

# In this newsletter:

Know your benefits. Get the most out of them.

Young adult? Here's some new help in Wilmington.

Does your child have asthma? Find helpful tips here.

Reach your health goals with Care Management.

Love your brain. Here are 10 ways you can.

... and more.



## Here for You

A Newsletter for Highmark Health Options Members

Spring 2022

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.





## Do you need to do any of the following?

- Start or schedule a virtual visit using [HHO on the Go](#). Urgent care is available 24/7.
- Make an advance directive to state the kind of health care you want if you cannot speak for yourself.
- Find temporary housing: Call 1-833-FIND-BED.
- Get a copy of your medical records for your own use: Call Highmark Health Options Member Services at 1-844-325-6251.
- See the next page for more important contact information.

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## Highmark Health Options Phone Numbers

Behavioral Health (M-F 8 a.m.-5 p.m.)	1-844-325-6251
Member Services (M-F 8 a.m.-8 p.m.)	
LTSS Member Services	1-855-401-8251
Care Management (M-F 8 a.m.-5 p.m.)	
Nurse Line (24/7)	
Pharmacy	
Operator for Deaf Members TTY Line	711 or 1-800-232-5460
Fraud and Abuse Hotline	1-844-325-6256

## Non-Highmark Health Options Numbers

### Behavioral Health Crisis Services

Northern Delaware (serving New Castle County and greater Smyrna in Northern Kent County)	1-800-652-2929
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Southern Delaware (serving Sussex County and Kent County south of greater Smyrna)	1-800-345-6785
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ModivCare Non-Emergency Transportation Services	1-866-412-3778
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## Outside Resources

<a href="#">Delaware Tobacco Quitline</a> (Stop Smoking)	1-866-409-1858
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Delaware Division of Social Services – Customer Relations	1-800-372-2022
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<a href="#">National Domestic Violence Hotline</a>	1-800-799-7233
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Find us on [Facebook](#) and at [HighmarkHealthOptions.com](#).

Check out the online [Health Awareness Series](#). See what topics are on the schedule and watch recordings of past events.



# Know your benefits.

## Get the most out of them.



Did you find all the 2022 benefit details for dental, hearing, and vision in our last newsletter? If not, [read the newsletter online.](#)



### Find help in your community.

Go to our [Community Support](#) site and enter your ZIP code to find resources for food, housing, transportation, utility assistance, medical care, job training, and more.



### Attend a webinar and ask experts about health and benefits.

Our [Health Awareness Series](#) presents a different topic each month. Sign up, and we'll send you a link so you can join the live webinar and ask questions. The upcoming schedule and past webinars are available at the link above.



### We want you! To join the MAC, that is.

Join the [Member Advisory Council \(MAC\)](#) and learn what is happening with Highmark Health Options. Share your thoughts. Make suggestions. Ask questions and get answers from the health care and benefits experts on the call. And perhaps best of all, get a \$10 gift card for every meeting you attend.

### Call a nurse, 24/7.

If you're not sure where to go for health care or have questions about a health concern, call the 24-Hour Nurse Line at 1-844-325-6251. Or go online to read more about the health topics that are important to you. The new [Highmark Health Options Health Library](#) is free to access anytime.



# Do we have your correct information?

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We must have your correct information on file to renew your Medicaid enrollment. For example, have you changed your address or phone number? To review your information, call the DSS Change Report Center at 1-302-571-4900. You can also update your contact information via [Delaware ASSIST](#).

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# Where can you find us next?

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## Find us at community events near you.

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Take advantage of local events. You'll find them listed under [Announcements](#) on our website. Here are examples of two spring events we attended.

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In May, we joined **Harper's Heart** for a presentation about infant sleep safety. We gave all the expecting moms a car seat and a crib. A similar event is planned for August.

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Also in May, we went to the **20th Annual Diabetes Wellness Expo**. Our team provided blood pressure checks and talked with people about lowering and managing blood sugar, understanding insurance and prescriptions drugs, and planning future care with an advance directive.

