



Vaccines are not just for kids

Babies and children get lots of immunizations.

These are shots that carry vaccines. Vaccines help prevent diseases. They help protect children from measles, mumps, chickenpox, tetanus and more.

Adults also need immunizations. That's because some vaccines you got as a child may not protect you as an adult. Some vaccines are needed only when you plan to

travel overseas. Other vaccines need to be given every year. This includes the flu vaccine. A new flu vaccine is made every year.

Do you know if you are up to date on your immunizations? Talk to your doctor to find out. Call PA Health & Wellness at **1-844-626-6813** (TTY **1-844-349-8916**) if you need help finding a doctor.



Get started on quality care

Choose a primary care doctor (PCP) today, so you can get care when you need it. Visit 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.

Studying new treatments, tests

Your health is important to us. PA Health & Wellness watches for the latest in medical care. This may be new medicine, tests or surgeries. We want to make sure new treatments are safe and effective. PA Health & Wellness has a team of doctors that reviews new medical care.

The team checks information from other doctors and scientific groups. The new medical care is then shared with our doctors. This allows PA Health & Wellness doctors to give you the most fitting and current types of care.

Your time matters

PA Health & Wellness wants to make sure you get the care you need, when you need it. We work with providers to set standards for wait times.

- For routine care, you will be seen within 10 business days.
- For urgent care, you will be seen within 24 hours.
- 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.

If you are pregnant and:

- In your first trimester, your provider must see you within 10 business days of PA Health & Wellness learning you are pregnant.

- In your second trimester, your provider must see you within five business days of PA Health & Wellness learning you are pregnant.
- In your third trimester, your provider must see you within four business days of PA Health & Wellness learning you are pregnant.
- Have a high-risk pregnancy, your provider must see you within 24 hours of PA Health & Wellness learning you are pregnant.

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.

When antibiotics won't help

Antibiotics are drugs used to treat infections caused by bacteria. They do not help infections caused by viruses. That means antibiotics won't help:

- Colds
- Flu
- Coughs

Sicknesses treated by antibiotics include:

- Strep throat
- Urinary tract infections (UTIs)
- Some ear infections

Do not take antibiotics meant for someone else. Talk to your doctor if you are sick. He or she can tell you what to do to feel better.



Preventive care for women

Health screenings are tests that check for certain diseases.

They help find problems early. They can also prevent future health problems. Some screenings are recommended just for women.

If you are a woman, you should have:

- A cervical cancer screening. This can be done with a Pap test or an HPV test. Pap tests can be done every three years. An HPV test can be done every five years.
- A breast cancer screening. Mammograms are X-rays that look for cancer. Depending on your age and health history, you may need one every year or every two years.
- A chlamydia test. This test checks for a disease spread during sex. Women who are sexually active should have this test every year.

Talk to your doctor about what tests you need. You may need some tests every year. Do you need help finding a doctor? We can help. Call **1-844-626-6813** (TTY **1-844-349-8916**).



To floss or not to floss?

What does it mean to take good care of your teeth? According to the American Dental Association, brushing twice a day is not enough. You also need to floss at least once a day.

Flossing helps to clean between your teeth. These are areas that are hard to reach with a toothbrush. Flossing can remove debris and plaque. This will reduce your risk of gum disease and tooth decay. You should also have regular visits with a dentist.

PA Health & Wellness
300 Corporate Center Drive
Camp Hill, PA 17011
PAHealthWellness.com

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Here to help

PA Health & Wellness can help with your healthcare needs. Just call us at **1-844-626-6813** (TTY **1-844-349-8916**). We can help you:

- Find a provider
- Get a new participant ID card
- Get transportation to medical appointments
- Get paper copies of anything on our website

Do you need a copy of your participant handbook? Would you like to update your personal information? You can do that by calling us. You can also find that and lots of other information on our website, **PAHealthWellness.com**.

We care about **quality**

We want to improve the health of all our participants. One way we do that is by improving the care we offer. Our Quality Improvement program sets goals for quality and helps us check up on how we are doing. We also review the quality and safety of our services and care. We ask our participants if they are satisfied with their care.

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



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>**.

Language Assistance

English:

If you, or someone you're helping, has questions about PA Health & Wellness, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Spanish:

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de PA Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Chinese Mandarin:

如果您，或是您正在協助的對象，有關於 PA Health & Wellness 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-844-626-6813 (TTY/TDD 1-844-349-8916)。

Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về PA Health & Wellness, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Russian:

В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования PA Health & Wellness вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Pennsylvania Dutch:

Vann du, adda ebbah's du am helfa bisht, ennichi vragen hott veyyich PA Health & Wellness, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Korean:

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 PA Health & Wellness 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기 하기 위해서는 1-844-626-6813 (TTY/TDD 1-844-349-8916)로 전화하십시오.

Italian:

Se lei, o una persona che lei sta aiutando, avesse domande su PA Health & Wellness, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l' 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Arabic:

إذا كان لديك أو لدى شخص تساعدك أسئلة حول PA Health & Wellness، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Language Assistance, continued

French:

Si vous-même ou une personne que vous aidez avez des questions à propos d'PA Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-844-626-6813 (TTY/TDD 1-844-349-8916).

German:

Falls Sie oder jemand, dem Sie helfen, Fragen zu PA Health & Wellness hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-626-6813 (TTY/TDD 1-844-349-8916) an.

Gujarati:

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, PA Health & Wellness વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-844-626-6813 (TTY/TDD 1-844-349-8916) ઉપર કૉલ કરો.

Polish:

Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów PA Health & Wellness, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-844-626-6813 (TTY/TDD 1-844-349-8916).

French Creole (Haitian Creole):

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou PA Health & Wellness, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-844-626-6813 (TTY/TDD 1-844-349-8916).

Mon-Khmer, Cambodian:

ប្រសិនលោកអ្នកឬ នរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី PA Health & Wellness អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមនិយាយទៅកាន់អ្នកបកប្រែតាមលេខ1-844-626-6813 (TTY/TDD 1-844-349-8916)

Portuguese :

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o PA Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-626-6813 (TTY/TDD 1-844-349-8916).