



# Health Partners Medicare Living Well

Spring 2020

During the COVID-19 pandemic, it's more important than ever to stay healthy and continue doing healthy activities, like taking your medications as prescribed. By practicing healthy habits, you're doing your part in reducing stress on hospitals and urgent care centers.

It is important to stay home to slow the spread of COVID-19. If you must go out, **practice social distancing**, cover your mouth and nose, keep your hands away from your face and wash your hands frequently.

Health Partners Medicare is committed to continuing to ensure our members have access to the quality health care that they've come to expect for more than 30 years. We want to tell you more about changes we've made during the COVID-19 outbreak.

*Continued on next page.*

Health and wellness or prevention information

Health Partners Plans  
901 Market Street, Suite 500  
Philadelphia, PA 19107



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## Testing is Free

We will cover the cost for COVID-19 testing for our members whose healthcare providers have ordered tests. We are also waiving any prior authorization requirements for any COVID-related testing and care requested by our members' physicians. Your doctor or local health department will screen you based on Centers for Disease Control and Prevention (CDC) guidelines and if appropriate, they will issue a lab order for more testing. As recommended by the CDC, please do not immediately go to an emergency room unless you feel your conditions are life threatening.

## Treatment

All medically necessary health care costs to treat infectious diseases, including COVID-19, will be covered based on the terms of your plan.

## Cost Sharing

HPP is waiving all cost sharing for services related to testing, screening and diagnosis for COVID-19, including evaluation by a physician.

## Prior Authorizations

HPP will not require prior authorization for the following services until further notice:

- Acute inpatient hospital admissions for any diagnosis when admitted by Emergency Room (ER)
- Transfers from an inpatient facility to a long term acute care, skilled nursing or rehabilitation facility for any diagnosis
- Transportation between facilities
- Facilities are still required to notify HPP

## Medication Refills

HPP is waiving refill limits on 30-day prescriptions for maintenance medications. We are encouraging 90-day medication refills. Just let your pharmacist know you want 90-day refills for your maintenance medications.

During this time, it is very important that you continue taking your medications as prescribed by your doctor. If you are having difficulty getting your medications we can help, call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.

## Telemedicine and Teladoc for Non-Emergency Health Calls

Many doctors are now providing care via telemedicine (over the phone or video) for routine or non-emergency health matters. Call your doctor if you are having any type of health symptoms or problems or before attending a previously scheduled appointment. Ask your doctor if your visit can be done over the phone or video.

You can also talk to a doctor at no cost to you by calling **1-800-TELADOC**. Teladoc provides 24/7 access to doctors by phone or video. Teladoc's clinical team is trained on the latest protocols for local and national notification, testing and management of people who are sick with the virus.

## Urgent Care Centers

For non-emergent health issues, please go to urgent care centers instead of emergency rooms.





## Practice Self-Care

While we stay home, don't let fear and anxiety about the COVID-19 pandemic become overwhelming. Here are a few ways the CDC recommends managing stress during these challenging times:

- **Take breaks from watching, reading, or listening to news** stories and social media.
- **Connect with others.** Talk with friends and loved ones over the phone or via video chat.
- **Take care of yourself.** Take deep breaths, stretch or meditate. Try to eat healthy meals, exercise regularly and get plenty of sleep.

## Other Resources

- Our online Community Food Guide contains information about local food pantries, SNAP and WIC benefits and other food resources. You can find it at [hpplans.com/foodaccess](https://hpplans.com/foodaccess).
- HPP's Wellness Partners team is hosting online classes. Visit [hpplans.com/wellnesspartners](https://hpplans.com/wellnesspartners) to find the schedule.
- If you're trying to quit smoking, call the PA Quitline at **1-800-QUIT-NOW** to speak with a tobacco cessation counselor.

As always, we are here for you. If you have any questions or concerns, call us 24/7 at **1-866-901-8000 (TTY 1-877-454-8477)**.

## Finding Free, Nutritious Food During COVID-19

### *Philadelphia Food Sites*

In response to the impact of COVID-19, the City of Philadelphia and partners are supporting food sites where residents can pick up free food. Visit [phila.gov/COVID-19](https://phila.gov/COVID-19) to find a site near you.

### *About the food sites:*

- Sites are open Mondays and Thursdays from 10 a.m. – 12 p.m.
- Residents can pick up one box per household. Supplies will last up to five days.
- Residents do not need to present an ID or proof of income for eligibility.

