

HIGHMARK HEALTH OPTIONS

A Newsletter for
Highmark Health Options Members



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Seasonal Affective Disorder (SAD)

The fall and winter bring beautiful changes to our area. Leaves change color and begin to fall. We look forward to that first snow, hot chocolate, and a warm fire. But for some people, the fall and winter bring the “winter blues,” or Seasonal Affective Disorder (SAD).

SAD affects about 5-10% of the population. Four out of five people who have SAD are women. SAD is more common in younger people. The main age at onset is between 20 and 30 years. Symptoms of SAD are:

- Depression – misery, little interest in activities
- Hypersomnia – the need to oversleep
- Low energy
- Overeating – craving starchy and sweet foods
- Social withdrawal – desire to hibernate
- Sexual problems – lack of desire

There are four major types of treatment for SAD:

- Light therapy: Light box with bright (10,000 lux) artificial light. Sit under it for 30-120 minutes daily, preferably in the morning. This replaces the exposure to sunshine that you get in spring and summer.
- Medication: Certain types of antidepressants can



be used to help one get through the winter months until spring arrives.

- Vitamin D: Some studies suggest Vitamin D can be as effective as light therapy, while other studies have found it has no effect.
- Psychotherapy: Cognitive Behavioral Therapy, a type of psychotherapy, is effective for SAD. Some basic techniques are identifying negative thoughts and replacing them with positive ones — or engaging in pleasurable activities, whether indoors or outdoors, to improve coping with winter.
- Mind-body techniques that may be helpful include:
 - Relaxation techniques such as yoga or tai chi
 - Meditation
 - Guided imagery
 - Music or art therapy

Most importantly, if you think you have SAD, see your primary care provider for treatment. Don't let the “winter blues” get you down.

Why Vaccines are Important for You

In the U.S., vaccines have greatly reduced or eliminated many infectious diseases that once killed or harmed infants, children, and adults. However, the viruses and bacteria that cause these diseases still exist, and you can still get these diseases if you aren't vaccinated.

You May Be at Risk for Serious Disease

Every year, thousands of adults in the U.S. become seriously ill and are hospitalized because of diseases that vaccines can help prevent. Many adults even die from these diseases. By getting vaccinated, you can help protect yourself and others.

Even if you received the vaccines you needed as a child, the protection from some vaccines can wear off. You may also be at risk for other diseases due to your job, lifestyle, travel, or health conditions.

What vaccines can I get at my local pharmacy?

The following vaccines are covered by Highmark Health Options at your local pharmacy:

Vaccine	Age Limit
Varicella Vaccine	N/A
Shingles Vaccine	Min age of 50 years old
Pneumonia Vaccine	N/A
Flu Vaccine	N/A

Talk to your pharmacist about how vaccines can lower your chances of getting certain diseases and lower your chance of spreading disease.

Vaccines Are Very Safe

- Vaccines are tested and monitored. Vaccines go through years of testing before the Food and Drug Administration (FDA) licenses them for use. Both the CDC and FDA continue to track the safety of all licensed vaccines.
- Vaccine side effects are usually mild and go away in a few days. The most common side effects include soreness, redness, or swelling where the shot was given. Severe side effects are very rare.
- Vaccines are one of the safest ways to protect your health. Talk with your doctor or pharmacist about the vaccines you should safely receive based on your health or other conditions.



Flu and Covid-19: What you Need to Know for the 2020-2021 Flu Season

What is the difference between Influenza (flu) and COVID-19?

Influenza (flu) and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. COVID-19 is caused by infection with a new coronavirus (called SARS-CoV-2) and flu is caused by infection with influenza viruses. Because some of the symptoms of flu and COVID-19 are similar, it may be hard to tell the difference between them based on symptoms alone, and testing may be needed to help confirm a diagnosis. Some key differences that may be seen with COVID-19 are shortness of breath, difficulty breathing, and loss of taste or smell.

For more information about influenza viruses, visit: <https://www.cdc.gov/flu/about/viruses/index.htm>.

For more information about COVID-19, visit: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Will there be flu along with COVID-19 in the fall and winter?

While it's not possible to say with certainty what will happen in the fall and winter, CDC believes it's likely that flu viruses and the virus that causes COVID-19 will both be spreading. This means that getting a flu vaccine will be more important than ever. CDC recommends that all people 6 months and older get a yearly flu vaccine. Getting a flu vaccine will not protect against COVID-19, however flu vaccination has many other important benefits, such as reducing the risk of flu illness, hospitalization, and death. Getting a flu vaccine will not only help to reduce your risk from flu, but it will also help conserve potentially scarce healthcare resources.

