

# In this newsletter:

Does your medicine cause weight gain?

What is financial abuse, and who does it harm?

Take high blood pressure medicines as prescribed.

Know where to get medical care.

...and more, including screenings for breast and colon cancer, and diabetic retinopathy.



## Here for You

A Newsletter for Highmark Health Options Members

Fall 2022

**HIGHMARK**   
HEALTH OPTIONS



## Pick up free food at an event near you.

Sign up for a food distribution event in your county. Highmark Health Options holds Mobile Pantry events every month. Online registration at [hho.fyi/food-bank-sxc](https://hho.fyi/food-bank-sxc) is open two weeks before the date of the event. The three dates in December are:

- **Milford:** Friday, Dec. 9, 9 a.m.–11 a.m.
- **Dover:** Friday, Dec. 16, 9 a.m.–11 a.m.
- **Newark:** Thursday, Dec. 22, 9 a.m.–11 a.m.

## Free fentanyl test strips available.

Just last year, fentanyl was found in more than 80% of fatal overdoses. The Delaware Division of Public Health wants to help keep you safe. Fentanyl test strips will soon be included in Narcan kits—free to the public. Test drugs with a fentanyl test strip when possible. Learn more about opioid overdose and [order a 10-pack fentanyl test strips kit](#).

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

# Highmark Health Options Phone Numbers

## 24-Hour Nurse Line

1-855-401-8251

## Member Services

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

## 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.

## Pharmacy

## 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

Northern Delaware Hotline

1-800-652-2929

Southern Delaware Hotline

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 Service

1-800-372-2022

Medical Emergency

911

Mental Health Emergency

988



# Know your benefits.

## Get the most out of them.



### You can get Healthy Rewards!

Healthy Rewards is one of your benefits. You or your child can earn rewards when you sign up and complete certain healthy activities. Get started today. To sign up and get your Reward Card, visit the [TheraPay](#) website or call TheraPay at 1-866-469-7973.



### Get help applying for SSDI benefits.

We can help adults and children with certain physical or mental health conditions apply for Disability (SSDI) or Supplemental Security Income (SSI). This service is free for members of Highmark Health Options. To find out if you're eligible, start by [filling out the form](#).



### Find help in your community.

Go to our [Community Support](#) site and enter your ZIP code to find resources for food, housing, transportation, utility assistance, medical care, job training, and more.



### Schedule an online doctor visit, including evenings and weekends.

Start or schedule a virtual visit using [HHOontheGo](#). Urgent care is available 24/7.



### We want you! To join the MAC, that is.

Join the [Member Advisory Council \(MAC\)](#) and learn what is happening with Highmark Health Options. Share your thoughts. Make suggestions. Ask questions and get answers from the health care and benefits experts on the call. And get a \$10 gift card for every meeting you attend.





## Keep Highmark Health Options for 2023.

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For your 2023 Medicaid coverage, Delaware Health and Social Services (DHSS) may move you from Highmark Health Options to a new managed care organization in your state. If this happens, you'll be contacted by mail. This move will affect only some Highmark Health Options members.

**If this change affects you, you can return to Highmark Health Options for Medicaid coverage if you want to.**

To return to Highmark Health Options, call the Medicaid Health Benefits Manager at [1-800-996-9969](tel:1-800-996-9969) before March 31, 2023. Call soon to avoid interruptions in care.

If you accept the move to a new managed care organization for Medicaid coverage, you don't need to do anything. This change will happen automatically. Even if you switch, we hope you'll contact Highmark Health Options so we can help manage your care during this change.

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# Have high blood pressure? Take your medicines as prescribed.

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Blood pressure is a measure of how hard the blood pushes against the walls of your arteries as it moves through your body. Your blood pressure naturally goes up and down throughout the day. If your blood pressure stays up, you have high blood pressure. When blood pressure is high, it causes damage to your blood vessel walls that gets worse over time. This increases your risk for heart disease, stroke, and kidney problems.

