

In this newsletter:

Look for your health care experience survey in the mail.

Lead testing for young children.

Flu shot myth busters!

Help for the winter blues.

Should I go to urgent care or the ER?

...And more.



Here for You

Highmark Health Options Member Newsletter

2023 #4



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Find us on  and at **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



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



As a Highmark Health Options member, you qualify for Healthy Rewards, a rewards program that pays you for completing healthy activities. Healthy activities that you are probably already doing!

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.

To sign up and see the rewards
you can earn, go online or call:
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®



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.).



Look for your health care experience survey in the mail.

In February or March, you may be selected to answer a survey about your health care experience.

If you get this survey in the mail, please respond.

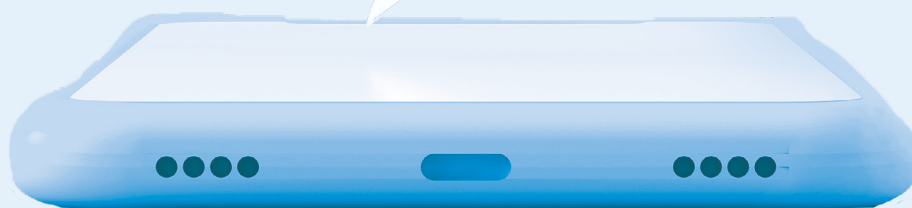
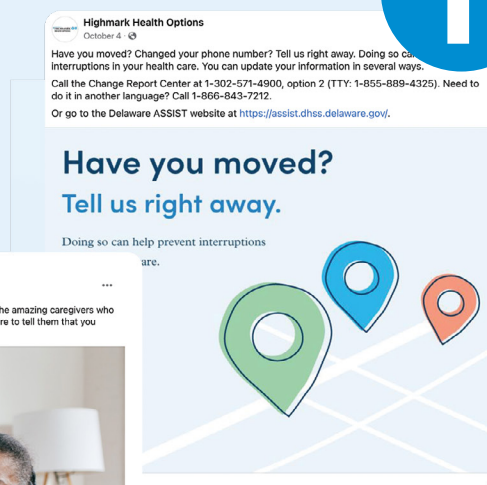
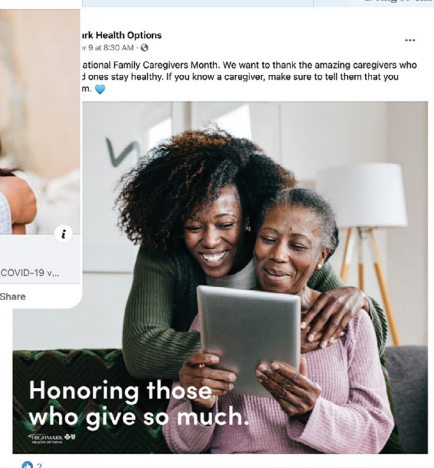
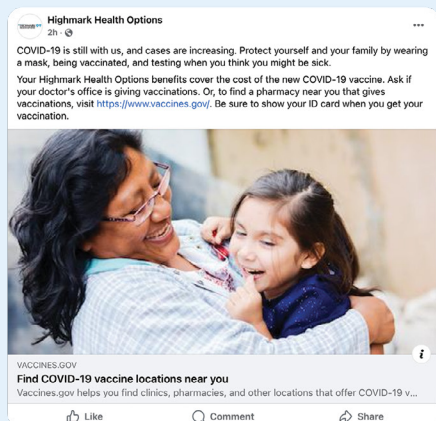
- Let us know how you feel about your doctors and health services.
- Give your feedback about our customer service.
- Tell us what we're doing well and where we can improve.

If you receive a survey, be sure to complete it. Your voice matters. We want to hear what you have to say.

Your answers help us serve you better.

We like you... 'like' us back!

Like and follow Highmark Health Options on Facebook to discover more ways to achieve whole life health.



