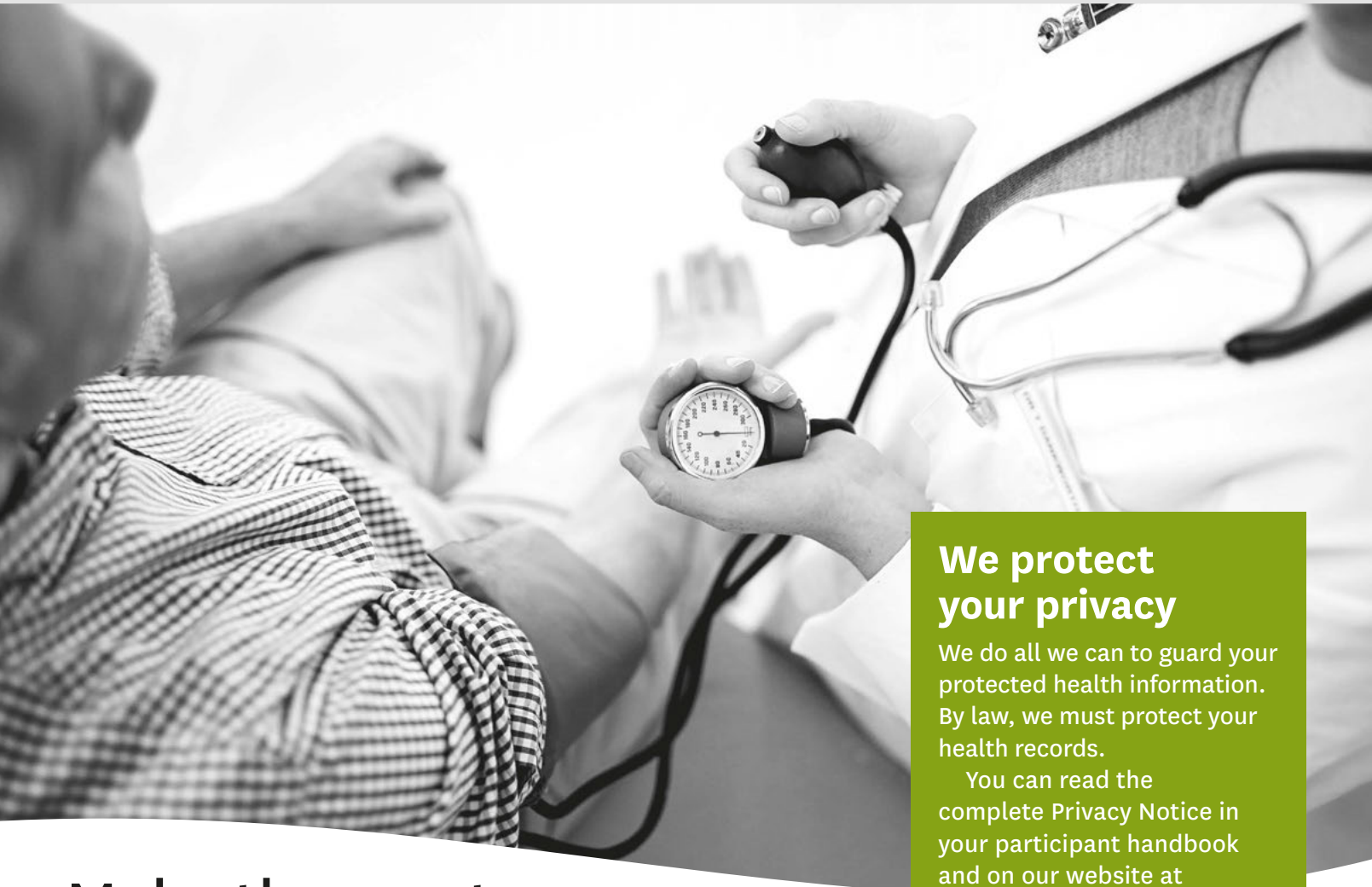


# Healthy**Moves**



## We protect your privacy

We do all we can to guard your protected health information. By law, we must protect your health records.

You can read the complete Privacy Notice in your participant handbook and on our website at [PAHealthWellness.com](http://PAHealthWellness.com), or call Participant Services and request a copy of the Privacy Notice.