### *Food Banks by County*

- Bucks County Opportunity Council Inc. (serving Bucks County)
- Chester County Food Bank (serving Chester County)
- Philabundance (serving Bucks, Chester, Delaware, Montgomery and Philadelphia counties)
- Share Food Program (serving Montgomery and Philadelphia Counties)

**For up-to-date information about COVID-19, visit [on.pa.gov/coronavirus](https://on.pa.gov/coronavirus) and [HPPlans.com/COVID19](https://HPPlans.com/COVID19).**

# Don't Be Afraid to Speak Up

Sexually transmitted infections (STIs) are on the rise not only among the younger population, but also in adults 45 years and older.

Some people may be embarrassed to discuss their sexual activity with their doctor. But being shy may cause an STD to go unnoticed and untreated, which can lead to serious infections and chronic issues.

That's why it's important to discuss risk factors and treatment options with your health care provider. Being open and honest with your providers will ensure you get the care you need so you can stay healthy.



## Feel the Pressure — Blood Pressure, That Is

About 1 in 3 U.S. adults have high blood pressure—and you could be one of them. High blood pressure usually has no signs or symptoms, but it can lead to a higher risk of heart disease, stroke and kidney failure.

It's important for you to know your blood pressure numbers, even when you're feeling fine. Health Partners Medicare covers a "Welcome to Medicare" preventive visit and yearly wellness visits at no cost to you, so ask your doctor about getting your blood pressure checked.

### May is National High Blood Pressure Education Month.

Visit [cdc.gov/bloodpressure](https://www.cdc.gov/bloodpressure) to find out more about how to prevent high blood pressure.

Source: [www.medicare.gov/blog/feel-the-pressure-blood-pressure-that-is](https://www.medicare.gov/blog/feel-the-pressure-blood-pressure-that-is)



**If you have high blood pressure, you can help control it with lifestyle changes and/or medicine.**

**You may be at risk for high blood pressure if you:**

- Smoke
- Eat salty foods
- Don't exercise enough
- Drink too much alcohol
- Have a family history of high blood pressure
- Are overweight

# If You've Been Hospitalized, Remember to Follow Up

It is very important to follow up with your primary care provider (PCP) or your specialist after you've been hospitalized.

Try to call your PCP on the same day you are discharged to make an after-hospitalization follow up appointment. If you can't call on the same day, try a day or two later.

When you call your doctor's office, tell them you are making this appointment because you were recently discharged from the hospital and need to have follow-up care.

Health Partners Medicare can help you make appointments. Call Member Relations anytime at **1-866-901-8000 (TTY 1-877-454-8477)**.

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## This Is Your Chance To Prevent Diabetes

If your blood sugar is higher than normal, that may mean you have prediabetes. Millions of Americans have prediabetes, but about 90% don't know they have it.

Talk to your doctor about getting your blood sugar tested if you have any of these risk factors for prediabetes:

- Being overweight
- Having a parent, brother, or sister with type 2 diabetes
- Being physically active less than 3 times a week
- A history of gestational diabetes (diabetes during pregnancy) or giving birth to a baby who weighed more than 9 pounds

There is good news: losing weight, eating healthier and getting regular physical activity can lower your risk for developing type 2 diabetes. There's no time to waste — the best time to prevent type 2 diabetes is now.

## Take Action Today

You can prevent diabetes by eating healthy, losing weight and increasing your physical activity. The steps you take today can lead to a healthier you in the future.





## About Your Personal Information

Health Partners Plans (HPP) understands the concerns you may have about giving out personal information. HPP takes 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:

1. HPP and our partners contacting you on our behalf will never ask you for your Social Security number. If someone says they are calling or visiting you on behalf of HPP, and requests your Social Security number, just say **NO**.
2. HPP and our partners contacting you on our behalf may ask you to confirm your full address and date of birth. This is for your own security and ensures we are speaking to you, and not anyone else. After all, your information is private and we want to make sure we share it only with you.
3. If someone is stating that they are calling on behalf of HPP and you are still not sure, you can always ask the person to call HPP while you are on the line to have us confirm.



