

HEALTH PARTNERS

# Talk



Health Partners   
A part of **Jefferson Health Plans**

**SUMMER 2023**

## Hot Fun in the Summertime!

During the summer it can be fun to get outside, enjoy the sun, grill some food and gather with friends and family. But don't get too hot. Here are a few tips on how to avoid the burn:

- **Apply and then reapply sunscreen** - We all know that we need to use sunscreen when going outside but it's easy to forget to reapply. You should put sunscreen on at least every two hours.
- **Drink plenty of water** - It's easy to get dehydrated when spending time in the sun and heat. Be sure to plan ahead and always have plenty of drinking water with you.
- **Keep a close eye on the grill** - A hot, cooking grill should never be left alone. An adult should always stay near the grill to keep a watchful eye. It only takes a few seconds for accidents to happen.
- **Clear the way** - When using a grill or any type of outdoor fire pit, be sure to keep it away from houses, trees or anything else that could catch on fire. Children should always be closely supervised and kept away from all heat sources.



## See Inside!



Our Annual Zoo Event Coming Soon - See page 3 for details.



Need help finding nutritious foods? Learn more about **SNAP** and **FindHelp** on page 7.



**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/members](https://www.hpplans.com/members)

**Social Media:**  Health Partners Plans   @hpplans

**Member Portal:** [HPPlans.com/portal](https://www.hpplans.com/portal)

**Newsletters:** [HPPlans.com/News2023](https://www.hpplans.com/News2023)

**Handbook:** [HPPlans.com/handbook](https://www.hpplans.com/handbook)

# Save the Date! Join Us At the Zoo

We invite you to join us for a family-friendly walk through the zoo.

Enter for a chance to win a family membership to the zoo!



Receive school supplies for school-aged children, while supplies last



This event is free for all Health Partners members. Pre-registration is required. You CANNOT register the day of the event. Register by visiting the links below or call 215-967-4514 (Monday – Friday, 9 a.m. – 5 p.m.).



## Two events to choose from:

### A Night at the Philadelphia Zoo

**Date:** Saturday, Aug. 12, 2023

**Rolling Start Time:** 6 – 8 p.m.  
(event ends at 9 p.m.)

**Address:** 3400 W. Girard Avenue,  
Philadelphia, PA 19104

**Register:** [www.runsignup.com/HPPphillyzoo](http://www.runsignup.com/HPPphillyzoo) (by Aug. 11)

### A Day at the Lehigh Valley Zoo

**Date:** Saturday, Sept. 16, 2023

**Rolling Start Time:** 10 a.m. – 3 p.m.  
(event ends at 4 p.m.)

**Address:** 5150 Game Preserve  
Road, Schnecksville, PA 18078

**Register:** [www.runsignup.com/HPPlehighvalleyzoo](http://www.runsignup.com/HPPlehighvalleyzoo) (by Sept. 15)

## Reminder! Don't Risk Losing Your Coverage

If you haven't already, you should receive a renewal packet in the mail from DHS. You will need to send your renewal packet timely to ensure you do not risk losing your health care coverage.

Here are actions you need to take to make sure you receive your renewal application:

1. Make sure your contact information is up to date. You can report changes:

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

2. Check your mail.

3. Complete and return your form by the date printed in the renewal packet:

- Mail – return your completed form using the envelope provided
- Online – Visit [dhs.pa.gov/COMPASS](http://dhs.pa.gov/COMPASS)
- Phone – Call **1-866-550-4355**
- In-Person – Visit your local county assistance office



Changes in household



New mailing address



New phone number



New email address

# Healthy Living

## Are You Ready to Quit Tobacco?

Everyone has their own reasons for quitting smoking, but here are the benefits:

### Health Benefits

- Tobacco cessation reduces the risk of experiencing many harmful health conditions including asthma, heart diseases, impaired reproductive health outcomes and some cancers
- You may experience easier breathing and less coughing
- Prevents staining of teeth

### Lifestyle Benefits

- More time and energy to exercise and perform daily activities
- Less money spent on tobacco products
- Keep family members away from secondhand smoke
- Sense of smell improves

### Interested in Quitting?

Your doctor can educate you about the benefits of quitting tobacco. Ask about different forms of tobacco cessation therapy. You and your doctor can create a treatment plan that will work best for you.

The PA Free Quitline, available at **1-800-784-8669** or [pa.quitlogix.org](http://pa.quitlogix.org), can connect you with a tobacco cessation counselor 24/7. The Quitline is staffed by trained counselors who coach you on your journey to a tobacco-free lifestyle.