Having high blood pressure is serious, but there is good news. There are many ways to manage blood pressure, such as eating better, being active, losing weight, and taking medicine. For most people, medicines that manage high blood pressure work well. And medicines may work even better if you have healthy lifestyle habits. But medicines won't work if you don't take them as directed. Here are some tips:

- Make your medicine schedule as simple as you can. Take your medicines when you're doing other things, like eating a meal or getting ready for bed. This will make it easier for you to remember to take them.
- Let your doctor know if you're having problems with your medicine schedule. Your doctor may be able to change your medicines or change the times you take them.
- Have a plan for missed doses. Talk with your doctor about what you should do if you miss a dose of your medicine. Make a note of the doctor's instructions.
- Use a pillbox. Organizing can help you remember which medicines to take and when to take them.
- Talk with your doctor if you have any changes in your health that might affect your blood pressure, such as weight gain or another medical problem.
- Always take a list of your medicines when you visit your doctor. Include medicines that were prescribed by other doctors and all your nonprescription medicines, including vitamins and supplements. Review the list with your doctor. Talk about any side effects you're having or need to watch for.



[Watch this short video to learn more about medicine and high blood pressure.](#)

Source: Healthwise



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# Know where to get medical care.

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Today your options for where to get medical care are greater than ever before. You may not even have to leave your home to get the care you want and need. You can choose based on what your health problem is and what works best for you. And you don't have to use one option for all your health care needs. You can choose where to seek care based on what works best for you at the time.

Emergency departments are set up to handle problems that may be life-threatening. Emergencies include problems such as heart attack or stroke symptoms, severe bleeding, severe trouble breathing, and severe pain. When you have a serious problem that needs care right away, an emergency department is the best place to go.

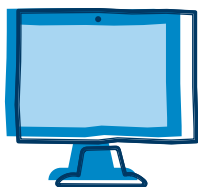
When you don't need emergency care, you may want to see a health professional who knows you and your history. Your primary care provider has the advantage of knowing your health and medicine history. Your doctor often knows your home, work, and family situation. But the office location or hours may not always work for you. And your doctor may not provide care for something urgent, like a broken bone or cut that needs stitches.



## Urgent care clinics

Urgent care clinics can be a great option if you can't or don't want to wait to see your own doctor. They can also be a good option when you don't need the level of care an emergency department provides.

Urgent care clinics provide care for problems like burns, cuts, sprains, and broken bones. They also do X-rays, throat cultures, and routine health care, such as sports physicals and shots. These clinics often can be found in neighborhoods and near shopping areas. You may be able to just walk in to see someone, or you may be able to set up an appointment online.



## Online health care

Another option for urgent care is online health care delivered through your smartphone, computer, or tablet. [HHOontheGo](#) is the 24/7 online health care option offered by Highmark Health Options. You can talk to a doctor right away for your urgent care needs. Sign up for virtual visits now so you'll be all set when you need care.

Source: Healthwise



# Need help when you're sick or injured?

Here's where you can get care.



Ask a nurse about the kind of care you need. Call the 24-Hour Nurse Line, **1-844-325-6251** (TTY 711 or 1-800-232-5460).



## Primary Care Doctor

Visit during regular office hours for:

- Checkups, ongoing care
- Flu shots, other vaccines
- Medicine refills or changes
- Referrals to a specialist
- Animal or insect bite
- Back pain
- Cold and flu-like symptoms
- Headaches, migraines
- Minor burns
- Nausea, vomiting, diarrhea
- Rash
- Sore throat
- Sprains, strains
- STD, urinary tract infection



## Urgent Care

Visit outside your doctor's office hours for:

- Most conditions listed for primary care
- Allergic reaction
- Broken bone with no broken skin
- Cuts needing stitches



## 24/7 Emergency Room or 911

Get care right away for:

- Broken bone out of place
- Chest pain
- Difficulty speaking
- Eye injury
- Head injury or unconscious
- Overdose or poisoning
- Shortness of breath
- Weakness on one side (face or limbs)



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# Pregnant or just had a baby?

## Opioid use is not safe.

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### There are risks for you and your baby.

You could harm yourself and your baby by using opioids during and after pregnancy. Opioids can be prescription medicine for pain, such as codeine or oxycodone, and street drugs, such as heroin.

