

In this newsletter:

There's a new benefit for substance use disorder.

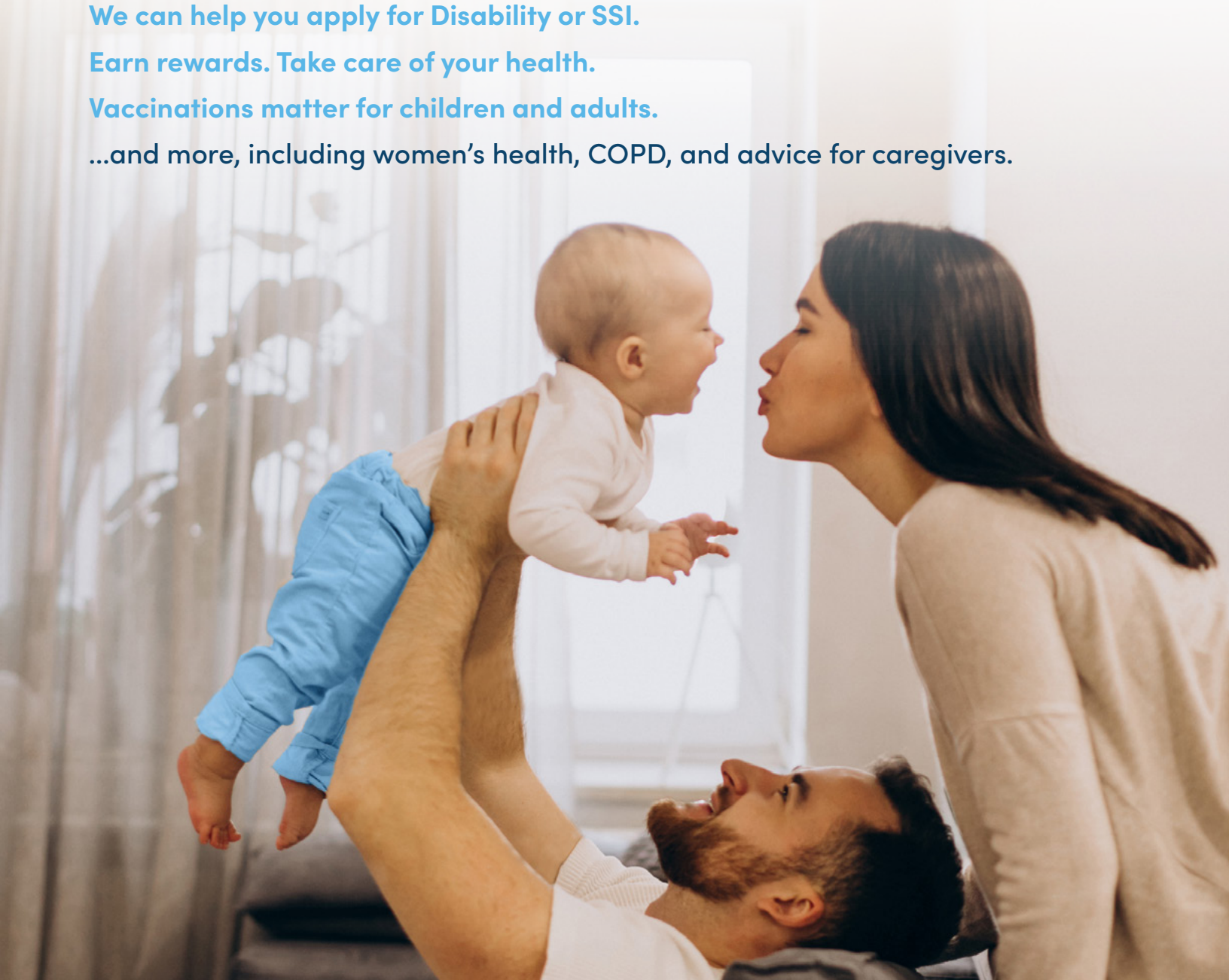
The pandemic and public health emergency go on: What you need to know.