### What is Smoking Cessation Therapy?

Smoking cessation therapy is designed to help you quit smoking, with the goal of improving your overall health and wellbeing by reducing the risk of serious health problems. The therapy is designed specifically for you but may include some of the following methods: Nicotine patches/lozenges/gum, counseling, behavior therapy, prescription medications

### Preferred Medications Covered for Smoking Cessation

- Tablets:
  - Bupropion SR
  - Chantix/varenicline
- Nicotine Gum
- Nicotine Lozenge/Mini Lozenge
- Nicotine Patch





## Having a Healthy Mouth for Your Baby

Your body, including your teeth and gums, can go through a lot of changes during pregnancy. Oral health is an important part of your prenatal care. Some studies show that there is a connection between gum disease and premature birth. Practicing good home care and going to the dentist can keep you and your baby healthy.

### What can you do keep your mouth healthy?

- Practice good home care. Brush twice a day and floss at least once a day for a clean mouth. Having a clean mouth can help prevent the spread of cavity causing bacteria to your baby.
- If you vomit, rinse your mouth with baking soda and water to neutralize lingering stomach acids that can weaken enamel. Wait at least 30 mins after vomiting before brushing.
- Have a professional cleaning to decrease chances of gingivitis and periodontal (gum) disease. During pregnancy, your hormone levels can cause your gums to have greater reaction to plaque and tarter. This can lead to swelling, tenderness, and bleeding of the gums.
- Get regular dental checkups even during pregnancy. Checkups are important for catching any issues before they become major problems. Untreated cavities can lead to infection which can lead to complications during your pregnancy.
- You can have a dental exam, x-rays, cleanings, fillings and even extractions any time during the pregnancy. Make sure the dentist knows you are pregnant and your due date. This information will help them to take extra considerations when providing you care. Contact Member Relations if you need help finding a dentist.



## What is Postpartum Depression? Here are the Facts

Having a baby is challenging and every woman deserves support. Research from the Centers for Disease Control and Prevention (CDC) shows that about 1 in 8 women experience symptoms of postpartum depression. Some people may experience a few symptoms, and others might experience many. How often symptoms occur, how long they last, and how intense they feel can be different for each person. Depression during and after pregnancy, called postpartum depression, is common and treatable. This is different from the “baby blues.” With the baby blues, you may feel sad, weepy or anxious starting about three days after childbirth. These feelings tend to come and go, and usually get better on their own within a week or two. But postpartum depression usually starts between one to three weeks after birth and is a serious mood disorder that may last for months and may not get better without treatment.

### Symptoms of postpartum depression may include:

- Feeling sad or empty most of the time
- Eating too much or too little
- Sleeping too much or too little
- Crying a lot
- Feeling angry
- Pulling away from family and friends
- Worrying or feeling anxious
- Not having any interest in your baby
- Constant doubts about your ability to care for your baby
- Thinking about hurting yourself or your baby

If you think that you may be depressed, talk to your doctor as soon as possible.

Additionally, Baby Partners care coordinators can connect you with local resources and can get you the help you need. Call the Baby Partners team at **1-866-500-4571 (TTY 1-877-454-8477)** or **215-991-4182**



## Learn More About SNAP

At Health Partners, we know how important access to nutritious food is to your family's health. We want to provide you with important information about the PA Department of Human Services' Supplemental Nutrition Assistance Program, also called SNAP.

In Pennsylvania, SNAP provides help to low-income individuals and families. You can use SNAP dollars to buy:

- Fresh fruits and vegetables
- Meats, fish and poultry
- Dairy (milk, yogurt and eggs)
- Packaged and canned foods
- Bread

SNAP dollars are loaded onto an ACCESS card each month. It is used like a debit card. SNAP dollars cannot be used for pet food, alcohol or hot, prepared foods.

### Who Qualifies for SNAP?

SNAP eligibility is based on income and family size. You can call the PA Department of Human Services Helpline at **1-800-692-7462 (TTY 1-800-451-5886)** or visit your county assistance office for more information.

### Applying for SNAP

You can also apply for SNAP by calling or visiting your county assistance office or filling out an application at [www.compass.state.pa.us](http://www.compass.state.pa.us).

If you need a little help finding food, housing, transportation and much more, visit [hpp.findhelp.com](http://hpp.findhelp.com). You can search and find the resources you need. Visit [hpp.findhelp.com](http://hpp.findhelp.com) to:

Find programs and support organizations that can help you

- View hours and locations of support organizations
- Connect to social services
- Apply for benefits

You can complete a social needs screener on your own! This quick tool is designed to help you find the resources you need. Visit [hpp.findhelp.com](http://hpp.findhelp.com) and click "Social Needs Screener" at the top of the page for more information.

# HIV: What You Should Know

Human immunodeficiency virus (HIV) attacks the body's immune system. There is no cure for HIV but with proper care, HIV can be controlled. If left untreated, HIV can lead to AIDS (Acquired Immunodeficiency Syndrome).

