



Welcome to another edition of Whole You, a newsletter from PA Health & Wellness.

We hope this newsletter finds you well. We really hope you enjoy the helpful tips in this edition and that it helps you take better care of the whole you.



HAVE A FUN AND SAFE SUMMER!

At PHW, our goal is to transform the health of the community, one person at a time. Summer is a perfect time for having fun in the sun, but don't forget to protect yourself and your family with these tips:

Wear Sunscreen

Protect your skin from UV rays and reduce your risk of skin cancer by applying sunscreen with an SPF of 30 or higher and both UVA and UVB protection.

Don't Brave the Heat

Heat-related illnesses are no joke! Make sure to drink water at least every 20 minutes when outdoors. Symptoms of heatstroke can include extremely hot skin, confusion, nausea and even seizures.

Use the Buddy System

Never allow anyone to swim alone, especially children. Before you enter the water, check to see if any warning flags are up or ask a lifeguard about water conditions, beach conditions, or any potential hazards.

Protect Yourself from Bugs and Stings

Apply bug spray to repel mosquitoes. Avoid bright colors and floral prints as they attract bees and wasps.

Avoid Poisonous Plants

Pennsylvania is famous for some of the most beautiful scenery in the country, however, steer clear of plants like poison ivy, poison oak and poisonwood.

Grill Smart

Never leave a hot grill unattended. Avoid wearing loose fitting clothing when grilling. Make sure to watch children around a grill. Remember, perishable food should never sit out for more than one hour in warm weather, especially items like potato salad, lunch meat and seafood.

Celebrating the Signing of the Americans with Disabilities Act (ADA)

On July 26, 1990, the ADA was signed into law with the goal of making society more accessible to people with disabilities and preventing discrimination.

Other individuals may be protected in certain situations.

Know your rights.

The ADA has five titles:

- 1 Employment (Title I)
- 2 Public Services (Title II)
- 3 Public Accommodations (Title III)
- 4 Telecommunications (Title IV)
- 5 Miscellaneous (Title V)



REMEMBER

- You have employment rights as a person with a disability.
- You can request a reasonable accommodation at any time.
- You can choose to share a disability at any time and choose the level of disclosure. You can choose with whom to share.
- Supports and services are offered to help you figure out your employment journey.



Have questions about working?

Want to connect with a benefits counselor about your benefits and work?

Contact your Service Coordinator or call Participant Services at 1-844-626-6813 (TTY: 711).

Learn more about your rights, the ADA, and accommodations by visiting:

- **ADA** <https://www.ADA.gov/> | • **Job Accommodation Network** <https://askJAN.org/>
- **Mid-Atlantic ADA Center** <https://www.ADAinfo.org/ada-information/individuals-with-disabilities/>
 - **U.S Equal Employment Opportunity Commission (EEOC)** <https://www.EEOC.gov/publications/ada-your-employment-rights-individual-disability>
- **U.S Department of Labor, ODEP** <https://www.DOL.gov/agencies/odep/initiatives/ada>



You spoke. We Listened.

THANK YOU FOR SHARING IN THE 2022 HOME AND COMMUNITY-BASED SERVICES (HCBS) SURVEY.

The survey was designed to measure the experiences of adult participants who have long-term services and support from State HCBS programs.

Your feedback helps us to improve the quality of care provided to people like yourself. Your answers have helped us note areas of strength and room for improvement. Here is an overview of the 2022 survey results.