If you use opioids during pregnancy, the drug will be passed to your baby. There is a chance this will cause health problems. You may lose the baby or have the baby too early. The baby may be born with serious side effects from the drug. These include painful opioid withdrawal and birth defects.

Risks continue even after your baby is born. If you breastfeed, the drug will be passed along to your baby. Your baby may have side effects that can be serious, like trouble breathing or stopping breathing. And if you have opioid use disorder, you could be more likely to overdose during your baby's first year. About 75% of overdoses involve opioids.

### Talk to your doctor.

It can be harmful to continue using opioids. It also can be dangerous to suddenly stop using opioids. **Don't make this decision alone.** Talk to your doctor. Your doctor can offer treatment options that reduce risk for you and your baby.

### Learn how to quit safely.

A combination of therapy and medicines can help you quit using opioids before, during, and after pregnancy. This is called medication-assisted treatment. To learn about safe treatment when you're trying to quit opioids:

- Call [1-800-652-2929](tel:1-800-652-2929) in New Castle County.
- Call [1-800-345-6785](tel:1-800-345-6785) in Kent and Sussex Counties.

A Highmark Health Options Care Coordinator can assist you during your pregnancy. Call Care Management Monday–Friday, 8 a.m.–5 p.m., at [1-844-325-6251](tel:1-844-325-6251).



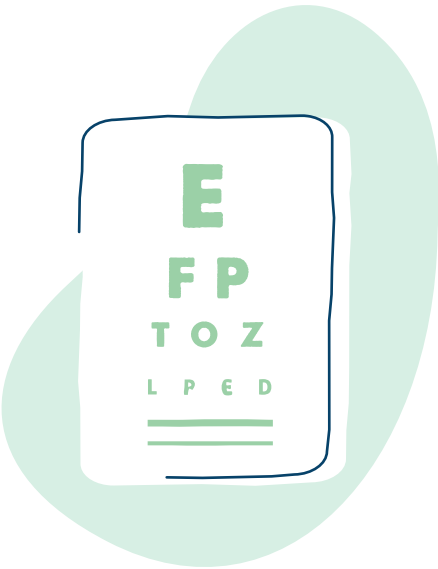
Do you know about the [Healthy Rewards](#) program? If you're pregnant or have recently had a baby and want help to stop opioid use, you can earn \$100 to complete 14 visits with a treatment provider. [Sign up now.](#)



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# Have diabetes? Be sure to have an annual eye exam.

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Diabetes is a health condition that can affect the eyes. And eye conditions related to diabetes may not have symptoms that you'll notice. That's why it's so important to have a yearly eye exam if you have diabetes. An eye doctor can find problems when they are easier to treat.

People with diabetes need to watch for disease of the retina. The retina is the nerve layer that lines the back of your eye. It's the part of your eye that "takes pictures" and sends the images to your brain. Many people with diabetes get retinopathy. Retinal disease caused by diabetes is called diabetic retinopathy.

Diabetic retinopathy can lead to poor vision and blindness. If blood sugar levels stay high, diabetic retinopathy will keep getting worse. Sometimes people don't have symptoms until it's too late to treat them.

## What causes diabetic retinopathy?

If you're not able to keep your blood sugar levels in a target range, it can cause damage to your blood vessels. Diabetic retinopathy happens when high blood sugar damages the tiny blood vessels of the retina.

When you have diabetic retinopathy, high blood pressure can make it worse. High blood pressure can cause more damage to the weakened vessels in your eye, leading to more leaking of fluid or blood and clouding more of your vision.

## What are the symptoms?

Most of the time, there are no symptoms of diabetic retinopathy until it starts to change your vision. When this happens, diabetic retinopathy is already severe. Having your eyes checked regularly can find diabetic retinopathy early enough to treat it and help prevent vision loss.

If you notice problems with your vision, call an eye doctor (ophthalmologist) right away. Changes in vision can be a sign of severe damage to your eye. These changes can include floaters, pain in the eye, blurry vision, or new vision loss.



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## How is diabetic retinopathy diagnosed?

