

# HIGHMARK HEALTH OPTIONS

A Newsletter for  
Highmark Health Options Members



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Medicaid & Medical Assistance

## Protect Your Young Children from the Flu

Each year, thousands of kids go to the hospital because of the flu virus. The flu is a very contagious illness caused by influenza virus A or B. The flu virus is constantly changing. Flu season typically takes place from October through May, with peaks in December, January, and February.

Children under five, and especially those under the age of two, are at a high risk for serious flu complications. As a parent or caregiver, there are certain things you can do to help keep your whole family healthy and avoid the flu:

- Make sure that your family gets their flu shots. Getting the flu shot may not prevent the flu 100% of the time, but it is still the **SINGLE MOST** important thing you can do to prevent the flu. It is recommended that all kids older than six months get a flu shot.
- Fight the spread of germs by cleaning surfaces and objects that may have germs, including bathroom surfaces, kitchen counters and kids' toys.
- Make sure the whole family washes their hands often with soap and warm water, cover their mouths/noses when coughing or sneezing and avoid touching their eyes and mouth.

If a member of your family gets the flu, keep him or her in a separate room and keep home from school or daycare until they feel better.

Educate your kids about the flu. Give them easy ways to stay healthy. You can tell them:

- Germs are everywhere and can make you sick. They are so small that you can't see them.
- Cover your mouth and nose with your elbow or a tissue when you sneeze or cough so you don't pass germs to others.
- Wash your hands right after you sneeze, cough, play outside, go to the bathroom, shake hands with people or touch animals, and before you eat or touch food.
- Make sure you wash hands with soap and warm water. If those aren't available, use hand wipes or gels.
- Always let an adult know if you feel sick.



Flu symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, fever, chills, lack of energy or belly pain. If your child becomes sick, you may wonder if it is a common cold or the flu. This chart should help:



Flu vs. Cold		
Signs and Symptoms	Influenza	Cold
Symptom onset	Abrupt	Gradual
Fever	Usual; lasts 4 days	Rare
Aches	Usual; often severe	Slight
Chills	Fairly common	Sometimes
Fatigue, weakness	Usual	Sometimes
Sneezing	Sometimes	Common
Stuffy nose	Sometimes	Common
Sore throat	Sometimes	Common
Chest discomfort, cough	Common; can be severe	Mild to moderate; hacking cough
Headache	Common	Rare

Be sure to observe the child in your care for flu symptoms, especially during flu season. Call the doctor if your child begins to show any symptoms of the flu, do not hesitate to contact his or her doctor.

<https://www.cdc.gov/flu/protect/children.htm>

## CAHPS Satisfaction Scores are Here



Earlier this year, a satisfaction poll was mailed to our members. It was called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). Members were chosen at random to take the survey. They

were asked to tell us about their health care experience. We use these results to serve you better.

Our adult members are most happy with how well their doctors communicated with them. They were also satisfied with their ability to get needed care. Adult members also felt satisfied with our customer service.

Surveys were also sent to the parents or guardians of members under 18 years of age. We wanted to learn how

parents and guardians felt about their child's health care in our health plan. This group is also happy with how well their doctor communicates with them. They also felt satisfied with their child's personal doctor. We are proud of these results. We know there are opportunities to provide a better experience for our members.

We work with members and doctors to give a great health care experience. We listen to what you say. We hope you will let us know when we do something well. We hope that you will let us know when we need to do better. **Improving your health care experience is a team effort!**

# Building Healthy Futures

A program for Highmark Health Options members birth to age 21 that helps to make sure your child grows up healthy.

HIGHMARK.  
Delaware  
HEALTH OPTIONS



The program includes all of the services suggested by Highmark Health Options' Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program.

- EARLY** – Identify problems early when they are easy to treat.
- PERIODIC** – Check your child's health at different ages and time periods.
- SCREENING** – Provide physical, mental, dental and developmental screenings to detect potential problems.
- DIAGNOSTIC** – Perform tests to follow-up when a problem or risk is identified.
- TREATMENT** – Control, correct or reduce health problems found.

