

In this newsletter:

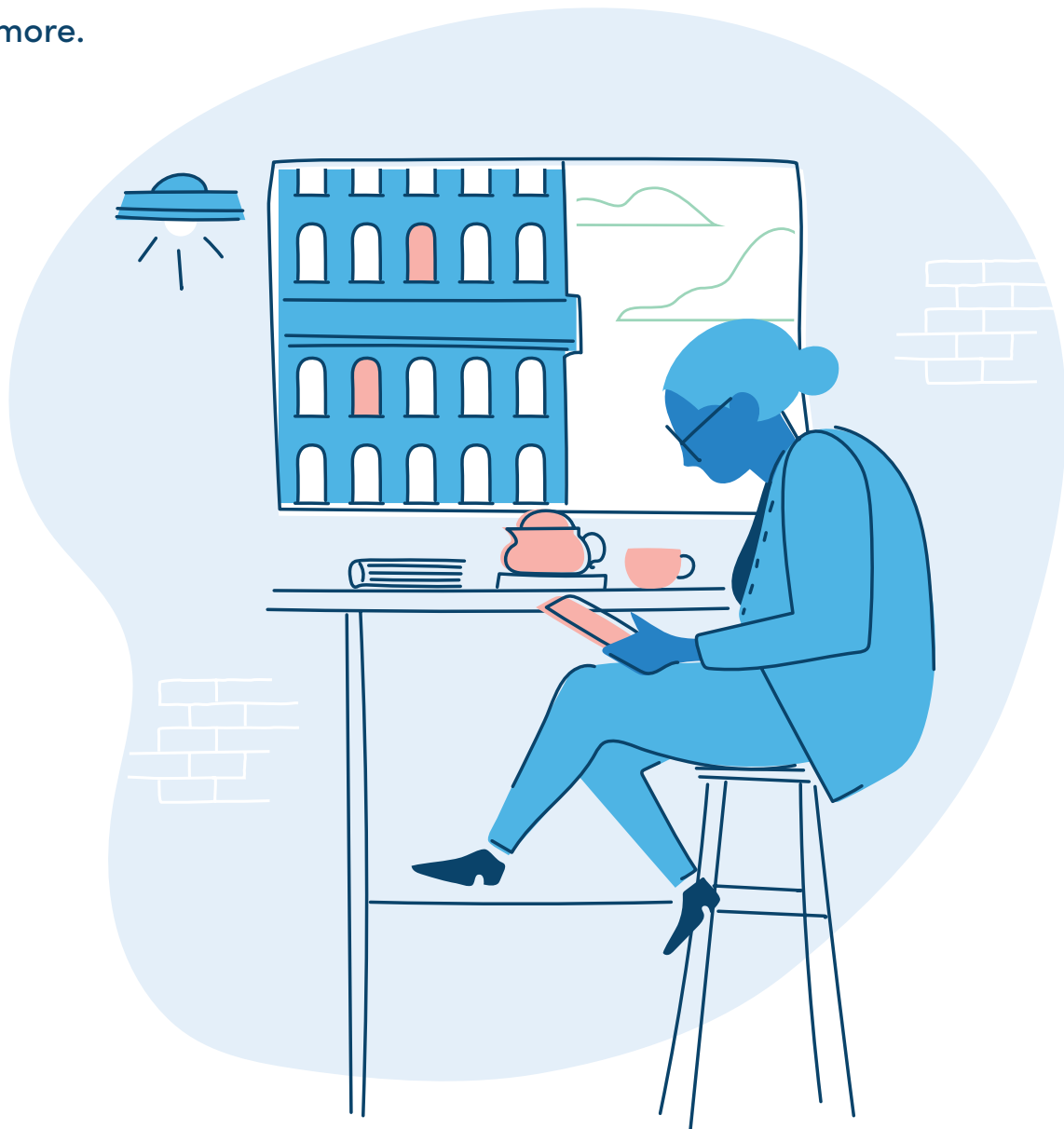
Check out these new vision and hearing aid benefits for adults.
Coming soon myHHO: Your Highmark Health Options website has had a makeover.

Find safe, private space for online health care at the library.

Plan ahead: Get the most from your health care visit.

Follow these tips when you get home from the hospital.

