

HIGHMARK HEALTH OPTIONS

A Newsletter for
Highmark Health Options Members

HIGHMARK[®]  
Delaware
HEALTH OPTIONS



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance



Hot Tips for a Safe Summer

Reduce exposure to the sun from 10 a.m. to 4 p.m., when UV rays are strongest.

Wear a wide-brimmed hat to cover your face and neck.

Wear sunglasses that block both UVA and UVB rays for best protection. This will reduce your risk of getting cataracts and eye damage.

Put on sunscreen before going outside, even on cloudy days. Use at least SPF 15 each day. This will help prevent skin cancer.

Be careful during very hot temperatures. When working outside, keep lots of water on hand. Take breaks in the shade and drink water often. NEVER leave a baby or child unattended in a parked car. A medical emergency or death can occur in as little as 10 minutes. Call 911 if you suspect a heat emergency.

Know water safety! Drowning is the leading cause of unintentional injury and death for children under five years old. Never take your eyes off children in the water. Drownings can even occur in a few inches of water. Nine out of 10 drownings occur when a caregiver is supervising but not paying attention. Do not assume your child is safe if a lifeguard is present. If you think someone is in danger, shout for help and call 911.

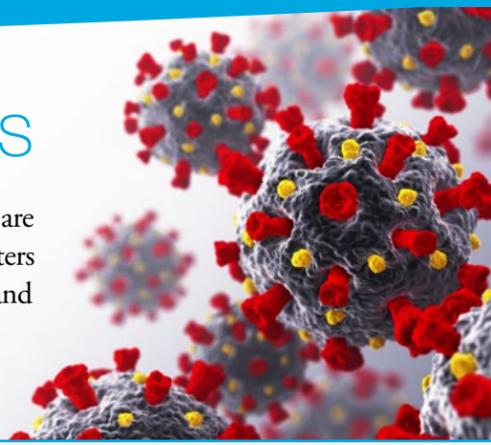
Road and street safety. Don't forget to wear bike helmets! And always cross streets using a cross walk.

Use bug spray with DEET. This will help you from a tick bite that can carry Lyme disease and mosquitos that can carry various viruses. DEET is not recommended for infants.



COVID-19 News and Updates

Highmark Health Options is closely following updates regarding the coronavirus. We are also in close contact with various State and Federal health agencies, including the Centers for Disease Control and Prevention (CDC). Please access the [CDC website](#) for news and updates on COVID-19.



Managing Stress

We all feel stress in our lives. Maybe we've had an argument with a friend, we are working too much or our world just seems out of control. Some health problems are caused by stress so it's good to learn how to manage it. If stress is managed well sometimes it can help us! We can learn how to solve problems and be more creative.

Three tips to control your stress:

1. **Practice Positive Self-Talk.** For example, change "I can't do this" to "I will do the best I can" or maybe "I am overwhelmed" to "I am challenged." Tell yourself you will be okay!
2. **Use Emergency Stress-Stopppers.** Count to 10 before reacting, do some deep breathing or quick meditation when you feel stress coming on, or maybe go for a walk. Sometimes just putting on your favorite music can help.
3. **Stress-Busting Activities.** Here are some examples – practice yoga, run or ride a bike, meet a friend for coffee, draw or do something artistic, or find a hobby you enjoy. Fill your week with activities like these!

The key is... learn what works for YOU!

If stress is becoming too severe and you'd like additional help, please call our Care Coordinators at [1-844-325-6251](tel:1-844-325-6251).

Quality of Care

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. Please call one of our Member Advocates at [1-855-430-9852](tel:1-855-430-9852) or Member Services at [1-844-325-6251](tel:1-844-325-6251) if you have a concern about your care.

There is Help for Depression

Some people describe depression as feeling 'bottomless sadness,' or 'never happy.' Some cry all of the time and feel no hope. Others report feeling empty. If you feel this way, you are not alone. Many suffer from depression. It is more likely to occur during the winter months.

To get better, you need to take an active role in your treatment. Of course, you might not feel up to it. Depression can make you feel helpless. Taking charge of your treatment is one way to feel in control again.

Here are some tips.

