

# In this newsletter:

COVID-19 vaccination costs are covered.

Are you earning Healthy Rewards? Don't miss out.

If you have diabetes, you need an eye exam.

Smile! Dental care can make your mouth happy.

Do you qualify for these free YMCA programs?

...And more.



## Here for You

Highmark Health Options Member Newsletter

2023 #3



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

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.

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# Highmark Health Options Phone Numbers

## 24-Hour Nurse Line

1-855-401-8251

## Member Services

Monday-Friday, 8 a.m.–8 p.m.

## Nonmedical Transportation Services

## 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.

## 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



# COVID-19 vaccination costs are covered.

COVID-19 is still with us. Cases are increasing this fall. You can protect yourself and your family by wearing a mask, being vaccinated, and testing when you think you might be sick.

A new COVID-19 vaccine is now available. Your Highmark Health Options benefits cover the cost of the vaccine. Be sure to show your ID card when you get your vaccination.



## Where can you get vaccinated?

Ask if your doctor's office is giving vaccinations.  
Or find a pharmacy near you that is giving vaccinations.



## Are free COVID-19 tests still available?

The government is once again offering free at-home test kits through the U.S. Postal Service. Order your tests today.



## Are there more COVID-19 cases where you live?

One way to track the number of COVID-19 cases is to track the number of COVID-19 hospital admissions. Find out if hospital admission rates for COVID-19 in your area is low, medium, or high.

**Go to our website for more COVID-19 information.**



# Are you earning Healthy Rewards? Don't miss out.

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Your Healthy Rewards benefit pays you for healthy steps you may already be taking.

- **Did you have your annual wellness exam?** Earn \$25.
- **Did you and your new baby complete the well-baby visit series?** Earn \$80.
- **Did you have a follow-up visit with your doctor after your hospital stay?** Earn up to \$50.

Sign up for the Healthy Rewards program to get your Healthy Rewards card. Your rewards will be added to your card after your claim is processed. You can use your card like a credit card at most retail stores.

It's easy to see which Healthy Rewards you qualify for when you use the TheraPay app. To participate by phone, call TheraPay at 1-866-469-7973 and talk to a Healthy Rewards Specialist.

Articles in this newsletter highlight Healthy Rewards you can earn for screenings and other healthy activities.





# Open a no-cost bank account. You can't be turned down.

As a Highmark Health Options member, you'll be approved to open a free bank account with Stepping Stones Community Federal Credit Union. This new benefit is offered with TheraPay, the company we work with to provide your Healthy Rewards benefit.

To open an online bank account, first **sign up for Healthy Rewards**. Then download the TheraPay app or log in to [my.therapayrewards.com/hho](https://my.therapayrewards.com/hho):

- If you use the app, go to the "My Money" page, where you'll see a link for "Stepping Stones" at the bottom of your screen. Click on the link.
- If you use the website, scroll down to the bottom of the page. Click on the Stepping Stones banner to get started.

When you earn a Healthy Reward, you can have the dollar amount deposited into your Stepping Stones bank account or added to your Healthy Rewards card.

Having a bank account helps you save money. For one thing, you won't have to pay a fee like you would at a check-cashing store. And with a Stepping Stones bank account, you can do much more:

- Sign up for free direct deposit (for paychecks, tax returns, etc.).
- Pay bills online.
- Apply for a loan.
- Use no-fee ATMs at 150+ locations (Dover FCU, Fulton Bank, Royal Farms, WAWA, and WSFS Bank).

Stepping Stones has been helping people who have limited income or have not been able to open accounts at other banks. Stepping Stones is a federally insured credit union, keeping your funds safe.



## Get a free computer when you open a free bank account.

It's easy to manage your bank account online using your computer. Don't have a computer? While supplies last, Stepping Stones is giving a computer to 700 Highmark Health Options members. After you open a Stepping Stones account, a representative will contact you about how to get the computer. You must open the online bank account through Healthy Rewards, as instructed in this article.

