



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.



What to do when you have a cold or the flu?

Rest! Rest is the most important thing you can do. It allows your body to recover faster.

Hydrate! Drink at least 8 cups of liquids a day. Avoid sugary drinks, alcohol, and caffeine.

Humidify! If using a humidifier, cool mist is the best. Humidifiers should be cleaned about every 3 days.

Sore Throat and Coughing?

Try gargling salt water (1 tsp of salt for 1 cup of warm water). This mixture can reduce pain and swelling. Throat lozenges or hard candy may also help.

Over-the-counter (OTC) medications that may help include Dextromethorphan and Guaifenesin.

If coughing at night, it might be helpful to sleep with more pillows to keep your head elevated.

Stuffiness?

Saline nasal drops or sprays can help.

Body aches or fever?

Acetaminophen (Tylenol) and Ibuprofen (Motrin) can be used for pain and fevers. Try to limit each to 3,000mg per day. Consult with your provider or pharmacist.

When to see a medical professional:

- Trouble breathing, shortness of breath, and/or fast breathing
- Dehydration
- Fever lasting more than 4 days or not reduced by medications
- Other chronic conditions worsening

Note: Antibiotics will not help a cold or flu because these illnesses are caused by viruses, not bacteria.

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



Safe & Effective Disease Prevention

Immunizations are important to all of us. They help prevent serious diseases, provide protection, and help communities protect against infections and diseases.

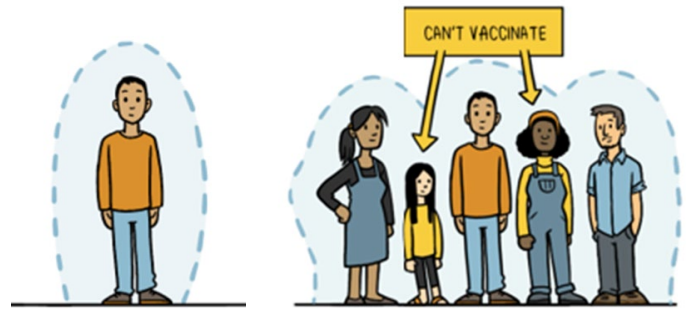
During Flu/COVID-19 season and throughout the year, your body's immune system works hard to keep you healthy. The immune system is your body's first line of defense against organisms or viruses that can make you sick. It can recognize and destroy bacteria or viruses and protect you from illnesses. The immune system can also help your body heal.

Vaccinations help your body's immune system to fight these infections and diseases. Vaccines work by introducing a weakened or an inactive form of a virus or bacteria in your body causing:

- Your immune system to recognize the virus, such as Flu/COVID-19, or bacteria.
- Your immune system to produce antibodies specific to the virus or bacteria to fight it.
- Your immune system will then use its 'memory cells' to remember the virus or bacteria and will respond if it comes across it at another time. (WHO, CDC 2024)

In the U.S., the development of vaccines is taken seriously and is regulated by the U.S. Food and Drug Administration's (FDA) department known as the Center for Biological Evaluation and Research (CBER). Before a vaccine or drug is approved for public use it must pass through nine stages including research, clinical trials, and FDA approval.

Thanks to the development of safe and effective vaccines, many diseases that used to be seen frequently in the United States are no longer common.



Why is it important to get vaccinated?

A vaccine protects an individual. Community Vaccination protects the whole community, even those who cannot get vaccinated due to underlying health conditions.

Vaccinations help provide protection against targeted viruses and diseases like the flu, COVID-19 and shingles. When a lot of people in a community are vaccinated (Herd Immunity) it makes it harder for the virus or disease to spread.

The best way to protect yourself against illness is getting vaccinated. Important vaccines for all adults include:

- Flu and COVID-19 can cause mild to severe illness and at times even death.
- Shingles is related to Chickenpox, and both are caused by the same virus, Varicella-Zoster.
- Td/T-dap vaccinations protect against Tetanus, Whooping Cough, and Diphtheria.
- Pneumococcal vaccinations protect against a bacteria (*Streptococcus Pneumoniae*) which can cause pneumonia, meningitis, and sepsis.
- Hepatitis B vaccinations protect against a hepatitis B infection, a viral infection that can cause severe liver damage and other health complications.