An eye exam by an eye specialist (ophthalmologist or optometrist) is the only way to detect diabetic retinopathy. Having a dilated eye exam regularly can help find retinopathy before it changes your vision. On your own, you may not notice symptoms until the disease becomes severe.

## Can it be prevented?

You can lower your chance of damaging small blood vessels in the eye by keeping your blood sugar levels and blood pressure levels within a target range. If you smoke, quit. All of this reduces the risk of damage to the retina. It can also help slow down how quickly your retinopathy gets worse and can prevent future vision loss.

If you have a dilated eye exam regularly, you and your doctor can find diabetic retinopathy before it has a chance to get worse. For most people, this will mean an eye exam every year. Finding retinopathy early gives you a better chance of avoiding vision loss and blindness.

## How is it treated?

Surgery, laser treatment, or medicine may help slow the vision loss caused by diabetic retinopathy. You may need to be treated more than once as the disease gets worse.

Source: Healthwise



# Don't skip this screening that can find colon cancer early.

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One of the most common causes of cancer death in the U.S. is colorectal cancer. But the number of deaths from colon cancer has been decreasing for many years. One reason is that people are having a screening test called a colonoscopy. Still, 1 in 3 people who should have this screening do not have it. Talk to your doctor to find out if you should have this important screening.

During a colonoscopy, the doctor uses a thin, flexible tube to look at part of the large intestine. The doctor can remove small growths called polyps from the colon while doing this screening—before the polyps turn into cancer. By preventing cancers and finding cancers early, this screening saves lives.



[Watch this short video to learn what to expect during a colonoscopy.](#)

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# Don't skip this screening that can find breast cancer early.

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## What is breast cancer?

Breast cancer is the abnormal growth of cells (tumor) in the breast. It is the second leading cause of cancer-related death for women.

## Know your risk.

Anyone can get breast cancer. Although more common in women, men can get it too.

### Risk factors you can't change:

- Age and race.
- Dense breast tissue.
- Menstrual period before age 12.
- Menopause after age 55.

### Risk factors you can change:

- Being overweight.
- Lack of physical activity.
- Using birth control pills.
- Hormone replacement therapy during menopause.

### You also may have a higher risk if you have a history of:

- Breast cancer in the family.
- Non-cancer breast disease.
- Genetic mutations (BRCA1, BRCA2).
- Radiation therapy to the breast or chest.
- Pregnancy at a later age or never having children.

## Screenings can save your life.

Your first line of defense is monthly breast self-exams. Call your doctor or health care provider if you find any changes in your breast. Screenings also find changes in the breast – often before you have symptoms like a lump, pain or swelling, nipple discharge, or dimpling. If you are between age 40 and 54, schedule a mammogram each year. If you have a family history of breast cancer, you may need mammograms sooner than age 40.



## Screening guidelines

### Breast self-exam

**Looking at and feeling the breast for any changes**

Once a month

### Clinical breast exam

**Manual exam by your health care provider**

Age 20–39 — Every 1–3 years

Age 40 and older — Every year

### Mammogram (2- or 3-d)

**X-ray of each breast**

Age 40 and older — Every year

Your doctor may recommend starting sooner based on your personal health and family history.

These are general guidelines. Talk to your health care providers and follow their recommendations.

### Get \$25 when you get a mammogram. Here's how.

Healthy Rewards is one of your Highmark Health Options benefits, offered with TheraPay. You can earn rewards when you sign up with TheraPay and complete certain healthy activities. Each time you complete an eligible healthy activity, we'll add a dollar amount to your Healthy Rewards card after the claim is processed.

#### Get started today. To sign up:



Visit the [TheraPay](#) website.

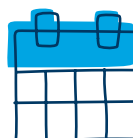


Call TheraPay at

[1-866-469-7973](tel:1-866-469-7973) and talk to a Healthy Rewards Specialist, or email [help@therapayrewards.com](mailto:help@therapayrewards.com).

### Get screened today.

The Delaware Breast Cancer Coalition is taking action where you live by offering free or reduced-cost screening if you're eligible through the Women's Health Screening Program. To schedule a mammogram, call [1-888-672-9647](tel:1-888-672-9647).



