

We have a new look.

We've updated the way the newsletter looks.

Other info you get from us will have a new look, too.

Check it out!



Here for You

A Newsletter for Highmark Health Options Members

Spring 2021





Check off your list.

In this newsletter, you'll find actions you can take to make the most of your health care coverage. Check them out.

-  Earn rewards for staying healthy.
-  Take a health risk assessment.
-  Complete your health care experience survey.
-  Prepare for your virtual doctor visit.
-  Join the Member Advisory Council.

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Wellness info is coming your way.

Health Awareness Series

Our new wellness program for 2021, the Health Awareness Series, has already kicked off. The first session covered the information about cancer that appears in this article.

Future sessions will feature a range of health topics and will be available online. Highmark Health Options staff will present the health information. And we'll end with an open forum for Q&A with nurses and other health care providers. Our sessions always include specific online resources to help you make good health decisions.

Here are some upcoming topics. After sessions are held live, they are [posted on our website](#).

- **April 27 — Tips for Oral and Dental Health**
- **May 25 — The Importance of Physical Activity**
- **June 29 — Understanding Basic Health Information**

In addition to the Health Awareness Series, check out our [Lifestyle Management Programs](#).



Cancer: Find it. Treat it. Beat it.

Cancer is a word that scares us all. The good news is that routine screening tests mean we can find it and treat it earlier. Screenings and improved treatments have contributed to a drastic fall in cancer deaths since 1991. Today, there are about 30% fewer cancer deaths than there were then.

Many deaths from cancer can be avoided through early detection. Still, many people are not getting screened. Here's information about some different kinds of cancer and the screening tests that detect them.

Cancer: Find it. Treat it. Beat it.

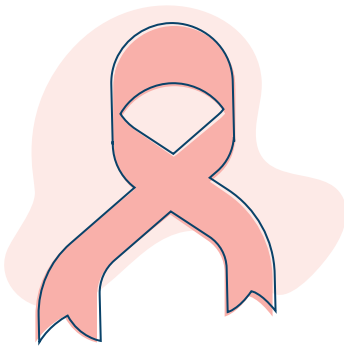


But I don't have symptoms.

Exactly. Cancer screenings are tests that look for cancer in people who don't have any symptoms.

Some screening tests can find growths and remove them before they have a chance to turn into cancer. Other screening tests can find cancer early, when it's easier to treat. Preventive screening saves lives.

Breast cancer



The screening test for breast cancer is called a mammogram. Both women and men can have breast cancer. Talk to your doctor about any breast changes you notice. These are the screening guidelines for people with average risk for breast cancer:

- Ages 40 to 45: Begin yearly mammograms.
- Over age 55: Have mammograms every year or every other year.
- Have regular mammograms as long you're in good health.



Cancer: Find it. Treat it. Beat it.

Cervical cancer



The screening test for cervical cancer is called a Pap test or a Pap smear. Most cases of cervical cancer are caused by a virus called HPV (see below).

These are the screening guidelines for cervical cancer:

- Ages 21 to 29: Have a Pap test every three years.
- Ages 30 to 65: Have a Pap test every three years or have a Pap test and an HPV test every five years.
- Over age 65: you can stop having Pap tests if the last 10 years of Pap tests showed normal results.

Women who have high risk for cervical cancer may need to be screened more often.

HPV and cervical cancer risk



You are at high risk for catching the virus called HPV if you:

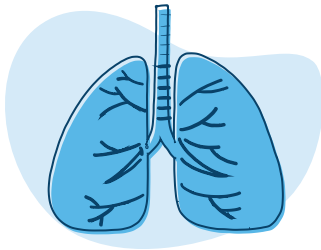
- Started having sex before age 16 or within a year of starting your period.
- Have multiple sexual partners.
- Take birth control pills, especially for more than five years.
- Smoke cigarettes.
- Have a weakened immune system.
- Have a sexually transmitted disease (STD).