Our Facebook page includes:

- Information on benefits and programs to help you get the most out of your membership.
- Community events and activities for you and your loved ones.
- Health and wellness tips to help you feel your best.
- Free vaccination clinics and screenings.
- Resources for food, housing, and utility assistance.
- Healthy, delicious, and budget-friendly recipes.
- And much more!

Connect with us on Facebook (@HighmarkHealthOptions) today.

Have content suggestions?
We'd love to hear from you.
Connect with us on Facebook
to share social content suggestions.



Member Services, 1-844-325-6251, M-F, 8 a.m.-8 p.m.
HighmarkHealthOptions.com / Find us on Facebook

Have you heard about 988?

You may be familiar with the National Suicide Prevention Lifeline (1-800-273-8255), but have you heard about 988?

988 is the new, three-digit dialing code you can call or text for help with mental health-related distress. You can reach out for thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

The existing number for the National Suicide Prevention Lifeline (1-800-273-8255) will not go away. You can use either number, but 988 may be easier to remember.

The Lifeline is free and confidential. It is also available 24/7. You can either call for help in multiple languages or text for English only. The Lifeline currently serves TTY users either through their preferred relay service or by dialing 711, then 1-800-273-8255. Also, the Lifeline is available through chat by visiting <https://suicidepreventionlifeline.org/chat>.



Remember, there is hope.
The Lifeline works. For more
information, please visit
www.samhsa.gov/find-help/988.



Developmental delay and autism testing for young children.



All children should be tested by their doctor for developmental delays and autism. This testing should happen during their well visits.

Doctors use these tests to tell if children are on the right track. If these tests show your child has a delay, a specialist should take a closer look at how the child is growing.



Developmental Delay Testing

A delay is when a child is not developing (growing) as fast as other kids their same age. The developmental screening (test) is done by the parent or guardian at the child's well visit.

This test checks the child's progress in all areas of growth:

- Speech and language
- Movement
- Social and emotional
- Thinking

This test happens three times:

- 9 months well visit
- 18 months well visit
- 30 months well visit



Autism Testing

Autism is a disorder that affects social communication and interaction. An autism screening (test) is done by the parent or guardian at the child's appointment.

This test checks:

- Specific behaviors in social interactions
- Speech and language
- Communication

This test happens two times:

- 18 months well visit
- 24 months well visit

Doctors may do these tests more often if a parent or guardian shares a worry about their child's growth.

Sources:
<https://www.cdc.gov/ncbddd/childdevelopment/screening.html>



Member Services, 1-844-325-6251, M-F, 8 a.m.–8 p.m.
HighmarkHealthOptions.com / Find us on Facebook

Lead testing for young children.

Lead is a toxic metal used in a variety of products and materials found in your home, including: paint and/or dust in older homes, soil that contains traces of lead, water that runs through lead pipes, some toys and jewelry, some makeup products, and certain jobs and hobbies can involve working with lead-based products and may cause parents to bring lead into the home.



Exposure to lead can seriously harm a child's health and can cause:

- Damage to the brain and nervous system
- Slowed growth and development
- Learning and behavior problems
- Hearing and speech problems



These health problems can impact children long term and can cause:

- Lower IQ
- Decreased ability to pay attention
- Poor performance in school

Children under the age of 6 are most at risk because they are growing so rapidly. Younger children tend to put their hands and other objects in their mouth which can be contaminated with lead dust. Lead dust can be invisible to the naked eye.

The good news: Lead poisoning is 100% preventable.

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What are the symptoms of lead exposure?

Most children with elevated lead levels have no symptoms. That is why testing is so important! Talk with your child's doctor about a simple blood lead test. Testing is the only way to know if your child has elevated blood lead levels. This test may be completed by a simple finger stick blood test. If the finger stick shows that your child has high lead in their blood, then your child will be referred for a blood draw.



When should your child be tested for lead?

Your child should be tested:

- Between 9 and 11 months of age
- Again at 24 months of age (2 years old)

This test can be completed as part of their regular well child visits to your child's provider at these ages. Testing is the only way to know if your child has been exposed to lead.



My child tested positive. Now what?

