

Healthy**Moves**



Help for **managing** **your care**

Do you need help taking care of your health? Maybe you are living with several illnesses. Or maybe you have a long-term condition such as cancer, high blood pressure or diabetes. Care management may be able to help.

Care managers are nurses and social workers. They can:

- **Help you understand your health problems.** They can help you learn how to take care of yourself.
- **Work with your doctors to get you the best care possible.** They can help schedule appointments. They can help coordinate care.
- **Connect you to services and resources in the community.** These could include food stamps or housing support.

You or your doctor may ask for care management. It is not required. Call Participant Services at **1-844-626-6813** (TTY **1-844-349-8916**) to find out more.

Pharmacy facts

PA Health & Wellness wants to help participants get the medications they need. The preferred drug list (PDL) is the list of drugs PA Health & Wellness covers.

You can find the PDL at **PAHealthWellness.com**. You can also call **1-844-626-6813** (TTY **1-844-349-8916**) to find out if a drug is covered. Your doctor or pharmacist can help you find medications that are covered.





New to PA Health & Wellness?

Find details about your benefits and services in your participant handbook and on our website. Visit PAHealthWellness.com.

You have **rights and responsibilities**

PA Health & Wellness participants have rights. They also have responsibilities. Rights are things you can expect from your health plan. They include:

- Receive information in a manner and format that may be easily understood and is readily accessible to participants and potential participants.
- Receive accurate, easily understood information and assistance in making informed healthcare and long-term services and supports (LTSS) decisions about his or her health plans, professionals and facilities.
- A choice of healthcare and LTSS providers that is sufficient to ensure access to appropriate high-quality healthcare.
- Access emergency healthcare services when and where the need arises.
- Fully participate in all decisions

- related to his or her healthcare and LTSS. Participants who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members or other conservators.
- Considerate, courteous and respectful care from all members of the healthcare and LTSS system at all times and under all circumstances.
 - Communicate with providers in confidence and have the confidentiality of his or her individually identifiable healthcare and LTSS information protected. Participants also have the right to review and copy their own medical and LTSS records and request amendments or corrections to their records.
 - A fair and efficient process for resolving differences with their

health plans, healthcare and LTSS providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review.

- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other federal regulations on the use of restraints and seclusion.

Responsibilities are things your health plan expects from you. They include:

- Take responsibility for maximizing healthy habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific healthcare decisions.
- Work collaboratively with healthcare and LTSS providers in developing and carrying out agreed-upon treatment plans.

- Disclose relevant information and clearly communicate wants and needs.
- Use the health plan's internal complaint and appeal processes to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and the human fallibility of the healthcare professional.
- Be aware of a healthcare and LTSS provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about his or her health plan and LTSS coverage and health plan and LTSS options (when available), including all covered benefits, limitations and exclusions, rules regarding use of network providers, coverage and referral rules, appropriate processes to secure additional information and the process to appeal coverage decisions.
- Show respect for other patients, health workers and LTSS workers.
- Make a good-faith effort to meet financial obligations.
- Abide by administrative and operational procedures of health plans, healthcare and LTSS providers, and government health benefit programs.
- Report wrongdoing and fraud to appropriate resources or legal authorities.

You can find these rights and responsibilities in your participant handbook. Read it online at **PAHealthWellness.com**. Call **1-844-626-6813** (TTY **1-844-349-8916**) to ask for a paper copy.