- **Stick with it.** Treatment usually does not work right away. It may take up to six weeks for depression medication to work. Therapy is helpful but it also takes time to work.
- **Take your medicine as prescribed.** Take your medicine at the same time every day. It's easier to remember if you do it along with another activity, like brushing your teeth.
- **Never stop taking your medicine without your doctor's OK.** If you need to stop taking a medicine, your doctor may slowly reduce your dose. Sometimes it is dangerous to stop taking medicines suddenly. And remember, if you are feeling better, it might be because your medicine is working. So why stop?
- **Be honest in therapy.** Therapy can be very helpful! It can be hard to open up to a therapist. But if you're not truthful, therapy is less likely to help.
- **Be open to new ideas.** Your therapist may have suggestions that sound strange. He or she may push you to do things that feel awkward or uncomfortable. Give new approaches a try!
- **Make lifestyle changes.** There's a lot you can do on your own to help you feel better. Eat healthy foods and exercise. Avoid alcohol and illicit drugs, which can cause or worsen depression. Contact Care Coordination at [1-844-325-6251](tel:1-844-325-6251) if you need help.
- **Reduce stress at home and at work.** Ask for help with some of the stressful things in your life. Make time for a walk, listening to music, or whatever you enjoy.
- **Don't give up.** You may feel hopeless right now. You may feel like you're never going to get better. But feeling that way is a symptom of depression. Give treatment some time. You will feel better again!

Many people don't get treatment for depression. They may not even realize they are depressed. Treatment for depression works! It is important to see your doctor for help.



Good Questions for Your Good Health



Are you nervous asking your health provider questions? You are not alone! Providers want to help you and they do not want you to be confused. You can take steps in having better discussions by using the Ask Me 3 method. Every time you speak to a doctor, nurse, or pharmacist, you can ask:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

If you still do not understand, let your provider know. He or she will be happy to explain the answer a different way. Other tips to help you prepare for your doctor visit:

- Bring your list of questions.
- Bring your list of medications (maybe keep the list in your phone notes).
- Bring a friend or family member to help listen and take notes.

2019 Provider Satisfaction Survey Results

Highmark Health Options surveys your providers on an annual basis to get feedback on how we are doing as a health plan. Here are the overall satisfaction results for 2019:

Practitioner Summary

Practitioner	Percent who Responded Positively
Overall Satisfaction and Loyalty	91.60%
Consistency across all departments at HHO	93.20%
Overall satisfaction with Highmark Health Options plan	90.80%

Ancillary and Hospitals

Ancillary and Hospital Providers	Percent who Responded Positively
Overall Satisfaction and Loyalty	86.30%
Consistency across all departments at HHO	89.20%
Overall satisfaction with Highmark Health Options plan	83.50%

Highmark Health Options considers not only provider feedback, but also member feedback. Members have the opportunity to complete an annual satisfaction survey as well. Your feedback and our provider network feedback are important to us. We use the information to improve the way we do business. Please tell us what we are doing well and how we can improve.

Let's Fight Obesity

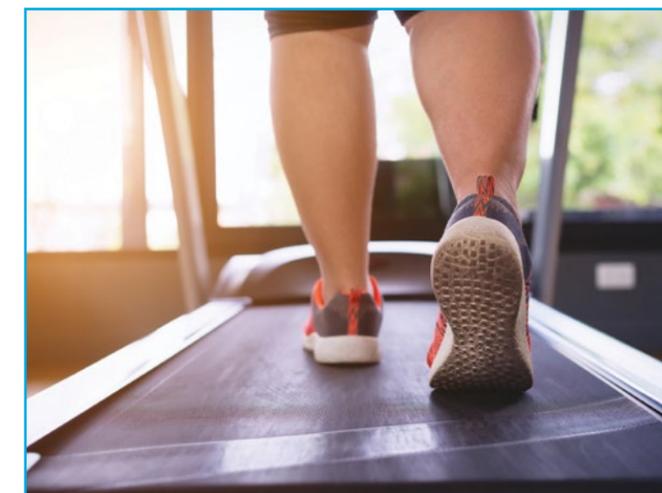
According to the National Heart, Lung and Blood Institute, the more you weigh, the more likely you are to suffer from heart disease, high blood pressure, diabetes, gallbladder disease, sleep apnea and certain cancers. Being overweight may lead to poor health and even an early death.

How can you tell if you are overweight? You can start by checking your Body Mass Index (BMI). [Click here](#) for an easy to use chart that will help you find your BMI. If your BMI is 25 or above, time to get a plan! Start by talking with your doctor about your BMI and weight loss goal.

You can also call our Care Management team about our Healthy Weight Management Program.

Our Healthy Weight Management Program offers you the information and tools you need to control and manage your weight with better choices such as activity and diet.

Our goal is to partner with you and offer you wrap around support services to help you reach and maintain your best weight, which may also help you from getting other health conditions.



Questions? Call Highmark Health Options Lifestyle/Wellness Management at **1-844-325-6251**.