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# COVID-19 is still with us. Take care.

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Look to the [COVID-19 page](#) on our website to learn how to protect yourself. When we protect ourselves from this disease that is easy to catch, we protect others around us. Find out how to:

- Order free COVID-19 tests.
- Get free masks.
- Pick the right kind of mask.
- And more!

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# Young adult? Here's some new help in Wilmington.

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The [West End Neighborhood House](#) has created a drop-in center in Wilmington for youth and young adults who are homeless or leaving foster care. The new center is at 1708 W. Eighth St. It's a place where young people can do their laundry, take a shower, or get a hot meal. And they can use the address as their own mailing address, so they can list a residence on job applications and have a place to pick up their mail.

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## See a doctor face to face: in person or online.

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**You choose: In person or online.**

### **Want to visit a local provider in person?**

Check the directory to find a doctor, nurse, or therapist near you. To find the updated provider directory online, just enter your ZIP code: [HHO.fyi/Directory](https://HHO.fyi/Directory)

### **Prefer a virtual visit?**

HHO on the Go gives you a telehealth option. From your smartphone, tablet, or computer, get care wherever you are, 24/7. Yes, evenings and weekends too! Sign up to get started: [HHOontheGo.com](https://HHOontheGo.com)

Ask your primary care physician if they offer online visits. If these visits are offered, they are covered by Highmark Health Options.





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# Do your prescription drugs need prior approval?

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You've been waiting in line at the pharmacy. It's your turn. But you learn your medicine isn't ready because an approval is needed. This may be frustrating, but the approval is an important step that helps ensure the medicine is the best match for your needs. These approvals are known as prior authorizations.

When prescriptions for certain medicines are dropped off or sent to the pharmacy, the pharmacy will receive an electronic message from Highmark Health Options. The message will let the pharmacist know we need to get these from your prescribing doctor:

- A request for prior authorization.
- Your relevant health information.

Highmark Health Options reviews this information to see if the medicine is medically necessary or if there is a better or safer option. Approval is required before you can pick up your medicine. This decision is made in 24 hours, so you don't have to wait long for an answer.

If you use a medicine that needs prior approval, be sure to know when the prescription runs out. Plan a visit to your doctor before the prescription runs out.

Not all medicines require prior authorization. In fact, most don't. Medicines that need prior authorization:

- Have a high potential for abuse.
- Should only be used for specific conditions.
- May have serious side effects or adverse interactions with other drugs.
- May be replaced with a medicine that is likely to work better for you.

If you have questions, call Member Services at 1-844-325-6251.

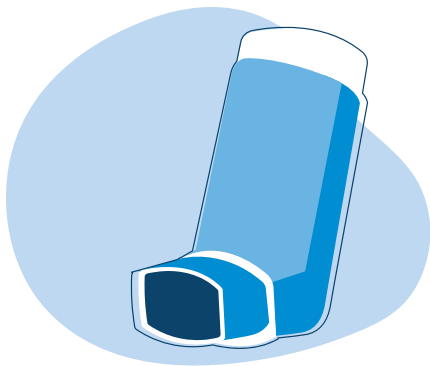


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# Does your child have asthma?

## Find helpful tips here.

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Asthma makes it hard for your child to breathe. It causes [swelling and inflammation](#) in the airways that lead to the lungs. When asthma flares up, the airways tighten and become narrower. This keeps the air from passing through easily and makes it hard for your child to breathe. These flare-ups are also called asthma attacks.

Asthma affects children in different ways. Some children only have [asthma attacks](#) during allergy season, when they breathe in cold air, or when they exercise. Others have many bad attacks that send them to the doctor often.



