

HIGHMARK HEALTH OPTIONS

A Newsletter for
Highmark Health Options Members



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance



Spring & Asthma

Spring is here, and that means warmer weather, blooming trees and pollen. Before you know it, you will be sneezing, wheezing and coughing once again. Take a minute to learn how you can control your asthma in these conditions!

Controller Medicine

Controller medicines cut the swelling in your lungs and help to stop an asthma attack. If your doctor told you to take a controller medicine during the spring and fall, remember that it can take up to a month to get the full benefit from this medicine, so it is best to start early in the season.

Take your long-term control medicine every day! Do not stop taking this medication unless your doctor tells you to.

Rescue Medicine

A rescue inhaler (like albuterol) should be used during an asthma attack because it works right away. Always carry this medicine with you.

Tell your doctor if you need to use your rescue inhaler more than two times a week. This may be a sign that your asthma is not well controlled.

For additional help with your asthma, you can reach a Care Coordinator at [1-844-325-6251](tel:1-844-325-6251), Monday through Friday 8:00 a.m. - 5:00 p.m. TTY users should call 711 or [1-800-232-5460](tel:1-800-232-5460). Translation services are available at no cost. If you have an urgent problem and you cannot reach your doctor, you can call the 24 hour Nurse Line, 7 days a week at [1-844-325-6251](tel:1-844-325-6251). For a life-threatening emergency, call [911](tel:911).

Treatment for Children with Upper Respiratory Disorders

Your child's doctor will be able to tell if your child has an upper respiratory infection such as a cold, or another type of infection that needs medication. If it is a cold, your child will not need antibiotics. In fact, antibiotics taken when they are not needed can be harmful. If your child is under six years old, the doctor will most likely recommend that your child not take any cold medication.

If your child is age six or older, cold medication may help improve symptoms. Talk to your child's doctor to learn what medications are best.

To help your child avoid getting and spreading colds this spring:

- Teach good hand washing habits.
- Teach them to cough and sneeze inside their elbows or upper arm if a tissue is not available. If a tissue is available, teach them to sneeze into the tissue, throw it away and then wash their hands.

Women's Health

Mammograms

Mammogram screenings are important and can save lives. They help find cancer at an early stage, allowing more treatment options and a better chance of recovery.

It is estimated that 1 in 8 women will get breast cancer in their lifetime.

Mammograms can usually find lumps two or three years before a woman or her primary care provider can feel them. Research has shown a 25 percent reduction in deaths from breast cancer among women who regularly screen.

Women age 40 and older should have a mammogram every year. If you have a family history of cancer, talk to your healthcare provider to find out if you should start getting screened at an earlier age.

Regardless of age, during your yearly gynecological exam, your health care provider should do a clinical breast exam to check for lumps or changes in breast tissue and underarms.

You should perform a breast self-exam every month to check for changes in breast tissue. Speak with your doctor about any concerns you may have. For more resources and information, call the Delaware Breast Cancer Coalition at 1-866-312-3222 or go to www.debreastcancer.org.

Cervical Cancer Screening

Cervical cancer is one of the easiest cancers to prevent! If you get screened when your doctor tells you, abnormal cells are almost always found before turning into cancer. Women should have their first screening at age 21. Your doctor will tell you how often to be screened. It will vary depending on your age.

Are You Having a Baby?

If you are pregnant, you need to plan your first visit as soon as possible with an OB/GYN. If you need help finding a doctor or setting up your first visit, Highmark Health Options can help!

Call Care Coordination at 1-844-325-6251 for help. We want to make it easy for you and that is why we offer our MOM Options Program. You will get a booklet about having a baby and other tips about being as healthy as you can while you are pregnant. Starting your care early, within the first three months you are pregnant, is the best thing you can do to help you have a healthy baby!



If you need help scheduling a mammogram or cervical cancer screening, let Highmark Health Options help. Call a Care Coordinator at 1-844-325-6251.

Have You Had a Baby?

