

# Health Partners Medicare Living Well

Spring 2023



## Earn \$30 in Wellness Rewards!

Learn more on page [4](#).

## Don't Risk Losing Your Medical Assistance Coverage.

See page [9](#).

## Health Partners Medicare

The plan you need. The care you deserve.

Proudly Owned by Jefferson Health

## Save Money on Your Prescriptions

Your benefits through Health Partners Medicare provide comprehensive prescription drug coverage. Health Partners Medicare covers many brand name and generic prescription drugs. You can go to more than 1,800 local retail pharmacies for your prescriptions.

And we have even more great news for you – you can save money by switching to a 90-day supply of your medications! You'll pay less because you'll save on copays. Your doctor may be able to make your current prescription into a 90-day supply.

To learn more, open to page [4](#).



# HPP is Proudly Owned by Jefferson Health!

## Table of Contents

### Living Well

- 1 Save Money on Your Prescriptions
- 2 Member Resources
- 2 Sign Up for HP Connect, the Member Portal!

### Benefits Corner

- 3 Where to Use Your OTC Benefit
- 3 Don't Miss Another Appointment
- 4 You Could Earn \$30 in Wellness Rewards!

- 4 Medicare 101: 90-Day Medication Supply
- 5 All About Your Prescription Drug Benefits
- 5 Tell a Friend about HPM!

### Healthy Living

- 6 What's Affecting Your Health?
- 7 Take Control of Diabetes
- 7 Learn More About SNAP Food Benefits

- 8 Time Out! Test Your Skills with a Sudoku!

### Just for Members

- 9 Don't Risk Losing Your Medical Assistance Coverage
- 10 Come to a Wellness Partners Event!
- 11 Understanding Advance Directives
- 12 Pick Up a Paddle and Play Pickleball!



## Member Resources

**Member Relations:** 1-866-901-8000 (TTY 1-877-454-8477)




October 1 – March 31: 8 a.m. – 8 p.m., 7 days a week

April 1 – September 30: 8 a.m. – 8 p.m., Monday – Friday

**Website:** [HPPMedicare.com](https://HPPMedicare.com)

**HP Connect (Member Portal):** [HPPMedicare.com/portal](https://HPPMedicare.com/portal)

**Newsletters:** [HPPMedicare.com/newsletters](https://HPPMedicare.com/newsletters)

**Social Media:**  Health Partners Plans   @hpplans

## Sign Up for HP Connect, the Member Portal!

Health Partners Medicare has exciting news! HP Connect, the online member portal, is better than ever.

HP Connect gives you instant access to information about your Health Partners Medicare benefits, as well as resources to manage your benefits. After you register with HP Connect, you can:

- Find doctors and hospitals near you
- Change your primary doctor (primary care provider)
- Review your benefits
- View claims history
- Update your contact information
- Interact with your care manager
- Access health education



**You can earn \$5 in Wellness Rewards for registering with HP Connect.**

Ready to get started? Visit [HPPMedicare.com/hpconnect](https://HPPMedicare.com/hpconnect) to register!

# Benefits Corner

## Where to Use Your OTC Benefit

As a Health Partners Medicare member, you can buy eligible over-the-counter (OTC) products and health related items with your benefits. With the Health Partners Medicare OTC card, you can shop for everyday health and wellness items.

Have you used your OTC card this year? Do you know how to get the most value out of your benefit? Let's learn where you can use your OTC benefit.

We've made changes to the OTC catalogs! Visit [HPPMedicare.com/OTC](http://HPPMedicare.com/OTC) to see the new catalogs.

### At the store

You can use your OTC benefit at many of the stores you already shop in! Your OTC benefit is accepted at the following stores:



You can buy the products and brands at a price that fits your needs. Just present your OTC card at the register every time you make a purchase, and swipe with confidence!

### Online

If you want to shop online, you can do that too! To shop online, go to [www.conveybenefits.com](http://www.conveybenefits.com). The first time you access the Convey website, you will need to create a username and password.

