



Health Partners Talk

Health Partners Plans



FALL 2021

Why Getting Your Flu Shot is So Important This Year

Vaccines are safe. They help stop outbreaks of dangerous diseases like the flu. Every year, it is very important that everyone gets a flu shot to help stop the spread of infection. This year, it is even more important because of the COVID-19 pandemic.

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 Plans 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.

- Vaccines are safe and effective.
- Vaccines protect you, your family and the people around you.
- Your doctor can tell you which vaccines you should receive.

What is Nicotine Replacement Therapy?

Tobacco use is the leading cause of preventable death and disease in the U.S. Cigarette smoking is linked to diseases of nearly all organs of the body.

Your Health Partners benefits include pharmacy benefits, including nicotine replacement therapy (sometimes called NRT) to help you achieve tobacco recovery. NRT has been shown to increase the chances to quit smoking by up to 70%.

Studies have shown that learning tobacco-free coping skills can:

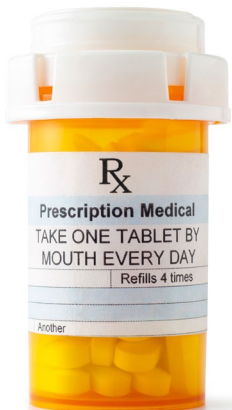
- Decrease depression, anxiety and stress
- Increase positive mood and quality of life
- Boost self-confidence and self-image
- Improve physical health and wellness
- Enhance the probability of avoiding alcohol and other drugs

Talk to your doctor if you want to quit smoking. Below is a list of some of the medications on the preferred drug list that are effective for the treatment of smoking cessation.

- Chantix
- Nicotine Patch
- Nicotine Gum
- Nicotine Lozenge
- Nicotine Mini Lozenge



Pharmacy Corner



Understanding Statins

Statins are a class of medications that lower the risk of heart disease by lowering blood cholesterol levels. High levels of blood cholesterol can cause a build-up of plaque in the blood vessels, which is a leading cause of heart disease. Because heart disease is the leading cause of death in the U.S., it is important to take statin medications as prescribed by your doctor.

People who have been diagnosed with diabetes or ASCVD (atherosclerotic cardiovascular disease) are at an increased risk for heart disease due to uncontrolled cholesterol levels. If you have been diagnosed with diabetes or ASCVD and have been prescribed a statin by your doctor, take it as directed.

It may reduce your chances of the following:

- Heart attack
- Stroke
- Procedures on major blood vessels
- Angina

Ensure proper statin use by keeping organized and being proactive. Here are examples of ways to set yourself up for success:

- Use a weekly pill box or blister pack
- Set an alarm as a reminder
- Enroll in alerts from your pharmacy to pick up prescriptions on time
- Ask HPP about mail order pharmacy and 90-day supplies
- Attend all scheduled appointments with your doctor
- Avoid waiting until you have no medication left to call the pharmacy

Statin use is an effective way to reduce your risk of worsening or developing heart disease. Contact your doctor or pharmacy if you have questions regarding statin medications.



What Are Beta-Blockers?

You may have heard the term beta-blockers on a TV commercial or on the Internet. We're here to provide you with more information about what these medications are and what they are used for.

Beta-blockers are medications used to treat many common heart conditions, such as high blood pressure and cardiovascular events like a heart attack. Beta-blockers can help prevent another cardiovascular event when prescribed after a heart attack. They decrease the heart's rate and force of contraction to lower blood pressure to have it beat slower and thus reduce the load on the heart.

Examples of beta-blockers that can be used after a heart attack include metoprolol, carvedilol, bisoprolol, atenolol, propranolol and labetalol. Talk to your doctor about your heart's health and if you might need to take a beta-blocker. Taking them after a heart attack can greatly improve a person's health.

To ensure you take your medication daily, here are some ways to help remind you stay on track:

- Use a pill box to help you take your medication.
- Set alarms for yourself to help you remember to take your medications. Ask for help if you need someone to assist you in scheduling reminders.
- Make notes or a checklist to help you remember what medication you need to take throughout the day.
- Ask your pharmacy if they can schedule automatic refills for your prescription drugs. You can ask them if you can be alerted when your refills are ready to be picked up.

The Benefits of Mail Order Pharmacy

Medications only work if you take them, but it is also important to take them as directed. Almost 1 out of 5 new prescriptions in the U.S. are never filled, and 50% of people do not take them as prescribed. Not taking medications as intended could lead to your condition worsening, more visits to the hospital, and more costs related to managing your health.

