

HEALTH PARTNERS

Talk



Health Partners 

A part of **Jefferson Health Plans**

FALL 2023

Vaccines for Children

Vaccines (also called immunizations or shots) are important because they help prevent diseases. Vaccines are safe and effective for children to receive at recommended ages. The Centers for Disease Control and Prevention (CDC) website has a lot of useful information and tips about vaccines.

Please see page **5** for more information.



See Inside!



Still time to earn rewards for 2023. See page **3**



Pregnant? Baby Partners can help. See page **7** to learn more.



It's Apple Season. Tasty muffin recipe on page **6**.

Our plan names are changing.
Our commitment remains the same.



is now



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Member Resources

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

Website: HPPlans.com

Social Media: Jefferson Health Plans @jeffhealthplans @jeffersonhealthplans

Member Portal: HPPlans.com/portal

Newsletters: HPPlans.com/News2023

Handbook: HPPlans.com/handbook

Healthy Living

There's Still Time to Earn 2023 Rewards

You may still be eligible to receive rewards for completing specific health activities throughout 2023. Learn more by visiting [HPPrewards.net](https://www.HPPrewards.net) or calling Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Category	Incentive	Details	Reward
Diabetes Care (members ages 18-75 diagnosed with diabetes)	HbA1c Screening	Complete a HbA1c screening (lab work)	\$20 prepaid debit card
	Retinal Eye Exam	Complete a retinal eye exam	\$20 prepaid debit card
	Doctor Visit	Complete a doctor visit	\$20 prepaid debit card
Hypertension (members ages 18-85 diagnosed with hypertension)	Doctor Visit	Complete a doctor visit and get your blood pressure checked	\$20 prepaid debit card
Dental Care	Dental Exam (pregnant members 21 and older)	Complete a dental exam during your pregnancy	\$20 prepaid debit card
	Dental Exam (ages 0-14 years)	Complete a dental exam	\$20 prepaid debit card
Health & Wellness	First Health Assessment (members ages 21 and older)	Complete an initial health assessment at one of the Greater Philadelphia YMCA branches	\$20 prepaid debit card
	Second Health Assessment (members ages 21 and older)	Complete the second health assessment at one of the Greater Philadelphia YMCA branches	\$25 prepaid debit card
	Diabetes Prevention (prediabetic members ages 18 and older)	Complete four qualifying diabetes prevention program (DPP) classes	One month Weight Watchers program membership



Lead Screening Reminder

A lead screening is a simple blood test that will show if your child has been exposed to lead. Children must be tested for lead exposure at 9-11 months and again before 24 months. See your primary care provider (PCP) to get a lead test. Lead screenings are available at no cost to you.

Where Can Lead Be Found?

- 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 and outdoor soil
- Varnish, stain or even some wallpaper preparations

What Problems Are Caused by Lead?

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

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

Without testing, these symptoms may not appear until your child is older. He or she may seem fine, but lead can still be causing damage.



If your child has a lead level of 3.5 or more you should have your home inspected because it may be the cause. Your local health department or an approved environmental lead investigation (ELI) vendor will 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 receive an ELI please contact your PCP and/or Health Partners at 215-967-460 so you can be referred.



#FightTheFlu

Protect Yourself. Protect Your Family. Get the Flu Shot.

The flu (influenza) is a contagious disease that can be severe. The best way to protect yourself and your family against flu viruses is getting a flu vaccine each year.

- The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine as the first and most important action to protect against flu and its potentially serious complications.
- People at higher risk of serious flu complications include young children, pregnant people, people with certain chronic health conditions and people 65 years and older.

- Everyone 6 months and older should get an annual flu vaccine. It's best to get the flu shot before the end of October, but you can get it after that as well.

Flu vaccines are offered in many places including doctor's offices, pharmacies, health clinics, urgent care centers and other locations. Speak to your child's doctor or call Member Relations if you need help finding a place to get the flu shot.

(continued from cover)

Vaccines for Children

Why are vaccines important?



