

Here for You

Member Newsletter | DELAWARE



FEATURED ARTICLES:

If you have
diabetes, you
need an eye exam.

Is your child
up to date on
immunizations?

Find a program
that's just right
for you.

Work with your
case manager.

...And more.

Did you know
Highmark Health
Options is on
Facebook?

 @HighmarkHealthOptions

In this issue.

- 3 Know these important phone numbers.
- 4 Use HHO on the Go to see online doctors for mental health care.
- 5 Use the A1c test to stay in your target blood sugar range.
- 6 If you have diabetes, you need an eye exam.
- 7 Is your child up to date on immunizations?
- 8 Do you qualify for free programs at the YMCA?
- 9 Do you need help to manage your care?
- 10 Is it time to check your blood pressure?
- 11 Find a program that's just right for you.
- 13 Work with your case manager.
- 14 What is the Quality Improvement/Utilization Management (QI/UM) Program?
- 15 Statement of Members' Rights and Responsibilities.
- 18 Discrimination is against the law.
- 19 Find help in your language.



When you see this icon, click it to return to this content list.

Know these important phone numbers.

Highmark Health Options Phone Numbers

MEMBER SERVICES

1-844-325-6251 (TTY: 711 or 1-800-232-5460)

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

24-HOUR NURSE LINE

1-844-325-6251

CARE COORDINATION

1-844-325-6251

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

BEHAVIORAL HEALTH

(mental health and substance use disorder)

1-844-325-6251 (TTY: 711)

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

LTSS MEMBER SERVICES

1-855-401-8251

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

MEMBER ADVOCATES

1-855-430-9852

FRAUD AND ABUSE HOTLINE

1-844-325-6256

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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

Copyrighted material adapted with permission from Healthwise, Inc.





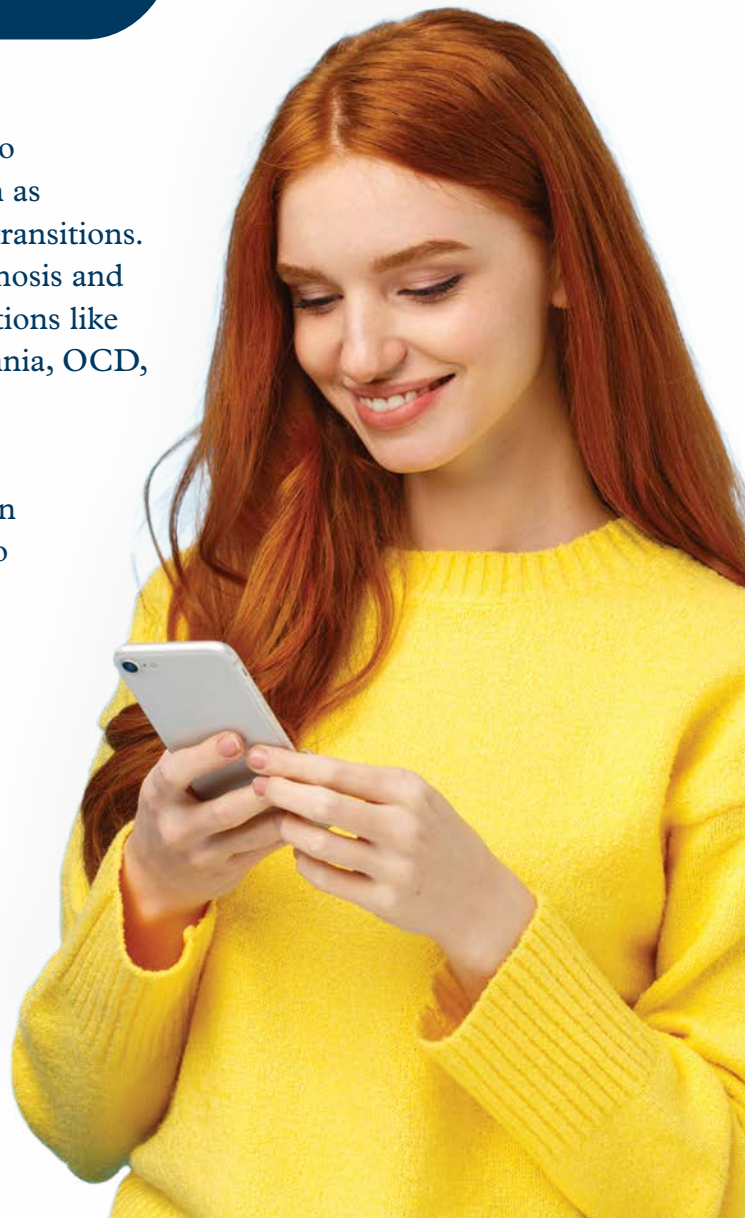
Use HHO on the Go to see online doctors for mental health care.