**Note:** This offer is exclusively from Stepping Stones. Highmark Health Options and TheraPay are not offering free computers to members.



# Don't risk losing your Medicaid coverage.

During the pandemic, your Medicaid coverage was extended. You were not asked to provide information to renew your coverage. On April 1, 2023, Delaware Medicaid started the renewal process to determine if people who have coverage with Highmark Health Options are still eligible for Medicaid. Your coverage may stop if:

- You do not successfully complete the renewal process when asked.
- You are found to be no longer eligible for Delaware Medicaid.

## Here is what you need to do:

- 1 Update your contact information now.** Contact information includes your name, mailing address, email address, and phone number. To check or change your contact information:
  - Call the Change Report Center at **1-302-571-4900**, Option 2, or TTY **1-855-889-4325**, Monday-Friday, 8 a.m.-4:30 p.m.
  - Log in to your **ASSIST Self-Service account**.
- 2 Watch your mail for a Medicaid renewal application form or verification request letter and open it right away.** Fill out and return the renewal form or requested verification by mail. You will get a notification letter when the renewal process is complete.
- 3 Go online.** Instead of replying by mail, you can fill out the Renewal Form on the **ASSIST website**. The process for renewing your Medicaid coverage is the same as the process for applying. Click on "Renew Benefits" and update your information.
- 4 If you no longer qualify for Delaware Medicaid, you can learn about Highmark Affordable Care Act (ACA) plans by:**
  - Calling **1-844-385-3197**
  - Going online: **FindANewPlan.com/DE**
  - Finding other coverage options in Delaware on the Choose Health DE website: **ChooseHealthDE.com**
  - Reading more information and FAQs at: **de.gov/MedicaidRenewals**

If you need help, contact the Customer Relations Unit at **1-302-571-4900**, Option 2, or TTY **1-855-889-4325** (Monday-Friday, 8 a.m.-4:30 p.m.) or Highmark Health Options Member Services at **1-844-325-6251** or at TTY **711** or **1-800-232-5460** (Monday-Friday, 8 a.m.-8 p.m.).

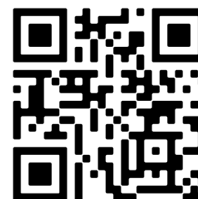


# You deserve a reward.

Healthy Rewards is one of your Highmark Health Options benefits. You or your child can earn rewards when you complete certain healthy activities.



To sign up and see the rewards you can earn, go online or call:  
[my.therapayrewards.com/hho](https://my.therapayrewards.com/hho)  
1-866-469-7973



Scan to  
get started.

## Reward activities can include:

Activity	Reward
Annual wellness visit (ages 20 and older)	\$25
Annual well-child visit (ages 3-19)	\$25
Well-baby visit series (through age 30 months)	\$10 per visit/up to 8 visits
Lead screening (up to age 24 months)	\$25
Asthma controller medicine (age 18 and younger)	\$10 per fill/up to 6 fills
Asthma management through Ivira (age 18 and younger)	\$10 per call/up to 6 calls
Blood pressure monitoring through Ivira	\$25 for enrolling
Breast cancer screening	\$30
Cervical cancer screening	\$30
Colorectal cancer screening	\$25
A1c test for people with diabetes	\$15
Retina exam for people with diabetes	\$25
Doctor visit after giving birth (up to 84 days after delivery)	\$25
Doctor visit after leaving the hospital	up to \$50
Completed surveys	\$5/up to 2 surveys

Powered by

**TheraPay**<sup>®</sup>







## Learn more about your prescription drug benefit.

Find all the details about your coverage in the Member Handbook.  
Here are some useful reminders.

### Copays resume Dec. 1.

You have not been asked for copays during the pandemic. Now that the public health emergency has ended, you will be responsible for copays starting Dec. 1, 2023. You will have copays for prescription medicines. Your copay is the money you need to pay at the time of service. Your copay for prescription drugs is based on the cost of each prescription.