**Breast cancer is the 2nd leading cause of cancer death for women.**  
**Over 40? It's time for a screening.**



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# What is financial abuse, and who does it harm?

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When you hear the term “elder abuse,” you may think of physical or emotional abuse. Unfortunately, this kind of abuse happens. Another form of elder abuse may not come to mind right away: financial abuse. This problem can cost older adults large sums of money, especially if they rely on family or paid caregivers. People who have dementia or require care at home are at more risk.

Elder abuse often involves people who are close to the abused. This can be someone who has been granted power of attorney or named to a joint bank account. It can be someone who keeps assets that should be used for the older adult’s health care. Or it can be an aide who is being paid for work they are not doing.

**There are many kinds of financial abuse. Some signs are when an older adult:**

- Gives away money.
- Has unusual ATM withdrawals or charges to credit cards.
- Talks about missing or stolen items.
- Transfers assets.
- Writes checks to cash.

**To avoid this kind of abuse, older adults and their loved ones can follow tips like these:**

- Get help with finances from a trusted person.
- Limit spending by giving a prepaid credit card to anyone who shops for you.
- Lock up items like cash, checkbooks, and credit and debit cards.
- Request and review a free credit report every year.
- Watch for new accounts that may have been opened by someone else.

Financial abuse may not be discussed as often as other forms of abuse, but it should be. And it should be reported. If you suspect this form of elder abuse, call Member Services at [1-844-325-6251](tel:1-844-325-6251) or talk to your Case Manager.



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# Your health plan experience survey is coming soon.

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In February or March, you may be selected to answer a survey about your health care experience. The survey is called the 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS). 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.

In 2022, you told us that our doctors were good at explaining things, listening carefully, and showing respect. You said you were satisfied with Highmark Health Options and the overall health care you received.

**Survey results show that specialists' rating, doctors' communication skills, and coordination of care could improve. Here's what we're working on to improve your experience:**

- Continue educating providers on our standards of care and service.
- Focus on discharge planning and help manage your health care across care settings.
- Add more programs and benefits for linkage to services and care.

**To keep you satisfied with your health care experience, we have also set some goals for 2023:**

- Ensure you're informed of new benefits and programs available to you and your family, and how to access them.
- Improve sharing of information between departments.
- Continue customer service activities to address issues and concerns brought to the health plan.

Remember, if you receive a survey from Highmark Health Options, be sure to complete it! Your voice matters and we want to hear what you have to say. Your answers help us serve you better.



# Make the most of your LTSS benefits with minor home modifications.

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Members who receive LTSS benefits may qualify for some changes to their living space. These are called minor home modifications. These changes can help people stay safely in their homes.

## **Examples of minor home modifications include:**

- Building a ramp at the home's entrance
- Installing grab bars or handrails
- Making minor changes to an existing bathroom
- Widening doorways

Your Case Manager will visit your home to see if a home modification would be helpful. Contact your Case Manager to discuss.

## **Do you have long-term care needs?**

People who have long-term care needs may qualify for Highmark Health Option Long-Term Services and Supports (LTSS). To find out if you're eligible for long-term care benefits, call the DMMA Central Intake Unit at [1-866-940-8963](tel:1-866-940-8963).

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# Does your medicine cause weight gain?

## What can you do?

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It's unfair when doing the right thing for your health causes an unwanted side effect, like weight gain. Why do some medicines cause you to put on unwanted pounds? It can be because the body holds onto fluids or can't burn calories as well. Or it just might be that some medicines make you feel hungry, leading to changed eating habits.

Some types of medicines that cause weight gain are used to treat diabetes (including insulin), pain (including steroids), headaches, and seizures. People who are taking medicine for a mental health condition may gain weight. Antidepressants used to treat depression and mood stabilizers used to treat bipolar disorder or schizophrenia can have this side effect.

Aside from changing your appearance and making you feel uncomfortable, weight gain can cause physical health problems. These include heart disease, stroke, high blood pressure, high cholesterol, and type 2 diabetes.

If you think you have gained unwanted weight because of a medicine, don't stop taking the medicine. Talk to your doctor about your options. You may be able to change medicines. Or you may find the weight gain is temporary. And be sure to go to doctor appointments and get routine screenings that monitor blood pressure, blood sugar levels, and cholesterol levels.