... and more.



Here for You

A Newsletter for Highmark Health Options Members

Fall 2021

HIGHMARK 
HEALTH OPTIONS

Do you need to do any of the following?

- Start or schedule a virtual visit using [HHO on the Go](#). Urgent care is available 24/7.
- Make an [advance directive](#) to state the kind of health care you want if you cannot speak for yourself.
- Find temporary housing: Call 1-833-FIND-BED.
- Find free or low-cost local services, such as food and housing: See the [community support website](#).
- Get a copy of your medical records for your own use: Call Highmark Health Options Member Services at 1-844-325-6251.
- See the phone numbers on the following page for other sources of help.

In this issue:

- 3 Important phone numbers.
- 4 Your Highmark Health Options website has had a makeover.
- 5 Check out these new vision and hearing aid benefits for adults.
- 5 See a doctor face-to-face.
- 6 What are your health risks?
- 7 Have you been vaccinated against the flu and COVID-19?
- 8 How can a Care Manager help you?
- 9 Checkups and preventive care help children stay well.
- 10 Smile! Dental care can make your mouth happy.
- 11 Is your child at risk for lead poisoning?
- 13 Find safe, private space for online health care at the library.
- 13 Expecting a baby? Join the MOM Options program.
- 14 For new moms: Delivery of free food, diapers, and wipes.
- 15 Do you take medicine for a long-term condition?
- 17 Do you have chronic obstructive pulmonary disease (COPD)?
- 19 Is it COVID-19 or heart symptoms?
- 20 Plan ahead: Get the most from your health care visit.
- 21 Will your wishes be honored if you can't speak for yourself?
- 22 Women's health: Are you due for a health screening?
- 23 Members surveyed about their health care experience.
- 24 Diabetes Prevention Program promotes healthy living.
- 25 Follow these tips when you get home from the hospital.
- 26 Get a reward for taking health steps.
- 27 Find a program that's just right for you.
- 30 Statement of Members' Rights and Responsibilities.
- 30 Discrimination is against the law.
- 31 For help in your language.



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

Highmark Health Options Phone Numbers

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

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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ModivCare Non-Emergency Transportation Services	1-866-412-3778
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Outside Resources

Delaware Tobacco Quitline (Stop Smoking)	1-866-409-1858
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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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Find us on [Facebook](#) and at [HighmarkHealthOptions.com](#).

Check out the online [Health Awareness Series](#). See what topics are on the schedule and watch recordings of past events.



BIG NEWS

Your Highmark Health Options website has had a **makeover**.

Coming soon [myHHO](#), designed to work on your mobile device. Access is free, easy, and secure.

Start by setting up your account with a user ID and password.

Then check out the new Quick Access section, where you can:

- Contact a Member Advocate.
- Get a new or replacement ID card.
- Update your contact information.

And there's so much more you can do online:

- Fill out forms, such as an appeal form.
- Find a doctor in the new Provider Directory.
- Find wellness programs for chronic conditions, quitting smoking, and more.
- Get answers to benefit questions.
- Look up your claims.
- Review your rewards and incentives.
- Schedule a virtual visit with a health care provider.



We're here for you.

You're always welcome to call us, too:

- Call Member Services at 1-844-325-6251, Monday–Friday, 8 a.m.–8 p.m.
- TTY callers should dial 711 or 1-800-232-5460.
- Para asistencia en español llame al 1-844-325-6251.
- For free language translation services, call 1-844-325-6251.



Check out these new vision and hearing aid benefits for adults.



- Adults age 21 and older have an annual vision benefit that includes an eye exam and a \$120 benefit to cover eyeglasses. Contact lenses are also covered.
- Adults age 21 and older now have an annual hearing aid benefit.

For more information, contact Member Services at 1-844-325-6251.

See a doctor face-to-face.



You choose: In person or online.

Want to visit a local provider in person?

Check the directory to find a doctor, nurse, or therapist near you. To find the updated Provider Directory online, just enter your ZIP code: [HHO.fyi/Directory](https://www.hho.fyi/Directory)

Prefer a virtual visit?

HHO on the Go is online health care. From your smartphone, tablet, or computer, get care from anywhere, 24/7. Yes, evenings and weekends too! Sign up to get started: [HHOontheGo.com](https://www.HHOontheGo.com)



What are your health risks?