There is a test for HPV. A vaccine for HPV can be given to girls and boys starting at age nine and can be given up to age 26.



Cancer: Find it. Treat it. Beat it.

Lung cancer



The screening test for lung cancer is a CT scan, a kind of X-ray that takes pictures while you rest on a table that moves in and out of the machine.

You have high risk for lung cancer if you are:

- Age 55 to 80 and currently smoke, with a history of 30 pack-years or greater. This means smoking an average of one pack a day for 30 years, two packs a day for 15 years, or the equivalent.
- A former smoker who has quit within the past 15 years, with a history of 30 pack-years or greater.

Prostate cancer



The screening tests for prostate cancer includes a blood test and a physical exam. These are the screening guidelines for prostate cancer:

- Age 50: If you have average risk of prostate cancer and expect to live at least 10 more years.
- Age 45: If you have higher risk because you are African American or have a father or brother with prostate cancer.
- Age 40: If you are at even higher risk.

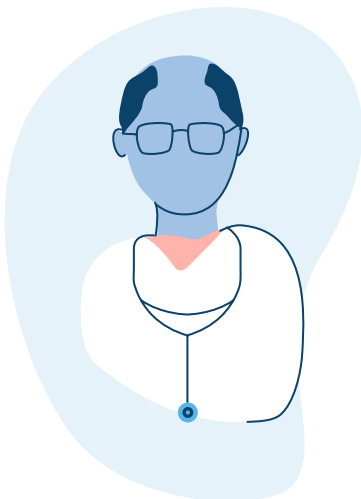


Healthy choices **reduce cancer risk.**

Beside having regular screenings, you can help lower your chances of getting cancer by changing the risk factors you can control:

- **Watch your weight:** Get to and stay at a healthy weight.
- **Limit alcohol:** Have no more than two drinks a day (men) or one drink a day (women).
- **Exercise:** Have at least 150 minutes of moderate exercise or 75 minutes of vigorous exercise each week.
- **Keep moving:** Limit the amount of time you are still, such as sitting, lying down, or watching TV.
- **Avoid tobacco:** Use no form of tobacco, including smokeless tobacco.
- **Eat right:**
 - Choose portions carefully.
 - Limit processed meat and red meat.
 - Eat at least 2½ cups of vegetables and fruits each day.

Take action.



Talk with your doctor about the cancer screening options that are right for you. Review your medical history and your family history. Find out if you need to start testing earlier based on your personal and family history. Your Case Manager or Care Coordinator can also talk to you about cancer screenings.



Make the most of your virtual visit.

These days, seeing your doctor may mean having a virtual visit.



Having a virtual visit means you'll "meet" with your doctor either through a video chat or a phone call.

If you have a virtual visit coming up, here's how to prepare:

- Make a list of any symptoms you have.
- Write down all of your questions. Use this time to ask anything.
- Have your medications handy so you can talk about them.
- Take your vital signs. Weigh yourself. Take your temperature and pulse ([here's how to take your pulse](#)). If you have a way to take your blood pressure at home, that's great! You can tell your doctor.
- Plan to have your virtual visit where you can avoid distractions.

You may want to try your appointment link early so you can test the software and make sure your video and audio are working. Don't worry if you see a blank screen or don't see the doctor right away. This is like time spent in the waiting room. Your doctor will join you within 10 minutes. And then you can make the most of your visit.

To start or schedule a virtual visit for medical care, counseling, or psychiatric care, use HHO on the Go. [Start or schedule a virtual visit today.](#)



Have you had a COVID-19 vaccine?

Take this important and safe step to help protect yourself and others. [Find current details](#) about the availability of vaccinations near you. The vaccine is free to all residents of Delaware.



Diabetic? Check your **blood pressure.**



Do you know that controlling your blood pressure is as important as controlling your blood sugar? If you have diabetes, you have an increased chance of having a heart attack or stroke. Keeping your blood pressure in the normal range can keep your heart healthy.