Case Managers are available to answer your questions about checkup, screening and vaccination recommendations. They can also help you make an appointment with your child's PCP or other doctors.

To speak with a Case Manager about Building Healthy Futures, call 1-844-325-6251 from 8:30 a.m. to 4:30 p.m., Monday through Friday. TTY users should call 711 or 1-800-232-5460.



# Protecting Sexual Health

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a Sexually Transmitted Infection (STI). If a partner refuses to use condoms, they are at risk for spreading an STI. If an STI is not treated, it can cause serious health problems.

1 in 5 women being abused by a partner report that they were forced to have a baby. Some said their partner hid their birth control pills, or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never okay. It is a sign of an unhealthy relationship.

Make sure you talk to your doctor about which birth control option is best for you. Remember that none of these will prevent an STI. If you are worried about STIs talk to your doctor about getting tested. If your partner is making you feel unsafe, or forcing you to have sex before you are ready, use these resources to find help:

<https://www.nsvrc.org/find-help>

<https://dcadv.org/domestic-violence/how-to-get-help/local-programs.html>

<https://www.loveisrespect.org/for-yourself/contact-us/>

<https://www.plannedparenthood.org/get-care/our-services>

If you are with a partner who wants to have a baby and you don't, there are some forms of birth control that are easy to hide.

- Plan B/Emergency contraception
- Depo Provera
- IUD
- Nexplanon



# Aspirin and Your Heart

## How does aspirin prevent a heart attack or a stroke?

When you get a cut, cells in your blood (platelets) clump to make a plug (clot) to stop the bleeding. But if platelets clump in the blood vessels when they are not meant to, it can cause a heart attack or stroke. Aspirin makes platelets less able to form a clot.

## Should I take an aspirin to prevent a heart attack or stroke?

Talk with your prescriber. Aspirin is not right for everyone. Ask if aspirin's benefits to you balance its risks to you. Risks are bleeding in the stomach or brain.

## How much aspirin should I take?

Your prescriber will tell you how much aspirin to take. Taking more aspirin than your prescriber tells you to take will not make it work better. Higher doses can increase the chance of bleeding.

## What are the side effects of daily aspirin?

Aspirin can cause bleeding or bruising. If you get cut, it may take a little longer to stop the bleeding. Also, aspirin can upset your stomach. If aspirin upsets your stomach, take it with food or milk. Less common but serious side effects are bleeding in the stomach or brain. Bleeding in the brain can cause a stroke. Watch for black or bloody stool, stomach pain, vomiting, or a sudden severe headache. If any of these things happen, call your prescriber right away or get emergency help.

## When should I take aspirin?

Take your aspirin once a day, every day, at a time that's best for you.

## What kind of aspirin should I take?

Enteric-coated or buffered aspirin might feel better on your stomach than plain aspirin. But they don't prevent bleeding in the gut. There is no proof one kind of aspirin works better than another.



## I am taking an aspirin every day. Can I stop it?

It is important to take aspirin if your prescriber told you to take it. This is true even if they did not give you a prescription for it. Stopping aspirin can increase your risk of having a heart attack or stroke. Talk with your prescriber before stopping aspirin.

## Can other medications interact with a daily aspirin?

Let your pharmacist know you are taking aspirin. They can check for drug interactions. Ask your prescriber or pharmacist before taking any medication or supplement. This includes nonprescription medications like naproxen or ibuprofen. Your prescriber might have you take aspirin with another drug that also reduces clotting of blood. This can further increase your risk of bleeding. Watch for black or bloody stool, stomach pain, vomiting, or a sudden severe headache. If any of these things happen, call your prescriber right away or get emergency help.