Highmark Health Options offers members age 18 and older online doctor visits for therapy and psychiatry.

With HHO on the Go, you can talk to therapists who provide online counseling on a variety of topics such as anxiety, depression, stress, LGBTQ topics, and life transitions. You can also talk to psychiatrists who can offer diagnosis and medication management services for ongoing conditions like bipolar disorder, eating disorders, depression, insomnia, OCD, panic attacks, and PTSD.

You can easily connect with a doctor directly from your smartphone, tablet, or computer using HHO on the Go. As a reminder, these visits are available at no cost to you.

Sign up at HHOontheGo.com to get started.



Use the A1c test to stay in your target blood sugar range.



If you have diabetes, the A1c test is done to check how well your diabetes has been managed over the past two to three months. Your doctor can use this information to adjust your treatment, if needed. The test result is usually given as a percentage. In general, experts suggest an A1c lower than 7% for most adults with type 1 or type 2 diabetes and for children of any age who have type 2 diabetes.

Keeping your blood sugar in a target range reduces your risk of problems from diabetes. These problems include eye disease (retinopathy), kidney disease (nephropathy), and nerve disease (neuropathy). If you're pregnant, staying in a target range can also help prevent problems during pregnancy.

Work with your doctor to set your target blood sugar range.

Qualify for a Healthy Reward

Earn \$15 if you have diabetes and have an A1c screening. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register** for Healthy Rewards and see if you may be able to earn other rewards.



Watch this short video to learn more about the A1c test.



If you have diabetes, you need an eye exam.

Screening tests done during your eye exam can help prevent a serious eye condition.



The condition is called diabetic retinopathy. It can cause vision loss and even blindness. If you have diabetes, a retina screening during your eye exam can help you prevent this condition or keep it from getting worse.

The retina plays an important role in your vision. The retina is a thin nerve membrane that detects light entering your eye, sending signals to your brain to help you see. But sometimes when you have diabetes, certain problems can cause damage to the retina.

Over time, having high blood sugar can damage the blood vessels, and that can lead to retinopathy. Other things that put you at risk include high blood pressure, high cholesterol, and kidney disease.

Retinopathy can get worse if blood sugar levels stay high. Keeping your blood sugar and blood pressure in their target ranges can help you avoid it or slow the damage. That's why screening is important. If retinopathy is caught early, there are treatment options that can help prevent or delay vision loss.

Qualify for a Healthy Reward

Earn \$15 if you have diabetes and get a retina eye exam. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register** for Healthy Rewards and see if you may be able to earn other rewards.



Watch this short video about screening for diabetic retinopathy.



Is your child up to date on immunizations?



What are immunizations?

Immunizations or vaccines help reduce and prevent the spread of diseases. They come in many forms, such as shots, oral medication, and sometimes as a nasal spray. Immunizations contain a small amount of dead or weak germs containing the virus, which allows your body to build antibodies without getting the full infection.



Why should your child get vaccinated?

