EMPOWERHER

Harmony’s EmPowerHer.Me.Us health initiative has been on the move. EmPowerHer launched in August at the Bud Billiken Parade.

Monthly events touch on health issues that affect our communities. Harmony and 15 community, provider and media partners are here for you. Together, we offer health tips, education and resources. Find us at events, on the radio and online. Look for upcoming events near you.

Choose Your Health!

Need more information?
Visit www.harmonyhpi.com
Or call 1-800-378-0806

NUMBERS TO KNOW

We’re just a phone call (or click) away!

Call Member Services:
1-800-608-8158
TTY: 1-877-650-0952
Monday–Friday,
8 a.m. to 5 p.m.

Nurse Advice Line:
1-800-919-8807
24 hours a day/
7 days a week

Or visit
www.harmonyhpi.com
IS IT SADNESS OR DEPRESSION?
Everyone feels sad from time to time. But with depression, the feeling doesn’t go away.

**SYMPTOMS:**
People struggling with depression might:
- Constantly feel sad or anxious
- Lose interest in hobbies or activities
- Have difficulty sleeping or sleep too much
- Think about death or suicide
If you’ve had symptoms for at least two weeks, you may be suffering with depression.

**WHAT IS THE CAUSE?**
Depression isn’t your fault. A combination of things can cause it. Your genes, a chemical imbalance, life experiences and medications can all play a role.

**TREATMENT:**
Treatment options include medication, therapy or both. Talk to your doctor if you think you might be depressed. Treatment can help you feel back to normal again.

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**GET ONLINE HELP For Behavioral Health Conditions**
WellCare now offers members web-based behavioral health programs. It’s a partnership with Cobalt Health. The online programs are available to members ages 13 and up.

They address behavioral health conditions such as:
- Insomnia
- Anxiety
- Mild to moderate depression
- Substance abuse

Learn more. Visit our website at wellcare.cobaltcbt.com to enroll. It’s available at no cost to you.


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**PREVENT PNEUMONIA**
Each year, 50,000 people in the U.S. die from pneumonia. Vaccines, like the flu shot and pneumococcal vaccine, could prevent many of these deaths.

**PROTECT YOURSELF:**
- Get the flu shot every year
- Wash your hands often
- Stay away from people who are sick
- Ask your doctor which vaccines are right for you


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LOWER YOUR STD RISK

Sexually transmitted diseases (STDs) are passed between people through sex. Are you sexually active? If so, do these things to lower your chances of getting STDs:

- Use condoms;
- Reduce your number of sex partners;
- Don’t use drugs or alcohol before or during sex; and
- Ask your provider about:
  - STD testing;
  - Vaccines against HPV and hepatitis B; and
  - Ways to prevent HIV.

We’re here to help. Your health plan covers STD tests. You don’t need a referral.


NOTICE OF PRIVACY PRACTICES

We protect your health information – it’s the law. Our Notice of Privacy Practices states how we may use this data. It also tells you how you may use your rights to access and control your health information.

View our Notice of Privacy Practices on our website. Or ask us for a copy. Call us at the number listed under “Numbers to Know” on the front cover of this newsletter. It also lists our hours.

If we change our privacy policies, we’ll let you know. We will post a new notice on our website. We’ll also mail a notice of the changes to you when the law says we must.
AH-CHOO!
All About the Common Cold

THE #1 REASON PEOPLE MISS WORK AND SCHOOL IS THE COMMON COLD.

Most adults get two or three colds each year, and kids get sick more often than that. Symptoms include sore throat, runny nose, coughing, sneezing, headaches and body aches.

ABOUT Colds
Certain viruses cause colds. They are spread through the air and through close personal contact. Contaminated surfaces can also spread viruses. Here’s an example of how it works:

PREVENTION
You might assume colds are a fact of life. But there are ways to protect yourself. Follow these tips to reduce your risk of getting a cold:

- Wash your hands frequently with soap and water;
- Don’t touch your eyes, nose or mouth unless you’ve washed your hands; and
- Keep your distance from others who are sick.

PROTECT OTHERS
Keep your family and friends healthy. If you have a cold, stay home. Also be sure to:

- Avoid shaking hands or kissing others;
- Cough or sneeze into your sleeve or a tissue;
- Wash your hands after you cough, sneeze or blow your nose; and
- Disinfect surfaces you touch.