Find more info in the [Health Library](#). Pick a short video to watch:

- [Asthma Action Plan for Your Child \(2 minutes\)](#)
- [Helping Your Child Deal With Asthma \(2 minutes\)](#)
- [Teaching Your Child to Use an Inhaler \(2 minutes\)](#)
- [Testing for Asthma in Children \(2 minutes\)](#)

Source: Healthwise



### Find more information you can trust.

The American Lung Association is a great resource for parents who have children with asthma:

- [Asthma Basics](#)
- [Spring Allergies](#)
- [Kickin' Asthma \(program for kids 11–16\)](#)

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# Reach your health goals with Care Management.

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## Our Care Management Team is here to help.

Nurses, social workers, and other health care staff can help you understand how to reach your health goals. We'll help you:

- Follow your doctor's orders.
- Learn about your medicines.
- Improve your physical and mental health.
- Connect with local resources.

If you have a complex chronic condition or if you want to learn how to take better care of yourself, you can choose to join a Lifestyle Management and Wellness Program to help you with:

- Chronic conditions (such as asthma, lung or heart disease, diabetes, or high blood pressure)
- Mental health
- Substance misuse
- Women's health, including pregnant moms
- Preventing type 2 diabetes
- Weight management

Our community-based Care Management team will work with you and your providers to make sure you get the health care services you need. If you have any questions, think you may benefit from our programs, or do not want to be a part of these programs, call Member Services at 1-844-325-6251.



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# Stop smoking to **boost artery and heart health.**

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Quitting smoking is probably the most important step you can take to decrease your chance of coronary artery disease and a heart attack. Smoking raises your risk of getting coronary artery disease and dying early from it. Here's why:

- Smoking causes the platelets in your blood to clump together easily by making your blood cells more “sticky” and more likely to form clots. Clumping platelets can then block your coronary arteries and cause a heart attack.
- Smoking can cause spasms in your coronary arteries, which can reduce the blood flow to your heart.
- Smoking can trigger irregular heartbeats (arrhythmias).
- Smoking lowers “good” cholesterol (high-density lipoprotein, or HDL).
- Smoking reduces the amount of oxygen that can be carried by red blood cells in the bloodstream.
- Smoking affects those around you. Secondhand smoke increases other people's risk of coronary artery disease.

## **Benefits of quitting**

Quitting smoking is one of the best things you can do if you have coronary artery disease. Your risk of dying from a heart attack or stroke will start to go down after you quit. In time, your risk may be about the same as that of someone who has never smoked.

If you've had angioplasty or bypass surgery to improve blood flow to your coronary arteries, those arteries will be less likely to get narrowed again if you quit smoking.

You will also feel better after you quit smoking. Your angina symptoms may get better. And you will have more energy and will breathe easier.



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## How to quit

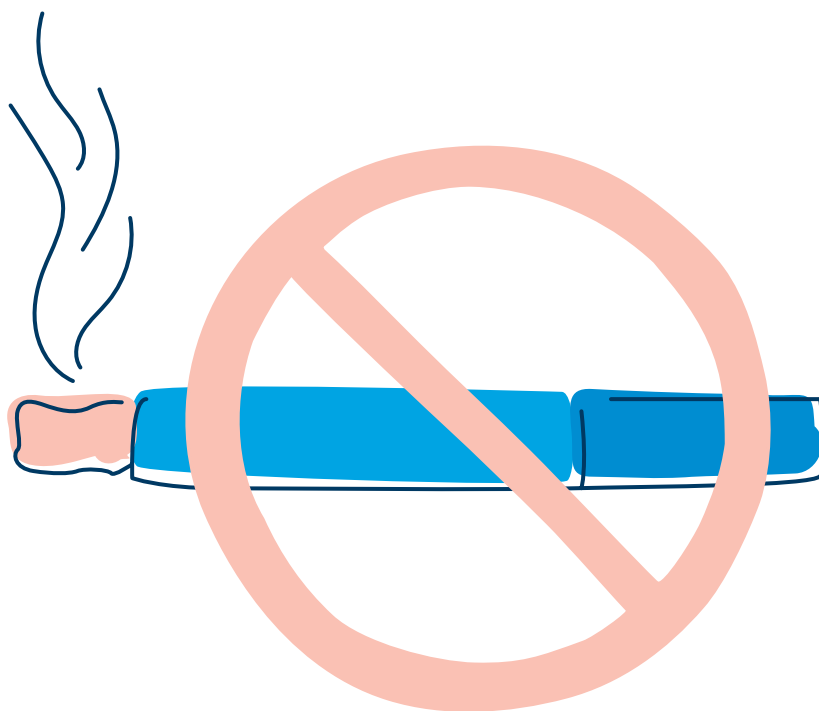
Having a plan and using medicines can help you quit. A quit plan helps you plan ahead. Before you quit, identify the things that are likely to trigger tobacco use and how you'll manage them. And think about what you need for support. For example, your doctor can suggest medicines to try. (See videos below.)



