

WHOLE **you**

2026 | Q2 BULLETIN



Exercise Your Way to a Healthy Heart

Physical inactivity, high blood pressure, and smoking are risk factors for heart disease. There are many healthy summer activities that you can do for exercise. You don't have to strain your body to benefit from exercise. Even moderate exercise is good for you!

You can try:

- Walking or hiking
- Gardening
- Jogging or running
- Swimming laps
- Aerobic dancing
- Bike riding

Remember! The sun sustains life and feels good, but it can be your skin's worst enemy.

It's not just those long days at the beach that cause trouble. When you spend time outside without sun protection, it adds to the damage that may lead to skin cancer. Apply a generous amount of broad-spectrum sunscreen 15 to 30 minutes before you go outside. Reapply every two hours, even on cloudy days! Call Participant Services at **1-844-626-6813** (TTY: 711) if you have any questions.

Taking Medications as Prescribed

Medications play a vital role in helping you to:

- Manage chronic conditions
- Recover from illness
- Maintain long term health



A medication can only work if it's taken as directed by your doctor. This means:

- Taking the right medication
- At the right dose and the right time
- For the right length of time



Better medication adherence has been associated with fewer complications, improved daily functioning, lower risk of disease progression. Over time, this can mean fewer hospital stays and a better overall quality of life. It is one of the most important steps you can take to protect your health, today and in the future. **Some common challenges and solutions include:**

! CHALLENGES

Side effects or fear of potential side effects.

Complex medication regimes, such as taking several pills at different times.

Unclear instructions or misunderstanding about why a medication is needed.

✓ SOLUTIONS

Ask your pharmacist or doctor questions about potential side effects.

Take your medication with a daily routine. Set alarms and keep a pill organizer with you. Ask your pharmacist or doctor about simplifying.

Do not hesitate to ask your pharmacists and doctors if you have any questions.

If you need help, call Participant Services at **1-844-626-6813** (TTY: 711).



What is Osteoporosis?

Osteoporosis is a condition which causes your bones to weaken, becoming breakable.

It's often known as a "silent condition" because you may not have any symptoms until you break a bone. Osteoporosis happens when the body is unable to make new bone tissue fast enough to replace old bone tissue. This can make your bones weak. The most common parts of your body where osteoporosis can cause a broken bone are the hip bones, the back (spine), and the wrist.

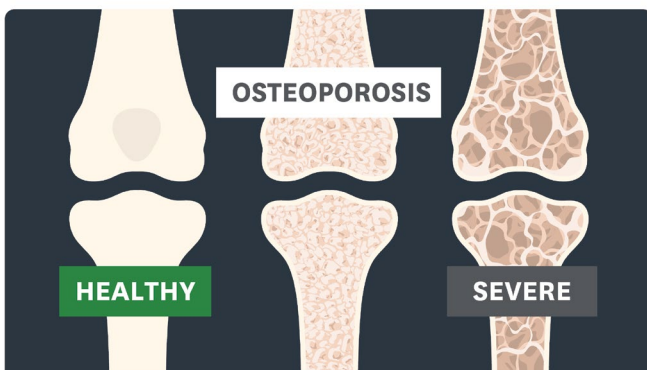
Osteoporosis can affect both women and men of all races and ethnic groups. It can occur at any age, but you are at greater risk as you get older. For women, osteoporosis can begin to develop a year or two before menopause.

You can take steps to help prevent osteoporosis and broken bones by doing weight-bearing exercises, eating a well-balanced diet rich in calcium and vitamin D, not drinking too much alcohol, not smoking, and taking your medications, if prescribed. Other steps you can take to keep yourself safe include keeping your floors free of clutter, wear nonslip shoes, be careful of while walking on icy, wet, or polished surfaces to prevent falls.

Getting a preventive screening can help detect bone loss early. Your healthcare provider will review your personal and family health history and do a physical exam.

Preventive screenings for osteoporosis can include:

- Bone density test
- Blood tests
- FRAX score
- X-rays



If you have questions, call Participant Services at **1-844-626-6813** (TTY: 711).

