

# Respect

is about being heard, being cared for, and being treated like you're the only one who matters.

At Health Partners, people join our health plan because they know they will be treated well. That's what makes Health Partners one of the Philadelphia area's leading Medical Assistance health plans. In fact, Health Partners has been ranked first among HealthChoices plans in Southeastern Pennsylvania in member satisfaction with plan, and satisfaction with child's plan (Consumer Assessment of Health Plans 2009 report). Health Partners also placed 30th nationally among Medicaid plans ranked by *U.S. News & World Report* in 2009-2010.

Health Partners is the health plan that provides a full array of benefits and services, plus something that's just as important – we treat our members with respect.

Our plan provides all the benefits of Medicaid, including health care services such as:

- Primary care doctor and specialist office visits
- Hospital services
- Lab services
- Prescriptions
- Routine eye and dental care for members under 21

Health Partners also helps its members stay healthy with such extra benefits as:

- Fitness center membership
- Weight Watchers® membership

For help with this information, call our 24-hour helpline.  
Si necesita ayuda con esta información, llámenos a nuestra línea de ayuda disponible las 24 horas.

Nếu cần giúp đỡ về thông tin này, hãy gọi số điện thoại trực 24-giờ sau đây của chúng tôi.

Если вам нужна помощь относительно этой информации, звоните в нашу круглосуточную справочную службу.

如果對這訊息有疑問，請致電我們的24小時幫助熱線。

ដើម្បីជាជំនួយ ទទួលបានព័ត៌មាននេះ សូមទំនាក់ទំនងទូរស័ព្ទដែលមានបម្រើការ ២៤ម៉ោង តាមរយៈលេខ :

1-800-553-0784 • 215-849-9600  
(TTY: 1-877-454-8477 • 215-849-1579)



Health Partners' Medical Assistance plan has received Excellent status from the National Committee for Quality Assurance (NCQA), effective through August 2012.

*Health Partners Medical Assistance Plan*



*In Wellness and Health, Partners for Life.*

901 Market Street, Suite 500  
Philadelphia, PA 19107

[www.healthpart.com](http://www.healthpart.com)

MK-011 7/08 prnt 6/10

The First Benefit You Receive Is

# Respect



*In Wellness and Health, Partners for Life.*

# The Benefit You Can Count On Is *Service*

Why join Health Partners?

We are dedicated to serving you.

Health Partners is owned by some of the area's finest hospitals:

- Albert Einstein Medical Center
- Aria Health
- Episcopal Hospital
- Hahnemann University Hospital (Tenet Health System)
- Hospital of the University of Pennsylvania
- St. Christopher's Hospital for Children (Tenet Health System)
- Temple University Hospital

Our hospitals make serving you and meeting your specific needs their number one priority. Service is about putting your needs first. Our providers know that to feel better, you deserve the best possible service with a healthy dose of respect.

Since 1985, Health Partners has worked to provide the health care benefits you and your family need, and the quality service you expect. With Health Partners, you and your family will be able to choose from:

800 Primary care doctors	900 Dentists
34 Hospitals	900 Pharmacies

Plus, when you need it, your doctor will help you get care from a specialist. As a member of Health Partners, you will have more than 3,900 specialists available to help you. Health Partners is all about providing benefits with respect. That means having doctors and hospitals near you. And people who hear you. You deserve our very best.

The National Committee for Quality Assurance (NCQA), the nation's leading review organization for health plans, awarded Health Partners' Medical Assistance plan with its highest rating of "Excellent" for its commitment to quality. We will continue to maintain this high level of quality in care and in customer service.

## The Benefits You Want – *The Services You Deserve*

All services covered by your ACCESS card, including but not limited to:

- Immunizations and check-ups for children and adults
- Dental care for children
- Glasses and/or contact lenses for all children (limit two pairs of glasses, or one pair each of glasses and contacts, yearly)

Health Partners also offers additional benefits such as:

- Diabetes program
- "Baby Partners" Prenatal Outreach program
- Fitness program
- Asthma Management program
- Understanding Congestive Heart Failure program
- Member education classes
- Member services community office

## Quality Services for *You and Your Family*

You know the value of good service. Health Partners is committed to providing you and your family with the very best. When you become a Health Partners member, you will receive a membership ID card. Your Health Partners membership ID card lets providers know your health services are covered by Health Partners, a plan with 25 years of providing services, benefits and respect to its members. The name and telephone number of your doctor are on the card. You can show it for doctor visits, to get your prescriptions filled, and to obtain other benefits that Medical Assistance doesn't always provide, like fitness classes. It's all about getting the benefits you need – for you and for your family.

To learn more about Health Partners, you can call our Member Relations department at 1-800-553-0784 or 215-849-9600, 24 hours a day, seven days a week. TTY users can call 1-877-454-8477 or 215-849-9600.

## We Speak *Your Language*

At Health Partners, we care about the diverse communities we serve. That's why we offer help in 140 different languages – 24 hours a day, seven days a week.

## Services Not Provided

Some services and situations not covered by Health Partners or other HealthChoices plans:

- Any service that is not ordered by a plan doctor, except for an emergency situation
- Services not necessary for a medical problem
- All experimental procedures
- Mental health, drug and alcohol services (Contact your County HealthChoices behavioral health plan for these services)
- Services available through other programs or another insurance provider

## *It's Easy to Join!*

If you receive Medical Assistance, live in Philadelphia, Bucks, Chester, Delaware or Montgomery counties and do not have Medicare A and B, you can become a Health Partners member – it's easy to join! The enrollment specialist at your County Assistance Office can help you. You can also call the HealthChoices Hotline at 1-800-440-3989 to speak with an enrollment specialist. TTY users can call 1-800-618-4225.

More than 160,000 people are members of Health Partners. You and your family deserve service, benefits and respect. You deserve Health Partners. To learn more, call 1-800-440-3989 (TTY 1-800-618-4225) or visit us online at [www.healthpart.com](http://www.healthpart.com).