Watch these short videos in the [Health Library](#):

- [Quitting Smoking: Medicines to Help With Cravings \(40 seconds\)](#)
- [Beat Your Smoking Triggers \(2 minutes\)](#)
- [How Secondhand Smoke Affects Your Child \(2 minutes\)](#)

Source: Healthwise





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# Have your young child screened for lead in their blood.

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Delaware law requires lead screening for children at 12 and 24 months. Have your child tested at age one and again at age two.

Lead screenings are free. You can schedule an appointment with your child's pediatrician to have his or her blood levels checked. If you don't have a pediatrician, you can find one near you in the [Provider Directory](#).

Testing is important. Lead is a naturally occurring metal that can cause serious health problems. Potential lead sources include paint (especially in older homes), toys, soil, dust, and plumbing. Lead is toxic to everyone, but young children are at greatest risk for health problems from lead poisoning. Screening tests can find lead exposure early and prevent long-term damage.

## Find out more about lead testing.

If you have questions or concerns about lead screening, call an EPSDT team member at 1-302-416-7746.



# Take your blood pressure the right way for the most accurate results.

Did you know the way you are positioned can affect your blood pressure reading? So can the size and placement of the blood pressure cuff. It even matters if your bladder is full.

Checking your blood pressure is important because it can help your doctor treat your high blood pressure. These are some tips for getting an accurate reading.

To get the right reading:

- Visit the restroom before taking the measurement.
- Use a blood pressure cuff that is the right size.
- Wear the cuff directly on your skin, not over your clothes.
- Place the cuff just above the elbow.
- Do not talk or use your phone.
- Make sure your legs are not crossed.
- Support your arm so the arm and cuff are level with your heart.
- Sit in a chair with your back supported.
- Put your feet flat on the ground or on a foot stool.

See how much your reading can change:

When you:	Blood pressure can rise:
Put the cuff over clothing	Up to 50 mm Hg
Use a cuff that is too small	Up to 10 mm Hg
Have a full bladder	10 mm Hg
Talk	10 mm Hg
Cross your legs	Up to 8 mm Hg
Do not support your arm	10 mm Hg
Do not support your back	6.5 mm Hg
Do not support your feet	6.5 mm Hg



If you use a blood pressure cuff at home, check out this short video:  
[Taking Your Blood Pressure at Home \(2 minutes\)](#)



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# Love your brain. Here are 10 ways you can.

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Do you love your brain? There's strong evidence that people can reduce their risk of cognitive decline by making key lifestyle changes. Start now! It's never too late or too early to start healthy habits:

1

**Break a sweat.** Engage in regular exercise that elevates your heart rate and increases blood flow to the brain and body. Several studies have found an association between physical activity and reduced risk of cognitive decline.

2

**Hit the books.** Formal education in any stage of life will help reduce your risk of cognitive decline and dementia. Take a class at a local college or community center, or online.

3

**Butt out.** Evidence shows that smoking increases risk of cognitive decline. Quitting smoking can reduce that risk.

4

**Follow your heart.** Evidence shows that risk factors for cardiovascular disease and stroke—obesity, high blood pressure and diabetes—negatively impact your cognitive health. Take care of your heart, and your brain just might follow.