## Prevent

In the US, the main causes of HIV are by having sex or sharing needles with someone who has HIV. Pre-Exposure Prophylaxis (PrEP) is for people who are currently HIV-negative and at risk of getting HIV through sex or injection drug use. These medications help decrease the amount of HIV in your body so your immune system can work better. Other tips to prevent HIV transmission include using condoms and not sharing personal items (needles, toothbrushes and razors) that may have contacted blood or other body fluids. Talk to your doctor to see if a PrEP treatment is right for you.

## Get Tested

The only way to know if you have HIV is to get tested. Knowing if you have HIV helps you get treatment and take steps to prevent spreading the virus to others. Visit the PA Department of Health site at [health.pa.gov/topics/programs/HIV/Pages/Testing.aspx](https://health.pa.gov/topics/programs/HIV/Pages/Testing.aspx) to locate a testing site near you. You can also visit [getmyhivtest.com](https://getmyhivtest.com) for a free test kit. Talk to your doctor to learn more.

## Treatment

If you test positive for HIV, contact your doctor right away. Antiretroviral therapy (ART) is recommended for everyone with HIV, including those with early HIV infection. ART should start as soon as possible after HIV diagnosis. If taken as prescribed, HIV medicine reduces the amount of HIV in the body (viral load) to a very low level, which keeps the immune system working and prevents illness.





# Pharmacy Corner



## Birth Control Options – Which One is Right for You?

There are many birth control options to help prevent pregnancy. Speak with your doctor to determine which may be best for you. Birth control is covered under the Health Partners pharmacy benefit with a doctor's prescription.

A non-hormonal birth control method can include the copper IUD. Hormonal birth control can come in many forms:

- oral tablet: pill taken daily
- vaginal rings: insert and leave in place for 3 weeks, then remove for 1 week
- patches: put on once a week for 3 weeks, then remove for 1 week
- injections: given by a health care provider every 3 months
- long-acting reversible contraceptives (LARCs): given by a health care provider and work for years. These can be taken out at any time by a health care provider if you are planning to get pregnant or want to stop using it.

**If you have a hard time remembering to take a pill every day, you can try options like the patch, vaginal rings, injections and LARCs.**

### LARCs on the Medicaid Preferred Drug List:

- Kyleena IUD
- Liletta IUD
- Mirena IUD
- Nexplanon Implant
- Paragard Intrauterine Copper IUD
- Skyla IUD

# Do You or Someone You Know Have Asthma?

A person with asthma may have a hard time breathing due to narrow airways blocked by a large amount of mucus in their lungs. The mucus can cause symptoms such as coughing, chest tightness and wheezing. These symptoms may get worse due to dust, exercise, mold and change in temperature.

Asthma is a chronic condition which requires long term **controller therapy** for management and **rescue therapy** for flare ups.

**Controller therapy** reduces the inflammation in the lungs, preventing asthma symptoms. Controller therapy usually have steroids in them and are used every day – even when you don't have any acute symptoms. Controllers can come in as inhalers, injections or tablets. **Rescue therapy** is a quick dose of medication to open up the lungs or airway.

Examples of some asthma **controller** medications include:

<b>Inhaler</b>	Symbicort	Dulera
<b>Injection</b>	Omalizumab	Dupilumab
<b>Tablet</b>	Montelukast	Theophylline

New 2022 guidelines suggest using Corticosteroid-LABA combinations that provide **controller and rescue therapy**. Some examples of Corticosteroid-LABA combinations are:

- Advair HFA
- Dulera
- Symbicort

If you do not prefer the Corticosteroid-LABA combination inhaler, there are alternative asthma rescue inhalers that you can use along with a controller, such as:

- Proair HFA (inhaled)
- Ventolin HFA (inhaled)
- Albuterol HFA (inhaled)

If a rescue medication is used more often, this could be a sign that your asthma is not well controlled and you should speak with your doctor.

## Can Statin Therapy Help You?

Statins are medications that lower cholesterol in your blood. They work by blocking a substance your body needs to make cholesterol. This can help reduce the risk of heart attack, stroke and other life-threatening conditions.

### Statin Therapy for Atherosclerotic Cardiovascular Disease (ASCVD)

A high level of cholesterol (fatty deposits) can lead to ASCVD. This is a condition that causes your arteries and blood vessels to narrow, making it hard for blood to flow through your body. People with ASCVD have a higher chance of developing heart disease and stroke. Controlling your cholesterol with statin therapy can help.

### Statin Therapy for Diabetes

People with diabetes are more likely to have heart disease or a stroke compared to someone who does not have diabetes. This risk increases the longer you have diabetes. If you have diabetes, a statin can help control your cholesterol levels and protect your blood vessels.