### By Phone

You can shop by phone, too – now that's convenience! You can order OTC items over the phone by calling Convey at **1-855-858-5937 (TTY 711)**. Orders can be placed Monday through Friday, 8 a.m. - 11 p.m.

If you have any questions, please call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.

*Your quarterly OTC allowance can be used to purchase Medicare-approved OTC items from the catalog. OTC items may only be purchased for the enrollee, not family members or friends. Some OTC items may be covered through your Medicare Part B medical or Part D prescription drug coverage.*

## Don't Miss Another Appointment

### More Information about Your Transportation Benefit

If you are a Pennsylvania resident, you can take trips to and from the doctor or pharmacy with your Health Partners Medicare benefits. And best of all, there is no cost to you!

With this benefit, you don't have to worry about missing a doctor's appointment or getting to the pharmacy. You can also use a ride to get home after your appointment – now that's convenience!

If you have questions about this benefit, including your ride limit, call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.

**To schedule or cancel a ride, call the Health Partners Medicare transportation line at 1-866-213-1681, 8 a.m.–5 p.m., Monday–Saturday.**

- Call at least two business days in advance to schedule a ride.
- Wheelchair accessible vehicles are available. Just tell us if you need wheelchair transportation when you call to schedule a ride
- If you need to cancel, please call at least two hours in advance.

# You Could Earn \$30 in Wellness Rewards!

If you have not completed a health assessment this year, now is the perfect opportunity! If you're enrolled in the Special plan (meaning you have Medicare and Medicaid), you can earn \$30 in Wellness Rewards dollars for completing the assessment.

The health assessment helps us learn more about your health and how we can provide you with better services and support. Best of all, completing the health assessment is easier than ever!

**Check your mail! You were recently mailed a personalized Wellness Rewards letter.**

**Call: 1-855-748-3415 (TTY 1-877-454-8477)**

Monday – Friday, 8 a.m. to 8 p.m., Saturday, 9 a.m. to 1 p.m.

**Go Online: [www.HPPMedicare.com/MemberAssessment](http://www.HPPMedicare.com/MemberAssessment)**

**Or scan this QR code:**



*Your health care benefits with Health Partners Medicare will not be affected in any way by your responses.*

## Medicare 101: 90-Day Medication Supply

If you take medication to treat a long-term health condition, getting a 90-day supply of your medications is a great way to manage your health. Plus, you'll save money, too!

Many people are not aware of the benefits of a 90-day supply. The good news is 90-day supplies are available for many prescription drugs – all you have to do is ask.

### How do I get a 90-day supply?

Ask your doctor if a 90-day supply is right for you. If your doctor says you'd benefit from a 90-day supply, they can send the prescription to the pharmacy. It's that easy!

### Can my prescription be sent to the pharmacy I usually go to?

In most cases, yes! Most retail pharmacies can fill 90-day supplies of your prescription drugs. They may also offer delivery.

### How do I save money?

When you pick up your prescription, you'll pay a total amount of two monthly copays. That's one less copay than three, 30-day refills.

Here's an example of what your total cost would be by choosing a 90-day supply:

	Month 1	Month 2	Month 3	Total Cost
<b>30-day supply</b>	Copay: \$47	Copay: \$47	Copay: \$47	\$141
<b>90-day supply</b>	<b>Copay: \$94</b>	<b>Copay: None, paid in Month 1</b>	<b>Copay: None, paid in Month 1</b>	<b>\$94</b>
				<b>Your savings: \$47</b>

*\* This is only an example. Your copay may vary based on the plan you are enrolled in, the tier of drug, and your Low Income Subsidy level. This does not apply to deductibles or coinsurances.*

*\*\* Not all medications may be available for a 90-day supply. Medications marked as Non-Extended Day in the Special formulary or are on the Specialty tier in the Prime, Complete, Silver and Platinum formularies are not available for a 90-day supply; call Member Relations for further details.*

# All About Your Prescription Drug Benefits

Your benefits with Health Partners Medicare can help you save money.