One of the most important steps you can take is to complete your Health Risk Assessment. Your answers can give us a complete picture of your health care needs. And you can get the most from your benefits. For example, do you need any of the following?

- Details about preventive health screenings.
- Doctors with a specialty, like a heart doctor.
- Help with finances or housing.
- Support from a food bank.
- Transportation to your doctor visits.

The Health Risk Assessment is so important, you may get a letter in the mail or a call about it. If you haven't taken the Health Risk Assessment yet, call the number on the back of your ID card.

Have you been vaccinated against the flu and COVID-19?



When you get a vaccination, you're taking a step to protect yourself from an infectious disease that could lead to a hospital stay, disability, or even death. Vaccinations contain small amounts of weak or dead germs that cause diseases. They prepare your body to fight diseases to keep you from getting sick.

Flu vaccine

The flu vaccine helps to prevent serious illness for those who get the flu virus. Even though COVID-19 is the focus of news reports now, it's important to remember that people also die from the flu. In the 2018-2019 flu season, 34,200 Americans died from the flu.

Early fall is the best time to receive the flu vaccine, before flu viruses start to spread. The vaccine takes about 2 weeks to begin working. Immunity goes away over time, and flu viruses are always changing. That's why it's important to be vaccinated every year.

Flu vaccinations are covered by your Highmark Health Options benefits. Schedule a flu vaccination at your doctor's office or local pharmacy.

COVID vaccine

The COVID vaccine is safe and effective. The vaccine helps prevent getting COVID-19 and serious illness for those who do get it. COVID-19 vaccinations and boosters are free and available at most pharmacies. Your doctor's office may also provide the vaccination.

Go [online](#) to learn more about the COVID-19 vaccine for people age 5 and older.



How can a Care Manager help you?

Did you know a Care Manager can help you take care of your health? Nurses, social workers, and other health care staff are on hand to talk with you over the phone to make sure you get the medical care you need.

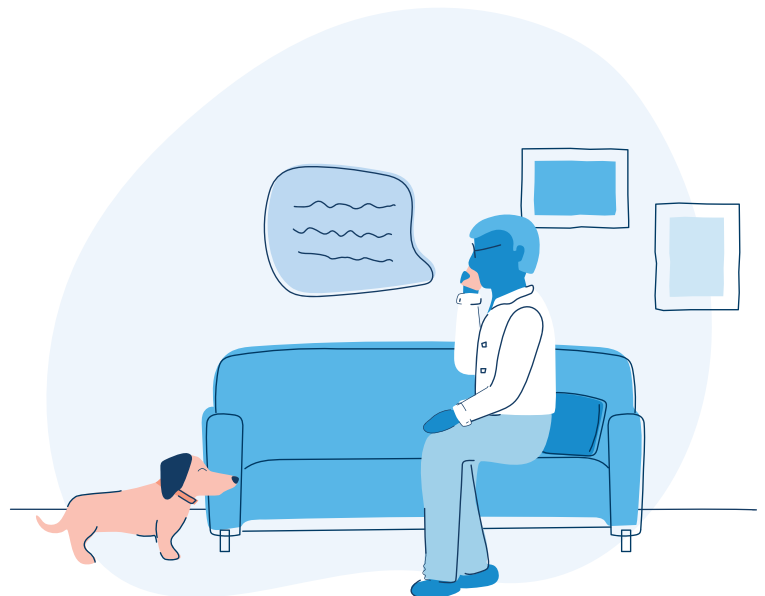
A Care Manager can talk about any issues you may have, such as:

- Chronic conditions (for example, asthma, diabetes, heart or lung disease, high blood pressure)
- Mental health and substance use
- Women's health

A Care Manager can also:

- Connect you with community resources and programs to help you stay well.
- Help you manage your health conditions to limit visits to the emergency department and stays in the hospital.
- Review your medications with you.
- Schedule health care visits for you and remind you to go to your annual physical exam.

If you think a Care Manager can help you, call Care Management at 1-844-325-6251.



Checkups and preventive care help children stay well.