To learn more about the benefits of the flu vaccine, visit: <https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>.

Can I have flu and COVID-19 at the same time?

Yes. It is possible have flu (as well as other respiratory illnesses) and COVID-19 at the same time. Experts are still studying how common this might be.

Is COVID-19 more dangerous than flu?

Flu and COVID-19 can both result in serious illness, including illness resulting in hospitalization or death. While there is still much to learn about COVID-19, at this time, it does seem as if COVID-19 is more deadly than seasonal influenza; however, it is too early to draw any conclusions from the current data. This may change as we learn more about the number of people who are infected who have mild illnesses.

When should you get the flu vaccine?

September and October are good times to get vaccinated. However, as long as flu viruses are circulating, vaccination should continue, even in January or later.

For more information on where you can get a flu vaccine, visit <https://www.vaccines.gov/get-vaccinated/where>.

Different Types of Care



Urgent Care

Sometimes you will need to get care for things that may not be thought of as a medical emergency, such as a cold or the flu. Urgent care is there for when you need to see a doctor and it is not a life-threatening condition or you are not able to reach your PCP or if it is after hours. Some examples of urgent care are:

- Sore throat
- Flu
- Fever
- Ear infection
- Sprain
- Minor cut or burn



Emergency Services

Your PCP, or an on-call doctor, is offered 24 hours a day, 7 days a week, for when you need medical care. If you are having an emergency and must get urgent medical care, go to the nearest emergency room. If you do not need urgent emergency care, call your PCP first.

Your doctor will tell you what to do. If your doctor is not in, an answering service will give your doctor a message to call you back.

You should only go to the hospital emergency room for emergency care. An emergency is a sudden start of a medical illness or serious pain that a normal person with no medical training feels:

1. Places the person's health (or if it is a pregnant woman, the health of the woman or her unborn child) in danger.
2. Would result in serious harm to bodily functions.
3. Would result in serious harm to an organ or body part.

Each situation is different. If you or your family has an emergency, go to the nearest emergency room or 24-hour care center. Dial 911 or the phone number for your local ambulance service.

The hospital should give the right medical tests to find out if there is an emergency medical illness no matter if you can pay for treatment or not, your citizenship, or the legality of your being in the United States.

There are times when it is hard to know what a real emergency is. If you call your PCP before going to the emergency room, the doctor can tell you what to do.

Here are some examples of when you probably do not need to go to the emergency room. At these times, if you

- Bruises or swelling
- Earache
- Cold or cough
- Rash
- Cramps
- Sore throat
- Small cuts or burns
- Vomiting (throwing up)

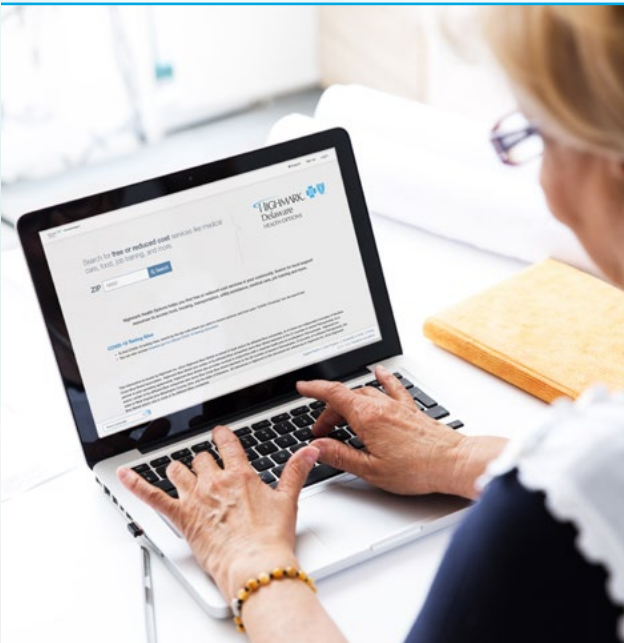
Your PCP should arrange all follow-up care after an emergency room visit. Do not go back to the emergency room for bandage changes, taking out of stitches, cast checks, or more testing. Do not return to the emergency room unless you have a new emergency.



After-Hours Care

You can reach your PCP 24 hours a day at the phone number on your Highmark Health Options ID card. After normal business hours, leave your name and phone number with the PCP's answering service. Either your PCP or an on-call doctor will call you back.

