



Health Partners Medicare Living Well

Fall 2021

Reduce Your Risk of Breast Cancer

Breast cancer is the second most common cancer among women in the U.S. and is a leading cause of cancer death, according to the American Cancer Society. These statistics are startling, but taking action now can help prevent this life-threatening disease.

Here are some health and lifestyle tips that can help you prevent breast cancer:

- Talk to your doctor about regular breast cancer screenings, including mammograms.
- Maintain a healthy weight.
- Eat more fruits and veggies and avoid fatty foods and sugary drinks
- Exercise daily. Just 30 minutes of exercise can reduce your risk by as much as 30 percent.
- Reduce your alcohol consumption and don't smoke.
- Avoid menopausal replacement therapy, which increases the risk for breast cancer

Mammograms can detect breast cancer in its earliest stages, which improves your chances of survival. Health Partners Medicare covers women's health care and breast cancer screenings, including an annual mammogram.



Complete Your HRA Today

If you have not completed your annual Health Risk Assessment (HRA), now is the perfect opportunity! The HRA helps us learn more about your health so we can create a care plan for you. Plus, you may be eligible to earn Wellness Rewards!

There are two ways for you to complete the HRA:

1. Over the phone by calling us toll-free at 1-855-748-3415 (TTY 711) Monday - Friday from 8 a.m. to 8 p.m. or Saturday from 9 a.m. to 1 p.m.
2. Complete the HRA online. Just follow these easy steps:
 - a. Visit hppmedicare.com/portal and click "Login"
 - b. Log into your account. If this is your first time logging in, you will need your member ID card to create a username and password.
 - c. Once you are logged in, click on "**Health Survey (HRA)**." You will see a pop-up to alert you that you are leaving the Member Portal, but this is OK.
 - d. When the HRA loads, your contact information will appear. If any of this information has changed, please update it when completing the HRA.
 - e. Once you have answered all the questions, click on "Submit" and you are finished. That's it!

Completing the HRA will not change your benefits or health care coverage with Health Partners Medicare in any way. We appreciate your cooperation with completing your Health Risk Assessment and allowing us to provide you with the best health care and service possible.



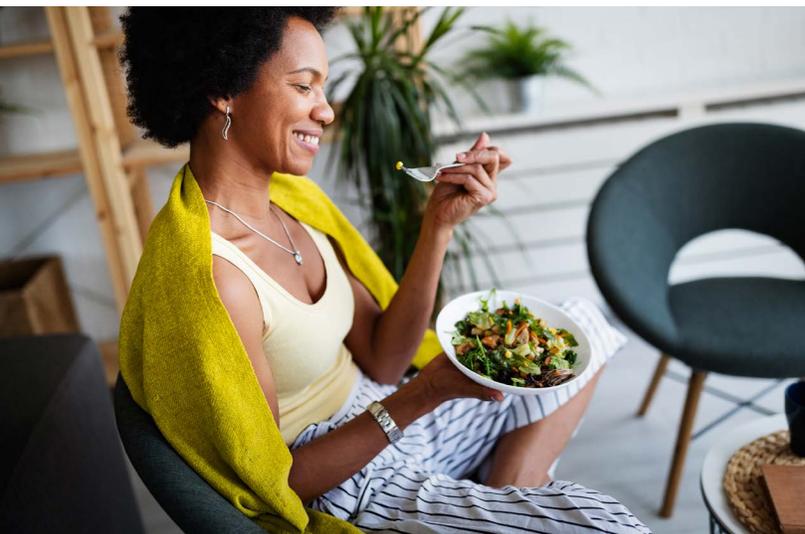
Get Rewarded for Good Health with Wellness Rewards

Did you know that you can earn Wellness Rewards dollars for completing eligible health activities during 2021? That's right—you may be eligible for rewards! Use your rewards dollars before they expire on **December 31, 2021**.

Wellness Rewards dollars can be used to purchase eligible health and wellness items at any Walmart, Rite Aid, CVS, Walgreens, Dollar General or Family Dollar stores. Plus, all Wellness Rewards dollars will be loaded onto your OTC card, so you'll only need to bring one card to the store to shop eligible products.

You are only eligible to earn money for activities you are eligible for, and you will only be rewarded once for each eligible activity. All eligible activities must be completed in 2021, and all rewards dollars must be spent by December 31, 2021.

To learn more about Wellness Rewards and which activities you are eligible for, call Member Relations at **1-866-901-8000** (TTY 1-877-454-8477). We are available 24 hours a day, seven days a week.



When your rewards dollars are gone, you cannot use OTC benefit dollars to purchase Wellness Rewards eligible items. When your OTC dollars are gone, you cannot use rewards dollars to purchase OTC eligible items. Outside of NationsOTC, your card cannot be used for online purchases or be redeemed for cash. Your card cannot be used to purchase alcohol, cigarettes or firearms.