Long Term Services and Supports (LTSS)

Making the Most of Your LTSS Benefits: Minor Home Modifications

Members who receive LTSS benefits may qualify for certain home aids or changes. Home modifications are changes made to living spaces to meet the needs of people with physical limitations. The goal of home modifications is to promote freedom and to prevent accidents.

As an LTSS member your Case Manager will visit your home to complete a plan of care that includes a home assessment to determine if a home modification would be helpful. Examples of minor home modifications include but are not limited to:

- Grab-bars
- Widening of doorways
- Interior handrails or handrails on an outside ramp
- Modification of bathroom facilities
- Building a ramp to enter the home

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. Your Case Manager meets with you face to face on a regular basis, and they are 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) **1-866-940-8963**.

Safety Advice for Patients and Family Members

What are Opioids?

Opioids include prescription medications used to treat pain as well as illicit drugs such as heroin. They diminish the body's perception of pain. However, opioids can also have an impact on other systems of the body, such as altering mood, slowing breathing and causing constipation.

Preventing Overdose

If you are concerned about your own use of opioids, don't wait! Talk with the healthcare professionals who prescribed the medications for you. If you are concerned about family members or friends, urge them to talk to whoever prescribed their medications. Opioid use disorder is a chronic disease, much like heart disease. Effective treatment of an opioid use disorder can reduce the risk of overdose and help a person who is misusing or addicted to opioid medications attain a healthier life.

What is Naloxone?

Naloxone is an antidote to opioid overdose. Suspected fentanyl-involved overdoses should be treated with

naloxone. However, larger doses of naloxone may be required to reverse the opioid-induced respiratory depression from a fentanyl-involved overdose.

Summary: How to Avoid Opioid Overdose

1. Take medication only if it has been prescribed to you by your doctor. Make sure to tell your doctor about all medications you are taking.
2. Do not take more medication or take it more often than instructed.
3. Call your doctor if your pain gets worse.
4. Never mix pain medications with alcohol, sleeping pills, or any illicit substance.
5. Learn the signs of overdose and how to use naloxone to keep an overdose from becoming fatal.
6. Teach your family members and friends how to respond to an overdose.
7. Dispose of unused medication properly.

For additional information visit [Help is Here Delaware](#).

If You Suspect an Overdose

An opioid overdose requires immediate medical attention. Call 911 immediately if you or someone you know exhibits any of the signs listed below. All you have to say is "Someone is unresponsive and not breathing." Give a specific address and/or description of your location.

Signs of OVERDOSE, which is a life-threatening emergency, include the following:

- The face is extremely pale and/or clammy to the touch.
- The body is limp.
- Fingernails or lips have a blue or purple cast.
- The person is vomiting or making gurgling noises.
- The person cannot be awakened from sleep or cannot speak.
- Breathing is very slow or stopped.
- The heartbeat is very slow or stopped.

Signs of OVERMEDICATION, which may progress to overdose, include:

- Unusual sleepiness or drowsiness.
- Mental confusion, slurred speech, or intoxicated behavior.
- Slow or shallow breathing.
- Extremely small "pinpoint" pupils.
- Slow heartbeat or low blood pressure.
- Difficulty being awakened from sleep.

Say Cheese! Tips for a Great Smile



A great smile can brighten someone's day, and make you smile back at who you see in the mirror! It's important to take care of our body in order to keep smiling and feel good.

Did you know that oral health can affect more than just your teeth? You might find this surprising, but it's true. Here are some common questions about good oral care:

Can bad oral hygiene affect my health?

Yes! According to a collaborative study between the Division of Public Health, Bureau of Oral Health and Dental Services, and the University of Delaware (Center for Disabilities Studies), poor oral health and periodontal disease are related to:

- Diabetes
- Respiratory infections
- Pneumonia
- Cardiovascular disease

What about care for my child?

Medicaid covers dental care for children under the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit. This requires all services to be provided if care is determined "medically necessary." Referrals to a dentist are required.

You can also do your part at home, by providing your child with healthy foods, and helping them practice good dental hygiene. For babies, consider exclusively breastfeeding for 4 months (ideally 6 months). Take your child to the dentist by age one.

What if my child's or my teeth are checked during a routine physical?

Though your physician has your best interest in mind, a dentist is the best provider to visit for oral care. The check done at the doctor's office is not as comprehensive, and only a dentist will have the tools and resources needed if you need a procedure or further care. Young children may be examined by their pediatrician starting at 6 months of age, but have the doctor help you get a referral to a dentist as soon as possible.

How can I take care of my or my child's teeth at home?