It is very important that you set up a doctor visit about three to eight weeks after your baby is born. This visit is called your postpartum visit. Your doctor will do a physical exam, depression screening, provide breastfeeding support and discuss birth control. We can help you plan your postpartum visit. Call Care Coordination at 1-844-325-6251.

Long Term Services and Supports (LTSS)

Making the Most of Your LTSS Benefits: Self-Directed Attendant Care

Members who receive LTSS benefits have a choice in how they receive personal care. You can choose to receive personal care through an agency, or you can hire your own attendant. This is called Self-Directed Attendant Care.

Through Self-Directed Attendant Care, you have more control, freedom and flexibility in how and when you receive care. From personal care, to help with activities around the house, you set your attendant's schedule and tell them what your needs are.

Members that choose Self-Directed Attendant Care hire their own attendants; they can be friends, family members or people that you interview from a registry. You will work directly with a support broker who helps you with the program rules. The support broker will make sure that timesheets are processed and that attendants receive their paychecks.

If you have any questions, please reach out to your case manager to discuss. Your Case Manager will help you choose the services that are right for you and help you pick a provider. Your case manager regularly meets with you face to face, and they are always just a phone call away if you need assistance.

LTSS Members

Some members have long-term care needs, including some who may qualify for Highmark Health Options Diamond State Health Plan Plus Long-Term Services and Supports (DSHP Plus LTSS). To find out if you qualify for long-term care benefits, please call the DMMA Central Intake Unit (CIU) at 1-866-940-8963.

How to Handle Low Blood Sugar

Low blood sugar (also called hypoglycemia) is when your blood sugar level is 70 mg/dL or lower. Your health care provider may tell you another number, so be sure to talk to them about your personal blood sugar levels. If your blood sugar is too low and you do not eat something right away to bring it back up, you may experience confusion, shakiness, dizziness, anxiety or feel sweaty. You could also even fall, pass out, have a seizure or go into a coma.

If you feel like your blood sugar is low, check your blood sugar with your blood glucose meter. If it is low, eat carbohydrates right away. You should always carry a fast-acting carbohydrate snack with you. **A general rule to follow is to eat 15 grams of carbohydrates, wait 15 minutes and then check your blood sugar again.** If it is still low, repeat the process and eat another 15 grams of carbohydrates and wait 15 more minutes to check your blood sugar.



Some good choices that contain about 15 grams of carbohydrates include:

- GLUCOSE TABLETS (3-4 tablets)
- SUGAR (1 tablespoon or 5 sugar cubes)
- CORN SYRUP, HONEY OR SYRUP (1 tablespoon)
- CRACKERS (4-5 saltine crackers)
- NON-FAT MILK (8 ounces)
- ORANGE JUICE (4 ounces)
- SODA (NOT DIET) (4 ounces)
- HARD CANDY (5-6 pieces)

Where You Go for Your Care Matters



Primary Care Physician

For most medical problems, you should go to your primary health care provider first. A primary care physician is essential to help you stay healthy; preventing disease by identifying risk factors. They can also help coordinate and manage chronic diseases. Primary care providers are responsible for treating many acute and chronic health-related conditions and refer you to a specialist when needed.

If you do not have one, it is important for you to contact Member Services at **1-844-325-6251 TDD/TYY** (for speech and hearing impaired): **711** or **1-800-232-5460**. They can assist you in obtaining a primary health care provider.



Urgent Care Clinics

When your doctor is not available, urgent care clinics provide attention for non-life threatening medical problems or problems that could become worse if you wait. Urgent care clinics provide walk-in appointments and are often open seven days a week with extended hours. When your regular doctor or health care provider is not available, you should go to an urgent care clinic for:

- Common illnesses such as colds, flu, earaches, sore throats, migraines, fever or rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, or minor eye injuries

Usually open extended hours into the evening and on weekends, some urgent care clinics are open 24 hours a day, seven days a week.

For help in finding an urgent care center or medical aid unit, click [here](#). Once on this page, choose 'Medicaid – DE' under 'Step 2,' and enter your address or zip code under 'Step 3' so centers close to your home can be found. Then, under 'Step 4,' choose 'Urgent Care Center' for a list of centers.