Improvement from Previous Year ▲

Overall Rating and Recommendation Service Coordinator

(Based on Individual Questions)

1.4% and 1.6% Improvement from 2021

Staff Listen and Communicate Well

0.2% Improvement from 2021

Personal Safety and Respect

0.2% Improvement from 2021

Received Care from a Dentist

2% Improvement from 2021

Know How to Report Abuse, Neglect, and Exploitation

2% Improvement from 2021

Know How to Apply for SNAP

32% Improvement from 2021

Areas for Improvement ▼

Overall Rating and Recommendation of Personal Assistance Staff

2% and 0.7% Decrease from 2021

Staff are Reliable and Helpful

0.8% Decrease from 2021

Service Coordinator is Helpful

2.5% Decrease from 2021

Choosing the Services that Matter to You

2.4% Decrease from 2021

Transportation to Medical Appointments

0.4% Decrease from 2021

Planning Your Time and Activities

0.1% Decrease from 2021

Improving Quality of Care

WE MADE CHANGES BASED ON THE 2022 SURVEY RESULTS TO MAKE SURE WE ARE MEETING YOUR SPECIFIC HEALTHCARE NEEDS.

Transportation

Established internal transportation concierge team to assist Participants with scheduling transportation to appointments. Bi-weekly meetings with MTM to discuss actions that occurred for missed or late trips.

Housing Support

Disseminating housing memos in 2022 with identified resources for Service Coordinators to provide to Participants. Creating a housing quick reference guide and re-educating the Service Coordination team on the use of PHW's standardized housing assessment tool.

Employment Support

PHW Employment Specialist engaging in monthly communication and training with Service Coordinators regarding employment services. Disseminating employment postcards to Participants.

SNAP Assistance

Developed a process to identify all Participants who do not have SNAP benefits, but may be eligible and conduct targeted outreach. Ensuring Service Coordinators are reviewing SNAP benefits with Participants during outreach.

Dental Services

Created questions in internal documentation to ensure Service Coordinators are reviewing dental care / appointments and assist with locating providers. Service Coordinators also distributing dental kits to Participants.

Unique Person-Centered Service Plan

Added Plans of Care specific to each Participant that define more details around their care needs, activities, preferences, and Participant specific information.

18-Month Calendar

Developed an 18-month calendar with important health screening information and resources for housing, transportation, employment, behavioral health, dental, and the Supplemental Nutrition Assistance Program (SNAP).

Supplemental Handbook

Supplemental Participant Handbook includes readily available resources for Participants to reference and has a section specifically to capture Service Coordinator name and contact information.



Eating on the Go

PEANUT BUTTER GRANOLA BALLS

Ingredients (Serves about 8)

1 cup peanut butter

(Allergies: Substitute sunflower or other nut butter)

$\frac{2}{3}$ cup honey

$2\frac{1}{3}$ cup oats

$\frac{1}{2}$ teaspoon salt

3 tablespoons cashews or almonds

(Optional: Crushed | Allergies: Do not use nuts)

$\frac{1}{3}$ cup mini chocolate chips

Some days things are moving so quickly that you don't have time to make a proper meal. You need that simple piece of food that'll get you through your next activity. Well we have the tasty and nutritious solution for you:

HOMEMADE PEANUT BUTTER GRANOLA BALLS!

With a little bit of prep time beforehand, you can make these delicious snacks and put them in the fridge.

Then, whenever you need a quick bite to eat, you can grab one or two of these. It's a fun activity for the whole family to get involved, especially kids. And they're also super customizable. Feel free to add, substitute, or change ingredients to what suits you and your family.

Instructions

- 1 First, stir together the peanut butter, honey, and a tiny bit of salt in a bowl. Mix until all ingredients are fully incorporated.
- 2 Second, add the oats, chocolate chips, and cashews or almonds. Stir again until everything is fully combined.
- 3 Next, scoop the mixture into balls on a baking pan. You can also shape them into different shapes.
- 4 Finally, chill them in the fridge for one hour, now you can grab a bite to eat whenever you want.

Heart disease is the leading cause of death in the country.³ Having a high total cholesterol can raise your risks for heart disease as you age.

DID YOU KNOW? SMALL CHANGES CAN LOWER YOUR CHOLESTEROL BY UP TO A THIRD^{1,2}

Here are some things you can try:

- 30 minutes of high intensity exercise twice in the week
- Snacking on fruits and nuts instead of items with lots of fat and sugar
- Fill half of your plate with vegetables at meals
- Change your meat choices to lean meats, like chicken and fish

Although medications are helpful, small changes to your daily life have the greatest impact. Try these small changes and have the **long and healthy life** you deserve!



