

Health Partners Medicare Living Well

FALL 2023



Introducing Jefferson Health Plans!

See page 2.

Earn rewards for good health

Learn more on page 3.

Learn more about this important visit!

Open to page 7.

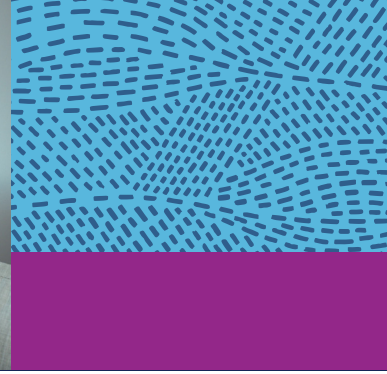
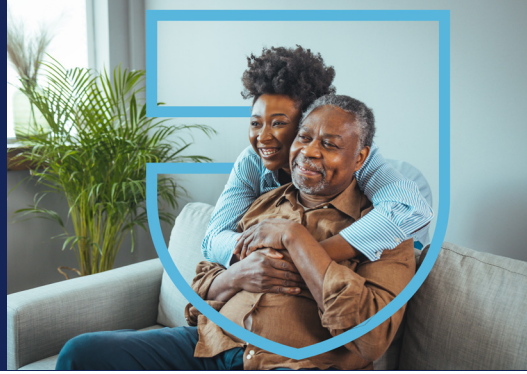
Health Partners 
Medicare
A part of Jefferson Health Plans

All About the Medicare Annual Wellness Visit

Did you know that your benefits with Health Partners Medicare include an annual wellness visit for a \$0 copay? That's right - each year, you're eligible for an annual wellness visit and there's no cost to you!

The Medicare Annual Wellness Visit is a great way to get an overview of your health. The wellness visit is your chance to sit down with your doctor and talk more about your health. Together, you and your doctor can build a roadmap to good health. Open to page 7 to learn more about the Medicare Annual Wellness Visit.





Introducing Jefferson Health Plans

Our plan names are changing, but our commitment remains the same: Health Partners Plans is now Jefferson Health Plans!

Our mission is to transform the lives and strengthen the communities of those we serve. This was amplified when Jefferson Health, a leading health system in Pennsylvania, assumed full ownership of Health Partners Plans. Together, we are enhancing healthcare access across Pennsylvania and New Jersey.

There is nothing you need to do; only our name is changing. You still have access to the same great benefits and programs, and your doctors, with Jefferson Health Plans as you did with HPP. Current ID cards are also still valid.

While your current plan name isn't changing, you will start to see some of your member communications use our new brand throughout the rest of 2023. Our 2024 Medicare health plans will carry the Jefferson Health Plans name and new ID cards will be issued.

Jefferson Health Plans remains committed to offering high quality, affordable health plans. Thank you for trusting Jefferson Health Plans to serve your health care needs!

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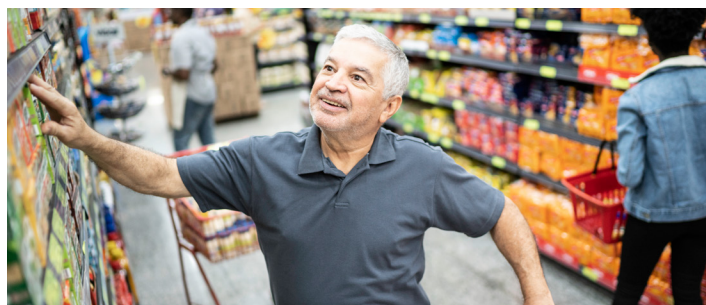
Benefits Corner

Get Rewarded for Good Health

Earn Wellness Rewards dollars by completing health activities! Don't delay - act now to complete eligible activities and earn your Wellness Rewards dollars before the end of the year.

Wellness Rewards dollars can be used to purchase eligible health and wellness items at any Walmart, Rite Aid, CVS, Walgreens, Dollar General, ACME and Family Dollar stores. All Wellness Rewards dollars will be loaded onto your Wellness Rewards/OTC card, so you'll only need to bring one card to the store to shop eligible products. You can also use your Wellness Rewards to purchase fresh-delivered produce boxes from FarmboxRx!

You can only earn Wellness Rewards dollars for activities you are eligible for, and you will only be rewarded once for each eligible activity. All eligible activities must be completed in 2023, and all Wellness Rewards dollars must be spent by December 31, 2023.