## Make the most of **your health plan**

**PA Health & Wellness wants to help you get the most out of your health plan.** Let us know if you need:

- A ride to the doctor
- Help finding a doctor
- Help making an appointment
- A paper copy of anything on our website, [PAHealthWellness.com](http://PAHealthWellness.com)

Our website has lots of helpful information. You can find a copy of your participant handbook and look for a provider. You can also access tools or order a new participant ID card through the secure participant portal. Find the participant portal at [PAHealthWellness.com](http://PAHealthWellness.com).

Call PA Health & Wellness Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**).



## Know your benefits

Do you know your benefits? You can find out more about your benefits in the participant handbook. If you don't have a copy, we can send you one. Just call us at **1-844-626-6813** (TTY **1-844-349-8916**).

You can also call us with questions about your benefits. We can help you file a complaint. We can tell you how to appeal a decision.

We offer free interpreter services to participants. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call PA Health & Wellness Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**).



## Is your medication covered?

**PA Health & Wellness wants plan participants to get high-quality and cost-effective medications.** We also want to make sure you get the right treatment for your condition. Not all drugs are covered. Some drugs may need to be approved before they are prescribed.

The Preferred Drug List (PDL) will tell you which drugs PA Health & Wellness covers. The list is updated regularly. You can find a copy online at **PAHealthWellness.com**.

You can also call **1-844-626-6813** (TTY **1-844-349-8916**) to find out if a drug is covered.

Your doctor or pharmacist can help you review the PDL. He or she can help you understand your medications.

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## What are your wishes?

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do and do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at **caringinfo.org**.



## The latest **care**

**Options for medical care may change over time. New medicines, tests and surgeries come out every year.**

PA Health & Wellness watches for the latest in medical care. We also make sure new treatments are safe. PA Health & Wellness has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. New medical care that is covered by Medicaid is then shared with our doctors. This allows PA Health & Wellness doctors to give you the most fitting and current types of care.

Not all care is covered for every patient. Some patients may benefit more from certain treatments. We cover care that is medically necessary.

Questions? Call Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**).

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## Improving quality

We want to improve the health of all our participants. Our Quality Improvement program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

We review care provided at all levels, including emergency care, primary care and specialty care. We also make sure we are helping participants with different ethnic, cultural, religious and language needs.

Learn more and see how we're doing at **PAHealthWellness.com**. You can also ask for a paper copy of the latest quality improvement report. Call **1-844-626-6813** (TTY **1-844-349-8916**).

## We value your time

How long can you expect to wait for a healthcare appointment? PA Health & Wellness works with providers to set standards for wait times.

- For routine care, you will be seen within 10 days.
- For urgent care, you will be seen within 24 hours of when you call for an appointment.
- From the waiting room, you should be taken to the exam room within 30 minutes of your scheduled visit time, unless the doctor has an emergency.

Are you unable to get an appointment within those time frames? Call us at **1-844-626-6813** (TTY **1-844-349-8916**). We can help.





## How to file an appeal or grievance

Your voice is important to us. We want to help you with your concerns.

PA Health & Wellness will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by PA Health & Wellness. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Do you have a complaint about the health plan, the care or a provider? You may file a grievance to let us know.

Appeals and grievances must be sent within certain time frames. Review your participant handbook or call Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**) to learn more.



## Are you ready for flu season?

**The flu is a seasonal illness.** Flu season can begin as early as October and run as late as May. For some people, the flu is not very serious. For others, it can lead to hospitalization and even death. A flu shot is one way you can protect yourself from the flu. Here are three things to know about the vaccine:

1. The flu shot will not give you the flu.
2. The flu virus changes every year. So every year, a new vaccine is needed.
3. Everyone older than 6 months should get a flu shot. Talk to your doctor if you have an allergy to eggs or any of the ingredients in the vaccine.

The flu shot is available at no cost to participants. Call **1-844-626-6813** (TTY **1-844-349-8916**) if you need help finding out where to get one.

Call our Nurse Advice Line at **1-844-626-6813** (TTY **1-844-349-8916**) for answers to your health questions. You can call 24 hours a day, seven days a week. Remember to call **911** for an emergency or crisis.

## Taking care of your teeth

Healthy teeth mean more than just a good-looking smile. Good dental care adds to your overall health. Children and adults should see a dentist at least once a year.

Call us at **1-844-626-6813** (TTY **1-844-349-8916**) if you need help finding a dentist. We can tell you what dental services are covered.