## Special plan members

You pay a **\$0 copay** for all prescription drugs. That's right – you have no copay for all your prescription drugs!

## Prime, Complete, Silver and Platinum plan members

You pay a **\$0 copay** for preferred generic drugs. You may pay a copay on other prescription drugs, depending on the brand and class of drug.

### New for 2023!

If you are a member of the Prime, Complete, Silver or Platinum plan, your copay for all covered insulin drugs is capped at \$35 for a 30-day supply. You may pay just \$10 for a 30-day supply of Select Insulins, depending on your income.

If you want to learn more about your prescription drug benefits, visit [HPPMedicare.com/RxDrugs](https://HPPMedicare.com/RxDrugs) or call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.



## Tell a Friend about HPM!

Health Partners Medicare has affordable and money-saving Medicare Advantage plans and we want everyone to know about them!

If you know someone that would benefit from the coverage and benefits we offer, we encourage you to tell them about Health Partners Medicare! One of our plans may be perfect for their health care coverage.

To learn more about our plans, just call our friendly, licensed representatives at **1-833-477-4773 (TTY 1-877-454-8477)**. Thank you for helping spread the word about Health Partners Medicare!

# Healthy Living

## What's Affecting Your Health?

It's difficult to focus on your health when you're worried about money, putting food on the table, caring for a loved one, or dealing with stressful life events. These situations are common experiences, so you are not alone.

These social factors can have an impact on your health. They can include:

- Your work and income
- Your education
- Where you live
- Your social network (family and friends)
- Access to doctors and other health care facilities

### Why does this matter?

Your doctors may ask you about these topics so they can understand how they may affect your health. They may be able to connect you to assistance for your most important needs.

These conversations can sometimes feel difficult and stressful, and you're always free to skip answering anything that you don't want to discuss. These conversations are important because they can help empower you with the resources needed to meet any challenges in your life.

Everyone at Health Partners Medicare cares about these topics, too. Understanding the needs of our members also helps us create new benefits for members like you.

If you need a little help finding food, housing, work, transportation and much more, visit [hpp.findhelp.com](http://hpp.findhelp.com). You can search and find the resources you need. Visit [hpp.findhelp.com](http://hpp.findhelp.com) to:

- Find programs and support organizations that can help you
- View hours and locations of support organizations

- Connect to social services
- Apply for benefits

You can complete a social needs screener on your own! This quick tool is designed to help you find the resources you need. Visit [hpp.findhelp.com](http://hpp.findhelp.com) and click "Social Needs Screener" at the top of the page for more information.



# Take Control of Diabetes

Diabetes is a health condition that affects millions of Americans. This serious but manageable condition affects how your body makes or manages insulin.

Insulin helps your body use glucose. If your blood sugar is too high or too low, there can be serious complications.

You can live a healthy and normal life by managing the condition through regular treatment and new lifestyle choices. Talk with your doctor about creating the right plan for you.

Your diabetes management plan may include:

- Keeping track of your blood sugar every day
- A healthy diet
- An exercise routine
- A yearly vision screening, including a dilated eye exam
- Dentist visits
- Regular foot exams to make sure your circulation is good
- Taking your medications, as prescribed by your doctor
- Regular lab work (to check your blood sugar average)



## Learn More About SNAP Food Benefits

At Health Partners Medicare, we know how important access to nutritious food is to your health. We want to provide you with important information about the PA Department of Human Services' Supplemental Nutrition Assistance Program, also called SNAP.

In Pennsylvania, SNAP provides help to low-income individuals and families. You can use SNAP dollars to buy:

- Fresh fruits and vegetables
- Meats, fish and poultry
- Dairy (milk, yogurt and eggs)
- Packaged foods
- Canned goods
- Bread

*Continued on next page*

Continued from previous page

SNAP dollars are loaded onto an ACCESS card each month. It is used like a debit card. SNAP dollars cannot be used for pet food, alcohol or hot, prepared foods.

