



Health Partners Medicare Living Well

Fall 2020

COVID-19 Updates

It remains more important than ever to stay healthy and continue doing healthy activities, like wearing a mask, practicing social distancing and taking your medications as prescribed. By practicing healthy habits, you're doing your part in reducing stress on hospitals and urgent care centers.

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. Here are some of the changes we've made over the past several months.

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 your doctors. Your doctor or local health department will screen you based on Centers for Disease Control and Prevention (CDC) guidelines and will issue a lab order for more testing, if appropriate.

Treatment

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

Copays

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

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.

Why Getting the Flu Vaccine is So Important This Year

Vaccines are safe and 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 Medicare benefits cover all vaccinations, including the flu and pneumonia vaccinations.

Call your doctor today to make an appointment so you can get the vaccines you need to stay healthy.

About Vaccines

- 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

Access to Doctors Through Telehealth and Teladoc®

Many doctors are now offering telehealth visits (over the phone or video) for routine or non-emergency health matters. Ask your doctor if a 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.

If you need help getting your medications or scheduling an appointment, we can help. Call Member Relations anytime at **1-866-901-8000 (TTY 1-877-454-8477)**.



STAYING HEALTHY

- ✓ **Wear a mask** when you're in public
- ✓ Practice **social distancing**
- ✓ **Cover your mouth** and nose when you sneeze or cough
- ✓ Keep your hands **away from your face**
- ✓ **Wash your hands** frequently

How to Get in Touch with Your Care Manager



Health Partners Medicare has a dedicated team of care coordinators to assist you with navigating your benefits and any needed community resources. Care coordinators are highly trained and qualified professionals, nurses and social workers.

Our care coordinators provide individualized case management services by partnering with you to identify any barriers or issues accessing your medical and behavioral providers. They can also assist in setting up home delivery of medications. This can be very helpful in ensuring the timely availability of medications and avoiding the hassle of picking up the medications from the pharmacy.

If you are a member of our Special plan, you received a Health Risk Assessment in your new member Welcome Kit. A care coordinator may have called you about this assessment, too. The assessment is required by Centers for Medicare and Medicaid Services (CMS). This assessment assists the care coordinators with identifying services and resources you may need to improve your quality of life. As a Special plan member, you will receive assistance from your care coordinator with coordinating your Medicaid benefits.

Our care coordinators are ready to assist you. Please call Member Relations at any time at **1-866-901-8000 (TTY 1-877-454-8477)** and ask to speak with a care coordinator.

What Are Doctor Appointment Standards?

No one likes waiting at the doctor's office, but doctors have many patients. It can be hard for them to stay on schedule, especially when there are patients with urgent needs.

Doctors are given standards for wait times in the office and for appointment availability and they try to stick to these standards.

TYPE OF VISIT	PRIMARY CARE PROVIDER (PCP)	SPECIALIST
Routine Office Visit	Within 10 days	Within 15 days
Routine Physical	Within 3 weeks	N/A
Preventive Care Appointment	Within 3 weeks	N/A
Urgent Care Visit	Within 24 hours	Within 24 hours
Emergency Care	Immediately	Immediately
In-Office Wait Time	30 minutes	30 minutes

If you're unable to see your doctor within the timeframe you want for a minor illnesses, ask your doctor if they use telehealth. You might be able to speak to your doctor over the phone or via video.



Continued from previous page

As a Health Partners Medicare member, you can also use Teladoc®. Teladoc can provide consultations online or by phone for conditions such as colds, sore throats and allergies. Teladoc is free for you as a member of HPP, 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, call 1-800-TELADOC or go to teladoc.com.

If you need help making an appointment, or if your doctor did not meet these standards, call Member Relations 24/7 at **1-866-901-8000 (TTY 1-877-454-8477)**.

What is Urinary Incontinence?

Simply put, urinary incontinence is loss of bladder control. Many of us experience some urinary incontinence during our lifetime.

Two of the most common forms of incontinence can be caused by stress incontinence and urge incontinence (often called overactive bladder). The severity ranges from occasionally leaking urine when you cough or sneeze to having an urge to urinate that's so sudden and strong you are not able to get to a toilet in time. You are not alone if you have bladder control concerns, as more than 50 percent of people aged 65 and over who live at home experience incontinence.

The good news is that many urinary incontinence issues can be treated. Your primary care physician (PCP) understands the medical causes of urinary incontinence and can help you find the right treatment.

If you have bladder control concerns, discuss them with your PCP. The sooner you talk about your health issues with your PCP, the less worrying you will have about any urinary incontinence you may be experiencing, and you'll have more time to live your life.

Talk to your PCP about any issues you are having, including:

- How often you empty your bladder
- How many times you wake up at night to empty your bladder
- What prescription or over-the-counter medication you take
- How much caffeine, alcohol, and other liquids you drink daily
- If you have any pain or burning when you urinate



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 HPPMedicare.com/privacy-practices. You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.