We can help you apply for Disability or SSI.

Earn rewards. Take care of your health.

Vaccinations matter for children and adults.

...and more, including women's health, COPD, and advice for caregivers.



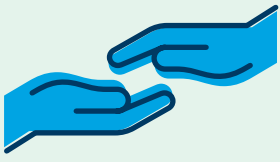
Here for You

A Newsletter for Highmark Health Options Members

Summer 2022

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





There's a new benefit for those with substance use disorder.

We are here for you through recovery. Care includes medical treatment for substance use disorder, referrals for inpatient or residential treatment, behavioral health services, and group support services. All covered at no cost to you. To get the help you need, call Wayspring at [1-888-929-7774](tel:1-888-929-7774) or email AccessRecoveryDE@wayspring.com. Or call Highmark Health Option's Care Coordination team at [1-844-325-6251](tel:1-844-325-6251), Monday–Friday, 8 a.m. to 8 p.m.



Now available nationwide: 988 mental health hotline.

Just as we dial 911 for a medical emergency, we can now dial 988 for a mental health emergency. 988 is the number to call if you're in crisis or know someone who is. 988 offers 24/7 access to trained counselors who can help people who are having suicidal, substance use, and other mental health crises.

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Find us on Facebook and at [HighmarkHealthOptions.com](https://www.HighmarkHealthOptions.com).

Highmark Health Options Phone Numbers

24-Hour Nurse Line

1-855-401-8251

Member Services

Monday-Friday 8 a.m.-8 p.m.

Care Coordination

Monday-Friday 8 a.m.-5 p.m.

Behavioral Health (mental health and substance use disorder)

Monday-Friday 8 a.m.-5 p.m.

Pharmacy

LTSS Support Center

1-844-325-6258

Monday-Friday 8 a.m.-6 p.m.

Member Advocate

1-855-430-9852

Fraud and Abuse Hotline

1-844-325-6256

Operator for Deaf Members TTY Line

711 or 1-800-232-5460

People with hearing or speech loss can communicate with a trained person who will help them speak with someone who uses a regular telephone.

Non-Highmark Health Options Numbers

Behavioral Health Crisis Services

Southern Delaware (serving Sussex County and Kent County south of greater Smyrna)

1-800-345-6785

ModivCare Non-Emergency

Transportation Services

1-866-412-3778

Outside Resources

[Delaware Tobacco Quitline](#) (Stop Smoking)

1-866-409-1858

Delaware Division of Social Services

– Customer Relations

1-800-372-2022



Vaccinations matter for children and adults.

We've been hearing a lot about COVID-19 vaccinations these past two years. But don't forget that it's important for children and adults to get other vaccinations at the right time. Stay up-to-date. Parents can follow the [vaccination schedule](#) for their children. This vaccination schedule will tell you when children and adults should get vaccinations.



Find more info in the [Health Library](#). Here's a short video to watch:
[Why get your child immunized](#) (2 minutes)

The pandemic and public health emergency go on.

COVID-19 is still here, with cases spiking over the summer. Here's what you need to know to help protect your family from this virus:

- COVID-19 vaccination is available for children age 6 months and older.
- Everyone age 5 and older is eligible for booster shots.
- Use the CDC [COVID-19 County Check tool](#) to learn about virus levels where you live.
- [Find more ways](#) to protect yourself and your family from COVID-19.

Note: The COVID-19 public health emergency has been extended until Oct. 13, 2022.

See the vital information below about Medicaid eligibility reviews that will happen at the end of the COVID-19 public health emergency.



Have you heard the news?

At end of COVID-19 PHE, DSS & DMMA

will restart eligibility reviews.



**DON'T RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE.
GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:



**Make sure your contact
information is up to date.**



**Check your mail
for a letter.**



**Complete your renewal
form (if you get one).**

Have Questions?

Visit

or call

<https://assist.dhss.delaware.gov>

Change Report Center (302) 571-4900, Option 2

for help or to update your contact information today.