- Brush teeth with fluoridated toothpaste at least twice a day
- Replace toothbrushes at least every 3 – 4 months, or sooner, if they are showing signs of wear
- Floss or use interdental cleaners daily, to get between teeth and in cracks and crevices
- Use fluoridated, alcohol-free mouthwash to rinse after brushing or flossing
- Beware of gingivitis – check if gums are swollen or sore

What other healthy behaviors can I practice?

- Do not engage in the use of tobacco products and avoid secondhand smoke
- Choose a healthy diet
 - Fruits and vegetables
 - Meats, poultry, and fish
 - Eggs and dairy products
 - Whole-grain cereals, breads and crackers
 - Beans and nuts
- Avoid sugary foods
 - Candies
 - Cakes, cookies, and other sweets
 - Dried fruit
 - Beverages like soda, juice and other sweetened drinks
- Avoid alcohol consumption

Narcan Member Education

What is NARCAN® Nasal Spray?

- NARCAN Nasal Spray is a prescription medicine used for the treatment of an opioid emergency such as an overdose or a possible opioid overdose with signs of breathing problems and severe sleepiness or not being able to respond.
- NARCAN Nasal Spray is to be given right away and does not take the place of emergency medical care. Get emergency medical help right away after giving the first dose of NARCAN Nasal Spray, even if the person wakes up because symptoms may return. Repeat doses may be necessary.
- NARCAN Nasal Spray is safe and effective in children for known or suspected opioid overdose.

What should I tell my healthcare provider before using NARCAN Nasal Spray?

Before using NARCAN Nasal Spray, tell your healthcare provider about all of your medical conditions, including if you:

- Have heart problems.
- Are pregnant or plan to become pregnant. Use of NARCAN Nasal Spray may cause withdrawal symptoms in your unborn baby. Your unborn baby should be examined by a healthcare provider right away after you use NARCAN Nasal Spray.

What are the possible side effects of NARCAN Nasal Spray?

NARCAN Nasal Spray may cause serious side effects, including sudden opioid withdrawal symptoms. In someone who has been using opioids regularly, opioid withdrawal symptoms can happen suddenly after receiving NARCAN Nasal Spray and may include:

Body aches	Diarrhea	Increased heart rate
Fever	Runny nose	Sneezing
Goose bumps	Sweating	Yawning
Nausea or vomiting	Nervousness	Restlessness or irritability
Shivering or trembling	Stomach cramping	Weakness
Increased blood pressure		

- Are breastfeeding or plan to breastfeed. It is not known if NARCAN Nasal Spray passes into your breast milk. Tell your healthcare provider about the medicines you take, including prescription and over-the-counter medicines, vitamins, and herbal supplements.

How should I use NARCAN Nasal Spray?

Click on the “Narcan quick start guide link” at the end of this article for detailed information about the right way to use NARCAN Nasal Spray.

- Use NARCAN Nasal Spray exactly as prescribed by your healthcare provider.
- Each NARCAN Nasal Spray contains only one dose of medicine and cannot be reused.
- NARCAN Nasal Spray comes in a 2 mg and 4 mg strength. Your healthcare provider will prescribe the one that is right for you.
- Lay the person on their back. Support their neck with your hand and allow the head to tilt back before giving NARCAN Nasal Spray.
- NARCAN Nasal Spray should be given into one nostril.
- If additional doses are needed, give NARCAN Nasal Spray in the other nostril.

In infants under 4 weeks old who have been receiving opioids regularly, sudden opioid withdrawal may be life-threatening if not treated the right way. Signs and symptoms include: seizures, crying more than usual, and increased reflexes. These are not all of the possible side effects of NARCAN Nasal Spray. Call your doctor for medical advice about side effects. You may report side effects to the FDA at **1-800-FDA-1088**.

What is the most important information I should know about NARCAN Nasal Spray?

NARCAN Nasal Spray is used to temporarily reverse the effects of opioid medicines. The medicine in NARCAN Nasal Spray has no effect in people who are not taking opioid medicines. Always carry NARCAN Nasal Spray with you in case of an opioid emergency.