### What is a healthy weight?

A healthy weight is a weight that lowers your risk for health problems. For most people, body mass index (BMI) and waist size are good ways to assess healthy weight. But reaching a healthy weight isn't only about reaching a certain number on the scale or a certain BMI. Having healthy eating and exercise habits is key.

If you want to get to a healthy weight and stay there, healthy lifestyle changes will work better than dieting. Reaching a certain number on the scale isn't as important as having a healthy lifestyle. See these related articles about [eating healthy foods](#) and [adding more activity to your day](#).

Check out the [wellness programs](#) offered by Highmark Health Options to help you lose weight and prevent diabetes. And if you're struggling with weight gain caused by your medicine, your Highmark Health Options Care Coordinator is a good person to talk to. They understand this problem and can make suggestions that help.



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# Lose weight by changing eating habits.

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Most of us need to tweak our food choices to make them healthier. And you can change your eating habits a little bit at a time. Small changes are easier to make and can lead to better health.

## Here are some ways to make healthy changes in your eating habits:

- Focus on adding healthy food to your diet, rather than just taking unhealthy foods away.
- Keep more fruits, low-fat dairy products, vegetables, and whole-grain foods at home and at work.
- Drink water instead of high-sugar drinks (including high-sugar juice drinks).
- Try to eat a family meal every day at the kitchen or dining table. This will help you focus on eating healthy meals.
- Eat your meals with others when you can. Relax and enjoy your meals, and don't eat too fast. Try to make healthy eating a pleasure, not a chore.
- Buy a book that has healthy recipes and cook for yourself. Chew gum when you cook so you won't be tempted to snack on the ingredients.
- Pack a healthy lunch and snacks for work. This lets you have more control over what you eat.
- Put your snacks on a plate instead of eating from the package. This helps you control how much you eat.
- Don't skip or delay meals and be sure to schedule your snacks. If you ignore your feelings of hunger, you may end up eating too much or choosing an unhealthy snack. If you often feel too hungry, it can cause you to focus a lot on food.



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# Lose weight by being active.

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Like any lifestyle change, adding activity to your daily routine is easier if you have a plan. Experts recommend doing moderate to vigorous activity to get and stay healthy. Work with your doctor to create a plan that is right for you. Start slowly. And set small goals.

## Start with walking.

- For most people, walking is one of the easiest and cheapest ways to get moving.
- Let your dog take you for a walk.
- Keep track of the number of steps you take each day. You can use a phone app, a fitness tracker, or a pedometer. Tracking can help you see the progress you're making toward your goals. That progress might inspire you to move more.

## Work up to a comfortable level.

- Even small amounts of activity add up. It's fine to be active for short periods several times throughout your day and week.
- If you're not active at all, work up to it. You may want to start by walking around the block every morning or walking for just 10 minutes. Over time, you can make your walks longer or walk more often throughout your day and week.

## Do activities you like.

Find activities that fit your lifestyle and personality. For example:

- Do you like to be active on your own or with others? Joining a group or a class helps some people stay motivated.
- Do you like structured activities like classes or everyday activities like gardening? Many people find that everyday activities are easier to fit into their life. Others are more likely to stay with an activity if it requires them to show up for a class or for a game.
- Do you want to spend money on gear or other expenses? There are activities to match every budget. You can walk around your neighborhood without spending any money. You may be able to join a community swimming, dancing, or tai chi class for a small fee.



# Take your child to all routine wellness visits.

Wellness visits with your child’s doctor start when your child is an infant. And they happen at 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 18 months, 24 months, 30 months, and every year until age 20.

Any child enrolled in coverage from Highmark Health Options is part of Building Healthy Futures, a no cost **Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)** program. Here’s what this means.

- E is for Early:** Find problems early when they are easier to treat.
- P is for Periodic:** Check your child’s health at different ages and time periods.
- S is for Screening:** Use screening tests to check for physical, mental, dental, and other possible problems.
- D is for Diagnostic:** Follow up with tests or a specialist to learn more about a problem.
- T is for Treatment:** Treat your child’s health problem. Your child’s doctor will talk to you about what happens next.