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 United States are never filled and half 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 Medicare 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 Pharmacy?

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 Medicare.

Health Partners Medicare 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/mailservice](https://www.caremark.com/mailservice) 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 offer assistance with taking your medications. Understanding your medications is important in improving your health!



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).



Benefits Breakdown

All Health Partners Medicare members have generous benefits, including:

Dental Care

All members pay \$0 copay for 2 exams and cleanings, plus X-rays (limits apply) each year. Plus, all plans offer an allowance toward supplemental comprehensive dental services.

- **Special:** \$3,500
- **Prime:** \$1,500
- **Complete:** \$1,200

Over-the-Counter Health Items Allowance

All members have a generous quarterly allowance for over-the-counter (OTC) health items.

- **Special:** \$300 per quarter
- **Prime:** \$150 per quarter
- **Complete:** \$150 per quarter

You can shop for approved health items at a variety of stores, including large retailers and independent pharmacies, as well as online and over the phone. If you do not use the full amount each quarter, no problem! Any unused dollars will roll over into the next quarter. All OTC dollars must be used by Dec. 31, 2021.

Transportation

All members can use the transportation benefit for routine trips to medical, dental or vision appointments within our service area, as well as trips to in-network pharmacies so you can pick up medications and OTC items.

- **Special:** Unlimited one-way rides
- **Prime:** 50 one-way rides
- **Complete:** 24 one-way rides

Hearing Aids

Health Partners Medicare members have an allowance for hearing aids.

- **Special:** \$1,500 each year
- **Prime:** \$1,500 every two years
- **Complete:** \$1,000 every two years

You can review all your benefits online by visiting **hppmedicare.com/for-members/plan-details**. Our Member Relations team is also available to help you; just call **1-866-901-8000** (TTY 1-877- 454-8477) at any time.

Spread the Word about Health Partners Medicare! Do you know a family member or friend that wants to learn more about Health Partners Medicare? Encourage them to call our friendly, licensed representatives at 1-833-477-4773 (TTY 1-877-454-8477) to learn about our Medicare Advantage plans.



When Should You Use Teladoc?

As a Health Partners Medicare member, you have access to doctors 24/7 through Teladoc®. Teladoc is a phone and video service that connects you with doctors for non-emergency medical conditions.

Here are some health conditions that Teladoc can help with:

- Allergies
- Cold and flu
- Sore throat
- Ear infections
- Bronchitis
- Rashes
- Headaches and migraines
- Sinus problems

Teladoc is free for Health Partners Medicare members. Register and complete your medical history today so you can quickly connect with a Teladoc doctor when you need one. You can register by computer, phone or app.



Teladoc.com



1-800-835-2362
(TTY 1-800-877-8973)



Teladoc is not for emergencies. If you have a medical emergency or if you need medical help right away, call 911 or go to the nearest emergency room.

You Can Help Fight Fraud

Health Partners Medicare prohibits all illegal or unethical conduct by members, employees and providers. Our Special Investigations Unit (SIU) works with other departments to detect, stop and prevent this type of inappropriate activity.

Here are some examples of what may be considered illegal or unethical conduct:

- Members letting others use their ID numbers or cards to obtain services
- Members selling medications
- Members getting services or equipment that are not medically necessary
- Employees selling HPP information
- 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

To report a compliance or privacy incident, or to report actual or suspected fraud, waste or abuse (FWA):

- Call the HPP Hotline at 1-866-477-4848 or email compliance@hppplans.com.
- Visit hppmedicare.com and click "Report Compliance 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.



Wellness Corner

Your health is important to us. Our Member Services representatives are trained to help you understand your benefits so you can maintain your best health. If you have any questions, please call us at **1-866-901-8000** (TTY 1-877-454-8477). We are available 24 hours per day, seven days a week.



Your Yearly Wellness Exam – A Key Part of Taking Care of You!

One way to achieve good health is to have a yearly wellness exam with your primary care provider (PCP). Your doctor can address any concerns you may have before they become serious issues in the future.

If you have not seen your doctor for your yearly wellness exam during 2021, it is important that you schedule your visit before the end of the year.

During your wellness visit, you should talk to your doctor about:

- Getting a flu shot
- Blood pressure screenings
- Diabetes screenings
- Prostate cancer screenings
- Cardiovascular disease screenings
- Breast cancer screening (mammogram)
- Medications you are taking including over-the-counter medications

There are no co-pays for a yearly wellness exam – it is part of your covered health care benefits.

Getting Follow-up Care After an Emergency Room (ER) Visit

After an Emergency Room (ER) visit, it is important to follow up with your doctor. This simple step can help prevent another trip to the ER. Many doctors are offering telehealth visits to make it easier for you to meet with your doctor after an ER visit. If you would like help finding a provider, call Member Services at **1-866-901-8000** (TTY 1-877-454-8477), 24 hours a day, seven days a week.