A child's good health starts with regular checkups. These checkups include vaccinations and preventive screenings based on age, sex, and medical history. Checkups, vaccinations, and screenings are the focus of the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program.

The Centers for Disease Control and Prevention (CDC) and American Academy of Pediatrics recommend these schedules for vaccinations:

Birth to age 6

Age 7 and older

The EPSDT team is here to remind you when your child is scheduled for a checkup or needs preventive care. At any time, you can call Member Services at 1-844-325-6251 and ask for a member of the EPSDT team to help with your child's care. We can make an appointment, find a specialist, arrange transportation, and connect you with helpful community resources.

Smile! Dental care can make your mouth happy.

Dental care for adults is covered. Find a dentist today.

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

You have \$1,000 coverage each year for dental care, and more coverage may be approved if you need emergency dental care. Your copay is \$3. And you don't need a referral to see a dentist.

DENTAL BENEFITS INCLUDE:

- Denture Repairs and Relines
- Oral and Maxillofacial Surgery
- Periodontics
- Preventive Services
- Restorative Services
- Routine Cleanings
- Testing and Exams
- X-rays

DENTAL BENEFITS DO NOT INCLUDE:

- Dentures
- Removal of bony and impacted wisdom teeth



TO FIND A DENTIST

Call Member Services at 1-844-325-6251.

TTY callers should dial 711 or 1-800-232-5460.

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

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



Is your child at risk for lead poisoning?

Lead poisoning happens when lead gets into the bloodstream. Children under age 6 are especially likely to get lead poisoning. This is a concern, because even low levels of lead in the blood affect a child's IQ, academic achievement, and ability to pay attention. The way to learn if your child has been exposed to lead is to have a blood test. To find lead poisoning, have your child's blood tested by age 1 and again at age 2. If the level of lead found in the blood is not normal, there are steps your child's doctor may take. Highmark Health Options covers blood tests to check a child's blood lead level.



Symptoms

These are some signs of lead poisoning you may see:

- Confusion
- Constipation
- Hair loss
- Headaches
- Loss of energy
- Muscle weakness
- Poor appetite
- Seizures or convulsions
- Stomachache
- Vomiting

Sources of lead

A child can be exposed to lead through:

- Paint and dust in homes built before 1978.
- Soil that contains traces of lead.
- Toys, jewelry, and makeup.
- Water that runs through lead pipes.

Note: You cannot see, taste, or smell lead in drinking water.



Prevention

To prevent lead poisoning:

- Clean windowsills and floors regularly.
- Have your home tested for lead paint, especially if it was built before 1978. Don't renovate before testing.
- Keep your child away from peeling paint or chewable surfaces painted with lead-based paint.
- Let water run for a few minutes before using it.
- Remove your shoes before entering your home.
- Store food in glass, plastic, or stainless-steel containers.
- Wash your child's hands, face, and toys regularly.



Lead is dangerous for expecting moms.

If you're pregnant and have above-normal levels of lead:

- You are at risk for miscarriage.
- Your baby may be born too early or too small.
- Your baby's brain, kidneys, and nervous system may be affected.
- Your baby may have learning or behavior problems.

Find [more information](#) on the Centers for Disease Control and Prevention (CDC) website.



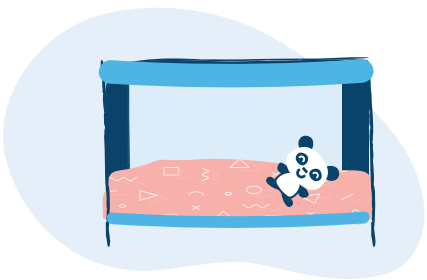
Find safe, private space for **online health care** at the library.



If you need to use the internet to have an online health care visit, your local library may be able to help. High-speed internet access for online health visits is now available at the Seaford, Milford, and Laurel libraries. Please check with your local library to make an appointment.

You can have your appointment in a private, soundproof kiosk for medical or mental health visits. The kiosks are wheelchair accessible and can accommodate two or three people.

Expecting a baby? Join the **MOM Options** program.