Getting vaccinated helps to protect you, your family, and your entire community. **Call 1-844-626-6813 (TTY: 711) for help.**

References:

American Academy of Pediatrics (2025). 14 Diseases You Almost Forgot About Thanks to Vaccines.

<https://www.healthychildren.org/English/safety-prevention/immunizations/Pages/Vaccination-Protects-Against-These-Diseases.aspx>

Centers for Disease Control (CDC) Vaccines & Immunizations (2024). Explaining How Vaccine Work.

<https://www.cdc.gov/vaccines/basics/explaining-how-vaccines-work.html>

Centers for Disease Control (CDC) Vaccines & Immunizations (2024). Recommended Vaccinations for Adults.

<https://www.cdc.gov/vaccines/imz-schedules/adult-easyread.html>

World Health Organization (WHO) (2025). How do vaccines work?

<https://www.who.int/news-room/feature-stories/detail/how-do-vaccines-work>

Follow-Up Post-Discharge from Hospital

The hospital will discharge you if you no longer need to be there for your care. However, this may not mean that you are fully healed or recovered. After a hospital discharge, you'll need to carefully follow all of the instructions from your healthcare provider.

It is very important for you to keep all of your follow-up appointments. When you go to an appointment, be ready to tell your healthcare provider how you have been feeling and any concerns you may have. Bring copies of any tests results given to you. Ask questions about any part of your recovery or care. Confirm with your provider that they have received all the necessary information and all the tests and test results that were done in the hospital.



Cancer Screenings

Cancer can affect anyone and learning about it early can save lives. Regular screenings help find cancer – such as breast cancer or bladder cancer – early. By making screenings part of your routine care, you are taking an important step to protect your health!



For help scheduling your appointments, contact your doctor's office or call PHW's Participant Services at 1-844-626-6813 (TTY: 711).

Thank You

for Participating in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey!

Your
voice
matters.



That is why we want to thank everyone who took the time to complete our CAHPS survey. Your feedback gives us valuable insight into your experiences, so we can better serve you. Your voice helps us continue to improve the quality, service, and support we provide.

Every response makes a difference. Together, we can build a stronger care experience that puts your needs first. Thank you again for helping us grow and transform the health of the communities we serve, one person at a time.

Personal Assistance Services (PAS)



You Keep Your PAS Hours When You Work

Personal Assistance Services support your activities of daily living (ADLs). When you work, those needs do not go away. Neither does the support to help you meet those needs.

What might change?

- Time of day the service takes place due to your work schedule
- Needs changed due to now being in a work setting
(Example: Employer's restroom is difficult for you to use, so PAS or other support may be needed.)

Want more control over your PAS?

Ask your Service Coordinator about Participant Directed Options

<https://www.pahealthwellness.com/members/ltss/member-resources/FinancialManagementServicesFAQs.html>

Some ways PAS support PHW Participants who work or are seeking work:

- Restroom needs during work shift
- Getting ready for the day
- After work ADL like bathing
- Balance support at work (mobility)
- Catheter change needs
- Meal planning for work lunches
- Reminders to take medications

It is possible that your place of employment does not have the same access or support that you do at home. This is when a job coach can help you with the conversation with your employer. They can also help with exploring what may be possible, including but not limited to assistive technology, such as installation of a grab bar in the bathroom or bringing your PAS worker for any ADL needs during your work shift.



Have questions about working?