Housing Rights

EVICTIION AND FORECLOSURE

Eviction and foreclosure can happen for many reasons from financial hardship to unexpected life events. Housing laws exist to protect you during these difficult situations. Understanding your rights can help you know what steps landlords and lenders must follow and what options are available to you. If you have any questions, call Participant Services at **1-844-626-6813** (TTY 711).



Are you at risk of being evicted?

For legal support, visit the link below:

<https://www.pa.gov/agencies/dhs/resources/for-residents/legal-help>

Are you in jeopardy of foreclosure?

Here is a list of resources that you can access for support in your area.

- **HUD:** Visit <https://www.hud.gov/helping-americans/avoiding-foreclosure> or call 800-569-4287 (TTY 711) to find a housing counselor.
- **PHFA:** Visit <https://www.phfa.org/homeowners/foreclosure.aspx> or call the PHFA Customer Solutions Center at 1-855-827-3466 (TTY 711).
- **Allentown and Reading:** Visit <https://nhsgb.org/> or call Neighborhood Housing Services of Greater Berks at 610-372-8433 (TTY 711).
- **Erie:** Visit <https://www.gecac.org/> or call Greater Erie Community Action Committee at 814-459-4581 (TTY 711).
- **Harrisburg:** Visit <https://www.pafairhousing.org/> or call The Fair Housing Council of the Capital Region at 717-238-9540 (TTY 711).
- **Philadelphia:** Visit <https://www.phila.gov/programs/foreclosure-prevention-grant-program/> or call the Foreclosure Prevention Program at 215-686-9749 (TTY 711).
- **Pittsburgh:** Visit <https://sheriffallegheeny-county.com/foreclosure-assistance/> or call the Mortgage Foreclosure Hot line at 412-350-4704 (TTY 711).
- **York:** Visit <https://yorkcpc.org/> or call the Community Progress Council at 717-846-4600 (TTY 711).



Transportation

GET THE MOST FROM YOUR PLAN

We offer a range of home and community-based services, including transportation. Non-medical transportation includes tickets, tokens and mileage reimbursement to help with a Participant's transport to work, community services and other activities. We encourage you to speak with your Service Coordinator for more information by calling **1-844-626-6813** (TTY 711).



Financial Literacy

Financial wellness is important and PHW is here to support you. Here are some ways to check in based on your stage of life.



Working or Interested in Working?

- Connect with a certified benefits counselor by contacting your Service Coordinator.
- Check out our PHW Benefits Counseling Guide: <https://www.pahealthwellness.com/content/dam/centene/Pennsylvania/pdfs/BenefitsCounselingGuide.pdf>
- Learn about Medical Assistance for Workers with Disabilities (MAWD) and get the support you need. <https://www.pa.gov/agencies/dhs/resources/medicaid/medicaid-workers-disabilities>
- Talk to your benefits counselor about your employer's benefits like 401k, Health Savings Account, and qualifying for other incentives.

Actively Seeking Work?

- Find the PA Office of Vocational Rehabilitation (OVR). <https://www.pa.gov/agencies/dli/programs-services/disability-and-vocational-rehabilitation>
- Check with your local PA CareerLink® for a financial workshop or check the virtual calendar. <https://www.pacareerlink.pa.gov/jponline/>

Questions about Working?

- Ask your Service Coordinator to connect you with a certified benefits counselor.
- Ask your certified benefits counselor questions, such as “Can you help me create financial plans for different situations: wage, hours per week?”

Retired or Retiring Soon?

- Check out the resources on our website, including Financial Future Planning. <https://www.pahealthwellness.com/community/SocialDeterminantsofHealth/EmploymentResources.html>

In School or Training?

- Check with your school's Career Center for financial outlook information in the field or occupation you are working toward.

General Supports Across Life Stages:

- Have a PA Office of Vocational Rehabilitation Counselor (OVR)? Ask for benefits planning.
- Learn about ABLE Accounts, a tax-free savings account for qualified individuals. www.ablenrc.org/what-is-able/what-are-able-accounts/
- Learn how to manage your ABLE Account. www.ablenrc.org/financial-literacy-month-tools/

More questions or need help?