Know your benefits.

Get the most out of them.



Read all about your benefits in the Member Handbook. For example, did you know...



You should not be billed for medical services received at any network medical provider. Delaware Medicaid providers cannot charge you for services that Highmark Health Options covers. If you receive a bill, call Member Services at 1-844-325-6251, Monday–Friday, 8 a.m.–8 p.m.



If you have health, dental, or vision insurance through another insurance company, you must use that insurance coverage first as a primary insurance. This means that insurance company must pay first. Highmark Health Options is always the last payer if you have other insurance coverage. Note: It is important to show your health care providers all your insurance cards.



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.



Schedule an online doctor visit, including evenings and weekends.

Start or schedule a virtual visit using [HHO on the Go](#). Urgent care is available 24/7.



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.



We can help you apply for Disability or SSI.

Highmark Health Options can help adults and children with certain physical or mental health conditions apply for Disability (SSDI) or Supplemental Security Income (SSI). This service is free for members of Highmark Health Options. If you are approved, you may be eligible for a monthly cash benefit. The amount is determined by your work history or current household income and resources, depending on which program you are approved for. To find out if you are eligible, start by filling out the form at hho.fyi/bestbenefits.

What are you missing?

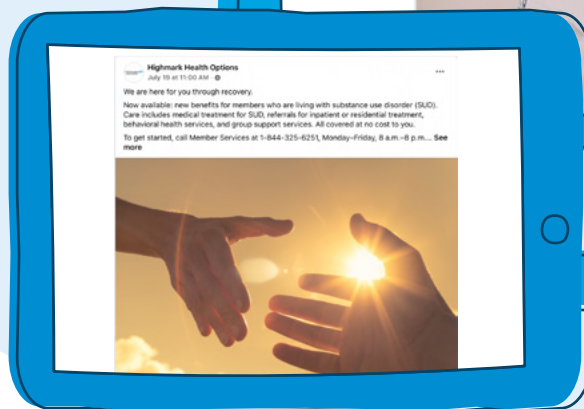
New benefits, free events, and more.



Follow us on Facebook to get the latest.

Want to know about new benefits, like the new substance use disorder benefit? Or free community events, like food distribution dates that are scheduled throughout the year? Follow us on Facebook. And be sure to check the [Announcements](#) section on our website.

Check out our
Facebook!



Earn rewards. Take care of your health.

Healthy Rewards is one of your Highmark Health Options benefits. You or your child can earn rewards when you sign up and complete certain healthy activities. Each time you complete an eligible healthy activity, we'll add a dollar amount to your Healthy Rewards card after the claim is processed. Eligible activities include:

For adults:

- Annual wellness visit with PCP (age 21 and older)
- Blood sugar screening (A1c test) (maximum of 2 tests)
- Breast cancer screening
- Cervical cancer screening
- Doctor visit after giving birth (postpartum visit)

For children:

- Asthma prescription 30-day fills (up to 6 refills) (ages 5–18)
- Lead screening (ages 0–24 months)
- Well-baby visit (ages 0–30 months)
- Well-child visit (ages 3–20)

TheraPay is the company that works with us to provide this benefit. TheraPay will let you know which activities apply to you, based on your age, gender, and health conditions. You can earn \$5 to \$25 for each healthy activity. Your rewards can add up!

After you sign up, you will get your Healthy Rewards card in the mail. You can use your card like a credit card at most retail stores.



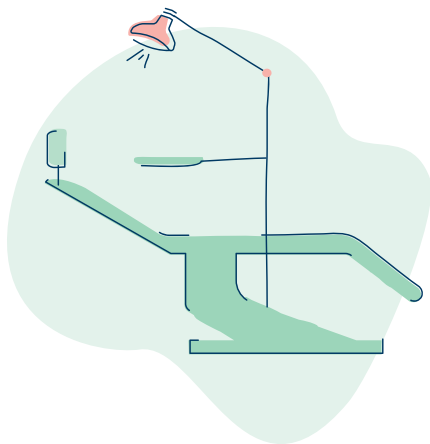
Get started today. To sign up:

- Visit the [TheraPay website](#).
- Call TheraPay at 1-866-469-7973 and talk to a Healthy Rewards Specialist, or email help@therapayrewards.com.