If you complete an activity later in the year, please call and let us know so you can earn and use your rewards before they expire! Please tell us where and when you completed the eligible activity. It may take up to three weeks for us to confirm with your doctor that you've completed an activity. Then, we'll let you know that your Wellness Rewards dollars have been loaded!

If you want to learn which activities you are eligible for, call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.

Medicare 101: What is the Annual Notice of Changes?

Check your mailbox! Health Partners Medicare will be mailing you a document called An Annual Notice of Change, or ANOC for short. Here are more details about this very important document.

WHAT: The ANOC describes all the changes that will be made to your Medicare plan next year. All the plan changes that are described in the ANOC will take place on January 1, 2024. The ANOC helps explain the changes so you are prepared for 2024.

WHEN: You will receive a copy of the ANOC in September.

WHERE: You will receive the ANOC in the mail. It will also be available on our website; just visit [HPPMedicare.com/details](https://www.hppmedicare.com/details). Then, click on the plan you are enrolled in.

WHY: You should know what benefits you are entitled to! Many people glance over this document and miss important information about benefits. We want you to be aware of all the benefits in your Medicare plan through Health Partners Medicare.

NEXT STEPS

We encourage you to review the ANOC so you can learn more about how your Medicare plan will change for 2024. If you have any questions, we are here to help. Call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**. Our staff is here to help you understand the changes to your benefits for next year.



All About Food Benefits

What's your favorite meal to prepare? Is there a healthy food you like to snack on?

If you're enrolled in the Special plan (meaning you have Medicare and Medicaid), you can use your OTC benefits on healthy foods and produce!

All Special plan members can use their \$305 benefit to buy food at grocery stores, such as Walmart, ACME and Giant. Eligible foods include fruits and vegetables, pasta, cereal, milk, meat and more!

But that's not all! You may be eligible for SNAP benefits. SNAP stands for Supplemental Nutrition Assistance Program. In Pennsylvania, SNAP provides nutrition 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

Visit HPPMedicare.com/SNAP to learn more about the SNAP program and how to apply.



Flip to page 12 for a healthy recipe: stuffed bell peppers!

Learn More About Your OTC Benefit

Do you want to learn more about your over-the-counter (OTC) benefit through Health Partners Medicare? Visit HPPMedicare.com/OTC to learn all the basics, including how to shop for the items you need!





Did You Complete the Health Assessment?

If you have not completed a health assessment this year and you're enrolled in the Special plan, 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 once per year. The health assessment helps us learn more about your health and how we can provide you with better services and support.

How to Complete the Health Assessment



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.

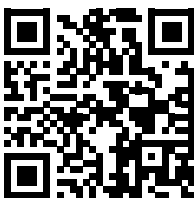


Go Online:

www.HPPMedicare.com/MemberAssessment



Or scan this QR code:



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Member Information

1. Date *

Please input date (M/d/yyyy)

2. First Name *

Enter your answer

3. Last Name *

Enter your answer

4. Member ID *

The value must be a number

5. Member DOB *

Please input date (M/d/yyyy)

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

Your Voice Matters

Join the Medicare Advisory Committee!

At Health Partners Medicare, we want to hear from our members. Your opinions and experiences are very important to us. That's why we created the Medicare Advisory Committee - and we encourage you to join!

Our Medicare Advisory Committee is made up of members, community partners and employees. These meetings are one way our members can tell us more about their needs and expectations with Health Partners Medicare. Members can participate by phone or in person.

During these meetings, you'll be able to:

- Tell us more about your experience with Health Partners Medicare
- Share ideas about how we can provide the highest quality benefits and services
- Identify areas where we can improve

If you're interested in joining the Medicare Advisory Committee or just want to learn more, call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.

We truly value your feedback and hope you'll join the committee!



Did You Get a HOS Survey in the Mail?

You're one of the lucky ones! The Health Outcomes Survey (HOS) asks you about your experience with your doctor and helps us understand how to improve care for your physical and mental health.

Please complete the survey and send it back - your feedback is important and will help improve healthcare for Medicare members across the country.

Healthy Living

Schedule Your Annual Wellness Visit Today

During the Annual Wellness Visit, you and your doctor will talk about a preventative care plan for you, based on your health. You pay nothing for an Annual Wellness Visit; however, you may pay for additional services performed by your doctor.