Prescription Cost	Your Copay
\$10 or less	50 cents
\$10.01 – \$25	\$1
\$25.01 – \$50	\$2
\$50.01 and above	\$3

### Does your medicine come as a 90-day supply?

If you take medicine for an ongoing condition, you may be able to get a 90-day supply. Check to see if your medicine is on the list. If so, talk to your doctor about a 90-day prescription.



# Have enough medicine with you when traveling.

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Plan ahead. Before leaving for a trip, figure out how long your prescription medicine supply will last. If you don't have enough and need an early refill, call Highmark Health Options at least one week before you travel to allow time for processing. Some medicines, including controlled substances, require prior authorization, and refills for these may be delayed. Highmark Health Options, your doctor, and your pharmacy need time to communicate when prior authorization is needed.

Once you have your medicine, keep it with you when you travel. Do not put it in checked luggage.

**Note:** Transferring a prescription to a pharmacy at your destination may not be possible.

If you have questions or need to request an early refill, call Member Services and ask for Pharmacy Services.

# 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.

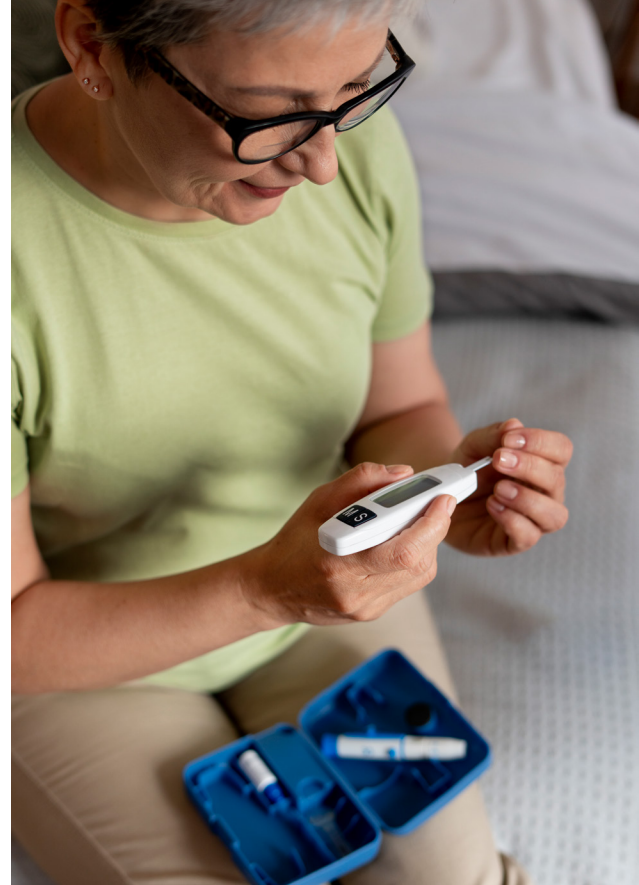
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Work with your doctor to set your target blood sugar range.

