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PA Health & Wellness



Supplemental Guide for
Participant Handbook

1-844-626-6813 (TTY: 711) | PAHealthWellness.com

Welcome!

from



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What is Community HealthChoices (CHC)?

Community HealthChoices is Pennsylvania's Medical Assistance program for individuals who are dually eligible for Medical Assistance (Medicaid) and Medicare. Developed in 2018, CHC coordinates your health care coverage to improve the quality of your health care and experience an overall better quality of life.

What is PA Health & Wellness (PHW)?

PHW is contracted by Community HealthChoices to manage your health plan. We deliver quality healthcare in the state of Pennsylvania through local, regional and community-based services.

We believe that healthcare is best delivered locally. Our mission is to transform the health of the communities we serve – one person at a time.

We hope you'll find this supplemental guide as a useful reference for your 2025 Community HealthChoices/PA Health & Wellness Participant Handbook.

Health Care Terminology

Terminology and Acronyms used in health plans can be confusing. We've compiled a list of commonly used terms to help you navigate through the world of healthcare and understand references made in your Participant Handbook.

CHC	Community HealthChoices - Pennsylvania's Medical Assistance program for individuals who are dually eligible for Medical Assistance (Medicaid) and Medicare.
CMS	Centers for Medicare and Medicaid Services
D-SNP	Dual Special Needs Plan - A type of Medicare Advantage plan designed to meet the specific needs of Participants dually eligible for Medicaid and Medicare.
HCBS	Home and Community Based Services Person centered care that addresses the needs of people with functional limitations and need assistance for everyday activities.
HMO	Health Maintenance Organization Members in an HMO health plan must select a PCP from their network. Doctor visits must be made within the network of healthcare providers, including specialists.
LTSS	Long Term Services and Supports Refers to services and supports that meet the needs of people with chronic conditions who cannot independently care for themselves.
MCO	Managed Care Organization - These organizations focus on healthcare plans that help reduce costs but also provide a high quality of care.
NF	Nursing Facility - A facility that provides long-term residential care.
NFCE	Nursing Facility Clinically Eligible - To be medically eligible, a physician certifies that due to diagnosed illness, injury or disability, the person requires the level of care and services typically provided by a nursing facility.
PCP	Primary Care Provider or Physician - A health care professional practicing general medicine.
PCSP	Person Centered Service Plan - A process for selecting and organizing the services and supports that an older person with a disability may need to live in the community. The process is directed by the person receiving the plan.
PDP	Prescription Drug Plan -An insurance policy that covers take-home drugs prescribed by a doctor. They are also known as Medicare Part D.
PERS	Personal Emergency Response System - A system that allows you to call for help in an emergency using one button.
PFFS	Private Fee for Service - A Medicare Advantage health plan, offered by a State licensed entity and has a contract with the Centers for Medicare and Medicaid Services (CMS) to provide you with all of your Medicare benefits.
PHW	PA Health & Wellness - A Managed Care Organization, contracted by the state of Pennsylvania to deliver quality healthcare and community-based services within the Commonwealth.
PPO	Preferred Provider Organization - You do not need to have a PCP and can visit any provider or specialist you choose. Health plans that offer PPO plans normally cost more than HMO plans.
SC	Service Coordinator - If it is determined that you need nursing home services, a service coordinator will review your physical and mental health needs and determine the best location based on your needs and desired location (home or in a community setting).
SNP	Special Needs Plan A type of Medicare Advantage Plan that limits membership to people with specific diseases or characteristics.

Sources: medicare.gov, cms.gov (Centers for Medicare and Medicaid), aarpmedicareplans.com

Service Coordination Overview

PA Health & Wellness offers Participants in our health plan a choice of Service Coordinators among those employed or under contract with our company. If you are interested in any of our home and community-based services, your service coordinator (SC) will be happy to assist you with your needs. Get more from your health plan by using the services you need most.

HOME AND COMMUNITY-BASED SERVICES

Career Assistance

Career Assessment: If you are interested in finding a job, we can review your interests and strengths and identify potential career options.

Benefits Counseling: We can provide employment counseling assistance to determine if having a job will increase your ability for independent support and/or provide a financial benefit.

Employment Skills Development: If needed, we'll help you develop work and learning experiences, including volunteer work where you can develop strengths and skills to obtain a job with good wages.

Job Coaching: Support to learn and keep a job that pays. Coaching can help you develop natural supports in the workplace. It also involves working with employers or employees, coworkers and customers to encourage their acceptance of your paid position.