Sources:

1 Janse Van Rensburg WJ. Lifestyle Change Alone Sufficient to Lower Cholesterol in Male Patient With Moderately Elevated Cholesterol: A Case Report. *Am J Lifestyle Med.* 2018 Oct 19;13(2):148-155. doi: 10.1177/1559827618806841. PMID: 30800020; PMCID: PMC6378490.

2 Rosenthal RL. Effectiveness of altering serum cholesterol levels without drugs. *Proc (Bayl Univ Med Cent).* 2000 Oct;13(4):351-5. doi: 10.1080/08998280.2000.11927704. PMID: 16389340; PMCID: PMC1312230.

3 Xu JQ, Murphy SL, Kochanek KD, Arias E. Mortality in the United States, 2021. *NCHS Data Brief, no 456.* Hyattsville, MD: National Center for Health Statistics. 2022. DOI: <https://dx.doi.org/10.15620/cdc:122516>.

Seasons of Savings

PURCHASING FRUITS AND VEGGIES (By Season)

With prices rising at the supermarket, it's important to save money where you can. If you know which fruits and vegetables are currently in-season at the store, it can save you time, money, and taste buds. Nobody wants dull and expensive strawberries.

So we've compiled a general produce guide for you! You'll be able to see when prices are low and high for your favorite fruits and vegetables during the year.

Just remember, prices and availability change from region to region. Be sure to ask your local store or farmer's market when something is in-season.

Spring

Pineapples
Mangoes
Cherries
Apricots
Strawberries
Artichokes
Rhubarb
Broccoli
Cauliflower
Lettuce
Zucchini
Asparagus
Spring Peas
Okra

Summer

Apricots
Blackberries
Blueberries
Cantaloupe
Cherries
Cucumbers
Green Beans
Limes
Peaches
Plums
Raspberries
Strawberries
Tomatoes
Watermelon

Fall

Apples
Cantaloupe
Mangoes
Pomegranates
Cranberries
Pears
Butternut Squash
Eggplant
Mushrooms
Pumpkins
Sweet Potatoes
Broccoli
Cabbage
Turnips

Year-Round

Bananas Coconuts
Celery Leeks
Potatoes Olives
Avocados Onions

Winter

Grapefruit Pomegranates Cauliflower
Lemons Broccoli Mushrooms
Oranges Brussels Sweet Potatoes
Tangerines Sprouts Turnips
Papayas Cabbage Rutabagas



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).

Visit the PA Health & Wellness website <https://www.pahealthwellness.com/community/community-connect.html> or talk with your PHW Service Coordinator to find more information about community events, employment aid, SNAP benefits, and rides to medical appointments.

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.

Reporting Fraud, Waste and Abuse

If you suspect fraud, waste, or abuse in the healthcare system, you must report it to PA Health & Wellness and we'll investigate. Your actions may help to improve the healthcare system and reduce costs for our participants, customers, and business partners. To report suspected fraud, waste, or abuse, you can contact PA Health & Wellness in one of these ways: • PA Health & Wellness anonymous and confidential hotline at 1-866-685-8664 • Pennsylvania Office of Inspector General at 1-855-FRAUD-PA (1-855-372-8372) • Pennsylvania Bureau of Program Integrity at 1-866-379-8477 • Pennsylvania Department of Human Services 1-844-DHS-TIPS (1-844-347-8477) • Mail: Office of Inspector General, 555 Walnut Street, 7th Floor, Harrisburg, PA 17101 • Mail: Department of Human Services, Office of Administration, Bureau of Program Integrity, P.O. Box 2675, Harrisburg, PA 17105-2675. You may remain anonymous if you prefer. All information received or discovered by the Special Investigations Unit (SIU) will be treated as confidential, and the results of investigations will be discussed only with persons having a legitimate reason to receive the information (e.g., state and federal authorities, corporate law department, market medical directors or senior management).





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