

Here for You

Member Newsletter | DELAWARE

FEATURED ARTICLES:

Use HHO on the Go to see online doctors for mental health care.

What Healthy Rewards can you earn in 2025?

Share your thoughts and get rewarded at a Member Advisory Council meeting.

Need help managing your care?

...And more.

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Health Options
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Know these important phone numbers.

MEMBER SERVICES

1-844-325-6251 (TTY: 711 or

1-800-232-5460)

Monday–Friday, 8 a.m.–8 p.m.

24-HOUR NURSE LINE

1-844-325-6251

CARE COORDINATION

1-844-325-6251

Monday–Friday, 8 a.m.–5 p.m.

BEHAVIORAL HEALTH

(mental health and substance use disorder)

1-844-325-6251 (TTY: 711)

Monday–Friday, 8 a.m.–5 p.m.

LTSS MEMBER SERVICES

1-855-401-8251

Monday–Friday, 8 a.m.–5 p.m.

MEMBER ADVOCATES

1-855-430-9852

FRAUD AND ABUSE HOTLINE

1-844-325-6256

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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Use HHO on the Go to see online doctors for mental health care.

Highmark Health Options offers members age 18 and older online doctor visits for therapy and psychiatry.

With HHO on the Go, you can talk to therapists who provide online counseling on a variety of topics such as anxiety, depression, stress, LGBTQ topics, and life transitions. You can also talk to psychiatrists who can offer diagnosis and medication management services for ongoing conditions like bipolar disorder, eating disorders, depression, insomnia, OCD, panic attacks, and PTSD.

You can easily connect with a doctor directly from your smartphone, tablet, or computer using HHO on the Go. As a reminder, these visits are available at no cost to you.

Sign up at **HHOontheGo.com** to get started.



What Healthy Rewards can you earn in 2025?

Healthy Rewards is one of your Highmark Health Options benefits. You can earn rewards (ranging from \$5-\$25) when you complete certain healthy activities.

The activities include:

- A1c test (only for patients with diabetes)
- Annual wellness visit (age 20 and older)
- Annual well-child visit (ages 3-19)
- Asthma controller medicine fill (age 18 and younger; up to six fills)
- Breast cancer screening
- Cervical cancer screening
- Colorectal cancer screening
- Follow-up visit after hospital admission (if seen within seven days post discharge)
- Lead screening (up to age 24 months)
- Postpartum doctor visit (up to 84 days after delivery)
- Retina exam (only for patients with diabetes)
- Well-baby visit series (through age 30 months; up to eight visits)
- Flu shot for babies (ages 6 to 24 months)

After you've signed up, you'll get a Healthy Rewards card in the mail. You can use your card like a credit card at most retail stores.



To sign up and see the rewards you can earn, visit **my.therapayrewards.com/hho** or call **1-866-469-7973**.



Ask your doctor about colorectal cancer screening.



Your risk for colorectal cancer gets higher as you get older. Experts recommend starting screening at age 45* for people who are at average risk.

People who have an increased risk for colorectal cancer may need to be tested sooner or more often. One common test for colon cancer is a colonoscopy. Colonoscopy is a test that allows your doctor to look at the inner lining of your large intestine (rectum and colon). Your doctor uses a thin, flexible tube called a colonoscope to look at the colon. A colonoscopy helps find ulcers, colon polyps, tumors, and areas of inflammation or bleeding.

During the test, tissue samples can be collected and abnormal growths can be taken out. Colonoscopy can also be used as a screening to check for cancer or precancerous growths (polyps) in the colon or rectum.

Before this test, you will need to clean out your colon (colon prep). Colon prep takes one to two days, depending on which type of prep your doctor recommends. Plan to stay home during your prep time since you will need to use the bathroom often.

The colon prep causes loose, frequent stools and diarrhea so that your colon will be empty for the test. Colonoscopy is one of the many tests that may be used to screen for colon cancer. Other tests include a stool test you can take at home, sigmoidoscopy, and CT colonography.



Earn Healthy Rewards.

Through the Highmark Health Options Healthy Rewards Program, you can **earn \$25** for having a colorectal cancer screening. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register for Healthy Rewards** and see if you may be able to earn other rewards, too.



What is a colonoscopy?

Watch this brief video to learn more.

Source: Healthwise

***Note:** Updated guidelines call for screenings to start at age 45 instead of 50. Rates of colon cancer among younger people have increased. Talk to your doctor about what test is best for you.



Share your thoughts and get rewarded at a Member Advisory Council meeting.



Join the Member Advisory Council and learn what is happening with Highmark Health Options. Share your thoughts. Make suggestions. Ask questions. Best of all—get a \$15 gift card for every meeting you attend.

Your opinion matters.

The council is a group of members such as yourself, caregivers, health plan managers and staff. We formed the council so you can tell us your ideas. By joining, you'll have a chance to talk about your concerns. And you can tell us how we're doing. Your feedback can enhance the services and quality of care given to all Highmark Health Options members.



If you have any questions or want to join the Member Advisory Council, talk to a Member Advocate. To do that, **fill out an online form** or call **1-855-430-9852**.

It's easy to meet.

The Member Advisory Council meets four times a year. Each meeting takes place in a different county and community location. And you can join the meeting in person or online. To see when the next meeting is, **visit the Member Advisory Council webpage**.



Do your prescription drugs need prior approval?



When you get a prescription, ask your provider if it needs prior approval. Prior authorization—or prior approval—is a way to make sure you get the best medicine for your condition. Your provider will send us a form explaining why you need this medicine.

Highmark Health Options will check to see if:

- The medicine is covered by Medicaid.
- Your doctor has given us all the information we need.

If Highmark Health Options approves the request, you can get your medicine. If the request is denied, we will let your provider know why and they may suggest a different medicine.