There are many ways to help you remember to take your medications, such as setting up refill reminders with your pharmacy, using pillboxes or blister packs, and switching from a 30-day supply to a 90-day supply of your medications. As a Health Partners member, you have the option to fill medications for 90-day supplies for eligible medications.

In addition, you can obtain their prescriptions through mail order pharmacy. Please note that some medications may not be available through mail order.

What is mail order?

Mail order pharmacy is a fast and convenient way to get the medications you need delivered right to your door. And it's included with your pharmacy benefits with Health Partners.

Health Partners Plans relies on a single mail order pharmacy to better serve our members, which is provided by CVS Caremark Mail Service Pharmacy.

Next Steps

Q: How can I get started with mail order pharmacy?

A: To start filling by mail, you will need your prescriptions sent to CVS Caremark Mail Service Pharmacy.

- You can call your doctor and ask to have your prescriptions sent to CVS Caremark Mail Service Pharmacy electronically.

OR

- Request that CVS Caremark contact your doctor and get the process started for you. You can make a request on caremark.com/mailemail or call **1-800-552-8159**.

Q: How long will it take to get my medication if I fill by mail?

A: Once CVS Caremark Mail Service Pharmacy receives your prescription for your medication, you can expect to get your medication in 7 to 10 business days.

Q: How do automatic refills work?

A: Once you start automatic refills for a medication you take regularly, CVS Caremark Mail Service Pharmacy will automatically mail your medication before your refill due date. If your prescription is out of refills, CVS Caremark Mail Service Pharmacy will contact your doctor to have it renewed.

If you do have any questions or concerns about your medications, ask your doctor or pharmacist. They are there to help and can assist you with taking your medications. Understanding your medications is important in improving your health!

Health Checkup: What You Should Know About Asthma

Did you know that asthma is the most common lung condition in children? In fact, asthma affects millions of children in the United States. Here are some facts you should know about asthma.

What is asthma?

Asthma is a condition that makes it harder to breathe. This is because in people with asthma, the lungs are inflamed and are filled with mucus. People with asthma may experience wheezing, chest pain, dry cough, and breathlessness, which can get worse at night.

What's an asthma flare-up?

Asthma can be worsened by lung infections and triggers, such as smoke and allergens. This worsening is called an asthma flare-up, which can be dangerous.

How is asthma treated?

It is important to see a doctor if you believe you have asthma. Your doctor will work with you to create an asthma action plan. Managing asthma usually involves avoiding triggers and taking medications.

Avoiding Triggers

Every person may have different triggers. Here are some tips to deal with common triggers:

- Humidity - use an air conditioner
- Dust - change your sheets regularly and clean your vacuum
- Pet dander - keep pets away from bedrooms
- Pollen - check local weather reports for pollen counts and avoid going outside when pollen counts are high
- Exercise - your doctor may prescribe a medication to take before exercising if exercise triggers your asthma

Taking Medication

Your doctor may prescribe medications for your asthma. There are many different medications, but the two most common types are:

- Quick-relief asthma medication (also called rescue or fast-acting medication), which works fast to open the airways during a flare-up, but does not have long-lasting effects
- Long-term control asthma medication (also called controller or maintenance medication), which is taken every day to control symptoms and prevent flare-ups from happening

These medications typically come as an inhaler, a device that helps the medication get to the lungs. There are also different types of inhalers. It is important that you take the medications as prescribed to see their full benefit, especially the long-term control asthma medication.



If you are having trouble taking your medication, try the following tips:

- Ask your doctor for a copy of your asthma action plan
- Set reminders to take your medications
- Ask your doctor if once-daily inhalers are right for you
- Ask your doctor if you could use a spacer with your inhaler - a spacer could make it easier for you to use certain inhalers
- If you are having trouble using your inhaler, ask your doctor if there is a different type of inhaler or method of medication delivery, such as nebulizers, that you can use

Does Your Child Need to Be Tested for Lead?

All Health Partners members are entitled to receive a lead screening at no cost to you.

What is a lead screening?

A lead screening is a simple blood test that will show if you or your child have been exposed to lead. Children must be tested for lead exposure at 9 to 11 months or by 24 months. See your primary care provider (PCP) to get a lead test.

Where can lead be found?