Ask your Service Coordinator, call Participant Services at 1-844-626-6813 (TTY: 711), or email Employment@PAHealthWellness.com

Learn more about PAS in the Workplace:

<https://www.dol.gov/agencies/odep/program-areas/employment-supports/personal-assistance-services>





Celebrating Value and Talent

National Disability Employment Awareness Month



OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

#NDEAM
80th Anniversary
dol.gov/odep

Everyday, PHW strives to support those we serve. This includes you and your contributions to the workforce, as this area of life impacts your overall health and wellbeing. Let us celebrate YOU by sending us a quick note of the work you do, work you are seeking, or work you did before retiring: Employment@PAHealthWellness.com

As a reminder, we can:

- Get you connected to a certified benefits counselor to support your financial decisions and understand your benefits
- Support your employment journey holistically, inclusive of PAS and assistive technology
- Provide education around possibilities
- Connect you to funding to help pay for education to further your career

Certified Benefits Counselor - Call Participant Services at 1-844-626-6813 (TTY: 711) or visit:

<https://www.pahealthwellness.com/community/SocialDeterminantsofHealth/EmploymentResources/employment-journey-.html>



ATTENTION PARTICIPANTS!

 pulsewrx

Free Wireless Program

Community HealthChoices Participants can get a phone 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).

Diabetes is Nothing to Smile About

If you have diabetes, you know to pay special attention to your eyes and feet.

Did you know you should also pay close attention to your teeth and gums?



Diabetes Affects Mouth Health

Gum Disease

Diabetes that isn't controlled well can lead to gum disease. This can happen at any age. Gum disease is an infection of the gums and the bones that hold the teeth in place. Poor blood sugar control makes it harder for your immune system to fight gum disease. And gum disease may make it harder to control your diabetes. If you have diabetes and you smoke, you're at a much higher risk for gum disease than a person who doesn't have diabetes.

Symptoms of Gum Disease Include:

- Red, swollen, sore gums
- Bleeding while brushing or flossing
- Loose or separating teeth
- Bad breath or a strange taste in your mouth
- Pus between the teeth and gums

Thrush

Thrush is a fungal infection of the mouth. It happens more often in people with diabetes. This is because of high blood sugar in the saliva.

Dry Mouth

Dry mouth is often a symptom of undiagnosed diabetes. Dry mouth can make it harder to speak, taste, chew, swallow food, or wear dentures. It can cause mouth infections and tooth decay (cavities). Symptoms of dry mouth may include dry lips, burning in the mouth, a rough tongue, and mouth sores or infection. To help prevent dry mouth, drink plenty of fluids and take frequent sips of water or sugarless fluids. Don't use tobacco or vaping products, and don't drink caffeine or alcohol.

Take Action!

Brushing

- Brush 2 to 3 times daily with a soft brush and fluoride toothpaste.
- Use small, circular motions. Don't use hard back-and-forth motions.
- Brush your tongue each time.
- Brush for about 3 minutes, including the top, back, and front of each tooth.

Flossing

- Floss at least 1 time a day.
- Curve the floss around each tooth and scrape up and down from below the gum to the top of the tooth.
- Rinse after flossing.

Visit Your Dentist

Your dentist is part of your healthcare management team. You should see your dentist two times per year. Tell your dentist about changes in your health or medicines at each visit. You can tell them your diabetes test results, including your A1C and your fasting blood glucose.

Need help making an appointment?

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

Do You Know Your Housing Rights?

The Fair Housing Act: Title VIII of the Civil Rights Act of 1968, amended in 1988, makes it illegal to discriminate or intimidate in any housing-related matter based on the following protected classes:

- Disability
- Sex
- Religion
- Familial Status
- Race
- Color
- National Origin
- Sexual Orientation / Gender Identity

The Fair Housing Act also makes it illegal to:

- Refuse to rent or sell housing
- Make housing unavailable / deny that housing is available
- Set different terms, conditions or privileges
- Advertise in a discriminatory way
- Threaten or intimidate anyone exercising their fair housing rights
- Build housing that is not in accordance with the FHA design and construction requirements
- Refuse to permit a reasonable modification or make a reasonable accommodation in rules, policies, practices, or services



Did you know that there are agencies that can help you?

<https://www.pa.gov/en/agencies/phrc.html>

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

Please visit our website or scan the code for more housing information:

<https://www.pahealthwellness.com/community/SocialDeterminantsofHealth/HousingResources.html>



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



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

ParticipantAdvisoryCommittee@PAHealthWellness.com

All testimonials sent 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



Community
HealthChoices



By
allwell.

For individuals 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).

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 aksèsib 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 គតិគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយគតិគិតថ្លៃផងដែរ។ 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.



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