The wellness visit typically doesn't include a full physical exam, but your doctor will still provide important care, including:

- Review your medical history
- Measure your blood pressure
- Listen to your heartbeat and take measurements
- Take your weight and height
- Ask about your mental and physical health
- Review the medications you take
- Do a fall risk assessment
- Learn more about your lifestyle
- Develop a personalized preventive care plan

Call your doctor and ask about scheduling your annual wellness visit. If you're new to Medicare, you are eligible for a one-time "Welcome to Medicare" visit.

Don't Delay Your Diabetic Eye Exam

If you have diabetes, an annual eye exam is the best way to determine if your blood sugar levels are affecting your eyes.

Even if your vision is completely normal and your eyes feel fine, you could be experiencing the earlier stages of a diabetes-related eye condition. That's why you should receive regular, dilated eye exams even when you have no symptoms.

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For most people with diabetes, there is a very clear relationship between eye health and blood glucose (blood sugar) management, A1C results, and glucose time-in-range (keeping blood sugar in the targeted range of 70 and 180 mg/dL). The more your blood glucose is in a safe range over time, the less likely you are to develop any diabetes-related eye condition.

Don't forget! Medicare members with diabetes may be eligible to earn rewards for completing each of the following health activities:

Diabetes Eye Exam: Complete a dilated retinal eye exam with your ophthalmologist.

Diabetes Kidney Tests: Complete both an estimated glomerular filtration rate (eGFR) test and a urine albumin-creatinine ratio (uACR) test.

Call your doctor to schedule a diabetic eye exam or if you have any questions or concerns on how to control your blood sugar



Get a Flu Shot and Get Rewarded!

You can earn Wellness Rewards dollars by getting a flu shot! Just present your Health Partners Medicare member ID card at any in-network doctor or pharmacy and get a flu shot. Members can earn a flu shot reward once per calendar year.

Your Health Partners Medicare benefits cover all vaccinations, including the flu, COVID and pneumonia.

Get Screened for Colorectal Cancer

Many of us would rather not talk about cancer, especially when it comes to cancer of the rectum or colon (colorectal cancer). But colorectal cancer doesn't care if you're embarrassed to talk about it.

Colorectal cancer is the second leading cause of cancer deaths in the United States. Early detection, however, gives you a much better chance of survival. That's why it's important to be screened for colorectal cancer.

A colonoscopy can find and remove growths called "polyps," which may be cancerous.

Starting at age 50, people with average risk should get a colonoscopy every 10 years. Individuals at increased or high risk should talk to their doctor about how often they should be tested.

There are also noninvasive tests to detect the warning signs of colorectal cancer. A fecal occult blood test (FOBT) can be done at home. It involves collecting a stool sample and mailing it to a lab. The lab will check for blood in the sample, which could be a sign of polyps.

If you received an at-home test from Health Partners Medicare, we encourage you to complete it and return it to Health Partners Medicare. Don't forget! You may be eligible to earn Wellness Rewards by completing a screening.

Just for Members



Prevent Falls and Stay Active with Confidence

Keep doing the things you love without the risk of a fall slowing you down. While it's true that falling is the leading cause of injuries for seniors, there are steps you can take to avoid serious falls.¹ Knowing how to prevent falls goes a long way in helping you stay active and independent longer.²

Simple lifestyle changes may reduce your risk, like learning how to balance on one foot for brief moments and removing throw rugs from your living space. But why stop there? Gain confidence in all that you do by taking a few more steps to safeguard your health and your home from falls. Your SilverSneakers® benefit provided by Health Partners Medicare at no additional cost is a good place to start.

What you can do to prevent fall risks:²

- **Talk with your doctor.** Your doctor can help identify things that may increase your risk of falling, like medications, health conditions, vitamin deficiencies, previous injuries or lifestyle factors. They can also watch you walk to determine how steady you are and give you specific nutrition and exercise recommendations.

- **Get your eyes checked.** Visit your eye doctor at least once a year and be sure to update your corrective lens prescription if needed.
- **Stay active.** Regular physical activity can help you improve balance, flexibility, muscle strength and gait, and reduce your risk of falling.
 - Take advantage of SilverSneakers Balance and Stability workshops and classes such as SilverSneakers Classic, offered in-person at participating locations and online. These classes provide exercise modifications with a chair option for all levels.
- **Safeguard your home.** Help maintain your independence by checking your home for hazards, such as slippery tubs, poor lighting and lack of handrails in stairways.