You also can call the 24-hour Nurse Help line. It is best to work with your PCP for your health care needs, but if you have a medical question and don't know what to do, call our 24-hour Nurse Help line. They can help you figure out what to do when you need health care. They can tell you if you should call your PCP, make an appointment or go right to the emergency room. The toll-free number for the Nurse Help line is **1-844-325-6251** (TTY 711 or 1-800-232-5460). This number is on the back of your Highmark Health Options ID card. If you need assistance in languages other than English, call Member Services at **1-844-325-6251**.



Search Highmark Health Options Community Support

Our resource tool can help you find free or low-cost local services including wellness programs, food, housing, legal aid, and much more.

Access the Highmark Health Options Community Support directly on the member portal and check out the helpful resources around you.

Visit: <https://hmhealthoptionsstaff.auntbertha.com/>



Community Support

PCP Portfolio Report

The Highmark Health Options Physician Portfolio Report is now ready for your review and can be accessed via the provider portal in NaviNet. The purpose of this Portfolio is to partner with you to improve the quality of care of our members through the sharing of information.

The Physician Portfolio Report consists of key utilization, pharmacy, and quality measures evaluating the quality of care and services provided to Highmark Health Options members. The Portfolio compares you to your peer group and identifies opportunities where Highmark Health Options and your practice can work together to improve the health care of our members. The Portfolio packet will contain a report of these key measures and a letter explaining any outlier findings.

Please note: The Physician Portfolio Report is not tied to any reimbursement or incentive and is designed exclusively to improve the quality and safety of care for our members.

Su-Linn Zywiol, Strategy Program Manager, will be available to answer any questions you may have about your Portfolio. The email address is Su-linn.zywiol@highmark.com.



Diabetes Corner

Keep an Eye on Your Vision

Why should you get your eyes checked when your vision is good and your eyes don't bother you? The answer is that diabetes can cause serious eye problems without affecting vision and without causing discomfort. The types of eye problems that may occur can lead to vision loss or complete blindness. The good news? These eye problems are treatable if caught early! The best way to catch a problem early and when it's treatable is to regularly have diabetic eye exams. Diabetic eye exams are a covered benefit under your plan. We'd like to help you find a conveniently located diabetic eye exam provider and schedule an exam. Call our Care Coordinators at **1-844-325-6251**.



NEW CASTLE COUNTY: Dial 2-1-1- for more news
KENT COUNTY: Local Hotline # 1-800-733-6818
SUXSEX COUNTY: Local Hotline # 1-302-519-0024
*** DIAL 2-1-1 FOR HELP AT ANY TIME ***

Code Purple – Dealing with Winter Weather

As the cold weather comes, Highmark Health Options wants to make sure that our homeless members have safe, secure, and warm places to stay. Code Purple in Delaware can help.

A Code Purple Emergency is when temperatures in Delaware fall to 32 degrees or below. Code Purple is a Delaware state program that helps homeless people find shelter when winter weather conditions become unsafe for people to stay outside. These shelters are staffed by trained volunteers in all three counties.

Are you, or someone you know, in need of emergency shelter during freezing weather? The following Code Purple shelter contacts may be able to help:

Quality of Care

We want you to be happy with the health care you are receiving. If you have concerns about your care or services, you may have a Quality of Care concern. Examples include concerns about your safety or access to services. Please call one of our Member Advocates at **1-855-430-9852** or Member Services at **1-844-325-6251** if you have a concern about your care.

Our 24-Hour Nurse Line is here for You!

At any time, if you have a medical question and don't know what to do, a nurse is available to help you, 24/7! This free benefit can be very helpful to you.

The Nurse Line is a specially trained Registered Nurse available to help answer all your medical concerns. Just call and ask the registered nurse any question you have for yourself or a family member. You may be pregnant and have a concern, or worried about a child's fever, need medication dosing information, or looking for answers on managing a condition such as diabetes. Call the Nurse Line with any of these questions.

Need another idea of when to use the Nurse Line? How about when trying to figure out what to do when you need health care? A nurse can tell you if you should call your primary care provider to make an appointment, go to an urgent care center or go to the emergency room. The Nurse Line also has "books on tape" so you can call to listen to information about health topics!

Care Management Staff - Partnership

Along with the 24-Hour Nurse Line, our Care Management staff is here for you after hours as well! If you need to speak with a member of the Care Management team, we are available to address any issues you may have!

Call the Nurse Line toll-free at **1-844-325-6251** (TTY 711 or **1-800-232-5460**) anytime, 24/7.

This number can also be found on the back of your Highmark Health Options ID card. Assistance for languages other than English are available.