Use the TheraPay Rewards app on your smartphone. The app tracks your healthy activities and rewards. The TheraPay app also tells you which healthy activities qualify for rewards, then sends reminders right to your phone for every activity.



Smile about your dental coverage.



Highmark Health Options covers dental care for adults* age 21 and older. Take advantage of coverage that lets you correct dental problems now and prevent new ones in the future.

You have \$1,000 coverage each year for dental care, and more coverage may be approved if your dentist submits a request for additional urgent or emergency care. And you don't need a referral to see a dentist.

Dental benefits include:

- Routine cleanings
- Exams and testing
- X-rays
- Preventive services
- Oral and maxillofacial surgery
- Periodontics
- Restorative services
- Denture repairs and relines

For help finding a dentist where you live, search the [Provider Directory](#) or call Member Services at 1-888-325-6251, Monday–Friday, 8 a.m.–8 p.m.

***Note:** For children age 20 and younger, dental care is covered by the State.



Your opinion matters.

Earlier this year, Highmark Health Options members were selected at random and surveyed about their health care experience. The survey is called the 2022 Consumer Assessment of Healthcare Providers and Systems (CAHPS). Responses to these surveys help us understand our members' needs and how to make improvements for the next year.



Members who filled out the survey said:

- Customer service provided members with information or help.
- They are satisfied with their overall health care.
- They are satisfied with the care received from specialists.
- They are satisfied with how doctors:
 - Explained things in an understandable way.
 - Listened carefully.
 - Showed respect with what they had to say.

Members who filled out the survey also mentioned areas for improvement that we are working on. These include:

- Spending enough time with their doctor.
- Getting appointments with a specialist as soon as needed.

These surveys are mailed each year, around February or March, to a randomly selected group of members. Please complete the survey if you receive one in the mail early next year. Highmark Health Options listens and cares about your opinions. We make improvements based on your survey responses.



Are you home from the hospital?

There's no place like home. Here are a few tips to keep at your best:

- Read your discharge papers carefully.
- Fill your prescriptions and take your medicine.
- See your primary care provider or specialist for a follow-up visit.
 - Write down any questions you may want to ask your doctor.
 - Bring all the medications you're taking.

If you have questions or need help, call Member Services at [1-844-325-6251](tel:1-844-325-6251) or your Case Manager at [1-855-401-8251](tel:1-855-401-8251).

Play it safe when outside in hot weather.

Hot weather means being active outside. Even if you live where it gets hot or humid, there are ways you can stay active and stay safe. Older adults and children are at a higher risk for heat-related illness and should be extra cautious.

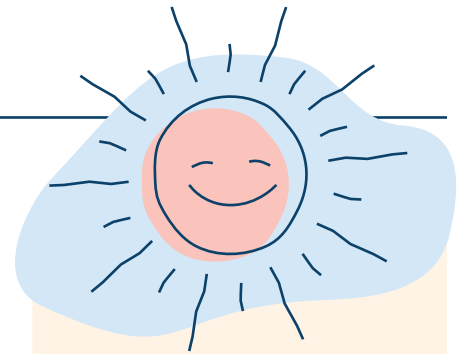
Take these precautions:

- Always wear sunscreen.
- Drink plenty of water. You lose fluid when you're active. If you lose too much, it can result in dehydration, muscle cramps, or even heat exhaustion. In hot weather, drink plenty of fluids before, during, and after activity. (And remind children to drink plenty of fluids, too.)
- Don't exercise as hard when it's hot. Take rest breaks. Exercise more slowly than usual or for a shorter time.
- Stay in the shade when you can. Wear light-colored, breathable clothes.
- Watch for signs of dehydration and heat-related illnesses, such as heat exhaustion and heatstroke. Signs of dehydration include having a dry mouth and eyes and feeling dizzy. If you're overweight, have health problems, take medicines, or use alcohol, you may be at a higher risk for heat-related illness.

