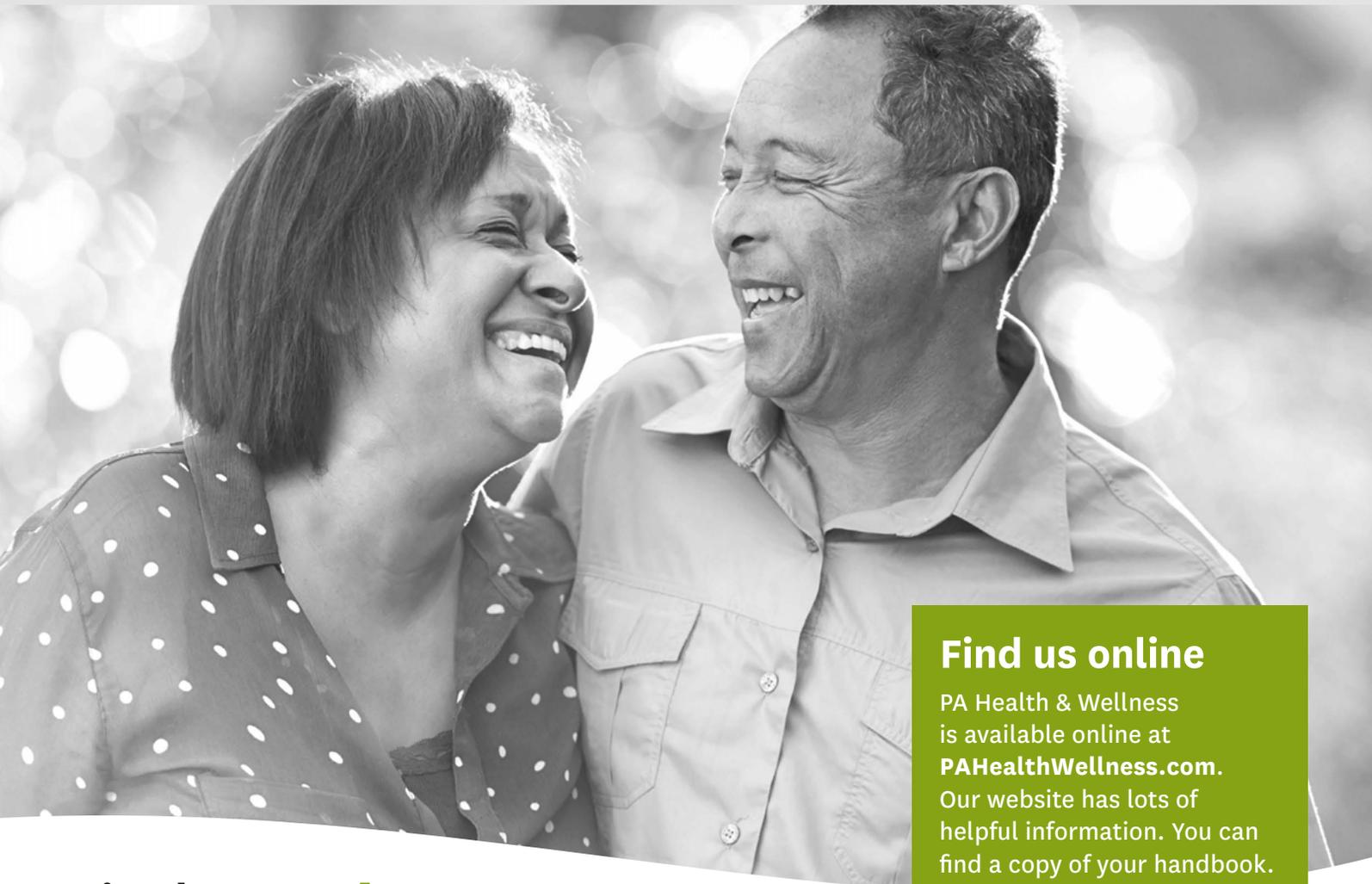


# Healthy Moves



## Find out about your benefits

**Community HealthChoices is Pennsylvania's medical assistance managed care program that includes physical health benefits and long-term services and supports.** PA Health & Wellness' goal is to improve the health of its beneficiaries through focused, compassionate and coordinated care.