For most people, a normal blood pressure is below 130/80. Talk to your doctor about your blood pressure. Ask to have your blood pressure checked each time you visit your doctor. And contact Highmark Health Options if you want to talk about ways to control blood pressure. Call a Care Coordinator at 1-844-325-6251.

Highmark Health Options offers a Lifestyle Management Program for people with diabetes. [Learn more.](#)

Have a concern about your care? **Call.**



We want you to be happy with the health care you are receiving. If you have concerns about your care or services, you may have a Quality of Care concern. Examples include concerns about your safety or access to services. Call one of our Member Advocates at 1-855-430-9852 or Member Services at 1-844-325-6251 if you have a concern about your care.



Keep up with well-child visits.

Schedule an appointment ASAP.

Seems like COVID-19 has brought endless changes. For example, it has affected wellness visits for children. The number of visits has dropped a lot. When these appointments are missed, children don't get important vaccinations and screenings, such as tests for anemia or lead.

If you have a little one, schedule a well-child visit as soon as possible. If you already have a visit scheduled with the doctor, plan to keep it. If possible, go in person so your child can get routine vaccinations and tests. If necessary, have a virtual visit.

Well-child visits provide a range of wellness care. They also give you the chance to learn more about diet, safety, and ways to meet your child's needs. And you can talk to the doctor about your child's mental well-being. Like adults, children can have a hard time adjusting to all the ways our lives have changed during the COVID-19 pandemic.

[This information](#) from the American Academy of Pediatrics can tell you more about routine preventive care and when it should occur.



Coming soon:

Tell us about your experience.



You'll soon receive a survey about your experience with Highmark Health Options. 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 2020, members who filled out the survey said:

- They were very satisfied with the overall health care they received.
- They were very satisfied with their specialists.
- They were able to get the care they needed quickly.
- Our doctors were good at communicating.
- We could improve our customer service.

We listened. Here are some steps we took in 2020 to make customer service better:

- Upgraded our automated phone system so members could use self-service.
- Made information in Spanish available for members who speak Spanish.
- Provided training to help representatives answer questions on the first call.

And we have more plans for 2021:

- Make the Provider Directory more complete and easier to use.
- Share more information between departments.
- Continue staff training to improve customer service.

What would you add? Let us know by completing and returning the survey, which is called the CAHPS survey. Watch for it in the mail.



Join the Member Advisory Council.

Sign up to join the Member Advisory Council (MAC) to learn what is happening with Highmark Health Options. Best of all, share your thoughts with us. Make suggestions. Ask questions. And get a \$10 gift card for every meeting you attend.

The council is a group of health plan managers and staff, health plan members, and member caregivers. We formed the council so members like you can tell us your ideas. By joining, you'll have a chance to talk about your concerns with a variety of people. And you can tell us how we're doing. Your feedback can enhance the services and quality of care given to all Highmark Health Options members.

The MAC meets on the last Friday of most months from noon to 1:30 p.m. The MAC will not meet in August or December. Meetings are virtual, so you can join by clicking a link on your cell phone. We'll send the link in an invitation to all council members.

To join the MAC, call a Member Advocate at 1-855-430-9852.

Take care of your health.

And put a reward in your pocket.



What's as good as getting a check in the mail? Getting a Visa Rewards Card from Highmark Health Options. You or your child earn rewards when you take part in certain healthy activities.

Rewards can add up. If you're eligible, you'll earn \$5 to \$25 for each health care activity, such as:

- Annual physical
- Breast cancer screening
- Diabetes blood test
- Wellness checkup
- Asthma prescription refill

If you're expecting, be sure to take advantage of rewards for doctor visits before and after your baby is born.

Reward Cards come after claims are processed. You can use your card just like a credit card (not like a debit card, so no PIN is needed). To find out if you're eligible for the Healthy Rewards Program, call Member Services at 1-844-325-6251.

Have a new PCP?

Transfer your medical records.