### Who Qualifies for SNAP?

SNAP eligibility is based on income and family size. You can call the PA Department of Human Services Helpline, toll-free, at **1-800-692-7462 (1-800-451-5886)** for individuals with hearing impairments) or your county assistance office for more information about qualifying for SNAP food benefits.

### Applying for SNAP

Fill out the Simple SNAP application from the PA Department of Human Services if everyone in the household is age 60 or older or has a disability, purchases and prepares food together, and does not receive any earnings from work. You can also apply for SNAP by calling or visiting your county assistance office or filling out an application at [www.compass.state.pa.us](http://www.compass.state.pa.us).

**If you have questions, visit [HPPMedicare.com/SNAP](http://HPPMedicare.com/SNAP) or call Member Relations at 1-866-901-8000 (TTY 1-877-454-8477). We can help you find local food resources.**



## Time Out! Test Your Skills with a Sudoku!

1		7			6	4	5	
	2	5	3	4				8
	6				1		7	
	5	3					2	9
6	1				9	8		
			6		2			7
		1		9	3	2		
		8						
	4			7	8	5	9	1

Flip to page 12 to see the solution.



# Just for Members

## Don't Risk Losing Your Medical Assistance Coverage

### If you have both Medicare and Medicaid, you need to take action!

Starting this year, you will be required to renew your Medical Assistance eligibility. You will receive your renewal packet in the mail from the Department of Human Services (DHS). You must send your renewal packet timely to ensure you do not risk losing your Medical Assistance (Medicaid) coverage.

Here are actions you need to take to make sure you receive your renewal application:

#### 1. Make sure your contact information is up to date.

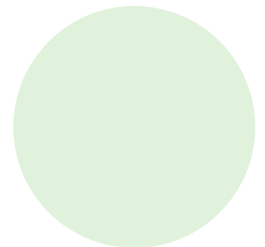
##### You can report changes:

- Online — Visit [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)
- Mobile App — Download the myCOMPASS PA mobile app
- Phone — Call **1-866-550-4355**
- In-Person — Visit your local county assistance office

#### 2. Check your mail.

#### 3. Complete and return your form by the date printed in the renewal packet:

- Mail — return your completed form using the envelope provided
- Online — Visit [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)
- Phone — Call **1-866-550-4355**
- In-Person — Visit your local county assistance office



# Come to a Wellness Partners Event!

We have a full calendar of events, so join us!

Our Wellness Partners team hosts events and programs in the communities where you live, work and play. Be on the lookout for more fun events later this year, such as our popular zoo events! Events are free and fun for all ages, so bring your family and friends.

Visit [HPPMedicare.com/WellnessPartners](https://HPPMedicare.com/WellnessPartners) to learn what's on the schedule. The Wellness Partners team hopes to see you soon!

## See You at the CWC!

Join us at HPP's Community Wellness Center for in-person fitness classes and other fun activities! All events are free and open to the public, so bring your friends and neighbors.



Community Wellness Center  
6232 Market Street  
Philadelphia



# Understanding Advance Directives

Have you thought about end-of-life planning? It is important to let your loved ones and health care providers know about the treatment you do or do not want to receive should you face a life-threatening illness.

You have the right to ensure your wishes are followed through a legal document called an advance directive. You can create an advance directive at any time. Having one before life-threatening conditions or health emergencies occur can help reduce confusion for you and your loved ones.

There are two types of advance directives: living will and health care power of attorney.

## Living Will

This legal document spells out how you want your care to be handled if you are no longer able to make decisions for yourself. A living will can include information on the use of dialysis and breathing machines, resuscitation efforts, feeding tubes and organ or tissue donation.

## Health Care Power of Attorney

This document enables you to authorize someone to act as your agent to make decisions about your health care if you are unable to communicate your wishes. You can appoint anyone you wish to have power of attorney privileges, such as a relative, friend or lawyer.