SilverSneakers is a health and fitness benefit designed specifically for older adults and is included with your Health Partners Medicare plan at no additional cost. **Activate your FREE online account today at [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted).**

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With SilverSneakers, you get access to:

- A nationwide network of participating locations³, with group fitness classes⁴ at select locations – enroll in as many as you like, at any time
- SilverSneakers LIVE online classes and workshops taught 7 days a week by instructors trained in senior fitness
- SilverSneakers On-Demand library with 200+ online workout videos
- Group exercise classes designed for all abilities, (including a 12-week Fall Prevention Series, SilverSneakers Stability class and Balance Builder Workshops)
- SilverSneakers GO mobile app with digital workout programs
- SilverSneakers Community classes offered in neighborhood locations outside of the gym
- Online fitness and nutrition tips

Always talk with your doctor before starting any exercise program.

1. [ncoa.org/article/get-the-facts-on-falls-prevention](https://www.ncoa.org/article/get-the-facts-on-falls-prevention)
2. [cdc.gov/homeandrecrreationalssafety/falls/adultfalls.html](https://www.cdc.gov/homeandrecrreationalssafety/falls/adultfalls.html)
3. 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.
4. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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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

Online Portal: HPPMedicare.com/portal

Newsletters: HPPMedicare.com/newsletters

Social Media:  Jefferson Health Plans   @jhplans

A Note About Your Privacy

Health Partners Medicare is committed to maintaining and protecting the privacy of our members' personal information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that requires us to take measures to protect personal information and to notify our members about these measures.

The Notice of Privacy Practices describes how Health Partners Medicare may use and disclose a member's personal health information and how a member of our plans can get access to their information. For more information about our privacy practices and available privacy forms, please visit [HPPMedicare.com/privacy-practices](https://www.hppmedicare.com/privacy-practices). You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.



About National Coverage Determinations

The Centers for Medicare & Medicaid Services (CMS) sometimes changes the coverage rules that apply to an item or service under Medicare. When this happens, CMS issues a National Coverage Determination (NCD) to explain the change.

NCDs tell you:

- What benefits and services are covered
- What benefits and services are changing
- What amount Medicare will pay for these items or services

To see a current list of these changes, visit [HPPMedicare.com/NCD](https://www.hppmedicare.com/NCD).

Learn About Appointment Standards

Providers in our network are given standards to meet for appointment availability and office wait times for their patients. Health Partners Medicare recognizes that emergencies happen. Providers need to treat very sick patients, which sometimes causes longer-than-expected wait times.

Type of Visit	Primary Care Provider (PCP)	Specialist
Routine Office Visit	Within 10 days	Within 10-15 days*
Routine Physical	Within 3 weeks	N/A
Preventative Care Appointment	Within 3 weeks	N/A
Urgent Care Visit	Within 24 hours	Within 24 hours
Emergency Care	Immediately	Immediately
In-office Wait Time	30 minutes	30 minutes

* Requirements differ by specialty.

As a reminder, you can call Teladoc® or go to urgent care centers and walk-in clinics if your doctor is not available right away. You can find a list of urgent care centers and walk-in clinics in our Provider Directory; you can search the online directory by going to [HPPMedicare.com/directory](https://www.hppmedicare.com/directory).

Healthy Recipe: Stuffed Bell Peppers

Peppers stuffed with a combination of ground beef, brown rice, veggies and spices create a filling dish. Try using red, green, yellow, and orange bell peppers for a colorful meal. Enjoy with a side of low-fat cottage cheese and canned pineapple.

Ingredients

- 5 bell peppers (red, orange, yellow, or green)
- 1 pound ground beef, 90% lean
- 3/4 cup brown rice
- 1/2 can diced tomatoes, low-sodium
- 3 tablespoons lemon juice
- 1/4 teaspoon cinnamon
- 1/4 teaspoon allspice
- 1/4 teaspoon ground black pepper

Directions

1. Cut a circular hole in the tops of the bell peppers. Remove seeds and membrane and set aside.
2. In a large bowl, combine remaining ingredients and stir until completely mixed. Fill the bell peppers with meat mixture.
3. Place the stuffed bell peppers in large stock pot on stove, with the tops facing up. Add 1-inch water to bottom of pot and cover.
4. Place heat on medium, keeping covered for 30-40 minutes until rice is done. Serve.

Source: <https://www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/stuffed-bell-peppers>



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

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