- Vaccines are needed to be able to go to school and daycare.
- Vaccines help protect your child, your family, and yourself from getting infected.
- Immunizations reduce and prevent the spread of major diseases.



Why is your child's vaccine schedule important?

Vaccines work best with children's immune systems at certain ages. This is why it's so important to stay up to date with your child's immunization schedule. Staying on track allows the vaccines to be most effective in protecting your child.

Call your pediatrician to find out what your child's vaccination schedule is. If you don't have a doctor and need one, **search the Provider Directory.**



Do you qualify for free programs at the YMCA?



These programs are for people who qualify. To find out if you qualify for either program, contact the YMCA Healthy Living Department by email at healthyliving@ymcade.org or by phone at **302-572-9622**. Or you can **visit the YMCA of DE website** to learn more.

Diabetes Prevention Program

The free Diabetes Prevention Program is for people who do not have diabetes but show signs they may develop it. The program lasts for one year. You'll join a small group led by a trained health coach. You'll learn healthy habits to help you avoid type 2 diabetes.

LEAN Program

The free LEAN Program lasts for 12 weeks and is led by a trained health coach. You'll learn how to reach a healthy weight that's right for you by eating healthy foods, being more active, reducing stress, and staying positive. You'll find the support you need in group discussions, individual check-ins, and small-group personal training workouts.

Need a ride?

A Highmark Health Options transportation benefit can help you travel to and from the YMCA. Schedule a ride by calling Member Services at **1-844-325-6251**. Make sure you call three days before you need a ride.



Do you need help to manage your care?



Call Care Coordinators 24/7.

You may want help if it's not easy for you to manage your care. If any of the following statements are true for you, you may have complex health care needs:

- You have ongoing behavioral or physical health conditions that cause unplanned hospital stays and emergency room visits.
- The symptoms related to your condition are getting worse over time.
- The lab values related to your condition are not normal.
- You have one or more concerns like:
 - Pregnancy
 - Substance use
 - Risk for type 2 diabetes
 - Weight
 - Chronic conditions (such as asthma, lung, heart disease, or diabetes)

We're here to help.

Talk to a Care Coordinator. Our nurses, social workers, and other staff can help you move toward improved health. You'll always have someone you can call on, day or night.

Our staff will:

- Talk with you on the phone on a regular basis.
- Work closely with you and your doctors to help you follow your treatment plan.
- Make sure you understand your medicines.
- Connect you with services near you.
- Find online information you can use to take care of yourself.

Start by calling Member Services and asking for Care Coordinators. In addition to Care Coordinators, you can take advantage of our Complex Case Management, Lifestyle, and Wellness programs. If you join a program, you can opt out anytime.



Is it time to check your blood pressure?



Routine screening for high blood pressure is recommended for adults age 18 and older.

You can get your blood pressure checked during any routine medical visit. Your doctor can let you know how often you should get your blood pressure checked. It may depend on what your blood pressure is and your risk for heart disease.



Get your blood pressure checked EVERY year if any one of the following is true:

- You're age 40 or older or at risk for high blood pressure.
- You're African American.
- You're overweight or obese.
- The top number of your blood pressure is 130 to 139, or the bottom number is 85 to 89, or both.

Your care provider uses a blood pressure monitor to screen for high blood pressure. A blood pressure cuff is wrapped around your bare upper arm. The cuff is then pumped up. The cuff is slowly deflated, and the monitor shows your blood pressure numbers.

Source: Healthwise



Find a program that's just right for you.



Highmark Health Options Lifestyle Management and 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.

Healthy Weight Management Program

- Learn simple ways to take care of your health that will help you live longer.
- Understand how to 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 LEAN (weight loss) Program or our Diabetes Prevention Program (age 18 and older) offered through 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** (age 18 and older).

Translation services are available at no cost to you.





Work with your case manager.

Did you know that all members enrolled in Highmark Health Options' Long-term Services and Supports (LTSS) program are assigned a case manager?