Talk to you doctor about if starting statin therapy is right for you. You doctor can determine which intensity of statin therapy is best for you based on your risk factors. Some statin examples include:

- atorvastatin
- lovastatin
- pravastatin
- rosuvastatin
- simvastatin



#### To Do!

Visit [HPPlans.com/onlinelearning](https://www.hppplans.com/onlinelearning) to learn more about managing diabetes.

# Member Resources

## Come to a Wellness Partners Event

We have a full calendar of events, so join us!

Our Wellness Partners team hosts events and programs in the communities where you live, work and play. Be on the lookout for more fun events later this year, such as our popular zoo events! Many events are free and fun for all ages, so bring your family and friends.

Visit [HPPPlans.com/WellnessPartners](https://www.hppplans.com/WellnessPartners) to learn what's on the schedule. The Wellness Partners team hopes to see you soon!

See You at the CWC!

Join us at HPP's Community Wellness Center for in-person fitness classes and other fun activities! All events are free and open to the public, so bring your friends and neighbors.

**Community Wellness Center**  
**6232 Market Street**  
**Philadelphia, PA 19139**



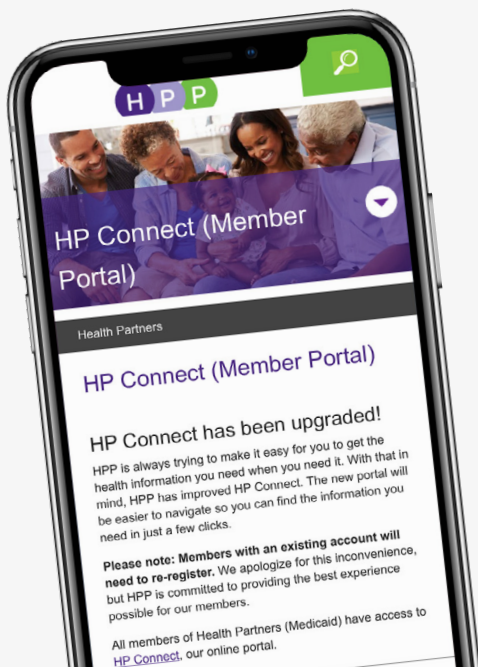
## Sign Up for HP Connect

Health Partners has exciting news! HP Connect, the online member portal, is better than ever.

HP Connect gives you instant access to information about your benefits. After you register with HP Connect, you can:

- Find doctors and hospitals near you
- Change your primary doctor (primary care provider)
- Review your benefits
- View claims history
- Update your contact information
- Interact with your care manager
- Access health education

**Ready to get started?** Visit [HPPPlans.com/portal](https://www.hppplans.com/portal) to register!



# Online Learning Tools Available 24/7!

Online learning modules can help you take an active role in your own health. Health Partners members have access to a library of self-management tools that are available 24/7 at [HPPlans.com/onlinelearning](https://www.hppplans.com/onlinelearning).

## New Dental Classes!

Two new dental modules have been added to the collection for your patients who are new and expectant mothers.



“Oral Health: What to expect while you are pregnant” will help pregnant women navigate the changes that occur during pregnancy.



“Smiles through Life: Oral Health ages 0-3 years” prepare new mothers on how to get their baby’s oral health off to a great start.

## Fraud, Waste and Abuse

Health Partners prohibits all illegal or unethical conduct by members, employees and providers. Our Special Investigations Unit (SIU) works with other departments and subcontractors to detect, prevent and stop this type of inappropriate activity. Investigative findings may be forwarded to our Legal Affairs department for appropriate action.

### Here are some examples of illegal or unethical conduct:

- Members letting other people use their health insurance to access medical care
- Members selling medications received through their insurance
- Members getting services or equipment not medically necessary for their condition(s)
- Providers submitting claims for services they didn’t provide or billing for more expensive services than those actually provided
- Providers providing false statements to obtain credentials
- Pharmacists paying providers kickbacks (or bribes) for referrals
- Providers paying members incentives for being their patient
- Employees selling Health Partners information
- Employees accepting money or gifts in exchange for changing some parts of Health Partners’ systems



### How to Report Fraud, Waste and Abuse:

If you see or suspect any illegal or unethical activity being committed, call the SIU hotline at **1-866-477-4848**. All calls can be anonymous. You can also use this link to anonymously reportsuspected issues: [www.mycompliance.com/report?cid=JEFF](https://www.mycompliance.com/report?cid=JEFF). Reports will be treated confidentially, as allowable by law.

You can also report FWA issues directly to the Pennsylvania Department of Human Services (DHS) Fraud Hotline at **1-844-347-8477**.



## 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:

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 4870-355-008-1 (رقم هاتف الصم والبكم) 7748-454-778-1

**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).**

**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).**