Here are some activities you can try when it's hot:

- Take morning or evening walks. Walking the dog or walking with a partner helps you make it part of your routine.
- Go for a bike ride. Find shaded areas and ride during cooler times of day. Wear a helmet to prevent head injuries.
- Go swimming on hot days. This is a healthy family activity for summer. Avoid diving, which can cause head and neck injuries.
- Do light yard work or gardening. You will burn calories while you keep the yard looking good.
- Wash your car. This gets you outside and helps you burn calories. Give yourself a splash to stay cool.

Source: Healthwise



Are you allergic to insect stings?

If you're allergic to insect stings, you may want to consider your options:

- Get allergy shots to make you less sensitive to insect stings and reduce the risk of a severe allergic reaction (anaphylaxis).
- Do not get allergy shots. Instead, try other things such as avoiding stinging insects and carrying epinephrine to deal with the risk of a severe allergic reaction.

Whether you need allergy shots depends on your reaction to an insect sting in the past. You may not need allergy shots if you had a normal (localized) reaction, a larger local reaction, or one that caused swelling and redness to much of your body but did not cause anaphylaxis.

Get more details that can help you decide in this [Health Library article](#). And talk to your doctor.



Start screening for cervical cancer at age 21.

Some women worry about getting screened for cervical cancer. But the good news is that the Pap test is simple and quick. There are many benefits to being screened. Cervical cancer is one of the easiest cancers to prevent. If you get screened when your doctor tells you, abnormal cells are almost always found before turning into cancer.

Even though there are many benefits to getting screened, not all women go for their screenings. Most cervical cancers are found in women who have never had a Pap test or who waited too long between tests.

Women should have their first screening at age 21. Your doctor will tell you how often to be screened. Timing will vary depending on your age. If you need more information about cervical cancer screening or need help making an appointment, call Care Coordination at 1-844-325-6251.

Are you **having a baby?**

If you think you may be pregnant, see your primary doctor or an OB/GYN to be sure. You may be pregnant if you have missed your period, have sore breasts, or experience nausea.

Starting your care early, within the first three months you're pregnant, is the best thing you can do to help you have a healthy baby. If you're pregnant, you need to plan your first visit as soon as possible with an OB/GYN. See [below](#) for more details about doctor visits when you're pregnant.

To make it easy for you, we offer our MOM Options Program. You will get a booklet about having a baby and being as healthy as you can while you're pregnant. If you go to your doctor visits within certain time frames, you may be able to choose a reward—either a car seat, stroller, or Pack 'n Play.

We are here for you.

It is very important that you have a doctor's visit within the first twelve weeks after having your baby. This is called a postpartum visit. Your doctor will do a physical exam and depression screening, provide breastfeeding support, and discuss birth control. Your doctor will also see if you or your baby have any needs.

If you need help finding a doctor or setting up your first visit, call Care Coordination at [1-844-325-6251](tel:1-844-325-6251). We can also help you get to your doctor's visit and get healthy food you may need during your pregnancy.

What is postpartum depression?

You may feel upset and confused if you don't feel completely happy after having a baby. Rest assured, you're not alone. Many new moms go through the baby blues. Baby blues may make you cry or feel unhappy, worried, or tired. Baby blues usually begin a few days after delivery and go away on their own in a week or two.

However, if your feelings do not go away after two weeks, you feel hopeless, or you cannot take care of yourself or your baby, you may have a more serious condition called [postpartum depression](#). This condition occurs in about 10 percent of moms. The good news is that treatment is available and effective.

If you're feeling depressed after having a baby, we can help. Call Care Coordination at [1-844-325-6251](tel:1-844-325-6251).



Get important checkups and tests when you're pregnant.