Your benefits are the services PA Health & Wellness covers. It's important that you understand your benefits. You can find out more about them in the participant handbook. If you don't have a copy, we can send you one. Just call us at **1-844-626-6813** (TTY **1-844-349-8916**).

If you qualify for Medicaid coverage through the state of Pennsylvania and you are eligible for Medicare, you can enroll in our dual eligible special needs plan (HMO SNP). With an HMO SNP, you may be able to combine your

*Continued on back page*

### Find us online

PA Health & Wellness is available online at **PAHealthWellness.com**. Our website has lots of helpful information. You can find a copy of your handbook. You can look for a provider. Use our secure participant portal to:

- Change your primary care provider
- Update your personal information
- Find pharmacy benefit information
- Send PA Health & Wellness a message

Log in to the participant portal at **PAHealthWellness.com**. Call **1-844-626-6813** (TTY **1-844-349-8916**) if you have questions.



## What are your wishes?

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do or do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at [caringinfo.org](http://caringinfo.org).

## Are you at risk for diabetes?

**Type 2 diabetes is a condition that makes blood sugar levels higher than normal.** This happens when your body doesn't use insulin the right way. Some people are more at risk for Type 2 diabetes. This includes people who:

- Are overweight
- Are over age 45
- Have family members with diabetes
- Have high blood pressure
- Are African-American, Alaska Native, American Indian, Asian-American, Hispanic/Latino, Native Hawaiian or Pacific Islander

If you have Type 2 diabetes, you should see your provider several times a year. Your provider can make sure your diabetes is under control. You may need to watch what you eat. You may need to take pills or give yourself insulin shots. It's important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves or heart.

PA Health & Wellness has health management services. We can help you live with chronic conditions like diabetes. Call **1-844-626-6813** (TTY **1-844-349-8916**) to learn more.

### Are you a new participant?

Do you have questions about your current plan and benefits? Visit [PAHealthWellness.com](http://PAHealthWellness.com) to locate the participant handbook. It has many details about your health plan.



# ER or urgent care?

When you are hurt or sick, you want to feel better fast. But do you need urgent care? Or should you go to the emergency room (ER)?

**Urgent care is for medical problems that are not emergencies. Go to urgent care when your doctor's office is closed. Medical problems treated at urgent care include:**

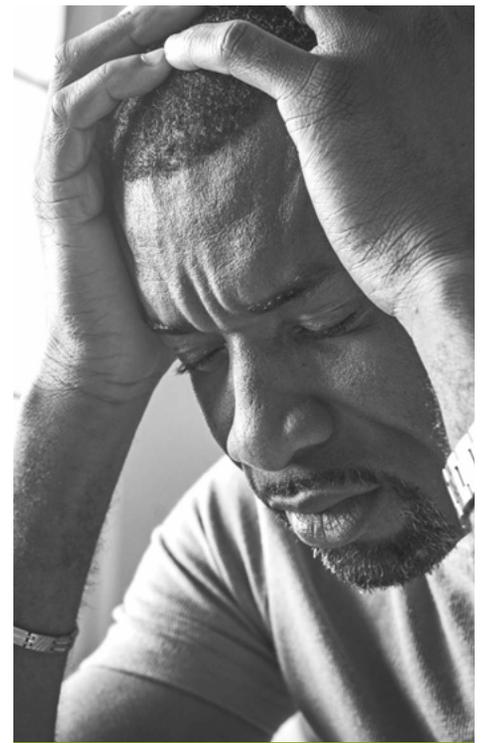
- High fevers
- Sprains
- Flu symptoms
- Earaches
- Vomiting

**The ER is for conditions that need to be treated right away.**

**These could be:**

- Broken bones
- Thoughts of harming yourself
- Chest pains
- Trouble breathing
- Weakness or numbness on one side

If you need medical care right away for a life-threatening condition, call **911**. Call an ambulance if you are having a heart attack or a stroke. Treatment can begin on the way to the hospital.



## Signs it's more than the 'blues'

Everyone feels "blue" sometimes. Job stress, money problems or other life issues can make us sad. But when feelings of sadness last, it may be more serious. You could be depressed. How do you know if you are depressed? Ask yourself:

- Is my mood keeping me from doing my job?
- Is it affecting my relationships?
- Have I felt sad for more than two weeks?
- Do I feel worthless or hopeless?