Care Navigators from Highmark Health Options may reach out to you to assist with coordinating follow up care after a positive lead test.

Depending on your child's lead level, your physician may recommend an Environmental Lead Investigation. An Environmental Lead Investigation includes an investigation of your home including all painted surfaces, water samples, dust samples, and bare soil samples.



How can I reduce my child's exposure to lead?

- Clean windowsills and floors regularly with a damp paper towel and throw the towel away
- Make sure your child does not have access to peeling paint or painted chewable surfaces
- Have peeling paint removed from your home
- Let water run for a few minutes before using or consuming it, especially if you might have lead pipes
- Wash your child's hands, face, and toys regularly
- Remove your shoes before entering the house to avoid bringing in possibly contaminated soil



Flu shot myth busters.

The flu shot is the best way to prevent yourself from getting the flu. Don't let common myths stop you from protecting yourself.



Take our myth busters quiz to learn more about how the flu shot can save lives.

1. The flu vaccine can cause me to get the flu.

☐ Myth ☐ Fact

2. I need to get vaccinated for the flu every year.

☐ Myth ☐ Fact

3. I am healthy. I don't need to be vaccinated.

☐ Myth ☐ Fact

4. Getting my flu shot is all I need to do to protect myself from the flu.

☐ Myth ☐ Fact

5. If I miss getting my flu shot in the fall, it's too late to get it later in the winter.

☐ Myth ☐ Fact

6. The vaccine is safe.

☐ Myth ☐ Fact

7. No one dies from the flu.

☐ Myth ☐ Fact

Continues on next page



Answers

1. **Myth** - It is impossible to get the flu from a vaccine. Why? The injected flu vaccines only contain dead virus so it cannot infect you.
2. **Fact** - The virus that causes the flu can change every year, so you need to get a vaccine every year to make sure you are protected.
3. **Myth** - It is especially important for people with medical conditions to get a flu shot, but even healthy people can get the flu. By getting vaccinated, you can help protect yourself and others that may be more vulnerable, like older adults or young children.
4. **Myth** - There are many things you can do to protect yourself during flu season besides getting a flu shot. Avoid contact with people who have the flu, wash your hands frequently, cover your mouth and nose if you cough or sneeze, and talk to your doctor about taking anti-viral medications if you are exposed to the flu.
5. **Myth** - It's better to get the flu vaccine as soon as it becomes available, but better late than never. Talk to your doctor about how you can protect yourself through the end of the flu season.
6. **Fact** - The flu vaccine has been used safely for over 50 years. The most common side effects are mild and include soreness, redness, and/or swelling from the shot, headache, fever, nausea, and muscle aches.
7. **Myth** - The CDC estimates that as many as 56,000 people die from the flu or flu-like illness each year.



Where can I get my flu shot?

You can get your flu shot at your doctor's office, urgent care clinic or your neighborhood pharmacy. Due to COVID-19, drive through immunization services, curbside clinics, mobile outreach units, or home visits may be available. Check out [vaccinefinder.org](https://www.vaccinefinder.org) to find a flu shot location near you. Simply type in your ZIP code and check the box for flu. Children under the age of 19 can receive the flu vaccine from their primary care provider or the health department through the Vaccines for Children Program.

Need help finding a flu shot location?

Call Member Services at 1-844-325-6251 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m.



Help for the winter blues.

I've been feeling down lately. Why could that be?

You might be experiencing symptoms of a mental health disorder called Seasonal Affective Disorder or SAD. Over three million Americans are diagnosed with SAD every year. You are not alone.

What are the symptoms of SAD?

Seasonal Affective Disorder (SAD) is a type of depression that typically relates to the changes in seasons. Most of the symptoms occur during fall and winter months. However, we can experience the same depressive symptoms throughout the year. Symptoms include fatigue, appetite changes, oversleeping, less energy, or wanting to withdrawal from others.

What are some tips for coping with the winter blues?

Change the environment. “Light up your life.” Remove drapes from windows, paint walls brighter colors, or install brighter light bulbs.