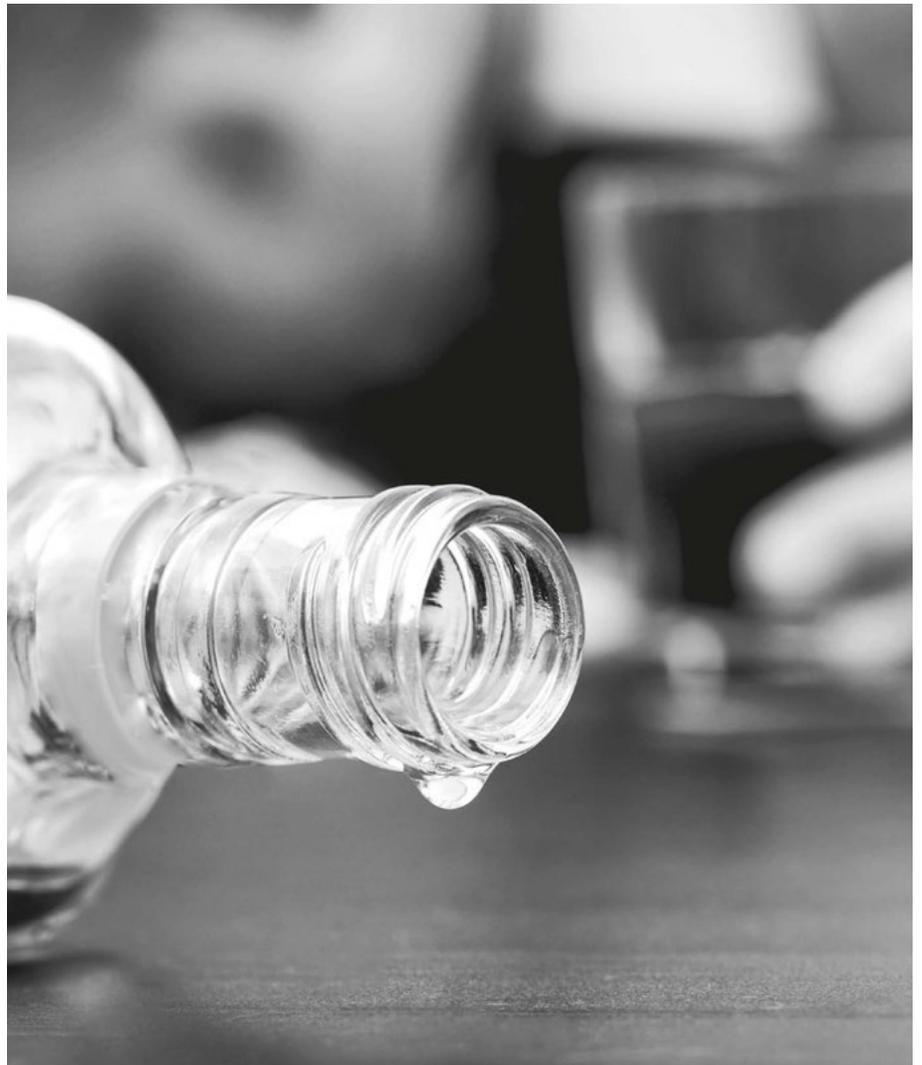
Is **your drinking** a problem?

Many adults enjoy a beer or a glass of wine sometimes. But drinking too much alcohol can be a serious problem. Excessive alcohol use can lead to cancer. It is a major cause of preventable death. Pregnant women who drink may have babies with health problems. Drinking too much may also lead to trouble with family or at work.

Here are a few signs your drinking is becoming an issue:

- You have tried to drink less or quit but have not succeeded.
- You drink more than in the past before feeling drunk.
- You drink in secret, where others can't see you.
- You are sometimes unable to remember what happened when you were drinking.

Are you worried about your alcohol use? Talk to your doctor. Heavy drinkers may not be able to cut back on their own. Medication and therapy can help.





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

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
CorporateCenter Drive
Camp Hill, PA 17011
PAHealthWellness.com

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How can we help you?

PA Health & Wellness is here to help you with many things. Call Participant Services if you need a paper copy of your participant handbook or anything else on our website. We can help you find a doctor and make appointments. We can also help you get a ride to your health appointments (for participants with transportation as a covered benefit).

Call **1-844-626-6813** (TTY **1-844-349-8916**) for these services.

Visit us online to learn more about health and your health plan. You can also find your participant handbook online. Go to **PAHealthWellness.com**.



3 tips to ease allergies

Spring allergies can mean weeks of itchy eyes and sneezing. Here are three things you can do to ease your symptoms:

- 1. Avoid allergens.** That may mean staying inside on dry, windy days. Or you could wear a mask when working in the yard.
- 2. Keep allergens outside.** Keep your windows closed. Use air filters in your bedroom. Air conditioning can also help filter out allergens.
- 3. Talk to your doctor.** Your doctor may recommend over-the-counter drugs. People with severe symptoms may need allergy shots. Your doctor can help you decide which treatment is right for you.