The MOM Options program provides education and support to help you have a healthy pregnancy. When we know you're pregnant, we'll send you a brochure about the program. If you take the brochure to every prenatal care visit for your health care provider to sign, you can earn a valuable item for you and your baby to use. If you are a Highmark Health Options member throughout your pregnancy and attend every prenatal visit, you can select one of the following:

- Infant/toddler car seat
- Baby stroller
- Pack 'n Play kit (playpen)
- Baby Shower in a Box

When you've completed all visits and have all signatures, return the brochure to us. And we'll send you the item you chose from the list above. Call 1-855-325-6251 for more information.



For **new moms**: Delivery of free food, diapers, and wipes.



If you recently gave birth, you may be eligible for the new Postpartum Food Box program. Free food boxes will be delivered to your door weekly for up to eight weeks. To participate, you must sign up before your eighth week after delivery. This means before your child turns 2 months old. Sign up as early as possible to get the most benefit. Also note that someone must be at home to receive the delivery and confirm the new mom's date of birth.

Highmark Health Options partnered with the State of Delaware, ModivCare transportation service, and the Food Bank of Delaware to create this service. Each box contains:

- Nonperishable food items, such as rice, canned fruits and vegetables, and more:
 - Option 1 contains cereal, peanut butter, canned chicken, split peas, mac and cheese, pasta, and spaghetti sauce.
 - Option 2 contains oatmeal, red beans and rice, tuna, egg noodles, mashed potatoes, and beef stew.
- Diapers: Size 1 diapers, as available.
- Wipes: One standard pack of wipes, as available.

Call Member Services at 1-844-325-6251 or speak to your Care Coordinator to learn more.



Do you take medicine for a long-term condition?

If you do, check out this benefit. You may be able to get a 90-day supply of your medicine instead of a 30-day supply. This means you only need to refill your prescription four times a year.



Talk to your doctor about a 90-day supply.

The medicines covered by this benefit treat ongoing conditions like asthma, depression, high cholesterol, high blood pressure, and more. Covered medicines are listed on the next page. The list includes brand and generic names. Look on your prescription bottle for either the brand or generic name.

If you take one of these medicines, ask your doctor if a 90-day prescription is right for you. If so, your doctor can write the prescription for 90 days. And you can pick up your medicine at your local pharmacy.

**We're here
for you.**

Contact Member Services at 1-844-325-6251, 8 a.m. to 5 p.m., Monday–Friday. TTY callers should dial 711 or 1-800-232-5460.

At any time, call the 24-hour Nurse Line at 1-844-325-6251.



Covered medicines with a 90-day supply.

Generic Name	Brand Name
Alendronate Sodium	Fosamax
Amlodipine Besylate	Norvasc
Atenolol	Tenormin
Bisoprolol-HCTZ	Ziac
Budesonide/Formoterol Inhaler	Symbicort Inhaler
Carvedilol	Coreg
Citalopram Hydrobromide	Celexa
Clonidine HCl	Catapres
Fluticasone Propionate Inhaler	Flovent Inhaler
Furosemide	Lasix
Glipizide	Glucotrol
Hydrochlorothiazide	Microzide, Varios
Lisinopril	Prinivil, Zestril
Lisinopril-HCTZ	Prinzide, Zestoretic
Losartan Potassium	Cozaar
Metformin	Glucophage
Metformin ER	Glucophage Xr
Metoprolol Tartrate	Lopressor
Montelukast	Singulair
Paroxetine HCl	Paxil
Ramipril	Altace
Sertraline HCl	Zoloft
Simvastatin	Zocor
Trazodone HCl	Desyrel



Do you have chronic obstructive pulmonary disease (COPD)?

Living with COPD can be hard. These tips can help.

Follow medical advice:

- Take breathing medicines as your doctor ordered. Let your doctor know of side effects or if you need help using your inhaler.
- Don't stop taking medicine on your own.
- Make sure you use oxygen if your doctor ordered it for you.
- Get a yearly flu vaccination and ask if you need a pneumonia vaccination.
- If you need to go to the hospital for COPD, be sure to see your doctor within two weeks of leaving the hospital.

Take care of your general health:

- Don't smoke and avoid secondhand smoke. Get help to quit smoking.
- Take good care of your mouth.
- Exercise your lungs. Ask your doctor how.
- Walk every day. Take short walks and walk more each time.