5

**Heads up!** Brain injury can raise your risk of cognitive decline and dementia. Wear a seatbelt, use a helmet when playing contact sports or riding a bike, and take steps to prevent falls.

6

**Fuel up right.** Eat a healthy and balanced diet that is lower in fat and higher in vegetables and fruit to help reduce the risk of cognitive decline.



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7

**Catch some Zzzzs.** Not getting enough sleep due to conditions such as insomnia or sleep apnea may result in problems with memory and thinking.

8

**Take care of your mental health.** Some studies link a history of depression with increased risk of cognitive decline, so seek medical treatment if you have symptoms of depression, anxiety, or other mental health concerns. Also, try to manage stress.

9

**Buddy up.** Staying socially engaged may support brain health. Pursue social activities that are meaningful to you. Find ways to be part of your local community. If you love animals, consider volunteering at a local shelter. If you enjoy singing, join a local choir or help at an after-school program. Or just share activities with friends and family.

10

**Stump yourself.** Challenge and activate your mind. Build a piece of furniture. Complete a jigsaw puzzle. Do something artistic. Play games, such as bridge, that make you think strategically. Challenging your mind may have both short- and long-term benefits for your brain.

For more information about brain health, visit the [Alzheimer's Association](#) online or call the 24/7 Helpline at 1-800-272-3900.

Source: Alzheimer's Association



# Do you know your diabetes ABCDs?

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Manage your diabetes by remembering the ABCDs:

**A is for A1C test:** Follow your doctor's orders for how often you should have your A1C checked. This test tells your doctor your average blood sugar level. If your A1C is controlled, you can avoid diabetes complications.

**B is for Blood pressure:** Ask your doctor what your blood pressure should be. Your doctor will likely want your blood pressure to be under 140/90 to keep your heart healthy.

**C is for Cholesterol:** Know your cholesterol goal to keep your blood vessels healthy. Your doctor can help you maintain your goal.

**D is for Diabetic eye exam:** See your eye doctor each year to keep your eyes healthy.



Watch these short videos to learn more:

- [Type 2 Diabetes \(2.25 minutes\)](#)
- [How Others Manage Diabetes \(2 minutes\)](#)
- [Diabetes: How Others Stay Motivated \(2.5 minutes\)](#)



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# Are you facing abuse at home?

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Domestic violence—also called intimate partner violence—can take many forms. It can affect your mind and emotions, or it can be physical or dangerous to your life. If you're not sure if you're being abused, ask yourself these questions.

Does your partner:

- Hit, shove, slap, kick, punch, or choke you?
- Threaten to hurt or kill you?
- Call you names or tell you that you are crazy?
- Criticize things you do or say, or criticize how you look?
- Hurt your pets or destroy things that are special to you?
- Blame you for the abuse he or she commits?
- Limit where you can go, what you can do, and who you can talk to?
- Unexpectedly check up on you at your workplace, home, school, or elsewhere?
- Try to convince or force you to have sex, perform sexual acts you're not comfortable with, or sexually assault you?
- Threaten to have you deported?
- Apologize and tell you it will never happen again (even though it already has)?
- Control all your money and finances?
- Keep you away from family and friends?

If you answered yes to any of these questions, you may be in an abusive relationship. There are people who can help you. You are not alone. Talk to someone you trust, such as a friend, a doctor, or a help center.

The National Domestic Violence Hotline can help you find resources in your area. This nationwide database has detailed information about domestic violence shelters, other emergency shelters, legal support and assistance programs, and social service programs. Call the 24/7, confidential, toll-free National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800-787-3224 (TTY). Using the online chat at [thehotline.org](https://thehotline.org) is a way to reach help without being overheard. The advocate who answers your call or chat can give other tips for making contact safely, such as putting your cell phone in incognito mode. Note: Your online activity may be seen by others. Do not use your personal computer or device to read about this topic. Use a safe computer, such as one at work, a friend's house, or a library.