As soon as you know you're pregnant, make an appointment with your doctor or certified midwife. Your first prenatal visit will provide information that can be used to check for any problems as your pregnancy progresses.

Good care during pregnancy includes regularly scheduled prenatal exams:

- Every 4 weeks until week 28.
- Every 2 to 3 weeks from weeks 28 to 36.
- Every week from week 36 to birth.

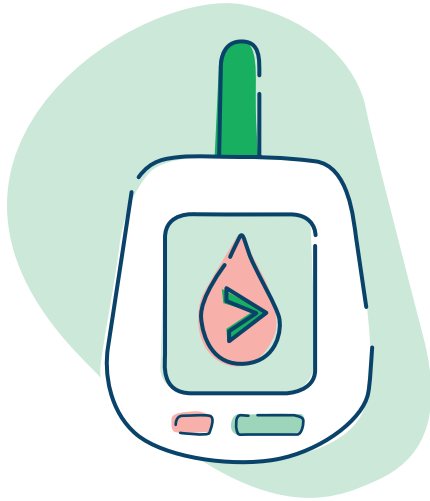
At each prenatal visit, you will be weighed, have your abdomen measured, and have your blood pressure and urine checked. Use this time to discuss with your doctor or midwife your pregnancy concerns or problems.

At different times in your pregnancy, you may have additional exams and tests. Although some are routine, others are only done when you ask for them, when a problem is suspected, or if you have a risk factor for a problem.

- Your first prenatal visit includes a health history, physical exam, and blood and urine tests.
- First-trimester exams and tests may include fetal ultrasound, which uses reflected sound waves to provide an image of your fetus and placenta.
- Second-trimester exams and tests may include fetal ultrasound and electronic fetal heart monitoring. Later in the second trimester, you will have an oral glucose screening test for possible [gestational diabetes](#). If you have Rh-negative blood, you may have an antibody screening test and will receive an injection of Rh immunoglobulin. Screening tests help your doctor look for certain diseases or conditions before any symptoms appear.
- Third-trimester exams and tests may include fetal ultrasound, hepatitis B screening, and group B strep screening.



What is **gestational diabetes**?



Gestational diabetes is high blood sugar that first occurs during pregnancy. High blood sugar can cause problems for you and your baby. But with treatment, most women can control their blood sugar and have healthy babies. Blood sugar levels usually go back to normal after the baby is born.

Insulin is a hormone that helps your body use and store sugar. During pregnancy, your body makes other hormones that make it hard for insulin to control blood sugar. Gestational diabetes develops when the mother's body can't make enough insulin to keep blood sugar levels in a safe range.

The [oral glucose tolerance](#) test is used to diagnose the condition. Most women get this screening test for gestational diabetes between the 24th and 28th weeks of pregnancy.

Controlling your blood sugar is the key to preventing problems during pregnancy and birth. You may be able to control your blood sugar if you change the way you eat and get regular moderate exercise. You may also need to take diabetes medicine or give yourself insulin shots.



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

- [Gestational diabetes: What causes it?](#)
- [Gestational diabetes: Reducing risk](#)
- [Eating for gestational diabetes](#)

Source: Healthwise

Protect a child: Know the signs of abuse and neglect.

Abuse or neglect hurts children in many ways. Young children are at special risk. They may not grow properly. They may have learning problems. They may feel bad about themselves and not trust other people. They may be scared or angry. Sometimes they die.

Children often believe that abuse or neglect is their fault. They may think that they did something wrong and deserve what happened. It is up to adults who care to protect them.

Child abuse means doing something that hurts a child.

- **Physical abuse** includes hitting, kicking, shaking, pinching, and burning. It may leave bruises, cuts, or other marks. It can cause pain, broken bones, or internal injuries.
- **Emotional abuse** is saying or doing things that make a child feel unloved, unwanted, unsafe, or worthless. It can range from yelling and threatening to ignoring the child and not giving love and support. It may not leave scars you can see, but the damage to a child is just as real.
- **Sexual abuse** is any sexual contact between an adult and a child or between an older child and a younger child. Showing pornography to a child is a type of sexual abuse.

