



Health Partners Medicare Living Well

Spring 2021

Do You Have Bladder Concerns?

If you do experience any urinary issues, you are not alone. More than 50% of individuals over the age of 65 experience urinary incontinence – another word for bladder urine leakage.

Two of the most common forms of incontinence can be caused by stress incontinence and urge incontinence (often called overactive bladder). The severity ranges from occasionally leaking urine when you cough or sneeze to having an urge to urinate that’s so sudden and strong you are not able to get to a toilet in time.

Continued on next page.

Health and wellness or prevention information

901 Market Street, Suite 500
Philadelphia, PA 19107

Health Partners Plans



PRSRT STD
U.S. Postage
PAID
Philadelphia, PA
Permit No. 1098



The good news is that many urinary incontinence issues can be treated. Your primary care physician (PCP) understands the medical causes of urinary incontinence and can help you find the right treatment. The next time you visit your PCP, tell them if you have bladder concerns. The sooner you talk about your health issues with your PCP, the less worrying you will have about any urinary incontinence you may be experiencing, and you'll have more time to live your life.

Talk to your PCP about any issues you are having, including:

- How often you empty your bladder
- How many times you wake up at night to empty your bladder
- What prescription or over-the-counter medication you take
- How much caffeine, alcohol and other liquids you drink daily
- If you have any pain or burning when you urinate

Help is Available if You're Struggling with Addiction

The COVID-19 pandemic has led to an increase in alcohol, tobacco and opioid use among older Americans. Individuals with substance use disorders (SUD), like tobacco or opioid addiction, are at increased risk. Thanks to innovations and new policies, access to doctors is more readily available to help people struggling with addiction.

To increase access for patients, many primary care providers (PCP) and other providers have increased their telehealth capabilities during the pandemic. Ask your PCP if they can offer treatment or refer you to another treatment program with telehealth options, such as online meetings or visits.

As a Health Partners Medicare member, you can also visit a mental health or substance abuse provider through Magellan of PA. For help finding a mental health or substance abuse provider, please call Magellan of PA at **1-800-424-3704**, 24 hours a day, seven days a week.

If you or someone you care about is using alcohol or other substance, here are a few suggestions that may help:

- Contact your PCP and ask about SUD treatment.
- Visit findtreatment.samhsa.gov to find virtual treatment and recovery programs.

- Get treatment for opioid addiction at a Centers of Excellence (COE). COEs are clinics that provide support and resources for people seeking services and treatment. Visit [HPPIans.com/health-and-wellness/the-opioid-epidemic](https://www.hppians.com/health-and-wellness/the-opioid-epidemic) to learn more.
- Medication-assisted treatment for alcohol or opioid use disorders may be an option. If you use tobacco, Health Partners Medicare covers NRT (nicotine replacement therapy) for treatment for tobacco cessation. Call Member Relations for more information about medication-assisted treatment and our tobacco cessation resources.
- Take medicine as prescribed and continue your therapy, treatment, or support appointments (in person or through telehealth services) when possible.
- Call the National Drug and Alcohol Treatment Referral Routing Service (**1-800-662-HELP**) to speak with someone about an alcohol or substance use problem.

Resources

The Centers for Disease Control and Prevention:

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/other-at-risk-populations/people-who-use-drugs/QA.html>

Don't Be Fooled by Vaccine Scams

Throughout the COVID-19 pandemic, there have been people who have tried to take advantage of others' fears. The latest scheme, identified by federal agencies, are con artists that will look to exploit demand for the COVID-19 vaccine.

Federal authorities are warning against potential COVID-19 vaccine schemes, such as:

- Advertisements or offers for early access to a vaccine upon payment of a deposit or fee
- Requests asking you to pay out of pocket to obtain the vaccine or to put your name on a COVID-19 vaccine waiting list
- Offers to undergo additional medical testing or procedures when obtaining a vaccine
- Marketers offering to sell doses of the vaccine in exchange for payment of a deposit or fee
- Unsolicited emails, telephone calls, or personal contact from someone claiming to be from a medical office, insurance company, or COVID-19 vaccine center requesting personal and/or medical information to determine your eligibility to participate in clinical vaccine trials or obtain the vaccine
- Claims of FDA approval for a vaccine that cannot be verified
- Advertisements for vaccines through social media platforms, email, telephone calls, online, or from unsolicited/unknown sources
- Individuals contacting you in person, by phone, or by email to tell you the government or government officials require you to receive a COVID-19 vaccine.

Be very careful if you are searching online for information about how to get the COVID-19 vaccine. Do not submit any personal information to websites promising the COVID-19 vaccine. Instead, ask your doctor about how to get vaccinated.