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



## 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.





# 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.

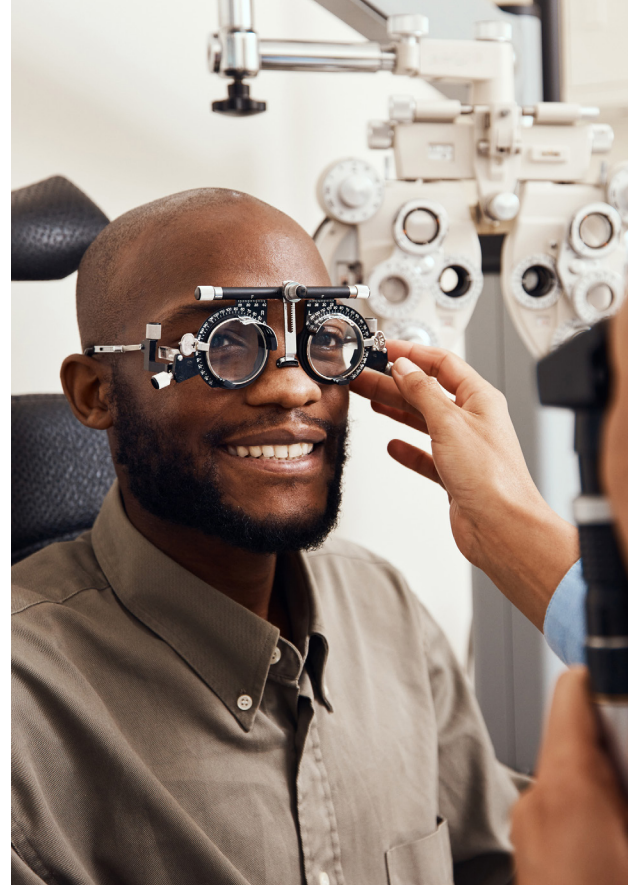
The retina plays an important role in your vision. The retina is a thin nerve membrane that detects light entering your eye, sending signals to your brain to help you see. But sometimes when you have diabetes, certain problems can cause damage to the retina.

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.



Watch this short video about screening for diabetic retinopathy.



## Qualify for a Healthy Reward

Earn \$25 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.



# Do you qualify for free programs at the YMCA?

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Take advantage of wellness programs from Highmark Health Options and the YMCA of Delaware.

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These programs are for people who qualify. To find out if you qualify for either program, email or call the YMCA Healthy Living Department at 1-302-572-9622.

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. Plus, this program gives you a YMCA family membership for four months.

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. Plus, while you're active in this program, you'll have a YMCA family membership.

## 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. Call three days before you need a ride.



## Qualify for a Healthy Reward

Earn up to \$220 for completing the Diabetes Prevention or LEAN programs and losing weight. 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.





# Report abuse of disabled adults.

Adults with physical, mental, or emotional disabilities are more vulnerable than other adults because they are not as independent. They may have a hard time making decisions. Or they may have problems controlling their behavior. These vulnerable adults have a higher risk of being abused by others.

## Abuse in vulnerable adults can include:

- **Violent acts.** These include hitting, beating, pushing, shoving, shaking, slapping, kicking, pinching, choking, and burning. Other examples are misuse of medicines or physical restraints and force-feeding.
- **Forced sexual contact.** This includes rape, forced nudity, and sexual photos.
- **Emotional or psychological abuse.** This includes name-calling, insults, threats, intimidation, humiliation, and harassment. Other examples are treating the person like a baby, giving the “silent treatment,” and not letting the person see loved ones or do regular activities.
- **Neglect.** This can include not providing for basic needs. It can also include financial neglect, such as withholding payment for nursing home care or assisted living.
- **Misuse of money, property, or assets.** This includes forging the person’s signature, stealing money, and stealing valuable things. It also includes tricking the person into signing papers to transfer money, property, or assets.

## Abuse of vulnerable adults is a complex problem.

### Risk factors include:

- A pattern of domestic violence over time.
- Personal problems of caregivers. This can happen if the abuser needs financial or other support from the vulnerable person.
- Social isolation. Caregivers or family members may try to limit contact with others. This can make it easier to keep the abuse a secret.
- Signs of injury, restraint, neglect, or financial abuse.

## Along with reports from the vulnerable person about abuse, there are other signs to look out for.

### They may include:

- Bruises, black eyes, welts, and rope marks.
- Cuts, punctures, burns, or injuries that have not been treated.
- Broken bones, including the skull.
- Sprains, dislocations, or internal injuries.
- Broken glasses or dentures.
- Signs of being restrained.
- Lab reports of too much or too little medicine.
- A vulnerable adult’s sudden change in behavior.
- A caregiver that refuses to let visitors see the person alone.