The Case Management team is made up of nurses and social workers. They make regular visits to your home and help you coordinate your care, connect you to local resources, and help you get services set up.

Your case manager can be reached by calling **1-855-401-8251**, Monday-Friday, 8 a.m.-5 p.m.



What is the Quality Improvement/Utilization Management (QI/UM) Program?

Providing better health care and improved services for you is the goal of the Quality Improvement/Utilization Management (QI/UM) Program.

Highmark Health Options works closely with plan doctors to look at the care and services you receive, as well as things we 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 health care and service needs of our members. The most recent evaluation revealed some good things about our health plan. 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 our goals, processes, and outcomes, or to receive a written summary of these reports, call Member Services at **1-844-325-6251** or **(TTY: 711 or 1-800-232-5460)**.



Statement of Members' Rights and Responsibilities.

Your Rights

- Learn about your rights and responsibilities.
- Get the help you need to understand your Member Handbook.
- Learn about us, our services, doctors, and other health care providers.
- See your medical records as allowed by law.
- Have your medical records kept private unless you tell us in writing that it is OK for us to share them, or it is allowed by law.
- All facts from your doctor of any information about your medical condition, treatment plan, or ability to look at and offer corrections to your own medical records.
- Be part of honest talks about your health care needs and treatment options no matter the cost and whether your benefits cover them. Be part of choices that are made by your doctors and other providers about your health care needs.
- Be told about other treatment choices or plans for care in a way that fits your condition.
- Get news about how doctors are paid.
- Find out how we decide if new technology or treatment should be part of a benefit.
- Be treated with respect, dignity, and the right to privacy all the time.
- Know that we, your doctors, and your other health care providers cannot treat you in a different way because of your age, sex, race, national origin, language needs, or degree of illness or health condition.
- Talk to your doctor about private things.
- Have problems taken care of fast, including things you think are wrong, as well as issues about your coverage, getting an approval from us, or payment of service.
- Be treated the same as others.
- Get care that should be done for medical reasons.

Continues on the next page



- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Choose your PCP from the PCPs in our Provider Directory that are taking new patients.
- Use doctors who are in our network.
- Get medical care in a timely manner.
- Get services from doctors outside our network in an emergency.
- Refuse care from your PCP or other caregivers.
- Be able to make choices about your health care.
- Make an Advance Directive (also called a living will).
- Tell us your worries about Highmark Health Options and the health care services you get.
- Question a choice we make about coverage for care you got from your doctor.
- File a complaint or an appeal about Highmark Health Options, any care you get, or if your language needs are not met.
- Ask how many grievances and appeals have been filed and why.
- Tell us what you think about your rights and responsibilities and suggest changes.
- Ask us about our Quality Improvement program and tell us how you would like to see changes made. Ask us about our utilization review process and give us ideas on how to change it.
- Know that we only cover health care services that are part of your plan.
- Know that we can make changes to your health plan benefits as long as we tell you about those changes in writing.
- Ask for this Member Handbook and other member books and brochures in other formats such as other languages, large print, audio CD, or Braille at no charge to you.
- Ask for an oral interpreter and translation services at no cost to you.
- Use interpreters who are not your family members or friends.
- Know you are not responsible if your health plan becomes bankrupt (broke).
- Know your provider can object to the denial of service if you agree.
- Know that you can request a copy of the Member Handbook at any time. You will be told every year of your right to request a Member Handbook.

Continues on the next page



- You can get a list of network providers that includes the following details about the doctors: name, specialty, hospitals the doctor can visit, education, language spoken, gender, and office location.