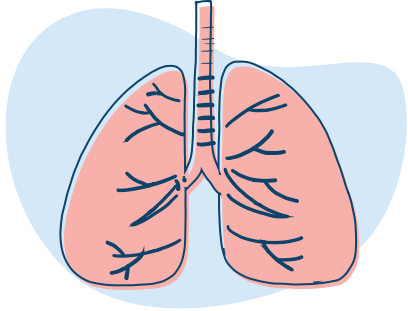
Protect your health during cold and flu season:

- Wash your hands often and use hand sanitizer.
- Avoid crowds during cold and flu season.
- Ask family and friends to visit only when they are healthy.

For help, sign up for the COPD Lifestyle Management Program or call Care Management at 1-844-325-6251. A Care Manager can help you learn how to manage your COPD symptoms so you can be more active and enjoy life.



COPD and COVID-19



COVID-19 is a virus that affects the lungs. If you have COPD, you do not have a higher risk of getting COVID-19. But if you do get the virus, you may get other serious health issues along with the virus. The vaccine can help protect you from severe COPD complications. Talk to your doctor about the COVID-19 vaccine.

If you have COPD, the following could be signs of a COVID-19 infection:

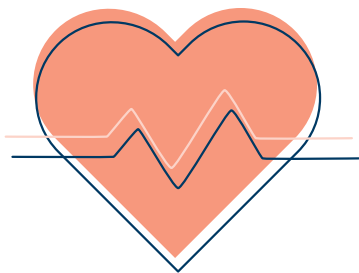
- Changes in your mucus color or amount
- Coughing more
- Different or new types of coughing
- Low blood oxygen level
- More problems with your breathing
- Using your oxygen more
- Using your rescue inhaler more
- Wheezing more often

If you're worried that you may have COVID-19, stay home and call your doctor. Your doctor will ask you to describe your symptoms over the phone. Your doctor may also ask if you have traveled recently or had close contact with someone who tested positive for COVID-19.

Your doctor will give you the best advice about what to do, based on your symptoms and medical history. Seek emergency medical treatment if you develop severe symptoms.



Is it COVID-19 or heart symptoms?



If you have tested positive for COVID-19, ongoing problems related to the virus can complicate your recovery. You may experience chest pain, irregular heartbeat, shortness of breath, and dizziness. These symptoms can also be caused by heart conditions. If you have had COVID-19 and have heart problems, it may be hard to tell which one is causing your symptoms.

The chart below can help you better understand what to do if you have certain symptoms. Seek emergency medical treatment if you develop severe symptoms.

Symptom	When to call a doctor	When to call 911
Shortness of breath	<ul style="list-style-type: none">• Worse when lying down• Worse with activity• Along with weakness or ankle swelling	<ul style="list-style-type: none">• Bluish lips or face• Oxygen saturation reading under 92%• Sudden shortness of breath
Chest pain	<ul style="list-style-type: none">• New chest pain that goes away in 15 minutes (otherwise call 911)• New chest pain with activity that goes away with rest• Ongoing pain that is not severe• Pain happens more often	<ul style="list-style-type: none">• Severe chest pain along with nausea, shortness of breath, lightheadedness, or sweating• Sudden chest pain, especially with shortness of breath lasting more than five minutes



Plan ahead: Get the most from your health care visit.

Health care visits give you the chance to share information and ask questions. Some things you'll talk about with your health care provider are your symptoms, medical tests, and treatment for any conditions you may have. Working well with your provider can help you stay healthy.

Invite a support person.

It's always a good idea to have a support person with you at your visit, if you can. The person can help you remember what was discussed during your visit.

Make a list of questions.

Never hesitate to ask your health care provider questions. Before your visit, write down a list of questions and a list of symptoms. Put the most important questions at the top.

Make a list of symptoms.

Start with the most concerning:

- Physical: pain, fever, a lump, change in energy, trouble sleeping, unexplained weight loss
- Feelings: confusion, ongoing sadness

Ask about medical tests.