When you switch PCPs, ask for your medical records to be sent to your new PCP. Records are transferred within 10 calendar days of your request. You can also request a copy of your medical records for your own use. Call Member Services at 1-844-325-6251, 8 a.m. to 5 p.m., Monday through Friday.

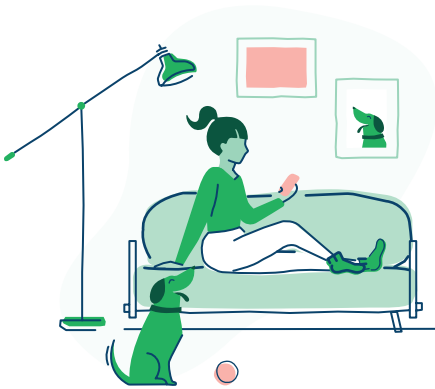


Find community support.

Highmark Health Options Community Support can help you find free or low-cost local services, including wellness programs, food, housing, legal aid, and more. Check out [helpful resources](#) near you.

Facing domestic violence?

There are safe ways to ask for help.



Domestic violence has been called “the pandemic in the pandemic.” If we stay home to avoid the virus, violent events at home can be more likely. And there may not be privacy to call for help.

It can be hard to recognize abuse or know when to ask for help. Domestic violence is when an intimate partner is hostile or controlling. This person shows no regard for the other person’s rights, feelings, body, or health. The violence is intentional and often repeated. And it can be physical, sexual, emotional, even financial (for example, if one partner controls the money).

If you’re facing domestic violence, tell someone you trust. Plan to contact this person in case you need to leave a dangerous situation. And talk to a trained advocate about what is happening and what you can do.

To talk to a trained advocate, call the 24/7, confidential, toll-free National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800-787-3224 (TTY). Using the online chat at thehotline.org is a way to reach help without being overheard. The advocate who answers your call or chat can give other tips for making contact safely. Two examples are putting your cell phone in incognito mode and clearing your browser history so no one can trace your actions.

In Delaware, [find online help](#) that includes the phone number to call in your county.



Complete your Health Risk Assessment.

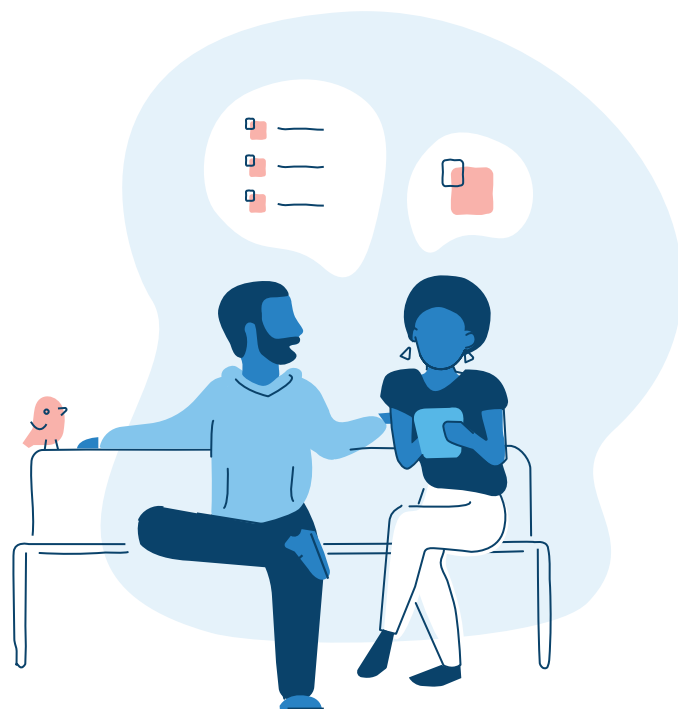
Help us help you.

One of the most important steps you can take to get the most from your coverage is to complete your Health Risk Assessment. By answering this survey in full, you give us a complete picture of your health care needs.

For example, do you need any of the following?