Call the Highmark Health Options Care Management program toll-free, anytime, 24/7. **1-844-325-6251**

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.



Coping with Covid-19

HHO is aware that there is a new term known as Covid-19 Depression. It can affect people who have never shown any signs of depression. After many months of lockdown and isolation it has been difficult for many, but especially hard for people with depression and other mental health disorders.

Here are some ways to cope with Covid-19 related Depression:

- Pause. Breathe. Notice how you feel.
 - Take slow deep breaths, stretch, or meditate.
- Take breaks from upsetting content.
 - Make time to unwind. Try relaxation techniques and listening to music. Try to do some other activities you enjoy.
 - Take care of your body.
 - Exercise regularly.
 - Get plenty of sleep.
 - Try to eat healthy, well-balanced meals.
 - Avoid alcohol and drugs.
- Reach out and stay connected.
 - Check in with your loved ones often. It can help you and your loved ones feel less lonely and isolated.
- Seek help if overwhelmed or unsafe.
 - National Alliance on Mental Illness (NAMI) Delaware offers resources and information call: **1-888-427-2643** press prompt (1) M-F 9am-4pm or visit their website at <https://www.namidelaware.org/>
 - For assistance and guidance for substance abuse disorders you can contact SAMHSA's National Helpline: **1-800-662-HELP** (4357) and TTY 1-800-487-4889 or visit their website at <https://www.samhsa.gov/coronavirus>.
 - Highmark Health Option's Care Management Staff and the Nurse Advice Line are available 24/7 days a week by calling **1-844-325-6251** or TDD/TYY (711 OR 1-800-232-5460). We will be happy to help you!

Long Term Services and Supports (LTSS)

Setting Goals with your LTSS Case Manager



DSHP Plus Long Term Services and Supports (LTSS) covers nursing facility care and home and community-based services (HCBS). These services help you with everyday activities such as bathing, dressing, meal preparation, and household chores so you can stay in your home. As part of the case management process, your LTSS case manager will ask you about setting personal goals. Setting goals can help you attain what you want in your life and in your health. Your case manager will partner with you to develop a good plan that will help you overcome barriers to reaching your goals.

Goals may be related to your health, such as “lose 10 pounds,” or related to your lifestyle, such as “go to a social event in the community.” The goal should be personal and measurable so you will need to have a target date in mind. Your case manager will help you develop a plan to reach your goal and will be your cheerleader!

Goal setting is a conversation between you and your case manager. It is not something that is set for you or told that you need to do. It should be something you wish to do to make your life better. You are the leader in the plan to achieve your goal, and your case manager will help you take steps to reach your goal by helping you set smaller goals along the way. So, at your next meeting with your LTSS case manager, be ready to answer his or her question, “What are your personal goals?”

LTSS Members

Some members have long-term care needs, including some who may qualify for Highmark Health Options Diamond State Health Plan Plus Long-Term Services and Supports (DSHP Plus LTSS). To find out if you qualify for long-term care benefits, please call the DMMA Central Intake Unit (CIU) **1-866-940-8963**.



Get Rewards for Staying Healthy!

We want to help you reach your health care goals! Healthy Rewards is a Highmark Health Options benefit that rewards its members for completing important healthy activities. Each time you or your child completes an eligible health care activity, you'll automatically receive a Rewards Card. For more information on how to enroll in the Healthy Rewards program and eligible health activities, contact Member Services at **1-844-325-6251** or TDD/TYY (711 or 1-800-232-5460).

Lifestyle Management/Wellness Programs

Welcome to our Highmark Health Options Lifestyle Management/Wellness Programs. These programs are offered at no cost to our members with chronic illnesses like asthma, COPD, diabetes and heart disease. They are also offered to our pregnant moms and/or members who may benefit from our Healthy Weight Management Program.

We will work with you and your healthcare 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.

PROGRAMS INCLUDE:



Healthy Weight Management Program

NEW

- 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 making 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. Visit: <https://www.ymcade.org/preventdiabetes/>



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 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
- Learn what you can do to earn incentives.
Visit: <https://tenv3.highmarkhealthoptions.com/404.html>



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

More Lifestyle Management/Wellness Program information is available by reviewing the Member Handbook. Visit: <http://highmarkhealthoptions.com/members/member-handbooks>

Need help near you? Check our Community Resource Connection.
Visit: <https://www.highmarkhealthoptions.com/Provider/Community-Resource-Connection>

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.