Getting prior authorization can take from a few days up to a week. You can call your pharmacy or provider to check on its status.

Remember, do not wait until your medicine runs out to get a refill. You should ask for a refill one week before you run out.



If you have any questions, call Member Services at **1-844-325-6251 (TTY: 711)**.



Need help managing your care?

Call Care Coordinators 24/7.

We offer free programs that can help you with your health. You can join if any of the following apply to you, as you may have complex health care needs:

- You go to the hospital or emergency room often because of your health problems.
- Your symptoms are getting worse over time.
- Your health signs, like blood pressure, are not normal.
- You have concerns related to pregnancy, substance use, risk for type 2 diabetes, weight problems, or long-term conditions like:
 - Congestive heart failure
 - Chronic kidney disease
 - Chronic obstructive pulmonary disease
 - Diabetes
 - Inflammatory bowel disease

- Provide easy-to-understand information about your health and how to manage it.
- Help you find resources you need, like seeing a specialist or getting support services.



Start by calling Member Services at **1-844-325-6251 (TTY: 711)** and asking for Care Coordinators. We're here to help. If you join a program, you can opt out anytime.

Our programs can help you take better care of your health. We will:

- Call you often to check how you're feeling and answer questions about your condition.
- Work with your doctor to help you follow their advice and be sure you understand your treatment plan, including your medicines.



Keep your information safe: how to avoid scammers.

Let's talk about staying safe and protecting your information.

Recently, scammers have been trying to trick people into giving away their important personal information—things like your Social Security number, birthday, and address. They're offering cash, phones, coats, or gift cards in exchange. This is a serious problem!

Why is this a big deal?

Sharing your personal information with strangers is like giving them the keys to your house—except it's your personal information.

This can lead to some major headaches:

- **Slower payments for health care:** When scammers use your info to fake sign-ups for health plans, it makes it harder for us to figure out who really belongs to our plan. This means you might have to wait longer to get paid back for your doctor's visits.
- **Rejected claims:** If it looks like you have two health plans, your claims might get rejected. That means you'll have to deal with extra paperwork and delays.
- **More work for doctors and nurses:** All this extra confusion means more work for your doctors and nurses, who are already busy taking care of everyone.

How to keep your information safe.

- **Never share your personal info with strangers!** Real health insurance companies will **NEVER** ask for your Social Security number or other personal information in exchange for money or gifts. It's always a scam if they do.
- **Don't trust those tempting offers.** If someone walks up to you and offers you something in exchange for your info, it's a scam. Walk away!
- **Report anything suspicious.** If you think someone is trying to trick you or if you've already given your info to someone you don't trust, tell us right away. Call Highmark Health Options at **1-844-325-6256 (TTY: 711)** or email **SIU_HHO@Highmark.com**. You should also tell the police.



Keeping your personal information safe helps everyone. By being careful, we can all work together to stop these scammers and make sure our health care system is fair and works for everyone.





Highmark Health Options complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. Highmark Health Options does not exclude people or treat them differently because of their race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Highmark Health Options Member Services at 1-844-325-6251 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the Delaware Division of Human and Civil Rights by mail, phone, or web form.

Highmark Health Options
Attn: Appeals and Grievances
P.O. Box 106004
Pittsburgh, PA 15230
1-844-325-6251

Division of Human and Civil Rights
861 Silver Lake Blvd., Suite 145
Dover, DE 19904
302-739-4567
hho.fyi/ea-intake

If you need help filing a complaint, Highmark Health Options and the Division of Human and Civil Rights are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights online at OCRPortal.hhs.gov, and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.

Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

Atención: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

注意：如果您会说英语，则可以免费获得语言协助服务。请拨打您身份证背面的号码（TTY：711）。

Atansyon: Si w pale anglè, sèvis asistans nan lang, gratis, disponib pou ou. Rele nimewo ki sou do kat idantite w la (TTY: 711).

Attention: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

ध्यान दें: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

Pansin: Kung nagsasalita ka ng Ingles, ang mga serbisyo ng tulong sa wika, na walang bayad, ay magagamit mo. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

פמערקזאמקייט: אויב איר רעדן ענגליש, שפראך הילף באַדינונגס זענען בארעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון טייפ (TTY: 711).

Akiyesi: Ti o ba so Gẹ̀ẹ̀si, awọn iṣẹ iranlọwọ ede, laisi idiyele, wa fun ọ. Pe nomba ti o wa ni ẹhin kaadi ID rẹ (TTY: 711).

ધ્યાન આપો: જો તમે અંગ્રેજી બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. તમારા ID કાર્ડની પાછળના નંબર પર કોલ કરો (TTY: 711).

(TTY: 711). تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم الموجود على ظهر بطاقة الهوية الخاصة بك

கவனம்: நீங்கள் ஆங்கிலம் பேசினால், மொழி உதவி சேவைகள், உங்களுக்கு இலவசமாக கிடைக்கும். உங்கள் அடையாள அட்டையின் பின்புறத்தில் உள்ள எண்ணை அழைக்கவும் (TTY: 711).

Achtung: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

Makini: Ikiwa unazungumza Kiingereza, huduma za usaidizi wa lugha, bila malipo, zinapatikana kwako. Piga nambari iliyo nyuma ya kitambulisho chako (TTY: 711).

శ్రద్ధ: మీరు ఇంగ్లీష్ మాట్లాడితే, భాషా సహాయ సేవలు, ఉచితంగా, మీకు అందుబాటులో ఉంటాయి. మీ ID కార్డ్ వెనుక ఉన్న నంబర్‌కు కాల్ చేయండి (TTY: 711).

Chú ý: Nếu bạn nói tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn sẵn có dành cho bạn. Gọi đến số ở mặt sau thẻ ID của bạn (TTY: 711).