# Apple Oatmeal Muffins



## Ingredients:

- ½ cup of non-fat milk
- ⅓ cup applesauce
- ½ cup all-purpose flour (\*Sub whole wheat flour to make muffins healthier!)
- ½ cup quick-cooking oats (uncooked)
- ¼ cup sugar
- ½ tablespoon baking powder
- ½ teaspoon ground cinnamon
- 1 apple (cored & chopped)

## Directions

1. Preheat oven to 400°F.
2. Place 6 cupcake holders in baking tin.
3. In a mixing bowl, add milk and applesauce. Stir until blended.
4. Stir in flour, oats, sugar, baking powder, and cinnamon. Mix until moistened (do not over mix).
5. Gently stir in the chopped apples.
6. Spoon into cupcake holders.
7. Bake for 15-20 minutes or until an inserted toothpick comes out clean.
8. Cool in pan 5 minutes before serving. Store unused portions in an airtight container.

## Search Our Community Resource Connection

Our resource tool can help you find local services for wellness programs, food, housing, legal aid, and much more.

Access the Community Resource Connection directly on your member portal and check out the helpful resources around you.



**Community  
Resource  
Connection**

# Care Management - *Partnership*

ACCESS TO WELLNESS PROGRAMS AND LINKAGE TO SERVICES

**Did you know we are here to partner with you to provide comprehensive Care Management Services for all eligible Highmark Health Options Members?**

Our goal is to work with you to help you reach your optimal health care outcomes. 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.



## Helping you achieve your health goals

We want you to have a healthy, happy life. Our multidisciplinary team is available to address any issues you may have such as women's health, chronic conditions, i.e., asthma, heart or lung disease, diabetes, high blood pressure, etc., as well as mental health and substance abuse.

We offer community resources and programs to help you stay well and manage any conditions you may have. If you have a chronic condition, such as asthma or diabetes, our staff can provide you with ongoing disease education and management with our Lifestyle Management/Wellness Programs.



**HAPPY AND HEALTHY !**

**DON'T FORGET**

**Schedule your yearly doctor appointment!**



### **LIFESTYLE MANAGEMENT/WELLNESS PROGRAMS**

More Lifestyle Management/Wellness Program information is available on our website: [https://www.highmarkhealthoptions.com/Portals/5/members/DSHP\\_Member\\_Handbook.pdf](https://www.highmarkhealthoptions.com/Portals/5/members/DSHP_Member_Handbook.pdf)

\*Need help near you? Check our *Community Resource Connection!* <https://www.highmarkhealthoptions.com/Members/Community-Resource-Connection>

## For Help in Your Language - 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

If you need these services, contact the Civil Rights Coordinator.

If you believe that Highmark Health Options has failed to provide these services or discriminated in another way you can file a grievance with: Civil Rights Coordinator, P.O. Box 22278, Pittsburgh, PA 15222, Phone: 1-844-207-0336, TTY: 711, Fax: 412-255-4503. You can file a grievance in person, by mail, or fax. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also 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/portal/lobby.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>.

**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:

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 आपशी: 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.

WICHDIG: Wann du Pennsylvania Deitsch schwetzscht, kenne mer dich ebber griege as dich helfe kann mit die Schprooch unni as es dich ennich eppes koschte zellt. Ruf die Nummer uff as uff die hinnitusch Seit vun dei Card is (TTY: 711).

*Highmark Health Options is an independent licensee of the Blue Cross and Blue Shield Association.*

Join the Highmark Health Options Member Advisory Council.  
It's your health plan. Let your voice be heard!  
Call the Member Advocate phone number at 1-855-430-9852.



## Highmark Health Options Phone Numbers

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

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## Non-Highmark Health Options Numbers

### Behavioral Health Crisis Services

<b>Northern Delaware</b> (serving New Castle County and greater Smyrna in Northern Kent County)	1-800-652-2929
<b>Southern Delaware</b> (serving Sussex County and Kent County south of greater Smyrna)	1-800-345-6785
<b>LogistiCare Transportation Services – Non-Emergency Transportation</b>	1-866-412-3778
<b>Where's My Ride? Hotline</b>	1-866-896-7211
<b>Health Benefit Manager – Enrollment</b>	1-800-996-9969

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## Outside Resources

<b>Delaware Tobacco Quitline</b> (Stop Smoking)	1-866-409-1858
<b>State of Delaware Division of Social Services</b> – Customer Relations	1-800-372-2022
<b>National Domestic Violence Hotline</b>	1-800-799-7233



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