How to Protect Yourself and Loved Ones from Scams

- Be cautious of unsolicited requests for personal, medical or financial information.
- Be vigilant and protect yourself from potential fraud concerning COVID-19 vaccines. You will not be asked for money to move up the list for vaccine eligibility. Government and state officials will not call you to obtain personal information in order to receive the vaccine. You will not be solicited door-to-door to receive the vaccine.
- HPP and our partners contacting you on our behalf will never ask you for your Social Security number. If someone says they are calling or visiting you on behalf of HPP, and requests your Social Security number, just say **NO**.
- HPP and our partners will not ask you for money or payment over the phone. If you are contacted and asked to provide a payment over the phone for HPP, just say **NO** and report the call to us.

You can report suspected Medicare fraud by calling **1-800-MEDICARE (1-800-633-4227)**. TTY users can call **1-877-486-2048**.

You can also report fraud, waste or abuse directly to HPP:

Call the HPP Hotline at **1-866-477-4848** or email **compliance@hplans.com**.

Visit **HPPMedicare.com** and click **“Report Compliance Issue”** at the bottom of the page. Then click **“EthicsPoint online reporting tool.”**

This reporting tool lets you make an anonymous report or follow up on one. It is available in Spanish.

Join HPP for Fun Virtual Classes!

Health Partners Plans is excited to offer new virtual fitness classes through ZOOM to our members and community for 2021. We offer a variety of classes and events that cover many different topics, including fitness, nutrition, professional development, education and more. Classes are offered throughout the week and at different times each day, making it easier to find a class that is the right fit for you—all from the comfort of your own home!

All classes are free and open to the public. To view the full calendar and to register, visit www.hpplans.com/wellnesspartners.

Monday

Virtual Functional Fitness with HPP

10 a.m. - 10:30 a.m.

Meeting ID: 554 329 329

Virtual Stretching with Amanda Collins and HPP

11 a.m. - 11:30 a.m.

Meeting ID: 860 7701 2091

Virtual Resistance Band Fitness with HPP

1 p.m. - 1:30 p.m.

Meeting ID: 890 5989 7724

Tuesdays

Virtual Tai Chi (Intermediate) with Kirsten Erwin and HPP

10 a.m. - 11 a.m.

Meeting ID: 227 319 716

Wednesdays

Virtual Chair Yoga Flow with HPP

10 a.m. - 10:30 a.m.

Meeting ID: 105 181 455

Thursdays

Virtual Tai Chi (Beginners) with Kirsten Erwin and HPP

10 a.m. - 10:30 a.m.

Meeting ID: 864 3607 8427

Virtual Cardio Kickboxing with Guy Nanni and HPP

11 a.m. - 11:30 a.m.

Meeting ID: 882 6787 7078

Virtual ZUMBA with HPP

1 p.m. - 1:30 p.m.

Meeting ID: 876 8747 5751

Friday

Virtual Mat Yoga Flow with HPP

10 a.m. - 10:30 a.m.

Meeting ID: 898 5711 2682

Virtual Learn Line Dancing Steps (Beginners) with HPP

10:45 a.m. - 11 a.m.

Meeting ID: 996 660 089

Virtual Line Dancing with HPP

11 a.m. - 12 p.m.

Meeting ID: 996 660 089

Weekend Events

Virtual Cooking with HPP and Dobbins Get Fit Saturdays

April 10, 9 a.m. - 9:30 a.m.

Email Charles Reyes at Charles.Reyes@phila.gov to get Zoom link

Virtual ZUMBA with HPP and Dobbins Get Fit Saturdays

April 24, 9 a.m. - 9:30 a.m.

Email Charles Reyes at Charles.Reyes@phila.gov to get Zoom link



Tell Your Doctor That You Got Your Flu Shot

If you got a flu shot or other immunizations at a pharmacy like CVS or Walgreens, it is important to let your primary care provider (PCP) know you've been vaccinated. Your PCP will document all vaccinations in your record.

Providing this type of information to your doctor helps create a full medical record for you. That way, your PCP and other doctors know if about all the services you've received. This helps your PCP provide the most appropriate care so you can stay healthy!



Check Out Aunt Bertha!

We understand that good health includes more than just doctor's appointments – where you live, what you eat and what you do for a living also impact your health.

That's why HPP has partnered up with Aunt Bertha. Aunt Bertha is an online directory of local resources and support organizations that can help you find food, legal help, work support and more. Aunt Bertha makes it easy to connect with organizations that can help you. It is free to use, too!

Visit hpp.auntbertha.com to find local resources near you!

Need Help? Have a Question? HPP is Here for You

We all get a lot of junk mail and unsolicited phone calls. Sometimes, offers we get in the mail or hear about over-the-phone seem too good to be true. But remember that the choice to change your Medicare plan belongs to you. You aren't required to change your Medicare plan if you have Community HealthChoices (CHC Medicaid) or if you received another offer in the mail.

If you're happy with your Health Partners Medicare plan, you can keep it! No one can force you to change your plan, even if they tell you otherwise. If you aren't sure, we encourage you to call HPP to talk about your options.