Job Finding: We can help you find potential jobs that align with your interests and capabilities while meeting the business needs of the company.

Community Integration

Community Integration: Short-term services are provided during life-changing events such as moving from a nursing home, moving to a new community or from a parent's home, or other changes that require new skills. Services are designed to improve self-help, communication, socialization and other skills needed to live in the community.

Community Transition Services: If you need to move from an institution to your home, apartment or other living arrangement, expenses are covered on a one-time basis. These include security deposits, moving expenses and household products.

Daily Living Assistance

Adult Daily Living Services: Day services in a community-based center to assist with personal care, social, nutritional and therapeutic needs, four or more hours per day on a regular schedule for one or more days every week.

Chore Services: Chore Services consist of more physically demanding, labor intensive household chores which are necessary to maintain the functional use of the home or provide a clean, sanitary and safe environment. This service may be authorized only when an unclean or cluttered living space impedes service delivery or increases the probability of injury from environmental hazards, such as falls or burns.

Chore Services are limited to 40 hours per Participant per calendar year and can only be provided when neither the Participant, their primary caregiver, nor anyone else in the household is capable of performing the household tasks, neither the person nor anyone else in the household is financially able to provide Chore Services, and where no other relative, caregiver, landlord, community/volunteer agency, or third party payor is capable of or responsible for their provision.

Home Adaptions: Physical changes to your home, such as ramps, handrails and grab bars to make your home safe while enabling increased independence within your home.

Home Health Aide: Services ordered by a doctor that include personal care such as help with bathing, monitoring a Participant's medical condition and help with walking, medical equipment and exercises.

Personal Assistant Services: We can provide hands-on help for activities of daily living such as eating, bathing, dressing and toileting.

Residential Habilitation* Services delivered in a provider-owned or provider-operated setting where you live. This includes community integration, nighttime assistance, nighttime and personal assistance services to help with activities of daily living, bathing, dressing, eating, mobility and toileting. It also includes instrumental activities of daily living such as cooking, housework and shopping so that you can acquire the skills you need to be independent and enjoying participation in community life.

Respite: Short-term assistance service for the Participant when the unpaid care giver is away or needs relief.

*Habilitation refers to a process aimed at helping individuals with disabilities attain, keep or improve skills and functioning for daily living. Source: NAPA-Neurological and Physical Abilitation center.

Family Counseling

Counseling Services: Counseling is available to help resolve conflicts and family issues, such as helping you develop and maintain positive support networks, improve personal relationships or improve communication with family members and other individuals.

Counseling Teleservices: Telehealth counseling for a Participant to help resolve conflicts and family issues, such as helping the Participant to develop and keep positive support networks, improve personal relationships, or improve communication with family members or others.

Meals

Home Delivered Meals: Prepared meals delivered to Participants who cannot prepare or obtain nutritious meals for themselves.

Nutritional Consultation: Services to assist the Participant and the paid/unpaid caregiver in planning meals that meet your nutritional needs while avoiding problematic foods.

Nutritional Consultation Teleservices: Telehealth services to help the Participant and a paid and unpaid caregiver in planning meals that meet the Participant's nutritional needs and avoid any problem foods.



Medical Equipment and Supplies

Specialized Medical Equipment and Supplies:

This includes items that allow a Participant to increase or maintain the ability to perform activities of daily living.



Nursing

Nursing Services: Services of a registered nurse or licensed practical nurse that are ordered by a doctor, including the diagnosis and treatment of health problems through health teaching, counseling and skilled care prescribed by the doctor or dentist.



Pest Eradication

Services to remove insects and other pests from your home that, if not treated, would prevent you from staying in the community due to a risk of health and safety.



Patient-Directed Services

Participant-Directed Community Support:

Services and supports are available if you would like to direct your services, hire your own workers and maintain a budget for services under Services My Way**. This includes basic living skills such as eating, drinking and toileting. It also includes household chores, laundry, cleaning and grocery shopping, etc. This allows you to become an active member of the community while living independently in a safe environment.

Participant-Directed Goods and Services: If you would like to direct your services, equipment or supplies, while maintaining a budget, you can do this through Services My Way. This will assist in your safety, productivity and independence while living in your home and becoming an active member of your community.

**The Services My Way Program offers Participants enrolled in the Medicaid Elderly and Persons with Physical Disabilities (EPD) Waiver more choice, control, and flexibility over the services they receive by off-ering Participant directed services (PDS) as an alternative to traditional personal care services.