Your Responsibilities

- Tell us, your doctors, and other health care providers what they need to know to treat you.
- You can ask us to correct your health and claims records if you feel they are incorrect or incomplete. We may say “no” to your request, but we will tell you why in writing within 60 calendar days. If we cannot change your records, you may have a statement of your disagreement added to your personal medical information. If you would like to make a request, call Member Services at **1-844-325-6251**.
- Learn as much as you can about your health issue and work with your doctor to set up treatment goals you agree on with your doctor.
- Ask questions about any medical issue and make sure you know what your doctor tells you.
- Follow the care plan and orders that you have agreed on with your doctors or other health care professionals.
- Do the things that keep you from getting sick. Make and keep medical appointments and tell your doctor at least 24 hours in advance when you cannot make it.
- Always show your member Highmark Health Options ID card and Delaware Medicaid card when you get health care services.
- Use the emergency room only in cases of an emergency or as your doctor tells you.
- If you owe a copay to your pharmacies, pay at the time the services are received.
- Tell us right away if you get a bill that you should not have gotten or if you have a complaint.
- Treat all Highmark Health Options staff and doctors with respect and courtesy.
- Know and follow the rules of your health plan.
- Know that laws guide your health plan and the services you get.
- Know that we do not take the place of workers’ compensation insurance.
- Tell the DHSS Change Report Center and us when you change your address, family status, or other health care coverage.
- If a minor becomes emancipated, or legally freed from control by his or her parents (age 16 or older), or marries, he or she shall be responsible for following all Highmark Health Options member guidelines set forth above.





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

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Highmark Health Options Member Services at 1-844-325-6251 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the Delaware Division of Human and Civil Rights by mail, phone, or web form.

Highmark Health Options
Attn: Appeals and Grievances
P.O. Box 106004
Pittsburgh, PA 15230
1-844-325-6251

Division of Human and Civil Rights
861 Silver Lake Blvd., Suite 145
Dover, DE 19904
302-739-4567
hho.fyi/ea-intake

If you need help filing a complaint, Highmark Health Options and the Division of Human and Civil Rights are 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 online at OCRPortal.hhs.gov, and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.

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：如果您会说英语，则可以免费获得语言协助服务。请拨打您身份证背面的号码（TTY：711）。

Atansyon: Si w pale anglè, sèvis asistans nan lang, gratis, disponib pou ou. Rele nimewo ki sou do kat idantite w la (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).

ध्यान दें: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

Pansin: Kung nagsasalita ka ng Ingles, ang mga serbisyo ng tulong sa wika, na walang bayad, ay magagamit mo. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

פמערקזאמקייט: אויב איר רעדן ענגליש, שפראך הילף באַדינונגס זענען בארעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון טייפ (TTY: 711).

Akiyesi: Ti o ba so Gẹ̀ẹ̀si, awọn iṣẹ iranlọwọ ede, laisi idiyele, wa fun ọ. Pe nomba ti o wa ni ẹhin kaadi ID rẹ (TTY: 711).

ધ્યાન આપો: જો તમે અંગ્રેજી બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. તમારા ID કાર્ડની પાછળના નંબર પર કોલ કરો (TTY: 711).

(TTY: 711). تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم الموجود على ظهر بطاقة الهوية الخاصة بك

கவனம்: நீங்கள் ஆங்கிலம் பேசினால், மொழி உதவி சேவைகள், உங்களுக்கு இலவசமாக கிடைக்கும். உங்கள் அடையாள அட்டையின் பின்புறத்தில் உள்ள எண்ணை அழைக்கவும் (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).

Makini: Ikiwa unazungumza Kiingereza, huduma za usaidizi wa lugha, bila malipo, zinapatikana kwako. Piga nambari iliyo nyuma ya kitambulisho chako (TTY: 711).

శ్రద్ధ: మీరు ఇంగ్లీష్ మాట్లాడితే, భాషా సహాయ సేవలు, ఉచితంగా, మీకు అందుబాటులో ఉంటాయి. మీ ID కార్డ్ వెనుక ఉన్న నంబర్‌కు కాల్ చేయండి (TTY: 711).

Chú ý: Nếu bạn nói tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn sẵn có dành cho bạn. Gọi đến số ở mặt sau thẻ ID của bạn (TTY: 711).