Sometimes health care providers want to do tests, like blood tests or X-rays, to find out more about a health problem. These are questions you can ask before a test:

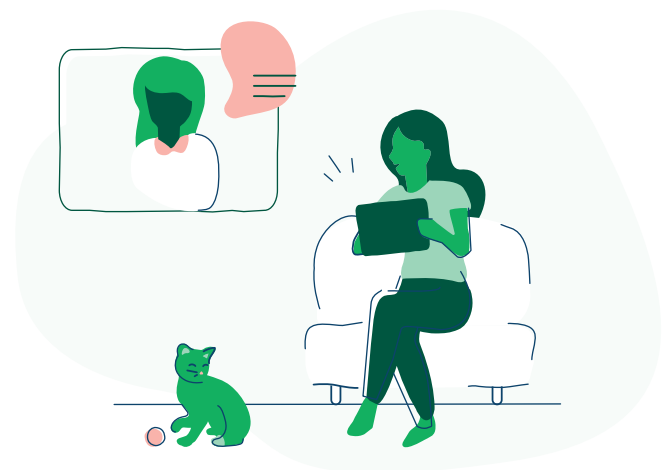
- What will the test tell us?
- What does the test involve?
- How should I get ready?
- Are there any dangers or side effects?

Ask about your condition.

After your visit and testing, your provider will tell you what was found. If you are diagnosed with a condition, these are good questions to ask:

- What may have caused this condition?
- How long will it last? Is it permanent?
- How will this affect me?
- How do we treat or manage this condition?
- What are my treatment choices?
- What are the risks and benefits?

Together, you and your provider can decide what treatment is best for you based on your values, beliefs, and circumstances.



Get ready for a virtual visit.

For virtual visits, have the following information ready to share with your provider: weight, temperature, blood pressure, and pulse. You can take your blood pressure and pulse readings on equipment at a local pharmacy.



Will your wishes be honored if you can't speak for yourself?

If you are admitted to the hospital, you will be asked if you have an **advance directive**. An advance directive gives you the chance to state what kind of medical care you want before medical care is needed. An advance directive is followed only when you are not able to say what medical care you want.

There are two kinds of advance directives. One is called a **living will**. It spells out what kind of life support you want if you are in a terminal condition or coma. The other is **power of attorney for health care**. You can use it to appoint someone to make health care choices for you when you are unable to make your own choices. The power of attorney is used if you cannot make and tell people your choices.

Talk to your doctor about an advance directive and ask to have yours filed in your medical record. Delaware Health and Social Services (DHSS) has an [advance directive form](#) you can fill out. To make this form legal, you must have two people witness you signing the form. It is suggested but not required that you have a notary public witness you signing the form.

You can also request the form through Member Services at 1-844-325-6251.

Women's health: Are you due for a health screening?



Schedule screenings for breast cancer and cervical cancer.

Screenings are a covered benefit for Highmark Health Options members. Talk with your doctor about breast and cervical cancer screenings.

Free screenings along with transportation assistance are available through the Delaware Breast Cancer Coalition Women's Health Screening Program. Call 1-888-672-9647 to schedule.

Breast cancer

Breast cancer is the most common type of cancer in the United States. It is the fourth leading cause of cancer deaths. One in eight American women will be diagnosed with breast cancer. If you're age 50 and older, get screened. Your doctor may recommend screenings earlier if you are at high risk for breast cancer.

Cervical cancer

Cervical cancer can often be found early and sometimes even prevented with routine Pap tests. When it is detected early, cervical cancer can be one of the most successfully treated cancers. Women ages 21–29 should have a Pap test every three years. Women ages 30–65 should have a Pap test along with an HPV test every five years. An HPV test checks for a virus that can lead to cervical cancer.



Members surveyed about their health care experience.



Earlier this year, Highmark Health Options members were selected at random and surveyed about their health care experience. The survey is called the 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS). Members who responded to the survey told us what we were doing well and where we can improve.

Members who filled out the survey said:

- Customer service staff treat them with courtesy and respect.
- Doctors take time to explain things and answer questions.
- They are satisfied with their overall health care.
- They are satisfied with their ability to receive specialist care.
- They are satisfied with how doctors:
 - Show courtesy and respect.
 - Inform them about their care.
 - Listen carefully.

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

- Receiving urgent care.
- Spending enough time with their doctor.



Diabetes Prevention Program promotes healthy living.



If you don't have type 2 diabetes and want to prevent it, this program is for you. Highmark Health Options has partnered with the YMCA of Delaware to offer the Diabetes Prevention Program. The program lasts for one year and includes 25 one-hour group sessions. If you're eligible and age 18 or older, you may be able to join this free program.