Technical Assistance

Assistive Technology: An item, piece of equipment or product system to increase or maintain ability to communicate or do things for yourself as much as possible.

Personal Emergency Response System: An electronic device which is connected to a Participant’s phone and programmed to signal a response center with trained staff when the Participant presses a portable “help” button for emergency assistance.



Telecare Assistance Technology

Three services that utilize technology allowing Participants to be as independent as possible:

Health Status Measuring and Monitoring

Telecare Services: Uses wireless technology or a phonenumber to collect health-related data such as pulse and blood pressure. Based on your health condition, the provider can provide education and consultation.

Activity and Sensor Monitoring TeleCare

Service: This sensor-based technology remotely monitors and passively tracks Participant’s daily routines- 24 hours per day; 7 days per week.

Medication Dispensing and Monitoring Telecare

Service: This service assists by dispensing medicine and monitoring whether the Participant is taking the medicine as prescribed.



Therapy

Behavioral: Services to assess your needs, develop a home treatment/support plan, train family members/staff and provide technical assistance to carry out the plan while monitoring you throughout the implementation of the plan.

Cognitive Rehabilitation* Therapy:** Services for individuals with brain injury that include consultation with a therapist, ongoing counseling and coaching while focusing on helping you in real-world situations.

Cognitive Rehabilitation Therapy Teleservices:

Telehealth services for Participants with brain injury that include consultation with a therapist, ongoing counseling, and coaching or cueing that focus on helping the Participant to function in real-world situations.

Occupational: This refers to the services of an occupational therapist ordered by a doctor and includes evaluation of your skills.

Physical Therapy: Following an injury or illness, the services of a physical therapist are ordered by a doctor and include evaluations and treatment to limit or prevent disability.

Speech Therapy: Services of a licensed American Speech-Language-Hearing associate or certified Speech-Language pathologist, ordered by a doctor. Includes evaluation, counseling and rehabilitation of a Participant with speech disabilities.

***Rehabilitation refers to regaining skills, abilities or knowledge that may have been lost or compromised as a result of illness, injury or acquiring a disability. Source: NAPA-Neurological and Physical Abilitation center.



Transportation

Non-Medical Transportation: Includes tickets, tokens and mileage reimbursement to help a Participant’s transport to community services and other activities. We encourage you to speak with your service coordinator for more information.

Vehicle Modification: This refers to physical changes to a car or van that is used by a Participant with special needs. The car or van can be owned by a family member with whom you live or another person who provides your main support so that you can use the car or van for needed transportation.

Questions? Need more information?

Reach out to your Service Coordinator or call Participant Services at 1-844-626-6813 (TTY:711)



Assistance for Alzheimer's and Related Dementia Diseases and their Caregivers

PA Health & Wellness is using the Johns Hopkins' Maximizing Independence program (**MIND at HOME™**) which was developed to help you and your caregivers adjust to your Alzheimer's disease or related dementias. This home-based care coordination program was developed through research at Johns Hopkins Medicine.


Through this program, you will be assigned a Memory Care Coordinator and an RN Care Manager who will help address unmet needs that may be barriers with your memory disorders to allow you to remain safe in our own home.


We can help you:

- Achieve better health and improve quality of life through management of your health conditions.
- Connect you with available benefits and the most appropriate resources while coordinating care with your Primary Care Physician.
- Develop your health and medication goals and coordinate with family, loved ones, providers and community organizations.
- Get timely and appropriate services.



For more information on **MIND AT HOME™**, please call:



 Participant Services at **1-844-626-6813 (TTY 711)**

 or visit our website at **PAHealthWellness.com**

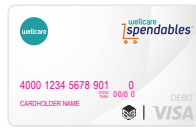
PA Health & Wellness (PHW) offers specialized Medicare Advantage Plans for individuals who are eligible for both Medicare and Medicaid. Our Wellcare By Allwell Dual Special Needs plans provide additional benefits that are designed to meet your health care needs.

To learn more, call us at 1-844-917-0175 (TTY: 711) Monday - Sunday 8 am - 8 pm.