Health Partners Medicare has dedicated Member Relations representatives to assist you with navigating your benefits and any needed community resources. Our Member Relations representatives are available 24 hours a day, seven days a week. So if you ever have a question or need help, don't wait—we're ready to help you! Just call **1-866-901-8000 (TTY 1-877-454-8477)** at any time.

Benefits Breakdown

All Health Partners Medicare members have generous benefits, including:



Fitness Center Memberships

Members of all Health Partners Medicare plans have access to SilverSneakers®. With over 16,000 fitness centers and gyms nationwide, plus in-person and online classes, or an at-home fitness kit, you're sure to find the right fitness program for you.

Members in the Philadelphia region can also opt for membership in the state-of-the-art Salvation Army Kroc Center in place of SilverSneakers. Contact Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)** to make this selection.



Over-the-Counter Health Items Allowance

All members have a generous quarterly allowance for over-the-counter (OTC) health items.

- **Special:** \$300 per quarter
- **Prime:** \$150 per quarter
- **Complete:** \$150 per quarter

You can shop for approved health items at a variety of stores, including large retailers and independent pharmacies, as well as online and over the phone.

If you do not use the full amount each quarter, no problem! Any unused dollars will roll over into the next quarter. All OTC dollars must be used by Dec. 31, 2021.



Transportation

All members can use the transportation benefit for routine trips to medical, dental or vision appointments within our service area, as well as trips to in-network pharmacies so you can pick up medications and OTC items.

- **Special:** Unlimited one-way rides
- **Prime:** 50 one-way rides
- **Complete:** 24 one-way rides



Teladoc®

Teladoc is a phone and video service that connects you with board-certified doctors and pediatricians who can help you with many non-emergency medical conditions.

Teladoc consultations are provided at no cost to you. Teladoc is not for emergencies and shouldn't replace your PCP.

You can review all your benefits online by visiting [HPPMedicare.com/for-members/plan-details](https://www.hppmedicare.com/for-members/plan-details). Our Member Relations team is also available to help you; just call **1-866-901-8000 (TTY 1-877-454-8477)** at any time.

Spread the Word about Health Partners Medicare!

Do you know a family member or friend that wants to learn more about Health Partners Medicare? Encourage them to call our friendly, licensed representatives at **1-833-477-4773 (TTY 1-877-454-8477)** to learn about our Medicare Advantage plans.



Celebrate Senior Health & Fitness Month with 3 Life-Changing Habits

It's never too late to replace old, unhealthy habits with new ones so you can feel better and do more of the activities you love to do. May is National Senior Health and Fitness Month, making it the perfect time to commit to taking care of yourself – mind, body and spirit.

3 ways you can improve your quality of life, starting today:

- 1. Make healthy choices at every meal.** A nutrient-rich diet can increase your energy, improve cognitive function, help manage weight and reduce your risk for certain diseases. And remember to stay hydrated by drinking water throughout the day.
- 2. Get moving.** The CDC recommend seniors get at least 150 minutes of moderate aerobic activity a week – about 30 minutes a day, five days a week. A brisk walk, exercise class or bike ride are great options. Even 10 minutes of exercise can deliver health benefits!
- 3. Stay connected.** Engaging with other people is important to our physical and mental health. Sometimes social opportunities slow down as we age, but it's important to find ways to connect with others in ways that are enjoyable to you.

Your **SilverSneakers® fitness benefit** is a great first step to improving your health. SilverSneakers is the nation's leading fitness and lifestyle program for seniors, and because you are a member of Health Partners Medicare, you get it at no additional cost. Always talk with your doctor before starting an exercise program.

SilverSneakers members have access to classes and workshops on fitness, nutrition and stress management, social opportunities and more. You can participate in person or from the comfort of home. Last year, 86% of members said SilverSneakers improved their quality of life. Now it's your turn!

Get Started Today

You can join SilverSneakers fitness classes from home or by taking your member ID number to a participating location near you. SilverSneakers offers something for members of all fitness levels and abilities.

Join a live class from home by visiting www.SilverSneakers.com/Live or choose from a library of fitness and nutrition videos at www.SilverSneakers.com/OnDemand.

Sources:

- National Institutes of Health, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4983622>, Accessed 3/4/2021
 - U.S. National Library of Medicine, <https://medlineplus.gov/nutritionforolderadults.html>, Accessed 3/4/2021
 - American Heart Association, <https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults>, Accessed 12/2/2020
 - Centers for Disease Control and Prevention, [cdc.gov/features/social-engagement-aging/](https://www.cdc.gov/features/social-engagement-aging/), Accessed 12/2/2020
 - Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
 - 2019 SilverSneakers Annual Participant Survey
 - Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
-

Health Partners Plans 

Health Partners Medicare is an HMO plan with Medicare and Pennsylvania State Medicaid program contracts. Enrollment in Health Partners Medicare depends on contract renewal.