## Here for you.

The EPSDT team at Highmark Health Options is here to remind you when your child is scheduled for wellness visits or needs preventive care. You may hear from a member of our team if your child misses a visit or screening. At any time, you can call Member Services at 1-844-325-6251 and ask for a member of the EPSDT team to help you with your child’s care. We can help you make an appointment, find a specialist, arrange transportation, and connect with helpful community resources.

Checkup, Screening, or Test	Infant 0-12 Months	Early Childhood 1-6 Years	Middle Childhood 7-11 Years	Adolescent and Young Adult 12-20 Years
Physical Exam	Every visit starting at birth.			
Developmental and Autism Screening	First screening at 9 months and then 18-, 24-, and 30-month visits.			
Body Mass Index		Every visit starting at age 2.		
Dental Exam and Cleaning	First exam at first tooth or at your child’s first birthday and then every six months after age 1.			
Hearing Exam	First exam at infant and then at 4, 5, 6, 8, and 10; once between 11-14, 15-17, and 18-20.			
Vision Exam		First exam at age 3 and then every year through age 6, then at 8, 10, 12 and 15.		
Safety and Healthy Habits Counseling	Every visit starting at birth.			
Nutrition and Physical Activity Counseling		Every visit starting at age 3.		



Checkup, Screening, or Test	Infant 0-12 Months	Early Childhood 1-6 Years	Middle Childhood 7-11 Years	Adolescent and Young Adult 12-20 Years
Lead Screening	Test at 12 months.	Test at age 2.		
Cholesterol Screening			Test at age 9-11.	Test at age 17-20.
Anemia Screening	Test at 12 months.			
Vaccinations	Review with your child's PCP at every visit.			
Depression Screening			Every year starting at age 12.	
Sexually Transmitted Infections Testing			Every year starting at age 11, if sexually active.	
HIV Testing				Test between the ages of 15 and 20, depending on sexual activity.

## Vaccination Schedule for Children

Vaccines	Birth	1 Month	2 Months	4 Months	6 months	12 Months	15 Months	18 Months	19-23 Months	4-6 Years	7-11 Years	12-20 Years
HepB	♥	♥			♥							
RV			♥	♥	♥							
DTap			♥	♥	♥		♥			♥		
Tdap											♥	
Hib			♥	♥	♥	♥						
PCV13			♥	♥	♥	♥						
IPV			♥	♥	♥					♥		
Flu					♥							...
MMR						♥				♥		
Varicella						♥				♥		
HepA						♥						
HPV											♥	♥
MenACWY											♥	

Content adapted from the Centers for Disease Control and Prevention (CDC) 2019 Immunization Schedule.  
<https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>



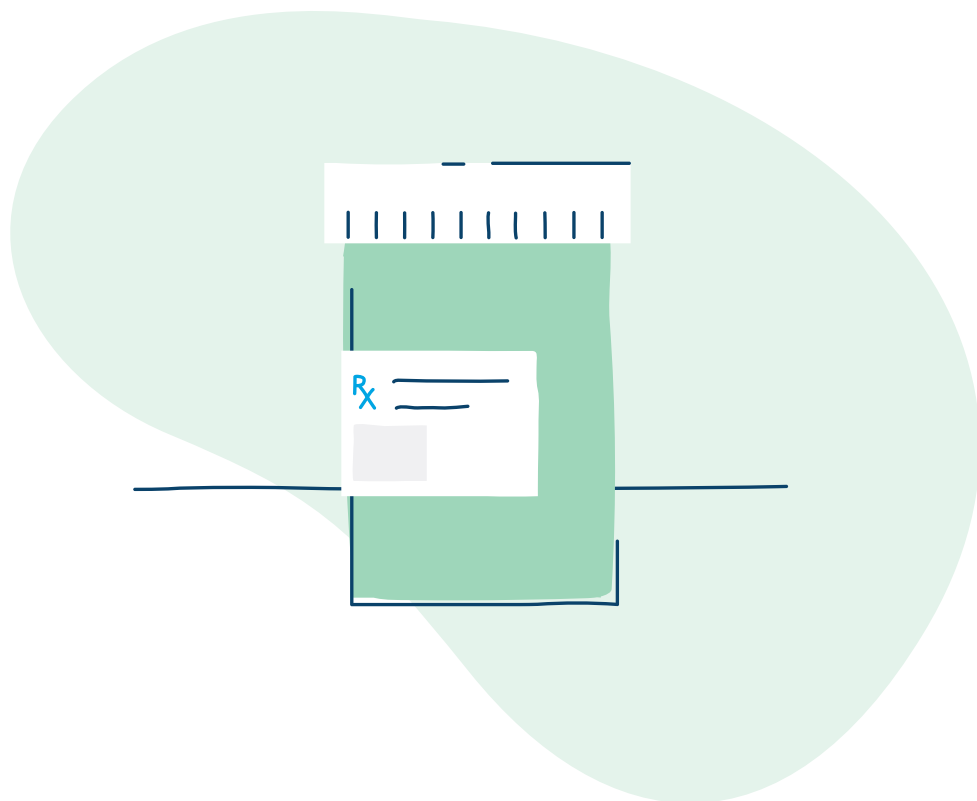
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# Even more medicines are available with a 90-day supply.