Source: Healthwise



# Be sure to report an unexpected death.

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When a Highmark Health Options member dies when death is not expected, there is an investigation. An unexpected death is when a member:

- Is found dead at home.
- Becomes suddenly ill or injured and dies in the emergency department or hospital within a couple of days.

Unexpected deaths are different from expected deaths. An expected death is when a member:

- Has a long illness or chronic condition that requires hospital or hospice care.
- Has been hospitalized for a condition and develops problems related to that condition.

To report an unexpected death, call Member Services at 1-844-325-6251.

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# Turn to your **LTSS Case Manager** for help.

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If your Medicaid benefit includes long-term services and supports, you will have a Case Manager. Your Case Manager is the first person you should go to if you have questions or concerns about your services and health.

Here are some examples of what your Case Manager can do for you:

- Tell you about your benefits and answer your questions.
- Give information to help you make good choices about your health care.
- Coordinate all your physical health, mental health, and long-term care service and support needs.
- Help solve issues you may have about your care.
- Make sure your care plan is followed and is working for you.
- Be aware of your changing needs and update your care plan.
- Talk with your doctors about your health needs and care.
- Talk with your doctors to arrange services.
- Contact you when you are in the hospital and when you go home. (See more information about this below.)



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## Care in the right setting.

Your Case Manager will help you get the right long-term services and supports in the right setting. If you qualify, you can choose to be cared for:

- In a nursing home.
- In another place in the community (for example, assisted living).
- In your home with home- and community-based services if your needs can be met safely and effectively.

You may change your choice at any time.

If you have nursing home care, your Case Manager will work with the nursing home to be part of your care planning. This includes being part of the nursing facility care plan conferences.

If you have home care or reside in an assisted living facility, your Case Manager will work with you to make your own care plan.

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## Self-directed attendant care.

Self-directed attendant care means hiring and managing your own caregiver. As the employer, you have more control over the employee who provides your care and how your care is given. Talk to your Case Manager if you're interested in this option.

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## Your hospital stay.

After you get home from the hospital, your Case Manager will call you to:

- Review your discharge orders with you.
- Talk about your medicines.
- Help you make a list of questions for your doctor.
- Help you arrange a ride to a follow-up doctor visit, if needed.

After your follow-up visit to your doctor, your Case Manager will call you to:

- Talk about the doctor's orders.
- Talk about your medicines.

If you have questions, call your Case Manager or LTSS Member Services at 1-855-401-8251.



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# Don't have diabetes? Join the Diabetes Prevention Program.

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If you don't have type 2 diabetes and want to prevent it, this program is for you. Highmark Health Options has partnered with the YMCA of Delaware to offer the Diabetes Prevention Program. The program lasts for one year and includes 25 one-hour group sessions. If you're eligible and age 18 or older, you may be able to join this free program.

A trained Lifestyle Coach leads small group sessions to help participants:

- Learn skills and strategies to eat healthier.
- Increase physical activity.
- Lose weight.
- Overcome stress.
- Stay motivated.
- And more.

To ask questions or learn how to enroll, call the Care Management Department at 1-844-325-6251. Or call the YMCA of Delaware Healthy Living Department at 1-302-572-9622 or visit the YMCA of Delaware website.





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# Find a program that's just right for you.

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Highmark Health Options Lifestyle Management/Wellness Programs are offered at no cost to members with chronic illnesses like asthma, COPD, diabetes, and heart disease. There are also programs especially for people who want to lose weight and for expecting moms. Participation in these programs is voluntary. You can opt out of these programs at any time. We will work with you and your health care team to help you understand and manage your condition. No one understands your body better than you do, so our goal is to empower you to feel the best you can.

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## Healthy Weight Management Program

- Learn simple ways to take care of your health that will help you live longer.
- Understand how to control and manage your weight with better choices, such as diet and activity.
- Identify the tools you need to give you the best health and nutritional options.
- Learn how smart choices may prevent other health problems, such as high blood pressure or diabetes.
- Learn if you are able to participate in our Diabetes Prevention Program (18 and older), which includes our partnership with the [YMCA of Delaware](#).