- Details about preventive health screenings.
- A doctor with a specialty, like a heart doctor.
- Help with financial or housing concerns.
- Support from a food bank.
- Transportation to your doctor appointments.

We care about your health. You may receive a call about the Health Risk Assessment soon. The Health Risk Assessment is so important, you may also get a request in the mail. If you want to take the assessment, call the number on the back of your ID card.



Need a ride?

LogistiCare is now ModivCare. If you need help getting to health care appointments, call ModivCare at 1-866-412-3778. Book three days in advance. And provide your member ID and destination address when booking.



Need help when you're sick?

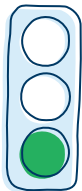
Call the 24-Hour Nurse Line.

1-844-325-6251 (TTY 711
or 1-800-232-5460)

At any time, if you have a medical question and don't know what to do, a nurse is available to help you 24/7! Specially trained registered nurses can talk with you about your medical concerns.

The Nurse Line is especially helpful when you must make a decision about where to go when you need health care quickly. A nurse can tell you if you should call your primary care provider to make an appointment, go to an urgent care center, or go to the emergency room.

The information below can also help you decide.



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,



Urgent Care

Visit outside doctor's office hours for:

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



Emergency Room

Visit 24/7 or call 911 immediately for:

- Broken bone out of place
- Chest pain
- Difficulty speaking
- Eye injury
- Head injury or unconscious
- Overdose or poisoning
- Shortness of breath



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. And there are programs especially for people who want to lose weight and for expecting moms. 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 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 are able to participate in our Diabetes Prevention Program (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.

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 (18 and older).

Translation services are available at no cost to you.



Are you receiving **LTSS** services?



If so, call your Case Manager when you're not sure if you should go to your PCP's office, the urgent care clinic, or the emergency room. Your Case Manager is there to coordinate all your health care needs.

Have you read your **Member Handbook**?



It's a great source of news about:

- Your coverage
- Referrals
- Complex case management
- Hospital discharge planning
- Medical necessity determination
- Member Rights and Responsibilities
- Notice of Privacy Practices

If you're a member of the Diamond State Health Plan Plus LTSS, [check out the LTSS Member Handbook.](#)



How did we do?

Tell Member Services about your call.

We love getting great feedback about our team. Take a moment to tell us when Member Services makes a difference for you. Let us know by taking our quick post-call survey.

We're delighted to share these member comments about representatives Carmen and Shellie:

Lisa, a Highmark Health Options member, let us know about her great experience with Carmen. Lisa said Carmen showed understanding and support as she listened to her challenges and talked through her options. And after just one phone call, Carmen fixed Lisa's problem. Lisa's health care provider called to let her know. Members frequently tell us about Carmen's compassion and the world-class service she provides.

We also heard that Shellie does a nice job of listening and understanding caller issues so she can solve problems. Shellie's goal is to simplify the member's experience. Recently, a member told us how grateful she was for all the effort Shellie put into their conversation to help her understand her benefits. Shellie took her time and answered all the member's questions.



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 काडनी पाछण आपेला नांवर पर फ़ोन करो (TTY: 711).

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

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

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

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

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

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

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

توجه دیں: اگر آپ اردو بولتے/بولتی ہیں تو، آپ کے لیے زبان کی اعانت کی خدمات مفت دستیاب ہیں۔ اپنے آئی ڈی کارڈ کے پیچھے درج نمبروں پر ہمیں کال کریں (ٹی ٹی وائی: 711)۔

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك بالمجان. اتصل على الرقم المدون على ظهر بطاقة هويتك (الهاتف النصي: 711).

గమనిక: మీరు తెలుగు మాట్లాడే వారైతే, భాషా సహాయక సేవలు, ఖర్చు లేకుండా, మీరు లభిస్తున్నాయి. మీ ఐడి కార్డుకు (TTY: 711) వెనుక వైపు ఉన్న నెంబర్ కి ఫోన్ చేయండి.

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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