Children are exposed to thousands of germs every day from food, air, and things they put into their mouths.



Vaccines strengthen your child's immune system against germs. Babies are born with immune systems that can fight some germs but there are deadly diseases that they cannot handle. The good news is there are many vaccines that will protect them against those diseases!

What should I do?

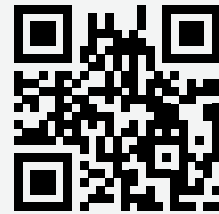
- Visit [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents) to see which vaccines your child should get at what age.
- Talk to your child's doctor to make sure your child is up to date with vaccines.
- Call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** if you need help making an appointment.

Vaccines are available at no cost to you. We want to make sure your child is safe and healthy.

View CDC's Vaccine Schedules!

For Children - Scan the QR code or visit [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents) to see vaccines by age

For all ages - Visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Don't Delay Your Diabetic Eye Exam

If you have diabetes, an annual eye exam is the best way to determine if your blood sugar levels are affecting your eyes.

Even if your vision is completely normal and your eyes feel fine, you could be experiencing early stages of a diabetes-related eye condition. This is why you should receive regular, dilated eye exams even when you have no symptoms.

For most people with diabetes, there is a very clear relationship between eye health and blood glucose (blood sugar) management, A1C results, and glucose time-in-range (keeping blood sugar in the targeted range of 70 and 180 mg/dL). The more your blood glucose is in a safe range, the less likely you are to develop a diabetes-related eye condition over time.

Don't forget! Members with diabetes are eligible for a \$20 prepaid debit card for completing the following health activities:

- **Diabetic Retinal Exam**
- **HbA1c test**
- **Annual PCP visit (once per year)**



Call your doctor to schedule a diabetic eye exam or if you have any questions or concerns on how to control your blood sugar.

It's apple season! Here is a healthy, easy and delicious way to use your apples!

Apple Oatmeal Muffins

Ingredients

- 1/2 cup milk, non-fat
- 1/3 cup applesauce
- 1/2 cup flour, all-purpose
- 1/2 cup quick-cooking oats (uncooked)
- 1 cup sugar
- 1/2 tablespoon baking powder
- 1/2 teaspoon ground cinnamon
- 1 apple (tart, cored & chopped)



Directions

1. Wash your hands with soap and water.
2. Preheat oven to 400 °F.
3. Place 6 cupcake holders (paper liners) in baking tin.
4. In a mixing bowl, add milk and applesauce. Stir until blended.
5. Stir in flour, oats, sugar, baking powder, and cinnamon. Mix until moistened (do not over mix).
6. Gently stir in the chopped apples.
7. Spoon into cupcake holders.
8. Bake for 15-20 minutes or until an inserted toothpick comes out clean.
9. Cool in pan 5 minutes before serving. Store unused portions in an airtight container.

Source: <https://www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/apple-oatmeal-muffins>

Parenting

Little Hands. Big Help.

What's for dinner? A question that most people don't want to hear. Some people love to cook. Others view cooking as another task in their day. Whether you share your love for cooking with your child or want to start teaching them the basics, here are some easy tasks that your children can do to start lending a hand in the kitchen:



Pour ingredients into a bowl and stir.



Wash vegetables and fruits.



Sort and put away groceries.



Crack an egg or peel a hardboiled egg.



Wipe counters, sweep floors or use a dustpan.



Handwash dishes
(children should not wash knives, heavy dishes or easily breakable items).

Be ready for children to make a mess as they learn, but it's also good to teach them to clean it up!



Safety First! Make sure your child knows:

- Always wash hands before and after handling food.
- Stay away from a hot stove or oven.

Are You Pregnant or Thinking about Becoming Pregnant?

Our Baby Partners maternity program helps soon-to-be moms from prenatal to post-delivery care. This is a special program only for Health Partners members.

When you join Baby Partners, you'll be paired with a care coordinator who will help you:

- Learn more about pregnancy, childbirth, and caring for yourself and your baby.
- Find providers and make sure you get the care you need.
- Schedule and remember appointments.