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**To report abuse or get help**, call Member Services at 1-844-325-6251. Or call your Care Coordinator or Case Manager. To reach Adult Protection Services in Delaware, call 1-888-277-4302. To report abuse in a long-term care facility, call the Division of Health Care Quality (DHCQ) at 1-877-453-0012.



# Watch the online Health Awareness Series.

Each Health Awareness Series episode focuses on a single topic and provides information that has been reviewed by nurses and other health care professionals. Episodes are available as short video clips. You can watch these clips whenever it's convenient for you! You can also download a copy of the PowerPoint presentation used in each episode.

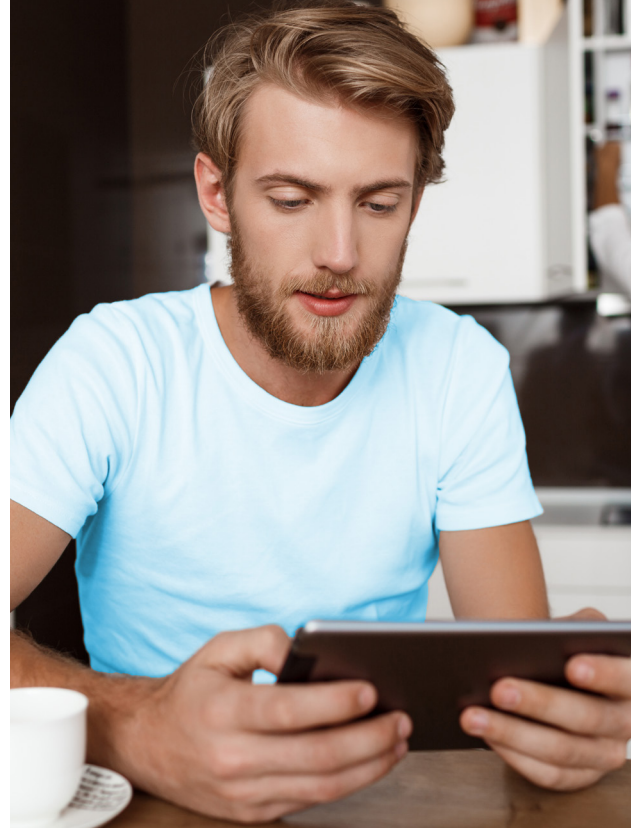
## Newly dropped and upcoming topics include:

- Diabetes basics
- Medicaid renewal process
- Childhood vaccinations and screenings
- Narcan for opioid overdose

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When you know more about a topic, you can make better health care choices.

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**Look for Health Awareness Series episodes on our website.**



**Don't see a topic you want to know more about? Tell us.**

Call 1-855-430-9852,  
Monday-Friday,  
8 a.m.-5 p.m. or  
send us an email.



# Find a wealth of health and wellness info online.

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Go to the [Highmark Health Options website](#) to find health and wellness information. See helpful resources for:

- Exercise
- Healthy weight
- Quitting smoking

In addition, search for useful information in our online **Health Library**. Any time you have a question about a health topic, look up an answer in the Health Library.

When you need to talk to someone about a medical concern or where to get care, a registered nurse is available to help you anytime. Call the 24-Hour Nurseline at **1-844-325-6251**.

# Smile! Dental care can make your mouth happy.

## Dental care for adults is covered.

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. Additional coverage may be available if urgent dental care is requested by your dentist and approved by Highmark Health Options. Your copay is \$3.\* And you don't need a referral to see a dentist.



### Dental Benefits Include:

- Dental exam
- X-rays
- Routine cleaning
- Fluoride treatment
- Fillings
- Extractions
- Denture repairs and relines
- Periodontics (may require prior approval)



### Dental Benefits Do Not Include:

- Dentures
- Removal of bony and impacted wisdom teeth

\*As of Dec. 1, 2023, you will be charged a copay for dental services.



### Dental Benefits for Children

The State covers dental services for children age 20 and younger. Call Customer Relations, Delaware Division of Social Services, at 1-800-372-2023.