We've come a long way in removing lead from homes and common household items, but lead can still be found in homes. Lead can also be found in:

- Lead based paint in homes built before 1978
- Water from an old faucet (tap)
- Children's toys
- Costume jewelry (older or lesser-known brands)
- Older furniture
- Lead-contaminated dust
- Varnish, stain or even some wallpaper preparations

Health problems caused by lead

Newborns and young children who are exposed to lead may have lifelong health and behavioral issues, including:

- Trouble learning and concentrating
- Behavior problems
- Hearing issues
- Blood problems, like anemia
- Stomach aches
- Other serious health problems that can result in death

These symptoms may not appear until your child is older. He or she may seem fine, but lead can still be causing damage.

My child has an elevated blood of 5 or greater, what should I do?

If your child has a lead level of 5 or greater, you should have your home inspected it may be the cause. Your local health department or an approved environmental lead investigation (ELI) vendor may conduct an inspection at no cost to you. An ELI will locate the source of lead in your home and your local health department may even pay for it to be cleaned up.

To learn more, contact your PCP or call HPP at **215-967-4690**. We can help you.



A Note About Your Privacy

Health Partners Plans (HPP) is committed to maintaining and protecting the privacy of our members' personal information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that requires us to take measures to protect personal information and to notify our members about these measures.

The Notice of Privacy Practices describes how HPP may use and disclose a member's personal health information and how a member of HPP can get access to his or her information. For more information about our privacy practices and available privacy forms, please visit HPPlans.com/privacy-practices. You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-800-553-0784** (TTY 1-877-454-8477).



How Is Your Child Developing?

As your baby grows up, he or she develops new abilities. These new skills are called milestones. They are things most babies and infants can do by a certain age.

When you and your child's doctor watch how your child grows, it's called developmental monitoring. Together, you and your doctor will learn whether your child meets the typical milestones in playing, learning, speaking, behaving and moving.

Developmental monitoring should be part of your child's well-child visits. This monitoring is recommended for all children at ages:

- 9 months
- 18 months
- 24 or 30 months

If you notice that your child is not meeting developmental milestones, talk with your doctor about your concerns. A missed milestone could be a sign of a problem. Your child's doctor or another specialist will take a closer look to see how your child is developing.

Skills like taking a first step, smiling for the first time and waving "bye bye" are called developmental milestones. Visit www.cdc.gov/milestones to download free milestone checklists

All About Developmental Milestones

What? Look for your child's milestones

Who? Parents, grandparents and other caregivers

When?

- 9 months
- 18 months
- 24 or 30 months

Why? To help you:

- Celebrate your child's development
- Talk about your child's progress with doctors and childcare providers
- Learn what to expect next
- Identify any concerns early



Managing Hypertension

Hypertension is another name for high blood pressure. This serious condition can lead to heart disease and stroke. There are often no symptoms of hypertension.

The good news is you can keep your hypertension under control. Here's a few ways to do that:

- Eat a balanced, low-fat, low salt diet
- Quit smoking and limit alcohol and caffeine consumption
- Reduce stress
- Exercise regularly
- Lose weight
- Take your medication as prescribed
- Talk to your doctor to find the best treatment plan to help you control your hypertension.

All Health Partners members are automatically enrolled in HPP Rewards and earn points for completing certain health activities. If you have hypertension, you're eligible to receive 200 points for going to an annual PCP visit. You may be eligible for other rewards, too. Visit www.HPPRewards.com or call **1-855-827-2862** to learn more about HPP Rewards.

To learn more about how HPP can help you manage your hypertension, visit HPPlans.com/hypertension.



Protect Yourself from Fraud

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:

Health Partners Plans will never ask you to provide your Social Security number in order to verify who you are. If someone calls you and asks you for this identifying information, **DO NOT** provide it.

If someone does call you and asks for this information, ask them to give you their name, the name of company that they work for, and their phone number (you may be able to get this information). You can report this information to HPP. Sometimes people call to try to get this information from you to steal your

identity. But sometimes the call is legitimate, and is it is a vendor calling on behalf of HPP, who needs to be re-educated on what identifying information is OK to ask for.

If you want to report receiving this type of call, or other types of suspected fraud, waste, or abuse, or compliance issues, you can contact HPP in any of the following ways:

- 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. 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.
- Report FWA issues directly to the Pennsylvania Department of Human Services by calling **1-866-379-8477** or **1-844-347-8477**.



HP-810MR-2985

Health Partners Plans





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).