A trained Lifestyle Coach leads small group sessions to help participants:

- Learn skills and strategies to eat healthier.
- Increase physical activity.
- Lose weight.
- Overcome stress.
- Stay motivated.
- And more.

To ask questions or learn how to enroll, call the Care Management Department at 1-844-325-6251. Or call the YMCA of Delaware Healthy Living Department at 1-302-572-9622 or visit the [YMCA of Delaware website](#).



Follow these tips when you get home from the hospital.

If you've been in the hospital, the steps you take when you get home are important. By following discharge instructions and asking for help, you may avoid another hospital stay. Here's what to do when you get home:

The first day:

- Read your discharge papers.
- Fill your prescriptions. If you can't get your medicine, call Member Services or your doctor.
- Follow the directions you received for taking your medicine.

Within seven days:

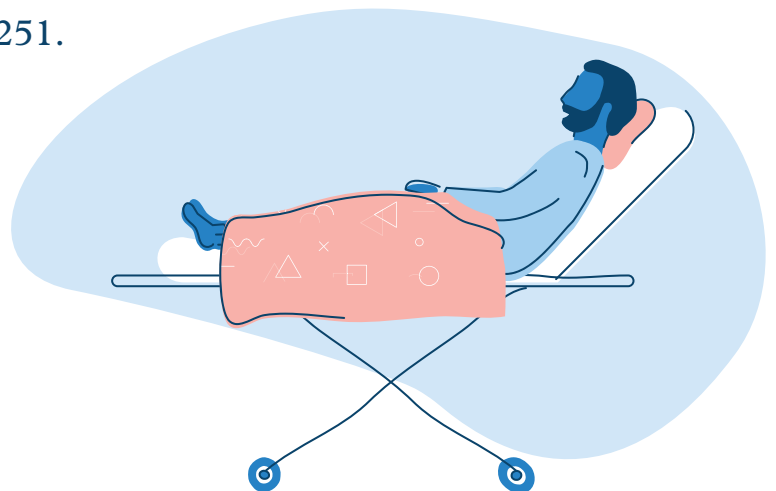
- Visit your primary care physician (PCP) or specialist.
- Check your discharge papers. An appointment may have been made for you when you were discharged from the hospital. If you can't keep that appointment, call and reschedule. If an appointment has not been made, call to schedule one.
- If you will need a ride to your doctor visit, reserve one in advance. Call your Care Coordinator or Member Services.

Before your follow-up doctor visit:

- Write down the questions you want to ask. Put the most important ones at the top.
- Gather your medicines and take them to your doctor visit.

When you have questions:

- Call the 24-hour Nurse Line at 1-844-325-6251.
- Call Member Services at 1-844-325-6251.



Get a reward for taking healthy steps.



What's as good as getting a check in the mail? Getting a Visa Rewards Card from Highmark Health Options. You or your child may be able to earn rewards when you take part in certain healthy activities. Rewards are given for actions that can improve serious health care issues. The program does not provide a reward for all healthy activities. To learn if you qualify and what actions are rewarded, call 1-844-678-1456.



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. We will work with you and your health care 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.

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 are able to participate in our Diabetes Prevention Program (age 18 and older), which includes our partnership with the [YMCA of Delaware](#).

Asthma Program

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



Chronic Obstructive Pulmonary Disease (COPD) Program

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

Maternity Program

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of 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](https://www.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.



Statement of Members' Rights and Responsibilities.

The organization's member rights and responsibilities statement specifies that members have:

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and their right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Discrimination is against the law.

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

Highmark Health Options offers:

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

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



For help in your language.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).
注意: 如果您讲中文, 可以免费为您提供语言协助服务。拨打您的卡背面的号码 (听障人士专用号码: (TTY: 711))。

Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do kat idantifikasyon w lan (TTY: 711).

ध्यान आपशो: जो तमे गुजराती बोलता होव तो, तमारा माटे भाषा सहायता सेवाओ मइतमां उपलब्ध छे. तमारा आछडी कासनी पाछल आपेला नंबर पर शेन करे (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 librenng 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).

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