## Find a Dentist Today

Call Member Services at 1-844-325-6251. TTY callers should dial 711 or 1-800-232-5460.

Para asistencia en español 1-844-325-6251.





# Reach your health goals with Care Management.

Our Care Management Team is here to help.



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

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

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

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



**Our community-based Care Management team (available 24/7) will work with you and your providers to make sure you get the health care services you need.**

If you have any questions, think you may benefit from our programs, or do not want to be a part of these programs, call Member Services at 1-844-325-6251.



# 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 to learn more.

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## Healthy Weight Management Program

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

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## Asthma Program

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

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## Chronic Obstructive Pulmonary Disease (COPD) Program

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

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## Maternity Program

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

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## Cardiac Program

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

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## Diabetes Program

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

**For more information about these programs, see the Member Handbook.**

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

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

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

Translation services are available at no cost to you.



# Clinical Practice Guidelines 2023.

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Highmark Health Options complies with clinical practice and preventive health guidelines to help providers deliver appropriate care to our members. These clinical practice guidelines are developed using established sources. The guidelines also serve as a guide for Highmark Health Options 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.

To request a paper copy, call the Quality Improvement Department at 1-844-325-6251.



# Know the 10 signs of Alzheimer's disease.

Your memory often changes as you grow older. But memory loss that disrupts daily life is not a typical part of aging. It may be a symptom of something more. To help identify and address problems early, the Alzheimer's Association® has created a list of the ten warning signs for Alzheimer's and other dementias:

- 1. Memory loss that disrupts daily life.** One of the most common signs is forgetting recently learned information. Others include forgetting important dates or events, asking for the same information over and over, and needing to rely on memory aids or family members for things they used to handle on their own.
- 2. Challenges in planning or solving problems.** Some people may experience changes in their ability to develop and follow a plan or work with numbers. They may have trouble following a familiar recipe or keeping track of monthly bills. They may have difficulty concentrating and take much longer to do things than they did before.
- 3. Difficulty completing familiar tasks at home, at work, or at leisure.** People often find it hard to complete daily tasks. Sometimes they may have trouble driving to a familiar location, managing a budget at work, or remembering the rules of a favorite game.
- 4. Confusion with time or place.** People can lose track of dates, seasons, and the passage of time. They may have trouble understanding something if it is not happening immediately. Sometimes they may forget where they are or how they got there.
- 5. Trouble understanding visual images and spatial relationships.** For some people, having vision problems is a sign of Alzheimer's. They may have difficulty reading, judging distance, and determining color or contrast, which may cause problems with driving.
- 6. New problems with words in speaking or writing.** People may have trouble following or joining a conversation. They may stop in the middle of a conversation and have no idea how to continue or they may repeat themselves. They may struggle with vocabulary, have problems finding the right word, or call things by the wrong name (e.g., calling a "watch" a "hand-clock").
- 7. Misplacing things and losing the ability to retrace steps.** People may put things in unusual places. They may lose things and be unable to go back over their steps to find them again. Sometimes they may accuse others of stealing. This may occur more frequently over time.
- 8. Decreased or poor judgment.** People may experience changes in judgment or decision-making. For example, they may use poor judgment when dealing with money, giving large amounts to telemarketers. They may pay less attention to personal hygiene.
- 9. Withdrawal from work or social activities.** People may start to remove themselves from hobbies, social activities, work projects, or sports. They may have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby. They may also avoid being social.
- 10. Changes in mood and personality.** People's mood and personalities can change. They can become confused, suspicious, depressed, fearful, or anxious. They may be easily upset at home, at work, with friends, or in places where they are out of their comfort zone.

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**If you or someone you care about is experiencing any of the 10 warning signs of Alzheimer's disease, see a physician to find the cause.**

Early diagnosis offers a chance to seek treatment. The Alzheimer's Association can help. Call the 24/7 Helpline at **1-800-272-3900**.



# 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, 1-800-537-7697 (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 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.