How to Protect Yourself from Identity Theft and Fraud

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** Never give out your Health Partners Medicare ID number or Medicare number over the phone. Beware of anyone who contacts you about your Medicare card. CMS will never ask you to provide personal or private information in order to receive your Medicare number and card. You can report suspected scams to **1-800-MEDICARE (1-800-633-4227)**.
- 2** 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**.
- 3** 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.
- 4** 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.



Is It Safe to Stop Your Medications?



Stopping your medications on your own can be dangerous. That's why it's so important to talk with your doctor about each medication you take.

Here are some steps to follow when considering stopping a medication.

1. Talk to your doctor right away

There was a reason that your doctor prescribed the medication in the first place. Stopping suddenly may worsen your symptoms and may cause serious side effects.

Best Approach: Ask your doctor about why you need the medication and what to expect when taking it. Your doctor should tell you when or if to stop the medication when it is first prescribed.

2. Ask how long you need to take them

Your doctor should tell you how long you should be taking your medications. Many people continue to take medications longer than prescribed by a doctor. An example is allergy medications. Most people only need them in the spring and fall. Before you stop, ask your doctor.

Best Approach: Bring all your medications to each doctor's visit. Tell your doctor how long you have been taking them and find out if you should continue taking them.

3. Stop for the right reason

Do you feel good after a few weeks on a medication? Have your symptoms decreased? Are you having any negative side effects? These are all good reasons to talk with your doctor to find out if you should continue taking a medication.

Best Approach: Tell your doctor about the medications you're taking right now. Ask about the plan to stop or reduce the dose of any of your medications.

4. Learn about some of the side effects if you stop quickly

Taking a medication may have side effects, but stopping a medication can have negative side effects, too. For example, suddenly stopping some antidepressants can cause anxiety, dizziness and fatigue. This is called, "antidepressant discontinuation syndrome."

Even though medications are prescribed by a doctor, they still might cause side effects.

Best Approach: Tell your doctor how you are feeling when taking these medicines. Another medicine may be available.

Sources:

<https://www.drugs.com/mca/statin-side-effects-weigh-the-benefits-and-risks>

<https://psychcentral.com/lib/discontinuing-psychiatric-medications-what-you-need-to-know/>

<https://pubmed.ncbi.nlm.nih.gov/20669865/>

Treatment of Diabetes is Important

Diabetes is a health condition that affects millions of Americans. People with diabetes should receive medical care from a physician and team of healthcare professionals.

Speak to your primary care provider (PCP) or specialist regarding the following:

- Monitoring blood sugar control levels by monitoring hemoglobin A1C
- Taking diabetes medications as ordered by your PCP or specialist
- Taking cholesterol medications as ordered by your PCP or specialist
- Getting a yearly eye exam
- Kidney disease monitoring



If your doctor has told you that you might be prediabetic, you can get help. The Medicare Diabetes Prevention Program (DPP) will teach you how to live a healthier lifestyle so you don't develop type 2 diabetes. Your provider can refer you to one of our DPP classes.

Don't Suffer in Silence! Depression Can Be Managed

Depression can make you feel sad and hopeless. Aches, pains, lack of energy and stomach problems can be physical signs of depression. People with depression may get sick more often and have more chronic health problems like high blood pressure and heart disease.

Stress from emotionally painful events like a death in the family can lead to depression. Feelings like loneliness and isolation, especially during the current COVID-19 pandemic, can cause you to be depressed. Even happy things like retiring or moving to a new house can lead to depression.

You don't have to suffer. Your doctor may prescribe drugs called antidepressants. It might take some trial and error to find the right drug and dose for you, but depression can be managed. Talking to a therapist or support group can help you learn ways to cope with stress and bad feelings. Exercise can also help. Try walking around your neighborhood, doing simple exercises like stretching, or cleaning the house.

Depression can make life hard and put your health at risk. That's why it's important to get help. You are not alone and we are here to help you. You have direct access to Magellan, your behavioral health provider. Reach them directly by calling 1-800-424-3704. Member Relations can help you connect with Magellan and other resources. You can call Member Relations anytime at **1-866-901-8000 (TTY 1-877-454-8477)**.



Get the Benefits You Deserve



Health Partners Plans is proud to partner with My Advocate, a leading provider of outreach and advocacy services. My Advocate has been helping Medicare members achieve healthy living within their financial means for more than 20 years.

What can My Advocate do for you?

My Advocate finds government programs that may help you save money. My Advocate will work with you to determine if you are eligible, and also help you complete and submit program applications. Medicare Savings Programs can assist with payment of an individual's Medicare Part B premium. This can save you up to \$144 each month.

How does My Advocate work with Health Partners members?

My Advocate shares program information through one-on-one phone calls, letters, and online tools. If it seems you may qualify for a program, an advocate will assist you through the application process. They maintain open and trusted relationships with members and government agencies. Call My Advocate at **877-808-2018** to see if you qualify.



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 and 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.

**For up-to-date information about COVID-19,
visit on.pa.gov/coronavirus and HPPlans.com/COVID19.**

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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>.

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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 ដោយមិនគិតល្អល្អ គឺអាចមានសំរាប់អ្នក។ 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).