



WHOLE you



2022 Fall Bulletin

Your healthy source for living well.

The holiday season is here, and with it we have another edition of *Whole You*, a newsletter from PA Health & Wellness. In this issue you will learn the benefits of receiving annual vaccinations, read more about our Wellcare by Allwell plan, familiarize yourself with women's healthcare needs, find behavioral health resources, read up on our My Health Pays® rewards program, and find out how to get the care you need — when you need it.

Thank you for being our Participant, and for taking care of the whole you!

Participant Advisory Committee

You can help PA Health & Wellness with the way our health plan works. We have a Participant Advisory Committee that gives Participants like you a chance to share your thoughts and ideas with PA Health & Wellness. The group meets every 3 months. This gives you a chance to talk about your concerns with a variety of people. You also have a chance to tell us how we are doing. You may ask questions or share any concerns that you have about the delivery of services. Call Participant Services at 1-844-626-6813 (TTY/TDD 711) if you would like to attend.



For people age 65 and older who are eligible for Medicare and Medicaid, Wellcare by Allwell is our Dual Special Needs Program. Our Wellcare by Allwell plans include comprehensive healthcare coverage with support you can count on.

To learn more, call Participant Services at 1-844-626-6813 (TTY 711).

WHOLE you

Vaccinations Help Save Lives

Protect yourself and loved ones by joining the millions of Americans who receive vaccines each year.

Receiving annual vaccines means you can:

- Lower your chance of getting certain diseases and their side effects
- Lower your risk for cancer
- Lower your chance of spreading a disease
- Lower your risk of needing hospital care

Ask your doctor or pharmacist for recommended vaccines.

Visit www.cdc.gov/vaccines/schedules to view the recommended Adult Vaccine Schedule for your age.

Join the millions who get an **annual flu shot** to keep everyone close to them healthy. Talk to your doctor or pharmacist and get your annual flu shot today!



Make Your Medication Work for You

Save time and money on medications by asking your pharmacist for a 90-day supply. You'll spend less time at the pharmacy and more time doing what you enjoy. A 90-day supply is available for certain long-term medications.

If side effects are preventing you from taking your medication daily, there are always options that can help, such as an adjustment in your dose. Ask your doctor if a small change could make a big difference and keep you at your best.





For more than 20 years, Wellcare has offered a wide range of Medicare products which offer coverage beyond Original Medicare. Today, the company offers benefits with every Medicare beneficiary in mind. Most of our plans include prescription drug coverage, low or \$0 premiums, and **extra benefits** which may include:

- Dental, hearing, and vision services
- Over-the-counter benefits
- Flex cards to assist with co-pays
- Wellness and fitness programs
- Transportation services
- In-home support services
- Telehealth visits
- Special supplemental benefits for the chronically ill

Our special Medicare Advantage Plan can make your life easier!

Our Dual Special Needs Program (D-SNP) provides healthcare benefits for individuals eligible for both Medicare and Medicaid.*



When your Medicare and Medicaid benefits are aligned with PA Health & Wellness, you will experience better benefit coordination, more value, and a seamless member experience.

- One ID Card
- One Call for Customer Service
- One Care Manager
- Support where you live
- Extra Benefits
- Zero Dollar Copay



Contact us for help.

HMO: 1-855-766-1456 (TTY: 711)
HMO SNP: 1-866-330-9368 (TTY: 711)



For more information on plan specifics, please visit our website: **wellcare.com/allwellPA**

From October 1 - March 31, you can call us 7 days a week from 8 a.m. to 8 p.m.
 From April 1 - September 30, you can call us Monday - Friday from 8 a.m. to 8 p.m.
 A messaging system is used after hours, on weekends, and on federal holidays.

*Beneficiaries must meet certain income and resource requirements, with eligibility and scope of benefits offered determined by the state.

WHOLE you

When Was Your Last Mammogram?

Breast cancer in its earliest stage may not always be felt or cause symptoms. When found early, it is easiest to treat and significantly increases survival rates.



A mammogram is an x-ray of the breast and the best way to find and treat breast cancer before it spreads.

That's why it's so important to have regular mammograms. It's the best way to find and treat breast cancer before it spreads.

All women ages 50-74 years should have a routine screening mammogram at least every 2 years.

Call a network imaging center today and schedule your screening mammogram. If you need help finding a location, call Participant Services at 1-844-626-6813 (TTY 711).