WHEN TO SEE YOUR PCP
A cold typically lasts 7-10 days. But if your symptoms last longer than that, call your primary care provider (PCP). Always get help right away if your child is younger than three months and has a fever.

ABOUT YOUR BENEFITS AND SERVICES

Here are some things about your plan you should keep in mind:

**Women’s Visits**
You can use in-network women’s health specialists for routine and preventive health care. You can see an OB/GYN for one women’s health visit each year without approval.

**Second Opinions**
Want a second opinion? Call your primary care provider (PCP). He or she will ask you to choose a WellCare provider in your service area. If there’s not one, you will be asked to pick one that is out of the plan’s network.

**Out-of-Network Services**
If we cannot provide a necessary and covered service to you in-network, we will cover that service out-of-network. We’ll do this for as long as we are unable to provide the service in-network. The cost to you will be no more than if the service was done in-network.

**Fair Treatment**
Our doctors must offer you the same office hours as they do to those with other insurance.

FOLLOW UP After Hospitalization for a Behavioral Health Issue

Have you or a loved one been hospitalized for a behavioral health disorder? If so, there are some things you’ll need to do before you leave the hospital:

**ASK QUESTIONS**
so you can understand after-care instructions.

**KNOW YOUR MEDICATIONS**
- When do you take them?
- What are their names?
- What do you do if you miss a dose?

**SCHEDULE A FOLLOW-UP APPOINTMENT**
with your provider within 7 days of leaving the hospital.

Please contact us if you need help.
Use the “Numbers to Know” on the front cover of this newsletter.
LEAVE THE HOSPITAL FOR GOOD

Did you know that 1 in 9 hospital admissions is a readmission? That’s when a patient has to go back into the hospital within 30 days after he or she left. But there are ways to prevent it.

**HERE ARE SOME TIPS:**
- Go to your follow-up appointment. It’s usually scheduled within 7 days after discharge. Your provider needs to see how you are doing.
- Take your medications. Make sure to take them as instructed.
- Follow the directions the hospital gives you.
- Call your primary care provider (PCP) after you are discharged. Tell the office that you were in the hospital.

Try using some of these tips to keep on track to healthy living!

**DO YOU HAVE QUESTIONS ABOUT YOUR HEALTH?**
Call your PCP. Or call the 24-Hour Nurse Advice Line. The number is listed under “Numbers to Know” on the front cover of this newsletter.

**HAVE A HEALTH EMERGENCY?**
Call 911 or go to the nearest emergency room.

ACT NOW!
YOU COULD LOSE YOUR MEDICAID INSURANCE COVERAGE
As a Harmony member, you should know about the Illinois Medicaid Redetermination Project (IMRP). The project processes the backlog of Medicaid cases that require immediate redeterminations. It ensures that redeterminations will be processed in a timely way going forward. When you get a redetermination letter in the mail, take action before its due date. If you don’t, you could lose your Medicaid coverage and your coverage with Harmony Health Plan.
For more information and frequently asked questions about IMRP, go to tinyurl.com/hcu6wme.
What is redetermination? It’s a process to determine eligibility for Medicaid, All Kids, SNAP (Supplemental Nutrition Assistance Program) or cash assistance. This eligibility must be reviewed every year.

CLICK or CALL
for the Latest Drug Coverage Updates
Want to find the latest about the drugs we cover? Stop by our website, www.harmonyhpi.com. You’ll find our Preferred Drug List (PDL). You can learn about drugs we’ve added or removed. You’ll also find changes to any drug requirements or coverage limits. You can also call Member Services for updates. The number is on the front page.

HEALTH PLAN CHOICES
Illinois Client Enrollment Services wants to keep you informed about your health plan options. That’s why we send you information during open enrollment. You’ll also receive info when it’s time for you to make a health plan choice.

ALWAYS TALK WITH YOUR DOCTOR
Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor’s advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by Harmony. Also, Harmony does not guarantee any health results. You should review your plan or call Member Services to find out if a service is covered.

CALL 911 or your doctor right away in a health emergency.
Harmony Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-608-8158 (TTY: 1-877-650-0952).
