GSM) phone, which includes T-Mobile and AT&T compatible phones. Your phone must also be unlocked. Several other carriers also use GSM networks. Call your carrier (AT&T, T-Mobile, etc.) to learn if your smartphone is included.

To learn 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 www.safelink.com to apply.



Save the Date! Walk the Zoo with Health Partners Plans

As the new school year approaches, we invite you to join us for a family-friendly event at the Philadelphia Zoo! There will **FREE** giveaways, including school supplies, backpacks and masks.

You can enjoy a walk through the zoo with us, get some exercise, participate in a scavenger hunt, enter to win a raffle and more!

LOCATION: Philadelphia Zoo, 3400 W. Girard Ave., Philadelphia, PA 19104

DATE: Saturday, August 14, 2021

ROLLING START TIME: Arrive between 7 - 9 a.m.



Scan the QR code
to register

This event is free for all HPP members. For non-members, there is a \$20 registration fee. All proceeds will go to the Health Partners Foundation. There will be FREE admission to the Philadelphia Zoo for the entire day for all registered participants that attend the event.

For more information, visit <https://runsignup.com/Race/PA/Philadelphia/walkthezoo>.



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 in 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.

Here is the events calendar for July through September:

Monday

Chair Yoga with HPP, 10 a.m.

Zoom Meeting ID: 105 181 455

Resistance Band Fitness with HPP, 1 p.m.

Zoom Meeting ID: 890 5989 7724

Tuesday

Walk with HPP, 9 a.m.

Zoom Meeting ID: 867 7358 2282

Tai Chi (Intermediate) with HPP, 10 a.m.

Zoom Meeting ID: 227 319 716

Wednesday

Kettlebell Fundamental Fitness with HPP, 10 a.m.

Zoom Meeting ID: 868 4712 0034

Barre Fitness with HPP, 12 p.m.

Zoom Meeting ID: 873 2834 9505

Thursday

Tai Chi (Beginners) with HPP, 10 a.m.

Zoom Meeting ID: 864 3607 8427

Fitness Boot Camp with HPP, 11 a.m.