The Baby Partners Team

The team is a great resource during pregnancy and up to 84 days (about 3 months) after you've delivered your baby!

Benefits include:

- Doula (labor coach) support
- Well visits from a nurse for mom and baby after delivery
- Referrals to community organizations that can help you
- Connections to WIC offices, Healthy Baby Helpline, and Text4baby
- 24-hour breastfeeding helpline
- Help with completing activities in the Baby Bundle program



Get Started Today!

- Call **1-866-500-4571 (TTY 1-877-454-8477)**, Monday - Friday, 8 a.m. to 4:30 p.m.
- Visit **HPPlans.com/BabyPartners** or scan the QR code



Baby Bundle Program – If You're Pregnant, You Can Earn Rewards!

We want our members to have a healthy journey through their pregnancy and postpartum care. That's why eligible members can earn \$25 each time you complete one of the following activities:

Activity	Details
Prenatal Visit	Complete a prenatal visit within the first trimester of pregnancy or within 42 days of enrollment with Health Partners
Postpartum Visit	Complete a postpartum visit 7-84 days after delivery either in person or telehealth with your doctor or a home visit with a nurse
Well-Child Visit	Complete the first well-child visit with your child's doctor within 30 days of your baby's date of birth
Lead Screening	Take your infant for a lead screening test between 9-12 months

Your Benefits



Make it Easier to Get Your Prescriptions

Going to the pharmacy to pick up your prescriptions is just another thing on your “to-do” list. Here are some options to make it easier for you.

90-day supply

As a Health Partners member, you have the option to fill a 90-day supply for eligible medications. If you prefer to go to a local pharmacy, this option allows you to visit every three months instead of every month.

Mail order

You can have prescriptions delivered right to your door through the CVS Caremark Mail Service Pharmacy. To have your prescriptions filled via mail order pharmacy, ask your doctor to have your prescriptions sent to CVS Caremark Mail Service Pharmacy or request that CVS Caremark contact your doctor and get the process started for you. You can make a request on [caremark.com/mailservice](https://www.caremark.com/mailservice) or call **1-800-756-7186**. Please note that some medications may not be available through mail order pharmacy.

If you 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!



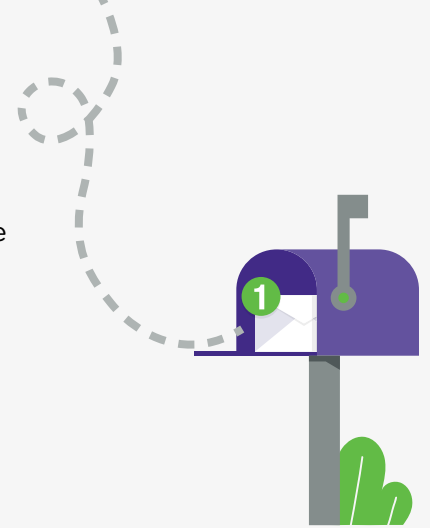
Reminder!

Health Partners members have
\$0 copay
for covered prescription drugs

Don't Risk Losing Coverage

You should be receiving a renewal packet in the mail from the Department of Human Services (DHS). You need to complete and return the form by the due date listed in your renewal packet. To learn more or to check your renewal information:

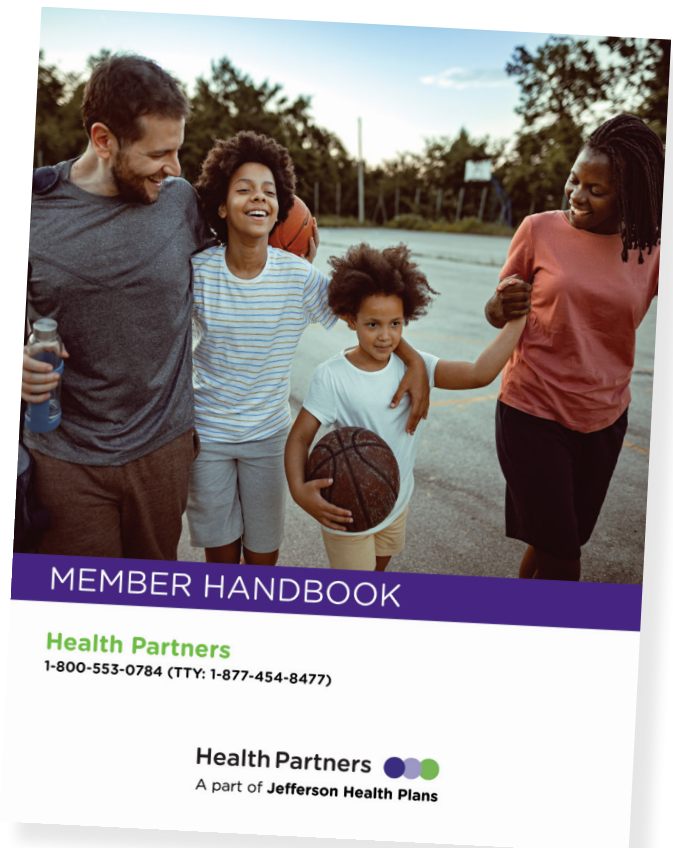
- Visit dhs.pa.gov/COMPASS
- Download the **myCOMPASS PA** mobile app
- Call **1-866-550-4355**
- Visit your local county assistance office



Have You Read the Health Partners Member Handbook?

It is a great source of information and tells you how to use your health plan. It explains:

- What benefits are covered and what benefits are not covered
- Services that require copayments
- How to find participating PCPs, specialists and hospitals
- When to go to the PCP, urgent care and hospital
- How to access benefits and get care, including:
 - How to see a specialist
 - How to receive other services
 - How to get care when you are away
 - How to access behavioral health services
 - How to get out-of-network or out-of-plan care
- Pharmacy benefit information
- How to ask for an interpreter or other language services you can use
- How to submit a claim and what to do if you get a bill
- How to submit a complaint or appeal a decision
- How to report fraud and abuse
- Your member rights and responsibilities
- Our privacy policy
- How Jefferson Health Plans evaluates new technology



You can read the Member Handbook online at HPPlans.com/handbook. If you have any questions, please call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.



How to Find Participating PCPs, Specialists and Hospitals

Your primary care provider (PCP) provides most of your health care and will help you get other services you may need from specialists or hospitals. Think of your PCP as your family doctor. He or she will keep all your medical records and know your medical history.

To find participating providers, visit [HPPlans.com](https://www.hpplans.com) and click “Find a Doctor.” Our online directory provides the name, address, phone numbers of the doctor, and the office information. You can also review each provider’s professional qualifications, specialty, and board certification status. The directory also includes specialists and hospitals in our network. Member Relations can help you select or change your PCP, as well as help you find doctors and hospitals near you.

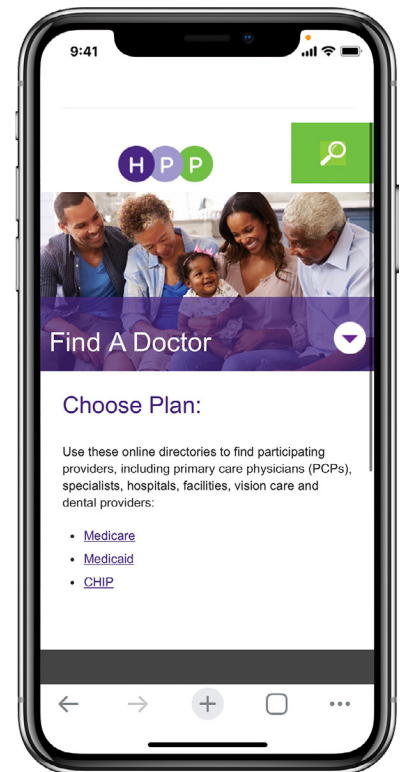
Making an appointment with your Primary Care Provider (PCP)

Your PCP is your medical home. He or she coordinates your care. Call your PCP to make an appointment. Many offices offer extended hours. You can also leave a message for the doctor after hours. Most offices have an on-call physician who will call you back.