Neglect means not giving or doing something that a child needs. Neglect happens when a child does not get the shelter, schooling, clothing, medical care, or protection he or she needs. Child neglect is just as serious as abuse and is more common.

What can you do if you suspect that a child has been abused or neglected?

- If a child is in immediate danger or has been badly hurt, don't wait. Call 911 or other emergency services right away.
- Call the Childhelp National Child Abuse hotline, which is open 24 hours a day, 7 days a week to offer information, advice, and support. Call [1-800-4-A-CHILD \(1-800-422-4453\)](tel:1-800-4-A-CHILD).
- Call the police or local child protective services. You don't have to give your name.
- If it is your own child, get him or her to a safe place and stay there. This may be the home of a close friend or family member or a domestic violence shelter. To find help in your area, call a health professional, a child abuse organization, or the police.
- If you are a child or teen who is being abused, don't keep the secret. Tell a family member, teacher, counselor, or doctor.



How can you prevent child abuse or neglect?

To protect your child from abuse:

- Listen to your child. Let him or her know it is safe to talk about anything with you.
- Get to know your child's friends and their families.
- Screen all caregivers, such as babysitters and daycare centers. Find out what they know about child health, child development, and child care. This may include getting permission for a police background check.
- Teach your child the difference between "good touches" and "bad touches."
- Take a break. Ask a family member or friend to give you a break when you feel overwhelmed. Learn healthy ways to manage stress. Look online for information and support, such as [Childhelp](#).
- Get help if you have ever been a victim of abuse. Having a history of being abused increases your chances of becoming an abuser. A good place to start is the Childhelp hotline at [1-800-4-A-CHILD \(1-800-422-4453\)](#). You can talk to a counselor for free without giving your name.

To help other children:

- Learn to recognize the signs of abuse and neglect. For example, a child may not grow as expected, may be dirty or unhealthy, or may seem fearful, anxious, or depressed.
- Know the names of your neighbors and their children. Offer to help a new parent. Child abuse becomes less likely if parents and caregivers feel supported.
- Be an advocate for children. Support any group that helps parents at risk of abusing their children. Donate time, money, or goods to a local domestic violence shelter.
- If you see abuse or neglect happening, speak up. A child's life may depend on it.



Source: Healthwise



Have COPD? Read about flare-ups and what you can do.

At times, [COPD](#) symptoms may suddenly flare up and get much worse. When this happens, your usual symptoms quickly get worse and stay bad. This can be dangerous, and you may have to go to the hospital. Symptoms of a flare-up include:

- Coughing more than usual.
- A change in the amount, color, or thickness of mucus.
- More shortness of breath than usual.

The two most common causes of a COPD flare-up, or attack, are [respiratory tract infections](#), such as [acute bronchitis](#) or [pneumonia](#), and air pollution. Other health problems, such as heart failure or an abnormal heartbeat (arrhythmia), may also trigger a flare-up. In some cases, the cause is not known.

When you have a COPD flare-up, your lungs may suddenly produce more [mucus](#). Or the airways of your lungs (bronchial tubes) may suddenly get narrower. These two things reduce the airflow in your lungs. That makes it harder to breathe and makes your coughing worse.

Treatment of a COPD flare-up, or attack, depends on how bad the flare-up is. Mild flare-ups may be treated by following your doctor's instructions for using a quick-relief (short-acting) inhaler or oral steroid medicines. More severe flare-ups may involve visits to your doctor's office or clinic. Or you may need to be treated in the hospital. Treatments include:

- Quick-relief inhaled bronchodilators. These medicines relax the bronchial tubes and make it easier to breathe.
- Oral steroid medicines. They reduce the swelling in your airways.
- A machine to help you breathe better or to breathe for you. These are called ventilation machines.
- Oxygen, to increase the amount of oxygen in your blood.

