

In this newsletter:

More for you.

Vision and hearing benefits for adults are new in 2022.

Smile! Dental care can make your mouth happy!

Now get a 90-day supply for some medicines.

... and more.



Here for You

A Newsletter for Highmark Health Options Members

Winter 2022

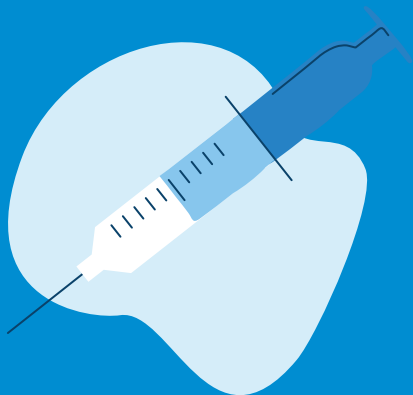


Have you been vaccinated against COVID-19?

Take this important and safe step to help protect yourself and others. The COVID-19 vaccine is safe and effective. It helps prevent serious illness for those who do get sick.

COVID-19 vaccinations and boosters are free and available at most pharmacies. Your doctor's office may also provide the vaccination.

[Visit the CDC's website](#) to learn more about the COVID-19 vaccine for people age 5 and older and where to get one.



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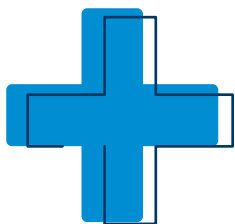
More for you.

Look to Highmark Health Options for Medicaid coverage and managed care—even when you're not sick. Your coverage goes beyond the basics so you can live your best life. The basics include health care from the **doctors, hospitals, and pharmacies** you need—and so much more!



Beyond benefits like doctor and hospital care, your benefits include:

- After-hours care and urgent care
- Family planning
- Help for substance use
- Help finding community resources
- Rides to health care visits for eligible adults
- GED test vouchers
- And more!



Plus, Highmark Health Options offers these extra benefits beyond standard Medicaid benefits:

- Diabetes Prevention program
- Healthy Weight Management program
- Rewards for healthy actions
- Food Boxes for New Moms (free food, diapers, and wipes)
- Maternity wellness program (earn an infant car seat, stroller, Pack 'n Play, or Baby Shower in a Box)



Vision and hearing benefits for adults **are new in 2022.**



Adults age 21 and older now have a:

Vision benefit: Includes annual exam with \$0 copay. Also includes contact lenses or clear plastic prescription lenses in select frames.

For help finding an eye doctor where you live, call Member Services at **1-844-325-6251**, Monday–Friday, 8 a.m.–8 p.m., or search the [Provider Directory](#).

Hearing benefit: Includes routine hearing exam with \$0 copay and one hearing aid for each ear every 2 calendar years, as needed, through the TruHearing program. Also includes ear molds and fittings, 60-day trial period, 1-year supply of batteries, and 3-year manufacturer’s warranty for repairs and maintenance. Call **1-877-759-3272** to talk with a hearing consultant and schedule your appointment.

Note: For children age 20 and younger, Highmark Health Options covers:

- Eye exams and eyeglasses or contacts (some limitations apply)
- Hearing exams, hearing aids, and batteries

These standard benefits for children are not new.



Smile! Dental care can make your mouth happy.



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 currently waived during the Delaware public health emergency. And you don't need a referral to see a dentist.

Dental benefits include:

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

Dental benefits *do not* include:

- Dentures
- Removal of bony and impacted wisdom teeth

For help finding a dentist where you live, call Member Services at **1-844-325-6251**, Monday–Friday, 8 a.m.–8 p.m., or search the [Provider Directory](#).

Note: For children age 20 and younger, dental is covered by the State, excluding removal of bony impacted wisdom teeth. Removal of bony impacted wisdom teeth is covered under the Highmark Health Options medical benefit.



Now get a 90-day supply for some medicines.



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 below. 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 retail pharmacy.

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

Generic Name	Brand Name
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



Access your benefits, your way.

Get the latest info to make the most of your benefits. There are a few different ways to learn more about your benefits and coverage from Highmark Health Options. Choose the one that works best for you.



At [HighmarkHealthOptions.com](https://www.HighmarkHealthOptions.com)

Find the tools and resources you need to stay healthy, read announcements, and even find care near you.



In your Member Handbook

Learn more about your benefits in the 2022 Member Handbook, coming soon to the Highmark Health Options website.



Over the phone

Call Member Services at 1-844-325-6251, Monday–Friday, 8 a.m. to 8 p.m.



Follow us on Facebook

Choose in-person or online care.

Your coverage includes visits in the doctor office and virtual visits (online health care).

- Find a health care provider near you in the updated [Provider Directory](#). Or call Member Services.
- Register for [HHO on the Go](#) for 24/7 virtual visits with a health care provider. Use your smartphone or computer when you need urgent care or mental health care, wherever you are. Yes, this includes evenings and weekends, too. Register online, then download the app from the Apple App Store or Google Play.



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](#).



Important Phone Numbers

Highmark Health Options	
24-Hour Nurse Line	1-844-325-6251
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	
Member Advocate	1-855-430-9852
Fraud and Abuse Hotline	1-844-325-6256
TTY/TDD Line People with hearing or speech loss can communicate with a trained person who will help them speak with someone who uses a regular telephone.	711 or 1-800-232-5460

Behavioral Health Crisis Services For mental health and substance use disorder.	
Northern Delaware Serving New Castle County and greater Smyrna in Northern Kent County.	1-800-652-2929
Southern Delaware Serving Sussex County and Kent County south of greater Smyrna.	1-800-345-6785



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.

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 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.

Highmark Health Options provides:

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



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).

Atansyon: 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).

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)）。

注：英語を話す場合は、無料の言語支援サービスを利用できます。あなたのIDカードの裏面（：711 TTY）の番号を呼び出します。

ध्यान आपशो: જો તમે ગુજરાતી બોલતા હોવ તો, તમારા માટે ભાષા સહાયતા સેવાઓ મફતમાં ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર ફોન કરો (TTY: 711).

ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 카드 뒷면의 번호로 전화하십시오 (TTY: 711).

ATTENZIONE: Se parla italiano, per Lei sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero presente sul retro della Sua carta di identificazione (TTY: 711).

LƯU Ý: Nếu quý vị nói Tiếng Việt, luôn có các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Vui lòng gọi số điện thoại trên mặt sau của thẻ nhận dạng của quý vị (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).

कृपया ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निशुल्क उपलब्ध हैं। अपने पहचान कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 711)।

عرک ڈراک یڈ یئا نیا نیہ بابتسد تغم تامدخ یک تناعا یک نابز ریل عرک پآ ،وت نیہ بتلوب/رتلوب ودرا پآ رگا :نید بجات (-117 :یئاو یٹ یٹ) نیرک لاک نیمہ رپ نوربمن جرد عهچیب

(کتیوہ تقاطب رهظ بلع نودملا مقرلا بلع لصتا .نأجملاب کل تحاتم قیو غلا ؤدعاسملا تامدخ ناف ،قیریر علا ؤغلا ؤدحتت تنک اذا :هیننت 17 :یصنلا فتاهلا 1)

గమనక: మురు తులుగు మాటల డ్డ వారాత్త, భూసా సహాయక సవలు, ఖరుచ లకుండ్, మురు లభసుత ననయ. ము ఐడ కారుడ కు (TTY: 711) వానుక వాము ఉనన నంబర క ఫోన్ చేయండ.

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