Hospital Emergency Rooms

You should use a hospital emergency room or call 911 for very serious or life threatening problems.

Emergency rooms are open 24 hours a day, 7 days a week, 365 days a year. Don't wait to get help if you are experiencing any of the symptoms listed below:

- Chest pain if you think you are having a heart attack
- BP higher than 180/120
- Severe allergic reaction
- Severe abdominal pain
- Coughing blood or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurry vision or suddenly not being able to see
- Difficulty breathing or shortness of breath
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm, or leg
- Sudden severe headache (not a migraine)
- Seizures
- High fevers
- Vomiting or diarrhea that won't stop
- Sudden confusion
- Sudden difficulty being able to talk
- Poisoning
- Overdoses
- Thoughts of hurting yourself or other people
- Attempts to hurt yourself or hurt other people
- Any other condition you believe is life threatening



Our 24-Hour Nurse Line is Here for You

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! This free benefit can be very helpful to you.

The nurse line is answered by specially trained registered nurses who can help answer all your medical concerns.

Just call and ask a registered nurse any question you have for yourself or a family member. You may be pregnant and have a concern, or worried about a child's fever, need medication dosing information, or looking for answers on managing a condition such as diabetes. Call the Nurse Line with any of these questions.

Need another idea of when to use the Nurse Line? How about when trying to figure out what to do when you need health care? 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 Nurse Line also has 'books on tape' so you can call to listen to information about health topics!

Call the Nurse Line toll-free at **1-844-325-6251** (TTY **711** or **1-800-232-5460**) anytime, 24/7.

This number can also be found on the back of your Highmark Health Options ID card. Assistance for languages other than English are available.

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) that stops the bleeding. However, if platelets clump in the blood vessels when they are not meant to, it can cause a heart attack or stroke. Aspirin prevents this from happening by making 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, so you should ask your doctor if aspirin's benefits to you outweigh its risks. Some potential risks of aspirin include bleeding in the stomach or brain.

How much aspirin should I take?

Your prescriber will tell you how much aspirin you should take. Taking a higher dose of aspirin than prescribed by your doctor will not make it work better, and can increase your chance of bleeding.

What are the side effects of daily aspirin?

Aspirin can cause bleeding or bruising, so if you get cut, it may take a little longer to stop the bleeding. Aspirin can also upset your stomach, so it is best to take your aspirin with food or milk. Less common but serious side effects are bleeding in the stomach or brain, which can cause a stroke. Watch for black or bloody stool, stomach pain, vomiting or a sudden severe headache. If you experience any of these things, 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 works 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. There is no proof that 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, even if they did not give you a prescription for it. Stopping aspirin can increase your risk of having a heart attack or stroke, so you should talk with your prescriber before stopping.

Can other medications interact with a daily aspirin?

Let your pharmacist know you are taking aspirin, as they can check for any potential drug interactions. You should also ask your prescriber or pharmacist before taking any other medication or supplement, including nonprescription medications like naproxen or ibuprofen.

If necessary, your prescriber might have you take aspirin with another drug that also reduces clotting of blood, which can further increase your risk of bleeding.

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 healthcare outcomes. Nurses, social workers and other healthcare 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 like asthma, heart disease, lung disease, diabetes and high blood pressure, 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!



Care Management Staff - Available 24/7

Along with the 24-Hour Nurse Line – our Care Management staff is here for you after hours as well!

If you need to speak with a member of the Care Management team, we are available to address any issues you may have!

Call the Highmark Health Options Care Management program toll-free, anytime, 24/7.
1-844-325-6251

Lifestyle Management/Wellness Programs

Welcome to our Highmark Health Options Lifestyle Management/Wellness Programs.

These programs are offered at no cost to our members with chronic illnesses like asthma, COPD, diabetes and heart disease. They are also offered to our pregnant moms and/or members who may benefit from our Healthy Weight Management Program.