Expose yourself to as much bright light as you can. Walk outdoors on sunny days, even during the winter months. If it is gray and overcast, use as much light indoors as you can.

Keep warm. Turn up the heat, use electric blankets, or enjoy a warm drink such as hot tea.

Exercise. Regular aerobic activity such as running or walking may be helpful. Make sure the activity is something you'll enjoy so you're more likely to stick to it. Find a friend to exercise with you for support and added motivation.

Modify your diet. Eat more complex carbohydrates (like cereal, pasta, nuts) rather than simple carbs (such as candy or cookies). Snacks are okay — as many as three times per day — as long as they are low-calorie (i.e. apples, celery, carrots, dried fruits, or popcorn).



What are resources that can help me manage SAD?

Don't be afraid to talk to your doctor or Highmark Health Options to help you with:

- Education on treatment options for SAD
- Finding treatment/specialty providers near you
- Reviewing medications that may cause side effects that mimic depression

Highmark Health Options also provides case management services to help support you with taking the next steps in addressing SAD.

Please call 1-800-392-1147 (TTY 711) to reach our care management services for additional support.

Sources:

<https://health.clevelandclinic.org/3-best-strategies-help-fight-seasonal-affective-disorder/>
<https://www.nimh.nih.gov/health/topics/seasonal-affective-disorder/index.shtml>



Should I go to urgent care or the ER?



How to know the difference.

Cut your finger while preparing dinner? Your first instinct may be to head to the emergency room. But depending on the severity of your injury, that's not always the case. Your nearest urgent care center offers many benefits that can help you to avoid a trip to the ER. Here's more on how you can determine where you should seek care — and when.



Urgent Care

The Mayo Clinic calls urgent care “the middle ground” between your primary care physician and the ER. A good rule of thumb is to seek urgent care for minor illness or injuries that need same-day treatment. These walk-in facilities often have shorter wait times and end up being less expensive than a trip to the ER. Go to urgent care to treat simple conditions, like cold and flu, ear infections, and skin conditions. Qualified health care doctors and nurses can conduct labs, x-rays, apply splints, and treat cuts. The providers will communicate with your primary care provider about your treatment.



Emergency Room

The emergency room is reserved for serious, life threatening issues and severe pain. Call 911 if you are experiencing: difficulty breathing or shortness of breath, persistent pain or pressure in the chest, bluish lips or face, new confusion, inability to arouse, or uncontrolled bleeding.

Not sure about where to go?

Highmark Health Options members have access to a 24-Hour Nurse Line to walk through current symptoms or health questions. Call 1-855-805-9408 (TTY 711) 24 hours a day, seven days a week.

Sources:

Mayo Clinic: Emergency vs. Urgent Care: What's the difference?

BlueCross Blue Shield: Know where to go: How to choose between the doctor's office, urgent care and the ER

911.gov: Calling 911





Fraud, waste, and abuse scams.

Calls, emails, and text messages.

Health care scams rise during open enrollment, so it is vital to stay alert. There are signs you can look for to identify fraud, waste, and abuse scams.

Report if someone other than Highmark Health Options calls, emails, or texts you asking for your health plan information. Protect your personal information, such as your Social Security number and bank account numbers.

Tips to help you avoid health care scams:

-  Don't answer calls from numbers you don't know.
-  Beware of "free" offers in exchange for personal information.
-  If someone contacts you saying they are from a health care company or government agency, hang up. Call the correct number from valid websites to verify.
-  If someone contacts you saying they are from your insurance provider, hang up. Call the customer service number on the back of your insurance card to verify.



Medicaid does not call members uninvited and ask for personal information.

Calls asking for health care information should never be trusted.

If you suspect Fraud, Waste, or Abuse, please contact us at 1-844-718-6400 (TTY Users can call 711 or 1-800-654-5984) so we may look into your concerns. You have the option to always remain anonymous. Highmark Health Options has a team of people who look into all calls or mail regarding possible fraud, waste, or abuse of health care services.



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).

LU'U 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.