Treatment may also include:

- [Intravenous \(IV\) fluids](#) to treat [dehydration](#).
- Other bronchodilators.
- [Antibiotics](#). Your doctor may prescribe antibiotics to help treat a bacterial infection.



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

- [Avoiding COPD triggers](#)
- [Taking medicine after a flare-up](#)

Source: Healthwise



Self-care is key for caregivers.

While it can be rewarding, taking care of a loved one who is living with Alzheimer's disease or other dementia can also be difficult, stressful, and tiring. Caregivers may feel cut off from other responsibilities, friends, and leisure activities. For those who have health problems of their own, the physical and emotional strain of caregiving can make these problems worse. What's more, caregivers can develop fatigue, depression, and sleep problems. And they often carry an added emotional burden.

If you are a caregiver, do your best to take care of yourself. Here's a list of what you can do just for yourself, so that you can be a healthy caregiver.

- **Get educated.** Understanding dementia and the journey that you and your loved ones are on can go a long way toward setting expectations, making plans, and managing stress. The Alzheimer's Association offers free in-person, virtual, and on-demand education programs.
- **Get some exercise.** You may feel better and sleep better if you exercise; however, finding the time may be difficult. Take friends and family members up on their offers to help so you can take time to exercise. Start small—even 10 minutes a day can help. Find an activity you enjoy doing. This makes it easier to make exercise a habit.
- **Eat healthy meals and snacks.** Adopting heart-healthy eating styles, such as the Mediterranean diet, is good for overall health and may help protect the brain. Try new recipes and involve the person with dementia in meal preparation, if possible.
- **Get enough sleep.** Sleep is important to your brain and overall health. If you aren't getting enough sleep at night, take a nap during the day.
- **Make time for an activity you enjoy.** For example, read, listen to music, paint, do crafts, or play an instrument—even if you can only do it for a few minutes a day. If you like to go to church activities or take classes, ask a friend or family member to stay with your loved one for an hour or two once or twice a week so you can do those things.
- **Keep up with regular medical checkups.** This includes dental checkups. Even if you have always been healthy, you need to stay healthy. Know about the signs of [caregiver stress](#) and depression. Watch for these signs in yourself.
- **Get the support you need.** Helping a loved one with health problems can be emotionally difficult. If you're having trouble coping with your feelings, seek advice and counseling from family members, trained mental health professionals, or spiritual advisors. The Alzheimer's Association offers a 24/7 Helpline at [1-800-272-3900](tel:1-800-272-3900), staffed by trained experts who can offer help, education, and support.



Get more information about dementia and caregiving from the [Alzheimer's Association](#).

Source: Healthwise, Alzheimer's Association



Clinical practice guidelines are available.

Highmark Health Options compiles clinical practice and preventive health guidelines to help providers deliver appropriate care to our members. These guidelines are developed using clinical practice guidelines (CPGs) from recognized sources. The guidelines also serve as a guide for Highmark Health Options various wellness programs.

General CPG Limitations: Guidelines may not apply to every patient or clinical situation; some variation from guidelines is expected. Provider judgment and knowledge of an individual patient replaces clinical practice guidelines. In addition, guidelines do not determine insurance coverage of health care services or products. Coverage decisions are based on member eligibility, contractual benefits, and determination of medical necessity.

[Find a complete listing of Highmark Health Options guidelines online.](#) To request a paper copy, please contact the Quality Improvement Department at 1-844-325-6251.

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



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 qualify 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](tel:1-844-325-6251). Or call the YMCA of Delaware Healthy Living Department at [1-302-572-9622](tel:1-302-572-9622) or visit the YMCA of Delaware website.



Find a program that's just right for you.

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.

Call Care Management at [1-844-325-6251](tel:1-844-325-6251) to learn more.

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 qualify to participate in our Diabetes Prevention Program (18 and older), offered in partnership with the [YMCA of Delaware](#).

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.



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.

Maternity Program

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of early prenatal care, 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.

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.



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.

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.

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.



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.