We will work with you and your healthcare team to help you understand and manage your condition. No one understands your body better than you do so our goal is to help empower you to feel the best you can.

PROGRAMS INCLUDE:



Healthy Weight Management Program

NEW

- 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 making smart choices may prevent other health problems, like 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
- Understand the importance of seeing your doctor after your baby is born
- Learn what you can do to earn incentives



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

More Lifestyle Management/Wellness Program information is available by reviewing the [Member Handbook](#).

Need help near you? Check our [Community Resource Connection](#).

Questions? Call Highmark Health Options Lifestyle Management at **1-844-325-6251/TTY: 711**

Visit our website at 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.

Newsletter in Other Formats

We are committed to providing outstanding services to our applicants and members. If you need printed materials from the website, including this newsletter, call Member Services at **1-844-325-6251**. If you require these materials in an alternate format, including large print, Braille or in another language, please call us at **1-844-325-6251** to request these free services. TTY/TDD users call **711** or **1-800-232-5460**.

CAHPS Survey Coming Soon!



Every year, many of our members receive a satisfaction survey called CAHPS (Consumer Assessment of Healthcare Providers and Systems). The answers to these survey questions give us information on how you feel about your health services, and tells us what we are doing well as your health plan and where we can improve. **In 2019 you told us that our doctors were good at communicating with you and that you were able to get the care you needed.**

You also told us that we could improve our customer service. Here are some things we did in 2019 to make customer service better:

- Made improvements to our automated voice system to increase member self-service capability
- Improved service to our Spanish-speaking population by dedicating Spanish speaking resources to answer those calls
- Put in place new training to help our agents answer questions/inquires on the first call

To keep you satisfied with your health care experience, we have also set some goals for 2020:

- Make our Provider Directory more comprehensive and user friendly
- Get better about sharing information between departments
- Continue to develop new staff training initiatives to improve customer service



We will continue to track our progress and make customer service better for all of our members.

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 better serve you.



Community
Resource
Connection

Search Our Community Resource Connection

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

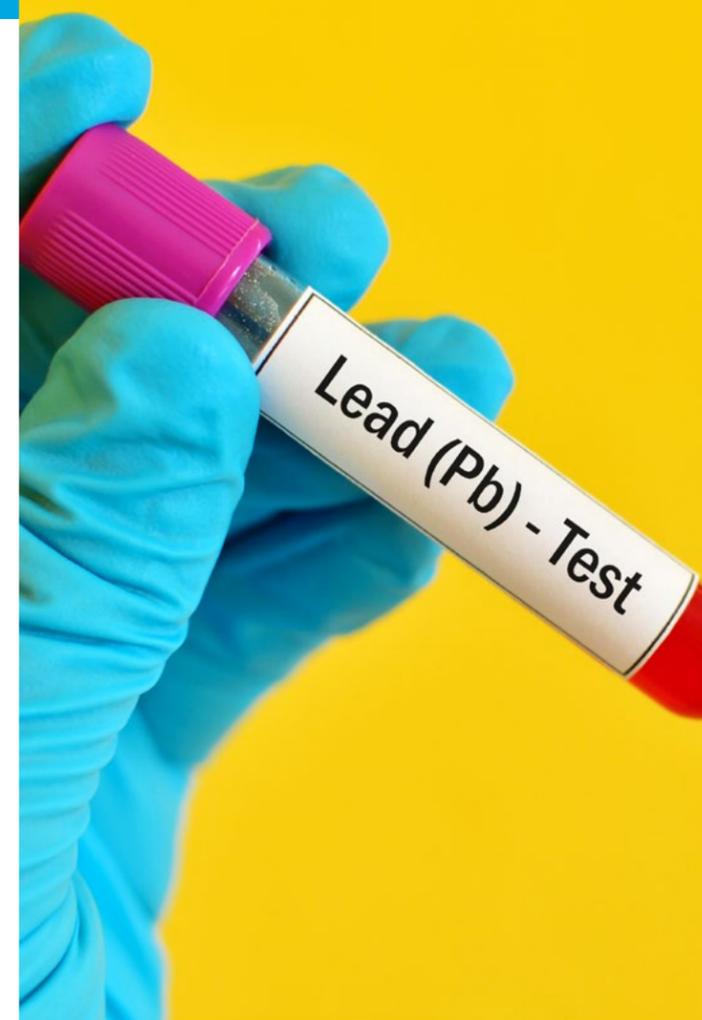
Access the [Community Resource Connection](#) directly in your member portal and check out the helpful resources around you.