1. Use NARCAN Nasal Spray right away if you or your caregiver think signs or symptoms of an opioid emergency are present, even if you are not sure, because an opioid emergency can cause severe injury or death. Signs and symptoms of an opioid emergency may include:
 - Unusual sleepiness and you are not able to awaken the person with a loud voice or by rubbing firmly on the middle of their chest (sternum).
 - Breathing problems including slow or shallow breathing in someone difficult to awaken or who looks like they are not breathing .
 - The black circle in the center of the colored part of the eye (pupil) is very small, sometimes called “pinpoint pupils,” in someone difficult to awaken.
2. Family members, caregivers, or other people who may have to use NARCAN Nasal Spray in an opioid emergency should know where NARCAN Nasal Spray is stored and how to give NARCAN before an opioid emergency happens.
3. Get emergency medical help right away after giving the first dose of NARCAN Nasal Spray. Rescue breathing or CPR (cardiopulmonary resuscitation) may be given while waiting for emergency medical help.
4. The signs and symptoms of an opioid emergency can return after NARCAN Nasal Spray is given. If this happens, give another dose after two to three minutes using a new NARCAN Nasal Spray and watch the person closely until emergency help is received.

How to Get NARCAN

NARCAN Nasal Spray can be obtained at retail pharmacies across the country. NARCAN is available directly from your pharmacist without a prescription from your doctor, and is covered by most insurance plans with a low co-pay.

Important reference websites for members:

- <https://www.getnaloxonenow.org/#home>
- <https://www.narcan.com/static/NARCAN-Quick-Start-Guide.pdf>
- https://www.narcan.com/patients/how-to-get-narcan/#isi_anchor
- <https://www.helpisherede.com/>



Have Diabetes? Take Care of Your Feet!

How can diabetes hurt my feet?

People with diabetes are at risk for bad foot infections. Too much sugar in the blood for a long time can cause nerve damage. This nerve damage reduces feeling, especially in your feet. You may not feel pain, or hot or cold. You might hurt your foot and not even know it. Also, if you have less feeling in your feet, you may walk a little bit different, which can cause calluses. These calluses sometimes get infected. Sometimes diabetes can cause less blood to flow to your legs and feet. This might make it hard for a sore on your foot to get better.

What happens if I get a sore on my foot?

People with diabetes can get a sore on their foot and not even know it. If the sore gets infected and you do not get antibiotics, it could get worse and worse. Sometimes the sore will never heal. Sometimes the sore gets gangrene. If this happens, the sore may get black and smell bad. To keep gangrene from getting worse, the doctor may need to cut off the toes or foot.

How should I take care of my feet?

Decrease the possibility of getting sores on your feet by doing the following:

- Check your feet every day. Look for sores, cuts, blisters, or redness, especially in between the toes. If you cannot see your feet, use a mirror to check them or have a family member or friend check them for you.
- Keep your feet clean and dry. Wash them with WARM (not hot) water every day. Remember, you may not know the water is too hot if you put just your feet in it. To check the water, dip your elbow in the water.

- Make sure your toenails are cut. Cut them after a bath when they are soft. Cut them in the shape of your toes and not too short.
- Gently file corns and calluses after your bath or shower. Use a pumice stone or an emery board.
- If you don't have good feeling in your feet, go to a foot doctor to get your toenails cut. Also, the foot doctor will file corns or calluses.
- Don't let your feet get too dry or cracked. If they are too dry, rub moisturizer on them after you get out of the shower or bath.
- Go to your foot doctor regularly. Get a foot exam at least once a year.
- Do not walk barefoot. Always wear shoes or slippers.
- Do not wear your shoes without socks. Socks will keep your feet dry and help protect them from sores or cuts. Wearing white socks might make it easier to notice blood or drainage from your feet.
- Make sure your shoes fit well so you don't get blisters or sores.
- If you see any changes in your feet, tell your prescriber right away.

What else can I do so I don't get a foot infection?

Reduce your risk of foot infection by doing the following:

- Keep your blood sugar under control. Too much sugar in the blood may feed the germs that cause a foot infection.
- Stop smoking. Smoking can decrease the blood flow to your legs and feet.
- [Click here](#), to learn how to take care of your feet in the summer.

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.

Looking for Free or Reduced Cost Services?



Visit Aunt Bertha

Aunt Bertha is a social care network where you can search for free or reduced cost services like medical care, food, job training and more. To view services in your area, visit [Aunt Bertha!](#)

Aunt Bertha is an independent company that provides enterprise solutions for social needs and social care referrals and does not provide Blue Cross and/or Blue Shield products or services.

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 the member portal and check out the helpful resources around you.

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**.

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



Sports Physical Reminder

Help your child get ready for the fall sports season by scheduling their sports physical. Sports physicals are for students who take part in school sports teams, or interleague or club teams requiring a physical. Sports physicals are a great way to make sure an athlete can safely play. This exam can also be a time to get up-to-date with immunizations and provide a chance to talk about health concerns.

Let us help you schedule a sports physical for your child. Call our Care Coordinators at **1-844-325-6251**.

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.

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