Email Employment@PaHealthWellness.com or call 1-844-626-6813 (TTY 711). We are here to support you throughout your journey. Visit PAHealthWellness.com for webinars, events, resources, and more.



Mental Health Awareness

3 WAYS TO SUPPORT YOUR MENTAL HEALTH:

1 Create Structure and Routine

- ▶ Establish a more consistent sleep schedule.
- ▶ Learn about reasonable accommodations at work. Call Participant Services at 1-844-626-6813 (TTY 711).

2 Make Mindful Movements

- ▶ Connect with friends, family, or community groups and get outside!
- ▶ Stretch and practice deep breathing.

3 Limit Stimulants and Screen Time

- ▶ Drink more water and less caffeine.
- ▶ Set a reminder to step away from your phone, TV, and computer.

Have a mental health condition?

Learn about reasonable accommodations at the link:

<https://askJAN.org/disabilities/Mental-Health-Conditions.cfm>



Dial 988 for the Suicide and Crisis Lifeline. Help is always available.

Participant Advisory Committee

You can help PHW 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 PHW. 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: 711) if you would like to attend.

Community Connect

Call 1-844-626-6813 (TTY: 711) to ask your Service Coordinator about community events, employment aid, Supplemental Nutrition Assistance Program (SNAP) benefits, & rides to medical appointments. You may also visit the link to learn more: <https://www.PAHealthwellness.com/community/community-connect.html>



ATTENTION PARTICIPANTS!



Free Wireless Program

Community HealthChoices Participants can get a smartphone at no cost with a talk, text, and 4.5 GB data plan.

To learn more, visit pulsewrx.com or MyBenefitPhone.com. Use a cell phone to call 213-566-3733 (TTY 711) and apply by automated system. Have your Medicaid number handy!

For help, call Participant Services at 1-844-626-6813 (TTY 711).



HERE FOR YOUR HEALTH



Meet Jane

She preferred not to move into a nursing home. Thanks to PA Health & Wellness (PHW), she lives in her own apartment near lots of friends. She gets help with cooking, dressing, bathing, taking medications, and other daily tasks. She goes to the market, plays Pokeno and Bingo, and visits friends five days a week.

“PHW has made life so good!”



Share your thoughts!

Leaving a Google Review is a fast and easy way to share your positive feedback with your community.

Visit our Google listing and click on “Write A Review.” Whether it is a few words or a detailed experience, your review would be greatly appreciated.

Want to compliment a doctor?

Tell us about your experience. Call us at 1-844-626-6813 (TTY: 711) or email:

ParticipantAdvisoryCommittee@PAHealthWellness.com

All testimonials sent to us will remain anonymous.

Find us on Facebook & LinkedIn   @PA Health & Wellness

For Participants who are eligible for **Medicaid** and **Medicare**, Wellcare is our **Dual Special Needs Plan**. Wellcare plans can provide additional benefits, better benefit coordination, more value, and a seamless member experience. Call Participant Services at **1-844-626-6813** (TTY: 711) to learn more.

Medicaid

Medicare

Dual Special Needs Plan



ENHANCED BENEFITS

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.

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, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. PA Health & Wellness does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

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 711).

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:

1557 Coordinator

PA Health & Wellness
1700 Bent Creek Blvd. Ste. 200
Mechanicsburg, PA 17050
(833) 236-9679 (TTY 711)
Fax: 866-388-1769
PHWComplaintsandGrievances@PaHealthWellness.com

The Bureau of Equal Opportunity

Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, TTY/PA Relay 711
Fax: (717) 772-4366
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator 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, phone, or email at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW.
Room 509F, HHH Building,
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at PA Health & Wellness website: <https://www.pahealthwellness.com/non-discrimination-notice.html>.

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.

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.

Spanish

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.