For more than 20 years, Wellcare has offered a wide range of Medicare Advantage products, which offer coverage beyond Original Medicare. **Our Dual Special Needs Plan includes \$0 premiums, prescription drug coverage and many extra benefits:**

-  Dental, including dentures and implants
-  Eye wear and hearing aid coverage
-  Rides to medical appointments
-  Virtual Doctor visits
-  Gym membership or fitness kit

 Introducing the NEW Wellcare Spendables™ Card



With this easy-to-use card, members receive a monthly allowance which can be used for:*

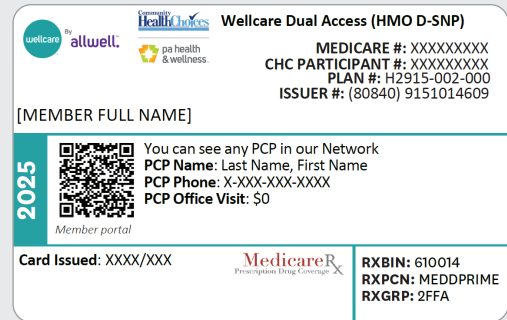
- Over the Counter (OTC) Items
- Healthy Foods
- Rent & Utility Assistance
- Gas (Pay-at-Pump)



Our Dual Special Needs Plan can make your life easier!

When your Medicare & Medicaid benefits are aligned with PHW, we can provide 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



To learn more about these benefits:

Call **1-844-917-0175 (TTY: 711)** from Monday - Sunday between 8 am - 8 pm.

Wellcare is the Medicare brand for Centene Corporation, an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with the state Medicaid program. Enrollment in our plans depends on contract renewal. | *Benefits mentioned are a part of Special Supplemental Benefits for the Chronically Ill. Not all members will qualify. In addition to being high-risk, you must have one or more of the following chronic conditions: cancer, cardiovascular disorders, chronic and disabling mental health conditions, chronic lung disorders, diabetes. There are other eligible conditions not listed. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.



Quality and You

Our Quality Improvement (QI) Program is an important part of PA Health & Wellness. The program creates plans, puts those plans into action and measures efforts to improve your health and safety. The QI Program also monitors the quality of care and services provided in the areas below:

- Making sure you get the care you need, when and where you need it
- Ensuring you receive quality care
- Addressing the cultural needs of our members
- Ensuring your satisfaction

The goal of the quality program is to improve your health, safety and satisfaction. Some of our quality improvement goals include the following:

- Good health and quality of life for all members
- Care provided by PA Health & Wellness' Providers must meet industry-accepted standards of care
- We are committed to providing you with Preventive Care reminders annually

- PA Health & Wellness complies with all State and Federal laws and regulations
- We evaluate the quality of health care by looking at specific performance measures
- Participant satisfaction meets PA Health & Wellness' targets

For questions concerning our Quality Improvement Program and our progress in meeting our goals, call Participant Services at **1-844-626-6813 (TTY: 711)**.

The Quality Improvement Program also reviews services provided to you based on clinical practice guidelines for specific conditions. If you would like a copy of these guidelines or need more information about any of our programs, call us at **1-844-626-6813 (TTY: 711)**.

Information and/or a full copy of PA Health & Wellness' Quality Improvement Program Description is available by request by calling Participant Services at **1-844-626-6813 (TTY: 711)**.



Visit our website for more detailed information:

www.PAHealthWellness.com



Important Information

My health plan is PA Health & Wellness.

Their phone number is 1-844-626-6813 (TTY: 711)

Website: PAHealthWellness.com

My Service Coordinator's Name: _____

Service Coordinator's Phone Number: _____

My Primary Care Doctor's Name: _____

Primary Care Doctor's Phone Number: _____

Date of last Flu Shot: _____

Dates of COVID 19 Vaccinations:

(1st vaccination) _____

2nd vaccination _____

Dates of COVID 19 Booster Vaccinations:

(1st Booster vaccination) _____

(2nd Booster vaccination) _____

Do you suspect elder abuse or abuse of an adult living with a disability?



Common Signs of Abuse

- Bruises or broken bones
- Weight loss
- Memory Loss
- Personality changes
- Social isolation
- Changes in banking habits
- Giving away assets such as money, property, etc.

Any person who believes that an older adult is being abused, neglected, exploited or abandoned may call the elder abuse hotline which is open 24 hours per day.



Statewide Elder abuse Hotline:
1-800-490-8505 (TTY: 711)



1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

1-844-626-6813 (TTY: 711)
PAHealthWellness.com



ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-626-6813 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-844-626-6813 (TTY: 711) o hable con su proveedor.

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-844-626-6813（文本电话：711）或咨询您的服务提供商。

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

Find us on Facebook & LinkedIn

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Your managed care plan may not cover all your health care expenses. Read your Participant handbook carefully to determine which health care services are covered.