



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

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.



Preventive Health Screenings

Women

Preventive health care is important for women to maintain their overall well-being. It can also help detect potential health issues early. Regular screenings and proactive health practices can greatly reduce the risk of serious conditions. Schedule a well visit with your doctor! Discuss breast, cervical, and colon cancer screenings, blood pressure checks, and diabetes testing.

Men

Annual wellness visits are important for men to maintain ideal health. These visits can help to prevent chronic diseases. Getting an annual wellness visit with your doctor will allow you to discuss any health concerns you may have. During your visit, you can discuss with your provider any recommended preventive health screenings. These can include colon cancer screenings, blood pressure control, medication adherence, diet and exercise, and diabetes screening.



**Call Participant Services at
1-844-626-6813 (TTY: 711) if you
have questions or need help.**



2025 Dental Benefits

Limited dental benefits are provided for Participants through dentists within the PHW network for services. Some services may require prior authorization or a Benefit Limit Exception.

The following services are covered for Participants aged 21 and older:

- Two periodic oral exams and cleanings per year.
 - All medically necessary dental services including cleanings, x-rays, fillings, crowns, dentures, extractions and other services.
 - Surgical procedures and emergency services related to treatment for symptoms and pain.
- PHW Participants *may* be eligible for additional benefits for dentures beyond the standard denture benefit.
- Beyond Medicaid-covered services, Participants can request a free oral hygiene kit by calling Participant Services at 1-844-626-6813 (TTY 711).



Need help making an appointment?

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

Did You Know?

PHW can assist with short-term community integration services. These 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.

Contact your Service Coordinator at 1-844-626-6813 (TTY: 711) to learn more.

Participant Portal

Take control of your health coverage anytime, anywhere!
With the PA Health & Wellness Participant Portal, you can:

- View your benefits and coverage
- Track claims in real time
- Find in-network providers
- Download your ID card instantly
- Get personalized reminders and alerts



Sign up today and manage your coverage easier than ever! Scan the QR code or visit: <https://www.pahealthwellness.com/login.html>



Employment as a Driver of Health

This summer, let's
reimagine what
“work” could mean.

Work looks different for
each person, and it can
change throughout life.

In the box on the right,
select **THIS** or **THAT**
within each row.

THIS OR THAT

Set Schedule	Flexible Hours
Pay Bills	Extra Money
Benefits Counseling	Be Underpaid
Work in Office	Work from Home
Working	Retired
Use of Mind	Meet New People
Work for Money	Dream Job
Behind a Screen/Phone	Face to Face
Team	Individual
Full-Time	Part-Time/Seasonal
Have a Boss	Be the Boss
Entrepreneur	Consultant/Freelance

If most of your answers are in
the “**THIS**” column, you may
want to consider the following:

- Not working? Ask your Service Coordinator about a referral to PA Office of Vocational Rehabilitation (OVR) that can help you find a job that meets your needs and interests.
- Ask your Service Coordinator about a referral for Benefits Counseling to understand your current benefits and needs while exploring your potential to earn more.
- Currently working? If you are in a job you don't like or isn't meeting your needs, share that with your Service Coordinator to develop a plan of support. You can live the life you want to live.

If most of your answers are in
the “**THAT**” column, you may
want to consider the following:

- Get paid for the knowledge you can pass on through consulting.
- Turn that hobby into a business; sign up for upcoming craft fairs and markets.
- Check out seasonal jobs, such as being a staff member at a local sporting event or a seasonal associate for a retail company with the holiday season ahead.
- Ask your Service Coordinator about a referral for Benefits Counseling to plan how you can make money while keeping your benefits.

We invite you to dream and reimagine what “work” could mean for you. Work may add structure to your day and provide you with purpose; it may help you meet new people or add money to your account, so you aren't on a fixed income. Work may help keep your mind flexible as you continue to learn and grow.

For immediate supports or questions, contact Employment@PaHealthWellness.com or visit the website below:
PAHealthWellness.com/community/SocialDeterminantsofHealth/EmploymentResources/employment-journey-.html

Heart Disease and High Blood Pressure

Heart disease is the leading cause of death in the United States.¹

Your heart is a hard-working muscle, beating more than 100,000 times a day. It is important to take care of it. The term “heart disease” refers to several types of heart conditions. The most common type of heart disease in the United States is Coronary Artery Disease (CAD), which affects the blood flow to the heart. Other types of heart disease include Heart Failure (heart is unable to pump enough blood), Cardiac Arrhythmias (heart rhythm problems), and Angina (Chest Pain).¹

Coronary artery disease, heart attacks, and cardiac arrests all have common symptoms:

- Chest pain or discomfort (Angina)
- Pain or discomfort in the upper body, including the neck, upper back, shoulders, or arm
- Indigestion, heart burn, nausea or vomiting
- Extreme fatigue
- Dizziness or lightheadedness
- Shortness of breath
- Fast-beating, fluttering, or pounding heart (palpitations)

Some key risk factors for heart disease include high blood pressure, high blood cholesterol, smoking, and a family history of heart disease.

Maintaining a healthy blood pressure is important for your heart's health. A normal blood pressure should be less than 120 (systolic/upper number) over 80 (diastolic/lower number).