Women's Health Checklist

- Annual Well Visit to PCP – all women
- Annual Visit to Obstetrics and Gynecology – all women
- Mammogram at least every 2 years – ages 50-74
- Colorectal Cancer Screening - ages 50-75

Guidelines and screening schedules may vary, so talk to your doctor about the right schedule for you. Your benefits will cover an annual screening mammogram starting at age 40.

https://www.cdc.gov/cancer/breast/basic_info/screening.htm
https://www.cdc.gov/cancer/breast/young_women/bringyourbrave/breast_cancer_young_women/
<https://www.uspreventiveservicestaskforce.org/>
<https://www.webmd.com/breast-cancer/guide/breast-cancer-survival-rates#091e9c5e81eff4f8-2-5>



WHOLE you

Mental Health Awareness — Help is Available

We all struggle at times and it's perfectly acceptable to say, "I'm not okay." **Speaking up and seeking care for your mental state is an important part of your overall health.**

Mental Health and Substance Abuse treatment is referred to as Behavioral Health. While talking to your Primary Care Provider (PCP) about all health concerns is a good idea, you don't need a referral to get care from a Behavioral Health specialist. These services are provided through Behavioral Health Managed Care Organizations (BH-MCOs). The phone number to call is based on the county where you live.

PA Health & Wellness can provide the phone number for your local BH-MCO, help you plan an appointment and find transportation.



Call	Who	When to Call
988	Suicide & Crisis Lifeline	Thoughts of suicide or hurting yourself or others
911	Emergency	Immediate medical help or you fear for your safety
1-844-626-6813 (TTY: 711)	PA Health & Wellness	Help in finding a mental health provider
1-800-950-6264	NAMI (National Alliance on Mental Illness)	Additional mental health information https://www.nami.org/Home

WHOLE you

Earn and Use Rewards with *my*healthpays[®]

As a Participant of the PA Health & Wellness health plan, **you can earn gift card rewards simply by staying on top of your health!**

With the My Health Pays[®] rewards program, earning rewards is easy. You just complete healthy activities such as your annual wellness exam, getting a flu shot or other annual screenings to protect your health. You'll receive your card by mail after you complete your first activity. As you earn additional rewards, your card can be reloaded.

You can use your rewards to help pay for items like:

- Everyday items at Walmart[®]
- Utilities
- Transportation
- Telecommunications
- Childcare Services
- Education
- Rent

Here are ways to earn My Health Pays rewards:

\$25 - Annual Breast Cancer Screening.
Age 50-74. One per calendar year.

\$25 - Annual Colorectal Screening.
Age 51-75. One per calendar year.

\$25 - Annual Cervical Cancer Screening.
Age 21-64. One per calendar year.

Your My Health Pays reward dollars are added to your rewards card after we process the claim for each activity you complete. If you are earning your first reward, your My Health Pays[™] Visa[®] Prepaid Card will be mailed to you.

This My Health Pays Rewards Visa Prepaid card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

If you have any questions or need more information, call Participant Services at 1-844-626-6813 (TTY 711) or visit PaHealthWellness.com. Click on "Benefits" then "Rewards" for details. Log in to your member account to check your current My Health Pays rewards balance.





WHOLE you

Getting Needed Care Quickly

PA Health & Wellness wants to be sure you get the care you need – when you need it. In a 2021 survey, our adult Participants scored higher than most health plans for receiving the care they needed, when they needed it.

The Quality Program at PA Health & Wellness sets standards for network providers and checks that practices offer appointments within certain timeframes. We also survey our Participants.

The table below shows the estimated timeframe for the next available appointment when you call to schedule an appointment.

Type of Care 	Timeframe 
Primary Care	
Emergency	Same day
Urgent Care	Within 24 hours
Routine with one of the following: <ul style="list-style-type: none"> • Otolaryngology (Head and Neck) • Dermatology • Dentist • Orthopedic Surgery 	Within 15 business days
Routine with all other specialists	Within 10 business days

If you feel that you are not getting needed care or getting care quickly, please call 1-844-626-6813 (TTY 711) to reach our 24/7 Nurse Hotline or Participant Services.

Have other insurance? Let us know! Call 1-844-626-8613 to update your information.



Health Literacy Matters

Health literacy is the ability to obtain, read, and understand basic health information and services needed to make appropriate health decisions.

Common Healthcare Service Terms:

Network – A health insurance network is a group of doctors and medical care providers that have a contract to provide healthcare services to members of a health insurance plan.

Premium – The amount you pay for your health insurance coverage every month.

Deductible – The total amount you pay for covered healthcare services before your insurance plan starts to pay.

Copayment – A fixed amount you pay for a covered healthcare service.

Coinsurance – Once you've reached your deductible, this is the percentage of costs of a covered healthcare service that you are still required to pay.

Out-of-Pocket Maximum – A limit on the amount of money you must pay for covered healthcare services in a plan year.

How Can You Help to Improve Health Literacy?

Ask questions.

Repeat what your doctor told you in your own words.

Ask for any flyers or brochures to help you understand.