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Some medicines that treat chronic conditions are available as a 90-day supply instead of a 30-day supply. If you're taking one of these medicines, you only need to refill your prescription four times a year, which means fewer trips to the pharmacy.

The medicines covered by this benefit treat ongoing conditions like asthma, depression, high cholesterol, and high blood pressure. See an updated list of medications available for a 90-day supply in the chart below. To receive a 90-day supply, your prescription(s) must be written for a 90-day supply. Please discuss this with your provider before your next prescriptions are written.



**Go to the next page to see Covered Medications with a 90-Day Supply.**



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## Covered Medications with a 90-Day Supply

Advair Diskus

Advair HFA Inhaler

Alendronate Sodium Tablet

Amlodipine Besylate Tablet

Asmanex Twisthaler

Atenolol Tablet

Atorvastatin Tablet

Benazepril Tablet

Bisoprolol-Hydrochlorothiazide Tablet

Budesonide Inhalation Solution 0.25mg, 0.5mg

Carvedilol Tablet

Citalopram Hydrobromide Tablet

Clonidine Hydrochloride Tablet

Dulera Inhaler

Enalapril Tablet

Escitalopram Tablet

Flovent Inhaler

Fluoxetine Capsules

Furosemide Tablet

Glimepiride Tablet

Glipizide ER Tablet

Glipizide Tablet

Hydralazine Tablet

Hydrochlorothiazide Tablet

Lisinopril Tablet

Lisinopril-Hydrochlorothiazide Tablet

Losartan Potassium Tablet

Losartan-Hydrochlorothiazide Tablet

Metformin Hydrochloride ER Tablet

Metformin Hydrochloride Tablet

Metoprolol Succinate Tablet

Metoprolol Tartrate Tablet

Montelukast Sodium Tablet

Paroxetine Hydrochloride Tablet

Pravastatin Sodium Tablet

Prazosin Capsule

Propranolol IR Tablet

Pulmicort Flexhaler

Quinapril Hydrochloride Tablet

Ramipril Tablet

Rosuvastatin Tablet

Sertraline Hydrochloride Tablet

Simvastatin Tablet

Symbicort Inhaler

Trazodone Tablet



# Find a wealth of health and wellness info on our website.

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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
- Vaccination schedules

And don't forget: Any time you have a question about your health, [look up your answer in our online Health Library](#). When you have a medical question and don't know what to do, a nurse is available to help you 24/7. Registered nurses can talk with you about your medical concerns. Call 1-844-325-6251.

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# Don't have diabetes? Join the Diabetes Prevention Program.

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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 qualify 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](tel:1-844-325-6251). Or call the YMCA of Delaware Healthy Living Department at [1-302-572-9622](tel:1-302-572-9622) or visit the YMCA of Delaware [website](#).



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# Find a program that's just right for you.

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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](tel: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

- 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.

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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.



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# 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).

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 librenang 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.