Choosing healthy behaviors can put you on the path to better heart health. Here are some ways to live a heart-healthy lifestyle:

1. Know your health history
2. Eat a healthy diet
3. Keep a healthy weight
4. Get regular exercise
5. Quit smoking
6. Take medicines as directed
7. Choose your drinks wisely
8. Monitor your blood pressure at home



References:

American Heart Association (2024). Know Your Risk Factors for High Blood Pressure.
<https://www.heart.org/en/health-topics/high-blood-pressure/why-high-blood-pressure-is-a-silent-killer/known-your-risk-factors-for-high-blood-pressure>

American Heart Association (2024) Understanding Blood Pressure Readings.
<https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings>

Center for Disease Control (2024). Heart Disease Facts. 1
<https://www.cdc.gov/heart-disease/data-research/facts-stats/>

Center for Disease Control (2024). Preventing Heart Disease.
https://www.cdc.gov/heart-disease/prevention/?CDC_AAref_Val=https://www.cdc.gov/heartdisease/prevention.htm

Center for Disease Control (2024). About Heart Disease.
<https://www.cdc.gov/heart-disease/about/index.html>



**Work together
with your doctor
to help improve
your heart health.**



The Benefits of Physical Activity

Better Mood

Getting enough physical activity can immediately reduce feelings of anxiety. It can also help you sleep better. Over the long-term, it can reduce the risk of depression. Regular walking, for example, can improve your mood. Joining a walking group can help you stay socially connected to your neighbors and friends.

Better Brain Function

Regular physical activity can keep your thinking, learning, and judgment skills sharp and delay the decline of these skills as you age.

Lower Risk of Heart Disease or Stroke

Heart disease and stroke are two of the leading causes of death in the United States. Being active at a moderate intensity level can help lower the risk for these diseases. It can also lower your blood pressure and improve your cholesterol levels.

Lower Risk of Type 2 Diabetes or Diabetes Complications

More than 34 million Americans have diabetes. Another 97 million US adults have a condition called prediabetes. This puts them at risk of type 2 diabetes. Regular exercise helps prevent type 2 diabetes. If you already have diabetes (type 1 or type 2), you can help control your blood sugar levels by staying active.

Lower Risk of Some Cancers

Getting the recommended amount of physical activity can lower the risk of many cancers. These include cancers of the bladder, breast, colon, endometrium, esophagus, kidney, lung, and stomach.

Stronger Bones and Muscles

Doing muscle and bone-strengthening exercise can slow the loss of bone density. Being active can also help with arthritis pain and reduce the risk of hip fracture.

Remember: 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.

Source: <https://www.cdc.gov/physical-activity/features/10-reasons-to-get-moving.html>

Call Participant Services at 1-844-626-6813 (TTY: 711) if you have questions.



High Cholesterol Culprits

While your diet has a major impact on your cholesterol levels, there are other influences at play. See whether any of these ring true for you and discuss with your doctor.

More than a number: Your body's metabolism changes with age. While this is normal, it helps explain why high cholesterol is often diagnosed between ages 40 and 59.

Battle of the sexes: Women have a lower risk for high cholesterol than men—until menopause. Menopause lowers hormones that may protect against high cholesterol.

Chair affairs: Sitting a lot and not getting a lot of exercise lowers high-density lipoprotein (HDL) cholesterol. With less HDL, it's easier for LDL to build up in your blood vessels.

It's in the family: If you have family members with high cholesterol, you're more prone to unhealthy levels.

Up in smoke: Smoking damages your blood vessels and causes them to harden faster—a surefire way to raise your risk for heart disease.

Medicine cabinet checkup: Some prescriptions, such as steroids used to treat inflammatory diseases, can unintentionally cause unhealthy cholesterol levels.

Source: <https://centene.staywellhealthlibrary.com>



pa health
& wellness™

Healthcare made for **you.**



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. Email:

ParticipantAdvisoryCommittee@PAHealthWellness.com

All testimonials emailed to us will remain anonymous.

Have questions? Call **1-844-626-6813 (TTY: 711)** or visit **PAHealthWellness.com**

Find us on Facebook & LinkedIn   @PA Health & Wellness

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:*

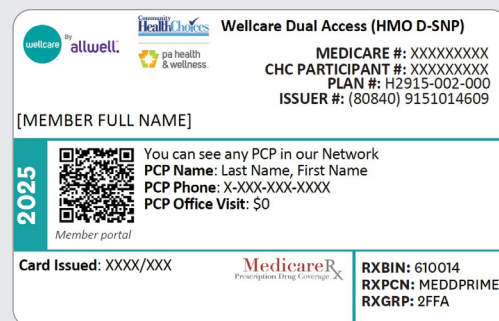
- Over the Counter (OTC) Items
- Healthy Foods
- Rent & Utility Assistance
- Gas (Pay-at-Pump)



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.

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>.

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（文本电话：711）或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-844-626-6813 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. 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) 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 dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-844-626-6813 (Người khuyết tật: (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-844-626-6813 (TTY: 711) або зверніться до свого постачальника».

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, 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: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-844-626-6813 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে 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៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា គតតិក្ខត្តែគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយគតតិក្ខត្តែផងដែរ។ ហៅទូរសព្ទទៅ 1-844-626-6813 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

LANGUAGE ASSISTANCE CONTINUED...

Korean

주의: 한국어 를 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 ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે 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

Visit <https://www.PAHealthwellness.com/community/community-connect.html> or 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.

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.

* 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).

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.



PRSRT STD
U.S. Postage
Paid
Eureka MO
Permit #40



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

Health and Wellness or
Prevention Information

2025 | Q3 BULLETIN

Your healthy source for living well.

Community
HealthChoices



WHOLE
you