## The reason for your sneezin’

**Seasonal sneezing could mean allergies.** Or it could be just another cold. How can you tell the difference? Here’s a handy chart:

Symptom	Common to colds?	Common to allergies?
Body aches	Yes	No
Cough	Yes	Yes
Fever	Yes	No
Mucus is yellow or green	Yes	No
Runny nose, congestion or sneezing	Yes	Yes

## Know your BMI

BMI stands for body mass index. It’s a number that shows if you are at a healthy weight. There are many tools online to help you learn your BMI. You can find one here: [cdc.gov/healthyweight/assessing/bmi/adult\\_bmi/english\\_bmi\\_calculator/bmi\\_calculator.html](https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html)

Someone at a normal weight will have a BMI between 18.5 and 24.9. A BMI greater than 25 is overweight. A BMI over 30 is obese.

Staying at a healthy weight is important. Being overweight puts you at risk for many problems. These can include heart disease, diabetes, joint and muscle pain and more. If you have an unhealthy BMI, talk to your healthcare provider.

## What’s your asthma action plan?

Do you have asthma? It’s a disease that makes breathing difficult. If you have it, you should also have an asthma action plan. This is a plan you and your doctor make. The plan may show:

- What activities, allergens or irritants trigger your asthma
- What medicines you take
- When to take them
- What to do if your symptoms get worse

An asthma action plan can help you decide when you need to take quick-relief medicine. It can also help you decide when to call **911** or go to the emergency room.

Disease management can help you manage long-term illnesses like asthma. Talk to your doctor. Or call **1-844-626-6813** (TTY **1-844-349-8916**) to learn more.





## Checking on your diabetes

**If you have diabetes, tests can help you take care of your health.** You

should know about these tests:

- **HbA1c:** This blood test shows your average blood sugar level over the past few months. Most people aim for an A1c lower than 7 percent.
- **Eye exam:** A vision test will check for signs that diabetes is damaging your eyes.
- **Foot exam:** Your doctor will look for blisters, sores or a loss of feeling.
- **Blood pressure:** High blood pressure can make the health problems caused by diabetes worse.
- **Cholesterol:** People with diabetes are more likely to have high cholesterol. This can cause heart disease.
- **Urine screening:** This test makes sure your kidneys are working well.

If you have diabetes, you should see your doctor every three to six months. Talk to your doctor about what tests you need and how often.

Choose a primary care doctor today, so you can get care when you need it. Visit [PAHealthWellness.com](http://PAHealthWellness.com) to search our provider directory. Questions? Call us at **1-844-626-6813** (TTY **1-844-349-8916**) and we can help you find one.

## Do you know what's covered?

Do you have a question about whether a medical service is covered?

Our Utilization Management (UM) Department can tell you. UM may look at your health records and talk with your doctor. UM decisions are based on:

- If the service is needed
- If the service works well
- If the service is right for you

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care. We want you to get the care you need, when you need it.

Call our UM team at **1-844-626-6813** (TTY **1-844-349-8916**) if you have questions.

Do you speak a language other than English? We have translation services to help you. Do you have difficulty hearing? Call **1-844-626-6813** (TTY **1-844-349-8916**) for telephone text help.



# Statement of Non-Discrimination

PA Health & Wellness complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PA Health & Wellness does not discriminate on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap.

## **PA Health & Wellness:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 PA Health & Wellness at 1-844-626-6813 (TTY/TDD 1-844-349-8916).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap, you can file a grievance with:

Grievance and Appeals Coordinator  
PA Health & Wellness  
300 Corporate Center Drive  
Camp Hill, PA 17011  
1-844-626-6813 (TTY/TDD 1-844-349-8916)  
Fax: 1-844-873-7451

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, PA Health & Wellness is 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 electronically through the Office for Civil Rights Complaint Portal, available at:

**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 2020  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.



300 Corporate Center Drive  
Camp Hill, PA 17011

**PAHealthWellness.com**

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## 3 ways we can help you

**PA Health & Wellness can help you manage your health.** Here are three services we offer our participants.

- **Rides to medical appointments.** Please remember to call at least 72 hours before you need a ride.
- **Care management.** Are you living with many illnesses, or do you have a complex condition such as cancer? Care management teams can help you learn how to care for yourself. The team can also help you get the best care possible.
- **Start Smart for Your Baby®** This program is for women who are pregnant or just had a baby. It offers support, advice and other help.

To learn more about these services, call  
**1-844-626-6813 (TTY 1-844-349-8916).**



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