**As a reminder, if you ever need assistance, please call Member Relations at  
1-866-901-8000  
(TTY 1-877-454-8477)  
24 hours a day,  
seven days a week.**



## When to Use Telemedicine and Urgent Care Centers

### Teladoc and Telemedicine

If you're unable to see your doctor within the timeframe you want, you can use telemedicine. Teladoc can provide consultations online or by phone for conditions such as colds, sore throats and allergies. Teladoc is free but you need to sign up and provide some basic health information before you can speak with their doctors. For more information and to sign up, go to [teladoc.com](https://teladoc.com).

### Urgent Care Centers and Walk-in Clinics

HPP also partners with urgent care centers and walk-in clinics that can treat conditions such as colds, allergies, sore throats and sinus congestion. They can also treat bug bites, minor burns, cuts, blisters and sprains.

**You can find urgent care centers and walk-in clinics using our Provider Directory.**

- Go to [hplans.com/hpm-finddoc](https://hplans.com/hpm-finddoc)
- Click either "All Health Partners Medicare providers" or "Medicare providers that also accept Medicaid"
- Enter your ZIP code
- Type "urgent care" or "walk-in clinics"
- Click GO

## Check out these Online Resources from CMS

The Centers for Medicare & Medicaid Services Office of Minority Health (CMS OMH) has several resources for people with disabilities and their care providers to improve accessibility to high-quality health care and support independent living. These resources are available for patients, caregivers and providers.

People with disabilities face many challenges when accessing care. Adults with disabilities are almost twice as likely as other adults to report unmet health care needs due to problems with the accessibility of a doctor's office or clinic.

These online resources include guides, flyers and videos. Go to [www.cms.gov/About-CMS/Agency-Information/OMH/resource-center/consumers-community-partners/](http://www.cms.gov/About-CMS/Agency-Information/OMH/resource-center/consumers-community-partners/) and click "Improving Access to Care for People with Disabilities" to find these helpful resources.



## COVID-19 Fraud Alert

While many Americans are nobly rising to the occasion, sadly, some bad actors are preying on people's fears for profit, perpetrating fraud schemes, including marketing fake COVID-19 test kits and unapproved treatments through telemarketing calls, social media platforms and door-to-door visits.

During the pandemic, it is especially critical that Americans have access to medical care and that patients who need medical attention contact their provider to determine the best and safest way to get care.

The U.S. Department of Health and Human Services has released a COVID-19 Fraud Alert to warn about several health care fraud scams that harm patients and the federal programs designed to serve them. This alert has general information about these schemes and how to protect yourself and your community against bad actors. You can find it at [oig.hhs.gov/coronavirus](http://oig.hhs.gov/coronavirus).

**For up-to-date information about COVID-19, visit [on.pa.gov/coronavirus](http://on.pa.gov/coronavirus) and [HPPlans.com/COVID19](http://HPPlans.com/COVID19).**

Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal.



**Health Partners** Plans





## Health Partners Plans

### **Discrimination is Against the Law**

Health Partners Medicare 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 Medicare 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 Medicare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters or TTY services
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Health Partners Medicare 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 Health Partners Medicare Member Relations at 1-866-901-8000 (TTY 1-877-454-8477), 24 hours a day, seven days a week.

If you believe that Health Partners Medicare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Health Partners Medicare. You can file a grievance in person or by phone, mail or fax:

Phone: 1-866-901-8000 (TTY 1-877-454-8477)

Mail: Attn: Complaints, Grievances & Appeals Unit  
Health Partners Medicare  
901 Market Street, Suite 500  
Philadelphia, PA 19107

Fax: 215-991-4105

If you need help filing a grievance, Health Partners Medicare Member Relations is 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, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-866-901-8000 (TTY 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-901-8000 (TTY 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 1-866-901-8000 (TTY 1-877-454-8477)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8000-901-866-1 (رقم هاتف الصم والبكم: 1-877-454-8477)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-901-8000 (TTY 1-877-454-8477)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-901-8000 (ATS 1-877-454-8477).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-901-8000 (TTY 1-877-454-8477).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-901-8000 (TTY 1-877-454-8477).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-901-8000 (TTY 1-877-454-8477)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-901-8000 (TTY 1-877-454-8477).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-901-8000 (TTY 1-877-454-8477)번으로 전화해 주십시오.

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-866-901-8000 (TTY 1-877-454-8477).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-901-8000 (TTY 1-877-454-8477).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-901-8000 (TTY 1-877-454-8477).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-901-8000 (телетайп 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 1-866-901-8000 (TTY 1-877-454-8477).