Chinese; Mandarin

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 (TTY: 711) 或咨询您的服务提供商。

Nepali

ध्यान दिनुहोस्: यदि तपाईं अङ्ग्रेजी बाहेक अन्य भाषा बोल्नुहुन्छ भने, निःशुल्क भाषा सहायता सेवाहरू तपाईंका लागि उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-844-626-6813 (TTY: 711) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ! Если Вы говорите по-русски, Вам доступны бесплатные услуги языковой поддержки. Вам также бесплатно предоставят соответствующие вспомогательные средства и услуги для предоставления информации в доступных форматах. Позвоните по телефону 1-844-626-6813 (TTY: 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (1-844-626-6813 (TTY: 711) أو تحدث إلى مقدم الخدمة

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-844-626-6813 (TTY: 711) oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ thích hợp để cung cấp thông tin ở các định dạng có thể tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-844-626-6813 (TTY: 711) hoặc trao đổi với nhà cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо Ви розмовляєте українською, Вам безкоштовно доступні послуги мовної підтримки. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також надаються безкоштовно. Зателефонуйте за номером 1-844-626-6813 (TTY: 711) або зверніться до свого постачальника медичних послуг.

Chinese; Cantonese

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-844-626-6813 (TTY: 711) 或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português do Brasil, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-844-626-6813 (TTY: 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: আপনি যদি ইংরেজি ছাড়া অন্য কোনও ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা পাওয়া যায়। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত যোগাযোগ সহায়তা এবং পরিষেবাগুলিও বিনামূল্যে পাওয়া যায়। 1-844-626-6813 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সঙ্গে কথা বলুন।

French

ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-844-626-6813 (TTY: 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាភាគីតិថ្លៃមានសម្រាប់អ្នក។ ជំនួយនិងសេវាកម្មដែលសមរម្យសម្រាប់ផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើបាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ សូមទូរស័ព្ទទៅលេខ 1-844-626-6813 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-844-626-6813 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે અંગ્રેજી સિવાય બીજી ભાષા બોલતા હો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. માહિતી સુલભ સ્વરૂપમાં આપવા માટે યોગ્ય સહાયક સાધનો અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. 1-844-626-6813 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Reporting Fraud, Waste, and Abuse

If you suspect fraud, waste, or abuse in the healthcare system, you should report it to someone who can investigate it.* Your actions may help to improve the healthcare system and reduce costs for our Participants, customers, and business partners. You can report suspected fraud, waste, or abuse in one of these ways:

PA Health & Wellness Anonymous and Confidential Hotline

1-866-685-8664

Pennsylvania Office of Inspector General

1-855-FRAUD-PA (1-855-372-8372)

Pennsylvania Bureau of Program Integrity

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

Reporting Other Insurance Coverage - Third Party Liability

You may have Medicare or other health insurance. Medicare or your other health insurance is your primary insurance. This other insurance is known as “third party liability” or TPL. Having other insurance does not affect your Medical Assistance eligibility. In most cases, your Medicare or other insurance will pay your PCP or other provider before PA Health and Wellness pays. PA Health and Wellness can only be billed for the amount that your Medicare or other health insurance does not pay. You must tell both your CAO and Participant Services at 1-844-626-6813 (TTY:711)

You must let us know if:

- You have other health insurance now
- You get new other health insurance
- Your other insurance ends
- Any information about your other insurance changes
- Giving us this information helps make sure your health care claims are paid correctly and on time.

*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).

Living Independence for the Elderly (LIFE) Program

If you are at least 55 years old, you may be able to enroll in the LIFE program instead of Community HealthChoices. The LIFE program covers medical, prescription drug, behavioral health, transportation, and supportive services for persons who are 55 years old and older and meet requirements related to the county where you live, how much care you need, and the kind of financial support you need. For more information on the LIFE program contact an Enrollment Specialist at 1-877-550-4227.



1700 Bent Creek Blvd.
Ste. 200
Mechanicsburg, PA 17050

Health and Wellness or
Prevention Information



WHOLE *you*

2026 | Q2 BULLETIN



A newsletter from PA Health & Wellness (PHW). Your healthy source for living well.

INCLUDING THESE TOPICS AND MORE:

Exercise Your Way to a Healthy Heart | Taking Medications as Prescribed | What is Osteoporosis?
Housing Rights | Transportation | Financial Literacy | Mental Health Awareness | Free Wireless Program