## To help ensure your wishes are met, you should take the following steps:

- Give a copy of your advance directive to your primary care provider (PCP) and to the individual(s) you have named to make decisions for you if you cannot speak for yourself.
- Tell your care coordinator at Health Partners Medicare if you have an advance directive. We can note it in our system with your permission.

Call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)** at any time or call your care coordinator if you would like us to mail you standard advance directive forms.



# Pick Up a Paddle and Play Pickleball!

Pickleball, a game that uses paddle rackets and wiffle-type balls on a badminton-sized court, is one of the fastest growing sports, gaining several million players in the past few years alone. Nearly 20% of those who hit the court each week are over 65 years old.<sup>1</sup>

To meet the rising interest, pickleball courts are popping up everywhere, including at a network of SilverSneakers® community locations.<sup>2</sup> The sport can be a game-changer for senior adults who want to enjoy a more active lifestyle.

Pickleball may benefit your health by:

- 1. Lowering the risk of heart disease.** As a cardio workout, it can help to improve your blood pressure and cholesterol.<sup>3</sup>
- 2. Reducing the risk of depression.** Staying active may help boost your mood.<sup>4</sup>
- 3. Increasing independence.** Moving about the court and swinging your racket may help with hand-eye coordination, as well as balance, which is important for avoiding falls.<sup>4</sup>
- 4. Encouraging fitness and friendships.** One recent study found that people like the sport because it helps them meet their fitness goals and enhance social connections.<sup>5</sup>

SilverSneakers is a lifestyle and fitness program designed specifically for seniors and is included with your Health Partners Medicare plan at no additional cost.

With SilverSneakers, you're sure to find something to fit your level. SilverSneakers gives you access to:

- Memberships to thousands of fitness locations<sup>6</sup>, some with pools and/or pickleball courts
- Group exercise classes<sup>7</sup> designed for all abilities

- Instructors trained in senior fitness
- **SilverSneakers On-Demand** online workout videos for at-home workouts, available 24/7
- **SilverSneakers LIVE** full-length classes and workshops (exercise with others, but from the comfort of home)
- SilverSneakers GO mobile app with workout programs, location finder and more

Go to [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to get your SilverSneakers ID number today.

Always talk with your doctor before starting any exercise program.

- [1. usapickleball.org/about-us/organizational-docs/pickleball-fact-sheet](https://www.usapickleball.org/about-us/organizational-docs/pickleball-fact-sheet)
- 2. SilverSneakers Adds Programming, Sponsorships to Support Pickleball Enthusiasts*
- [3. ijrep.org/the-acute-and-chronic-physiological-responses-to-pickleball-in-middle-aged-and-older-adults/](https://www.ijrep.org/the-acute-and-chronic-physiological-responses-to-pickleball-in-middle-aged-and-older-adults/)
- [4. muschealth.org/medical-services/geriatrics-and-aging/healthy-aging/pickleball](https://www.muschealth.org/medical-services/geriatrics-and-aging/healthy-aging/pickleball)
- 5. Casper JM, Jeon JH. Psychological Connection to Pickleball: Assessing Motives and Participation in Older Adults. J Aging Phys Act. 2018 Oct 24:1-6. doi: 10.1123/japa.2017-0381.*
- 6. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.*
- 7. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.*

SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved. SSFP3920\_0323

**Health Partners**   
**Medicare**

The plan you need. The care you deserve.

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

H9207\_HPM-810MR-4253\_C

1	3	7	9	8	6	4	5	2
9	2	5	3	4	7	1	6	8
8	6	4	5	2	1	9	7	3
7	5	3	8	1	4	6	2	9
6	1	2	7	3	9	8	4	5
4	8	9	6	5	2	3	1	7
5	7	1	4	9	3	2	8	6
2	9	8	1	6	5	7	3	4
3	4	6	2	7	8	5	9	1