Changing Your PCP

If you want to change your PCP for any reason, call Member Services at **1-800-553-0784 (TTY 1-877- 454-8477)** or request the change through the member portal available at [HPPlans.com](https://www.hpplans.com). If you need help finding a new PCP, you can go to [HPPlans.com](https://www.hpplans.com), which includes a provider directory. You can also ask Member Services to send you a printed provider directory.

Health Partners will send you a new ID card with the new PCP’s name and phone number on it. The Member Services representative will tell you when you can start seeing your new PCP. When you change your PCP, Health Partners will send your medical records from your old PCP to your new PCP. In emergencies, Health Partners will help transfer your medical records as soon as possible. If you have a pediatrician or pediatric specialist as a PCP, you may ask for help to change to a PCP who provides services for adults.



Rights and Responsibilities

As a member, you have the right to know your rights and responsibilities. These rights include getting information in a way you can understand, being treated with respect, and making decisions about your health care. Exercising these rights won’t negatively affect the way you are treated by Jefferson Health Plans, its participating providers, or any state agencies. When making your health care decisions, you have the right to feel that Jefferson Health Plans is not restraining, isolating, bullying, punishing, or retaliating against you. For more information, please refer to your member handbook available online at [HPPlans.com/handbook](https://www.hpplans.com/handbook).

Member Resources

Resources to Help You Improve Your Health

At Health Partners, we want to give you information to help you live a healthy lifestyle. Please visit [HPPIans.com/health-and-wellness](https://www.hppians.com/health-and-wellness) for resources to help you:

- Maintain a healthy weight by eating healthy
- Quit using tobacco products
- Increase your physical health
- Reduce stress
- Control risky actions like drinking or substance use

Be sure to check out our recently updated **Self-Management Tools**, **Be Safe from Substance Use** and **Opioid** pages with information to help you, your family, and your friends.



About Utilization Management

Utilization Management (UM) is how health plans make sure members get the right care at the right time. “More” doesn’t always mean “better” when it comes to health care. UM helps prevent overtreatment.

On the other hand, patients sometimes have trouble getting the care they need. That’s why UM works to make sure members have access to treatment and preventive services. Health Partners never offers incentives to reduce or deny access to needed care. Utilization Management decisions are based only on the appropriateness of care and existence of coverage. We do not reward doctors or other individuals for encouraging you to not seek treatment and service. Jefferson Health Plans’ medical program description, policies, and provider contracts do not contain language indicating inappropriate utilization incentive programs. Although providers may be entitled to a bonus or incentive pay, it cannot influence their decisions to withhold, delay, or deny necessary care.

You can contact our UM staff to discuss the UM process and authorization of care by calling Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**. Health Partners can also provide language interpretation services, free of charge, through bilingual staff or an interpreter.

Language Services You Can Use

Help if you speak a language other than English

If you would like to request a Member Handbook or other Health Partners information in a language other than English, at no cost, just call Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)**.

Help if you need an interpreter or TTY services

If you need an interpreter for any language, including sign language, or if you require TTY services for your healthcare needs, Member Relations can help you. Just call **1-800-553-0784 (TTY 1-877-454-8477)**.

If you need an interpreter and you call Member Relations, we have an online interpreter service that can help you. This service provides over 140 languages and is available 24 hours a day, seven days a week for your healthcare needs. You will not have to make another telephone call to get this service. Member Relations will do this for you and will stay on the telephone with you. If you call the TTY line, you will be connected to a text telephone right away. There is no cost to you for these services.

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:

Jefferson Health 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 1-800-553-0784 (رقم هاتف الصم والبكم) (1-877-454-8477).

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 ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-553-0784 (TTY 1-877-454-8477)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposes 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).