Zoom Meeting ID: 882 6787 7078

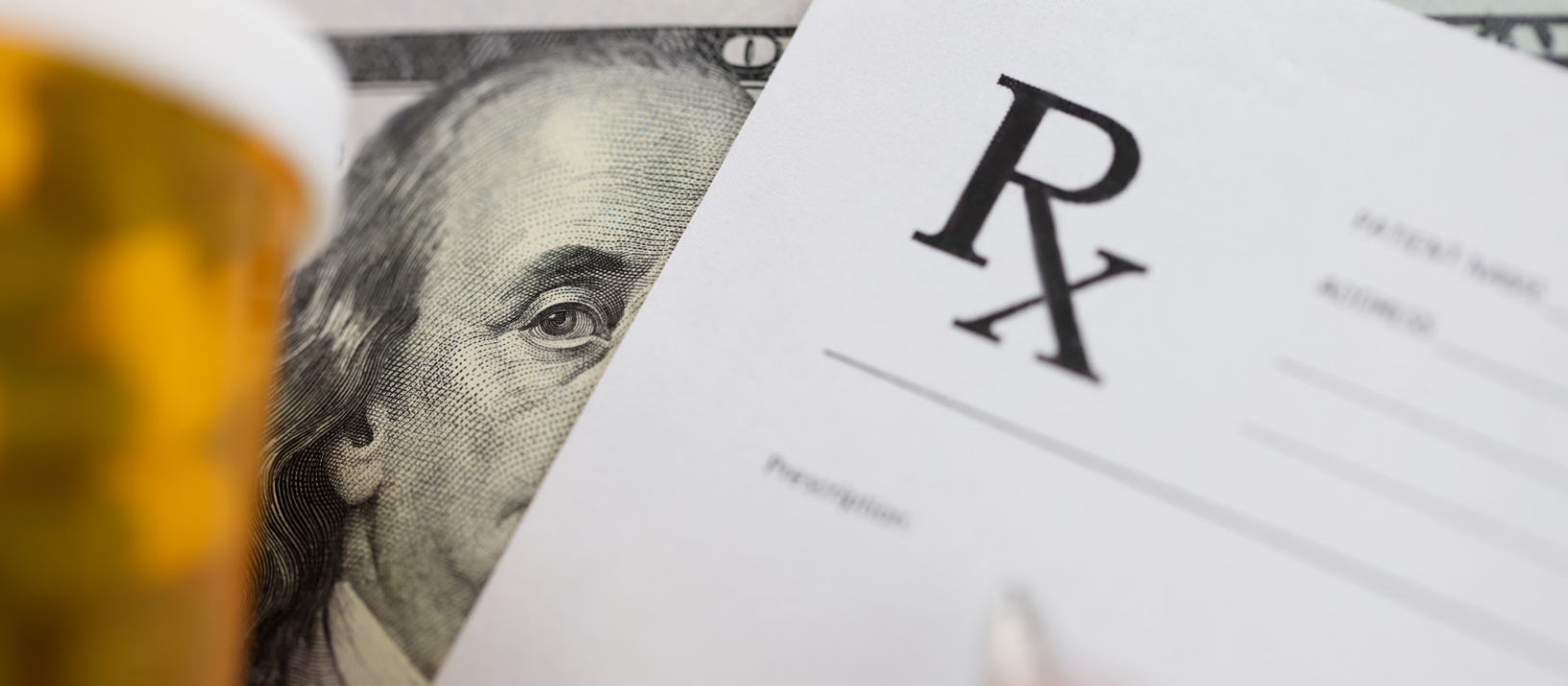
Friday

Mat Yoga with HPP, 10 a.m.

Zoom Meeting ID: 898 5711 2682

To view the full calendar and to register, visit www.hpplans.com/wellnesspartners.





Medicaid Fraud is Illegal!

Did you know that providers of services are not the only ones that get indicted for committing Medicaid Fraud? The U.S. Attorney's Office also indicts and convicts Medicaid members who commit fraud.

For example, a woman claiming to be homebound and in need of home health care benefits was indicted by a grand jury. The woman pretended to be a former aide, using the name and identifying information of the former aide. She falsified timesheets and opened up a bank account in the name of an aide that used to help her. She received and cashed checks in the name of the aide. A grand jury convicted this woman, who now faces five years imprisonment and a fine of up to \$250,000.

This is one example of Medicaid fraud. Some other examples include:

- Using someone else's Medicaid ID to receive services
- Not reporting all income when applying for Medicaid
- Helping your doctor file false claims by having tests that you do not need
- Altering a prescription or going to multiple doctors to get more of the same medication
- Selling your medication
- Accepting payment for referring others to your doctor
- Selling your ID card or duplicating or altering it for someone else to use

Health Partners Plans has a department which is responsible for preventing, detecting, investigating and reporting Medicaid fraud. This department is called the Special Investigations Unit (SIU).

If you are aware or suspect health care fraud being committed by a member or a doctor, or anyone else, report it by any of the following methods:

- Call the Pennsylvania Department of Human Services at 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 also available in Spanish.

Financial Control Can Be a Form of Abuse

Abusive people often use money to control the people they hurt. Abusers use money to control partners. This type of abuse also happens in families. Abusive people might:

- Get credit using their partner's information.
- Limit money for food, medicine or other needs.
- Steal benefit checks or cards.
- Lie about bills being paid.
- Force a person to quit or lose their job.
- Not pay child support.

This is the most common or experienced form of abuse. Leaving an abuser is dangerous. It is not an option for everyone. Abusers can use money to hurt people who leave. Help is available for people who stay and those who leave. Here are some groups that might be able to help:

- Domestic violence programs have information about local resources. These resources might be able to help with housing. They may have resources for food and medicine. They can talk about safe next steps.
- The National Network to End Domestic Violence (NNEDV) has a program that helps rebuild credit. It is called The Independence Project.
- The National Foundation for Credit Counseling gives free education about money and debt.
- Utility companies can sometimes help. Survivors may be able to get bills put in their name. Some companies offer repayment plans.
- Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are confidential: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

Resources

- **The National Domestic Violence Helpline:** 1-800-799-7233 or to chat: www.thehotline.org
- **NNEDV's Independence Project:** www.nnedv.org
- **The National Foundation for Credit Counseling:** www.nfcc.org



Getting Takeout from Your Favorite Restaurant? Here's How to Make Healthier Choices

Making healthy eating choices even when you aren't the one doing the cooking is possible! Use these tips when dining out or ordering takeout food.

Decode the menu

Look for choices that are baked, broiled, grilled, poached, steamed, boiled or roasted. If you aren't sure, ask how menu items are prepared or if they can be prepared a different way.

Start your meal with veggies

If you start your meal with a salad or eat your vegetables first, you will feel full sooner and ensure that you get valuable vegetable nutrients.

Split your dish

When ordering food, portions can be very large. Consider sharing a meal with someone else or making two meals out of it by saving half for the next day.

Look for fruits and veggies

Pick dishes that highlight vegetables like stir-fries, veggie wraps or kabobs. Select fruit as a side dish or dessert.

Plan ahead and compare choices

Before you order takeout or head to a restaurant, see if menu information is available online. Look for choices that are lower in calories and sodium.

Choose your sauce

Pick sauces made from vegetables like marinara rather than cream or butter sauces. You can ask for sauce on the side or for the dish to be prepared with less or no sauce.



Info from www.myplate.gov



Health Partners Plans



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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 सेवाहरु 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).

સુચના: 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).