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## Asthma Program

- Learn the difference between a long-term asthma controller medicine and a rescue inhaler.
- Identify asthma triggers.
- Understand how an Asthma Action Plan can help you make good choices.
- Understand the long-lasting effects of uncontrolled asthma.



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## Chronic Obstructive Pulmonary Disease (COPD) Program

- Learn why diet and exercise are important to help you breathe easier.
- Identify which inhalers to use and how to use them correctly.
- Understand the warning signs of a flare-up so it can be caught and controlled early.
- Understand how to use oxygen safely.

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## Maternity Program

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of a healthy diet and prenatal vitamins.
- Learn what symptoms indicate that you should call your doctor immediately.
- Understand the importance of seeing your doctor after your baby is born.

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## Cardiac Program

- Learn how small changes in diet and activity can go a long way.
- Find out how to prevent a cardiac (heart) condition from getting worse.
- Understand the importance of your medications and how to take them.
- Understand how uncontrolled blood pressure may lead to heart disease.



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## Diabetes Program

- Learn how to prevent diabetic complications by keeping blood sugar under control.
- Identify and complete the necessary tests you need to be “in control.”
- Understand what is normal, what is not, and when to call the doctor.
- Understand how uncontrolled diabetes may lead to heart disease.

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For more information about these programs, see the [Member Handbook](#).

Questions? Call Highmark Health Options Lifestyle Management at 1-844-325-6251 (TTY 711).

Visit our website at [HighmarkHealthOptions.com](https://www.HighmarkHealthOptions.com).

Get help to quit smoking by calling the Delaware Quitline at 1-866-409-1858 (18 and older).

Translation services are available at no cost to you.



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## Statement of Members' Rights and Responsibilities.

The organization's member rights and responsibilities statement specifies that members have:

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and their right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

## Discrimination is against the law.

Highmark Health Options complies with applicable Federal civil rights laws and regulations and does not discriminate on the basis of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity. Highmark Health Options does not exclude people or treat them differently because of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity.

Highmark Health Options offers:

- 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)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

You can 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/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

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



## For help in your language.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).  
注意: 如果您讲中文, 可以免费为您提供语言协助服务。拨打您的卡背面的号码 (听障人士专用号码: (TTY: 711) )。

Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do kat idantifikasyon w lan (TTY: 711).

ધ્યાન આપશો: જો તમે ગુજરાતી બોલતા હોવ તો, તમારા માટે ભાષા સહાયતા સેવાઓ મફતમાં ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર ફોન કરો (TTY: 711).

ATTENTION : Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 카드 뒷면의 번호로 전화하십시오(TTY: 711).

ATTENZIONE: Se parla italiano, per Lei sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero presente sul retro della Sua carta di identificazione (TTY: 711).

LƯU Ý: Nếu quý vị nói Tiếng Việt, luôn có các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Vui lòng gọi số điện thoại trên mặt sau của thẻ nhận dạng của quý vị (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga librenang serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).

कृपया ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निशुल्क उपलब्ध हैं। अपने पहचान कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 711)।

توجه دیں: اگر آپ اردو بولتے/بولتی ہیں تو، آپ کے لیے زبان کی اعانت کی خدمات مفت دستیاب ہیں۔ اپنے آئی ڈی کارڈ کے پیچھے درج نمبروں پر ہمیں کال کریں (ٹی ٹی وائی: 711)۔

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك بالمجان. اتصل على الرقم المدون على ظهر بطاقة هويتك (الهاتف النصي: 711).

గమనిక: మీరు తెలుగు మాట్లాడే వారైతే, భాషా సహాయక సేవలు, ఖర్చు లేకుండా, మీరు లభిస్తున్నాయి. మీ ఐడి కార్డుకు (TTY: 711) వెనుక వైపు ఉన్న నెంబర్ కి ఫోన్ చేయండి.