Do you think you are depressed? Your provider can help. If you are thinking about hurting yourself or others, call **911** or go to the emergency room. Call PA Health & Wellness if you need help finding a provider.



# 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, or sex. PA Health & Wellness does not discriminate 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.

## 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/TDD 1-844-349-8916).

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:

Grievance and Appeals Coordinator

PA Health & Wellness

300 Corporate Center Drive

Camp Hill, PA 17011

1-844-626-6813 (TTY/TDD 1-844-349-8916)

Fax: 1-844-873-7451

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, PA Health & Wellness 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 or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW.

Room 509F, HHH Building

Washington, DC 2020

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

# Language Assistance

## English:

If you, or someone you're helping, has questions about PA Health & Wellness, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Spanish:

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de PA Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Chinese Mandarin:

如果您，或是您正在協助的對象，有關於 PA Health & Wellness 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-844-626-6813 (TTY/TDD 1-844-349-8916)。

## Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về PA Health & Wellness, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Russian:

В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования PA Health & Wellness вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Pennsylvania Dutch:

Vann du, adda ebbah's du am helfa bisht, ennihi vragen hott veyyich PA Health & Wellness, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Korean:

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 PA Health & Wellness 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기 하기 위해서는 1-844-626-6813 (TTY/TDD 1-844-349-8916)로 전화하십시오.

## Italian:

Se lei, o una persona che lei sta aiutando, avesse domande su PA Health & Wellness , ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l' 1-844-626-6813 (TTY/TDD 1-844-349-8916).

## Arabic:

إذا كان لديك أو لدى شخص تساعدك أسئلة حول PA Health & Wellness، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم (TTY/TDD 1-844-349-8916) 1-844-626-6813

Language Assistance, continued

**French:**

Si vous-même ou une personne que vous aidez avez des questions à propos d'PA Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-844-626-6813 (TTY/TDD 1-844-349-8916).

**German:**

Falls Sie oder jemand, dem Sie helfen, Fragen zu PA Health & Wellness hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-626-6813 (TTY/TDD 1-844-349-8916) an.

**Gujarati:**

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, PA Health & Wellness વિશે કોઈ હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-844-626-6813 (TTY/TDD 1-844-349-8916) ઉપર કૉલ કરો.

**Polish:**

Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów PA Health & Wellness, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-844-626-6813 (TTY/TDD 1-844-349-8916).

**French Creole (Haitian Creole):**

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou PA Health & Wellness, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-844-626-6813 (TTY/TDD 1-844-349-8916).

**Mon-Khmer, Cambodian:**

ប្រសិនលោកអ្នកឬ នរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី PA Health & Wellness អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមនិយាយទៅកាន់អ្នកបកប្រែតាមលេខ1-844-626-6813 (TTY/TDD 1-844-349-8916)

**Portuguese :**

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o PA Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-626-6813 (TTY/TDD 1-844-349-8916).

PA Health & Wellness  
300 Corporate Center Drive  
Camp Hill, PA 17011

**PAHealthWellness.com**

Published by Manifest LLC. © 2019. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. The information in this publication is intended to complement—not take the place of—the recommendations of your healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.



## We are **here to help**

**PA Health & Wellness wants to help you get and stay healthy.** We can help you with many things. We can help you:

- Get a paper copy of anything on our website, **PAHealthWellness.com**
- Get information about your health
- Find a doctor or another provider
- Get language services if you don't speak English
- Get a new copy of your participant handbook
- Get a new ID card

Call Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**) to learn how we can help you. Or visit **PAHealthWellness.com** for more information.

*Continued from page 1*

Medicare and Medicaid coverage under a single plan to make it easier for you to manage.

Once you enroll in Allwell, you will find that our plans provide all of your Medicare and Medicaid coverage and more! Ready to enroll? Visit our How to Enroll page at <https://allwell.PAHealthWellness.com/learn-about-our-plans.html> for more information.

We can also help you make an appointment. We can help you find transportation to appointments. If you can't get to an appointment, let the provider's office know as soon as possible.

We offer free interpreter services to participants. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call PA Health & Wellness Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**).