Newsletter in Other Formats

We are committed to providing outstanding services to our applicants and members. If you need printed materials from the website, including this newsletter, call Member Services at **1-844-325- 6251**. If you require these materials in an alternate format, including large print, Braille or in another language, please call us at **1-844-325-6251** to request these free services. TTY/TDD users call **711** or **1-800-232-5460**.

Quality Improvement/Utilization Management (QI/UM) Program

Providing better health care and improved services for Highmark Health Options members is the goal of the Quality Improvement/Utilization (QI/UM) Program.

We work closely with plan doctors to look at the care and services our members receive, as well as things Highmark Health Options can do better to serve you.

Highmark Health Options looks at how well we've helped members to:

- Get preventive care
- Learn about patient safety
- Get care for long-standing health problems

Once a year, we review how well we've done in meeting the healthcare and service needs of our members. The most recent evaluation revealed some good things about our health plan! Some of these include:

- Accreditation by the National Committee for Quality Assurance (NCQA)
- Better member health outcomes in key areas like preventive screenings, diabetes control, and healthy weight
- Member engagement in the health plan community through invitations to meetings such as the Member Advisory Council and QI/UM Committee

We will continue to monitor the quality of our health plan in order to make improvements. We do this so you can enjoy the best health possible.

If you would like more information about the Quality Program, including the annual evaluation of our QI/UM Program, goals, processes, and outcomes of Highmark Health Options progress in meeting these annual program goals, or to receive a written summary of these reports, please call Member Services toll-free at 1-844-325-6251 or TDD/TYY (711 or 1-800-232-5460).

If you would like more information about the Quality Program, including the annual evaluation of our QI/UM Program, goals, processes, and outcomes of Highmark Health Options progress in meeting these annual program goals, or to receive a written summary of these reports, please call Member Services toll-free at 1-844-325-6251 or TDD/TYY (711 or 1-800-232-5460).

Adult Dental Benefits Exclusions and Limitations:

Starting on October 1, 2020, Highmark Health Options began covering Dental Care Services for members ages 21 and over:

- A maximum benefit limit will be \$1,000 per calendar year
- An additional \$1,500 will be available via prior authorization for emergency dental care as an extended benefit
- Copay of \$3.00 per visit
- Members are also liable for any payment of dental services that exceed the benefit limit and/or are not covered by the adult dental benefit

Dental Benefits Include:

- Clinical Oral Evaluations
- Diagnostic Imaging
- Testing and Examination
- Preventive Services
- Restorative Services
- Periodontics
- Prosthodontics Removable
- Prosthodontics Fixed
- Oral and Maxillofacial Surgery

For additional information on service limitations, call Member Services at 1-844-325-6251.

News You Can Use

Have you read your Member Handbook? It's a great source of news. [Click here](#) to read more information about:

- Appointment and Availability Standards
- Complex Case Management
- Hospital Discharge Planning
- Medical Necessity Determination
- Member Rights and Responsibilities
- Notice of Privacy Practices
- Referrals

To view the LTSS Member Handbook, [click here](#).

Child Dental Care

Dental services for children up to age 21 are covered by the Delaware Medicaid fee-for-service program (the extraction of bony-impacted wisdom teeth are covered by Highmark Health Options). Dental services are not covered for adults 21 and over, except the extraction of bony-impacted wisdom teeth.

For Help in Your Language - 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 provides:

- Free aids and services to people with disabilities to communicate effectively with us and free language services to people whose primary language is not English, such as:
 - Qualified interpreters and sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats) as well as information written in other languages

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：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 번호 로 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 libreng 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.

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If you believe that Highmark Health Options has failed to provide these services or discriminated in another way you can file a grievance with: Civil Rights Coordinator, P.O. Box 106004, Pittsburgh, PA 15230, Phone: 1-844-325-6251, TTY: 711, Fax: 412-255-4503. You can file a grievance in person, by mail, or fax. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, 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>.

Highmark Health Options is an independent licensee of the Blue Cross and Blue Shield Association.

Join the Highmark Health Options Member Advisory Council.
It's your health plan. Let your voice be heard!
Call the Member Advocate phone number at 1-855-430-9852.



Highmark Health Options Phone Numbers

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

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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LogistiCare Transportation Services – Non-Emergency Transportation	1-866-412-3778
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Where's My Ride? Hotline	1-866-896-7211
Health Benefit Manager – Enrollment	1-800-996-9969

Outside Resources

Delaware Tobacco Quitline (Stop Smoking)	1-866-409-1858
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State of Delaware Division of Social Services – Customer Relations	1-800-372-2022
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National Domestic Violence Hotline	1-800-799-7233
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