High Blood Pressure: Know Your Numbers

Blood pressure is the pressure of blood pushing against the walls of your arteries. Arteries carry blood from your heart to other parts of your body.

Your blood pressure normally rises and falls throughout the day.

What do blood pressure numbers mean?

Blood pressure is measured using two numbers:

- The first number, called *systolic* blood pressure, measures the pressure in your arteries when your heart beats.
- The second number, called *diastolic* blood pressure, measures the pressure in your arteries when your heart rests between beats.

If the measurement reads 120 systolic and 80 diastolic, you would say, “120 over 80,” or write, “120/80 mmHg.” A normal blood pressure level is less than 120/80 mmHg.

Understanding high blood pressure (hypertension)

If your blood pressure is higher than normal, it is called hypertension. High blood pressure increases the risk for other health problems, like heart disease, heart attack and stroke.

There are typically no signs or symptoms of high blood pressure. The only way to diagnose hypertension is to visit your doctor to get your blood pressure measured.

Controlling high blood pressure

If you have high blood pressure, there are ways to lower your blood pressure, such as:

- Be physically active
- Eat a well-balanced diet and limit salt intake
- Maintain a healthy weight
- Limit how much alcohol you drink
- Get enough sleep
- Do not smoke

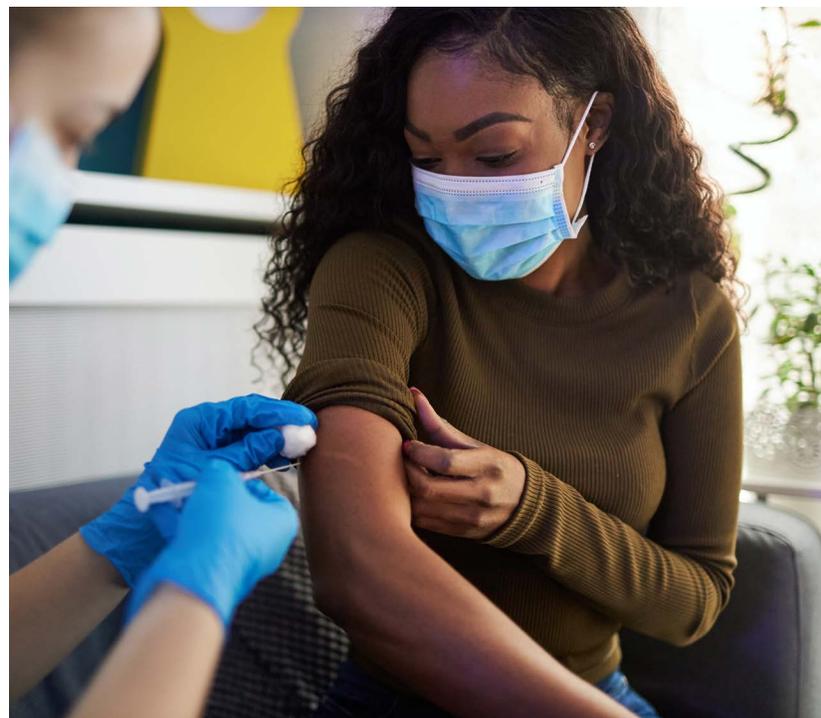
Source: [cdc.gov/bloodpressure/about.htm](https://www.cdc.gov/bloodpressure/about.htm)



It's Time for Your Flu Shot

Influenza (flu) is a contagious respiratory virus that can cause mild to severe illness. If you get the flu, you may have a fever, body ache and extreme fatigue. The best protection against the flu is a flu shot, which you need to get every year. Starting in October is the best starting thinking about getting your flu shot. Talk to your doctor to see if they have the flu shot available in their office. You can also get a flu shot at no cost to you at your local participating pharmacy.

Your Health Partners Medicare benefits cover all vaccinations, including the flu, pneumonia and COVID-19 vaccinations. Talk to your PCP about getting these important vaccines.





You May Be Eligible for SNAP Benefits

At Health Partners Medicare, we know how important access to nutritious food is to your health. We want to provide you with important information about Supplemental Nutrition Assistance Program, also called SNAP.

SNAP for Older Adults

In Pennsylvania, SNAP provides nutrition 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 foods
- Canned goods
- Bread

SNAP dollars are loaded onto an ACCESS card each month. This card 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 get more information on SNAP from the PA Department of Human Services or your local county assistance office.

Applying for SNAP

You can fill out the [Simple SNAP application](#) from the PA Department of Human Services if everyone in the household is age 60 or older or has a disability, purchases and prepares food together and does not receive any earnings from work. 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.

If you have questions, visit HPPMedicare.com/SNAP or call Member Relations anytime at 1-866-901-8000 (TTY 1-877-454-8477). We can help you connect with local food resources.

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