News You Can Use

Have you read your Member Handbook? It's a great source of news. Click [here](#) to read more information about:

- Appointment and Availability Standards
- Complex Case Management
- Hospital Discharge Planning
- Medical Necessity Determination
- Member Rights and Responsibilities
- Notice of Privacy Practices
- Referrals

To view the LTSS Member Handbook, click [here](#).



Lead Screenings for Children

The American Academy of Pediatrics recommends that all children be tested for lead exposure at one year of age, and again at two years of age. Children who have been lead poisoned may not look or act sick, so it is important for all children to be tested for lead exposure in order to keep them safe.

Lead is a metal that affects brain development. Children are at highest risk for poisoning because they often put things in their mouth while their brains are still developing. If any of these items contain lead, this can lead to learning disabilities and slowed growth and development.

Some examples of items that may contain lead are old paint chips or paint dusting, dirt and pipes.

If you need any assistance scheduling an appointment for lead testing for your child, please call Member Services at **1-844-325-6251**.

Get Excited About Education!

Take your GED test at no cost to you!

Did you know that someone with a high school diploma or GED can earn up to \$9,000 more a year? Getting your GED can also lead to more job choices and a chance to enter college. Highmark Health Options would like to help you get your GED at no cost to you!

In order to qualify for this benefit, you must:

- Be a Delaware resident
- Be a current member of Highmark Health Options
- Be 18 years of age or older
- Not enrolled in high school or any other school program
- Not have a high school diploma

To find out more about this benefit, please call us at **302-421-8849**. You can also email HHOGEDProgram@highmark.com. Let us help you get closer to your goals today!



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 आपशो: जो तमे जराती बोवता होव तो, तमारा माट भाषा सहायता सेवाओ मकृतमां उपलब्ध छे. तमारा आछऽ काडर्नी पाछण आपेवा नंबर पर फोन 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).

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 libheng serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).

कृपया ध्यान द : य द आप हन्द बोलतेह , तो भाषा सहायता सेवाएंआपके लए नशुल्क उपलब्ध ह । अपनेपहचान काडर् के पीछ दए गए नंबर पर कॉल कर (TTY: 711).

نہ پنے آپا کی بائیسرد تفرم تادمخ کی تناعا کی نابز ے کی کے آپا ، وت کی تلوب/تلوب ودرآ رگا : کی دوجوت (711 : کی او کی کی) کی راک لاک کی رپ وررمن جرد ے کی کی کی

نودملا مقرلا) . کی لصرتا . انجلاباب كل ءحاتم ءيوغلال ءءاسملا تادمخ نإف ، ءبءرللال ءللال ءءءت تنك اذإ : ءبءن ءبءنللا ءءءللا) كءو ءءءللا ءءءللا

గమనీక: మీరు తెలుగు మాటాల్ డే వారై తే, భాషా సహాయక సేవలు, ఖర్చు లేకుండా, మీరు లభిస్తుత న్నయి. మీ ఐడి కార్డు కు (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 hinnersch 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

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

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

Southern Delaware (serving Sussex County and Kent County south of greater Smyrna) 1-800-345-6785

LogistiCare Transportation Services – Non-Emergency Transportation 1-866-412-3778

Where's My Ride? Hotline 1-866-896-7211

Health Benefit Manager – Enrollment 1-800-996-9969

Outside Resources

Delaware Tobacco Quitline (Stop Smoking) 1-866-409-1858

State of Delaware Division of Social Services
– Customer Relations 1-800-372-2022

National Domestic Violence Hotline 1-800-799-7233



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance