

PA Medicaid

Wholecare Connections

Fall 2022



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Need help with housing?

We can connect you to resources that can help.

The Wholecare Resource Center connects you to food, clothing, housing, utility bill assistance, education programs, and much more in seconds.

We even tell you which programs you may qualify for and how many benefits you could receive!



Get started today!

Visit.

highmarkwholecare.com/WRC
Enter your zip code.

Call.

You can also call us to get connected! Just dial **1-800-392-1147** (TTY 711).

Get connected.

- Find local programs, resources, and support
- See which programs you may qualify for
- Apply to programs
- Bookmark programs
- Get program alerts

Your digital ID card is always at your fingertips.

There is no need to search for your member ID card again.

Your digital ID card is always available on your mobile device or computer, and it works the same as the physical one. Use it when you visit the doctor or pay for services or care. When you pull it up, you can be confident you're providing your current health plan details.

Don't like talking on the phone?

Use secure messaging and live chat in our free member portal and mobile application!



You may need to update and renew your benefits.

We want to prepare you for an important deadline that may affect your Medicaid coverage. The Pennsylvania Department of Human Services is reviewing Medicaid records. They may need information from you to confirm you are still able to keep your Medicaid benefits.

Go to www.compass.state.pa.us to update your information and renew your benefits. To be sure that you get all of the important mailings, report all changes to the State Customer Service Center at 1-877- 395-8930.



We like you... like us back!

Like and follow Highmark Wholecare on social media to discover more ways to achieve whole life health.



Our Facebook, Instagram, and Twitter pages include:

- Information on benefits and programs to help you get the most out of your membership.
- Community events and activities for you and your loved ones.
- Health and wellness tips to help you feel your best.
- Free vaccination clinics and screenings.
- Resources for food, housing, and utility assistance.
- Healthy, delicious, and budget-friendly recipes.
- And much more!

Connect with us on Facebook (@[HighmarkWholecarePlans](#)), Instagram (@[highmarkwholecare](#)) and Twitter (@[ItsWholecare](#)) today.

If you would like to see additional content on our social media channels, we'd love to hear from you! Send us a message through any of our social media channels with your suggestions.

Our Highmark Wholecare Connection Centers bring Wholecare to the community.

We know health care can be complicated. You shouldn't have to figure it out on your own. That's why we created our Highmark Wholecare Connection Centers.

What are the Highmark Wholecare Connection Centers?

At the Highmark Wholecare Connection Centers, you will have access to in-person guidance and programs that support whole life health. It could be one-on-one support about getting the most out of your benefits, or health and wellness programs that can help you reach your health goals. The Highmark Wholecare Connection Center team aims to help you not only focus on your physical health, but your mental and financial health too.



What services do the centers offer?

- Face-to-face, holistic care management and care coordination
- Member service support
- Wellness and nutrition education
- Various events and workshops
- Self-service member kiosks for basic internet searches, membership information, access to the Wholecare Resource Center and more
- Other programs are also offered, such as understanding your medication



Visit us at our two locations!

Pittsburgh Center - East Liberty
6033 Broad Street
Pittsburgh, PA 15206

Harrisburg Center - Midtown
1426 N. Third Street
Harrisburg, PA 17102



COVID-19 update:

We follow the latest Centers for Disease Control (CDC) COVID-19 guidelines. Face masks can be provided.



Want to learn more?

For questions about the Highmark Wholecare Connection Center, please email us at:

PittsburghConnectionCenter@HighmarkWholecare.com or
call us at **412-690-7400 (TTY 711)**.

HarrisburgConnectionCenter@HighmarkWholecare.com or
call us at **717-510-7600 (TTY 711)**.

CAHPS satisfaction scores are in!



Earlier this year, a satisfaction poll was mailed to our Medicaid members. It was called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). Highmark Wholecare members were chosen at random to take the survey. They were asked to tell us about their health care experience. We use these results to serve you better.

Our adult members report being most happy with their ability to get care whenever they need it. They were also satisfied with their personal doctor. Adult members also felt satisfied with Highmark Wholecare overall.

Surveys were also sent to the parents or guardians of members under 18 years old. We wanted to learn how parents and guardians felt about their child's health care in our health plan. This group thought their child's personal doctors did a good job. They also felt satisfied with the care their child had received overall. These members also felt satisfied with Highmark Wholecare overall. We are proud of these results, but we know we can do better. One area that we can do better is helping members get care more quickly.

Highmark Wholecare works with members and doctors to give a great health care experience. We listen to what you say. We hope you will let us know when we do something well. We hope that you will let us know when we need to do better. Improving your health care experience is a team effort! Please call Member Services at 1-800-392-1147 for more information about Highmark Wholecare's 2022 CAHPS results. TTY users call 711.

Highmark Wholecare Medicaid 2021 CAHPS Survey Results

CAHPS Survey Measures – Adult Results	2020 (Surveyed in 2021)	2021 (Surveyed in 2022)
Rating of Health Plan	82.1	78.6
Rating of Health Care	82.4	78.1
Rating of Personal Doctor	81.8	83.9
Rating of Specialist	84.2	76.9
Customer Service	89.3	83.6
Getting Needed Care	89.3	83.5
Getting Care Quickly	84.7	83.1
How Well Doctors Communicate	93.3	91.8

CAHPS Survey Measures – Child Results	2020 (Surveyed in 2021)	2021 (Surveyed in 2022)
Rating of Health Plan	91.2	83.7
Rating of Health Care	86.5	92.3
Rating of Personal Doctor	90.9	89.5
Rating of Specialist	85.9	88.5
Customer Service	93.4	81.5
Getting Needed Care	87.2	83.4
Getting Care Quickly	94.3	88.2
How Well Doctors Communicate	n/a	94.7



Help for the Winter Blues

I've been feeling down lately. Why could that be?

You might be experiencing symptoms of a mental health disorder called **Seasonal Affective Disorder or SAD**. Over 3 million Americans are diagnosed with SAD every year. You are not alone.

What are the symptoms of SAD?

Seasonal Affective Disorder (SAD) is a type of depression that typically relates to the changes in seasons. Most of the symptoms occur during fall and winter months. However, we can experience the same depressive symptoms throughout the year. Symptoms include fatigue, appetite changes, oversleeping, less energy, or wanting to withdraw from others.

What are some tips for coping with the winter blues?

Change the environment. "Light up your life." Remove drapes from windows, paint walls brighter colors, or install brighter light bulbs.

Expose yourself to as much bright light as you can. Walk outdoors on sunny days, even during the winter months. If it is gray and overcast, use as much light indoors as you can.

Keep warm. Turn up the heat, use electric blankets, or enjoy a warm drink such as hot tea.

Exercise. Regular aerobic activity such as running or walking may be helpful. Make sure the activity is something you'll enjoy so you're more likely to stick to it. Find a friend to exercise with you for support and added motivation.

Modify your diet. Eat more complex carbohydrates (like cereal, pasta, nuts) rather than simple carbs (such as candy or cookies). Snacks are okay — as many as three times per day — as long as they are low-calorie (i.e. apples, celery, carrots, dried fruits, or popcorn).



What are resources that can help me manage SAD?

Don't be afraid to talk to your doctor or Highmark Wholecare to help you with:

- Education on treatment options for SAD
- Finding treatment/specialty providers near you
- Reviewing medications that may cause side effects that mimic depression
- Highmark Wholecare also provides case management services to help support you with taking the next steps to addressing SAD
- Please call 1-800-392-1147 (TTY 711) to reach our care management services for additional support

Sources:

<https://health.clevelandclinic.org/3-best-strategies-help-fight-seasonal-affective-disorder/>

<https://www.nimh.nih.gov/health/topics/seasonal-affective-disorder/index.shtml>



Flu Shot Myth Busters!

The flu shot is the best way to prevent yourself from getting the flu. Don't let common myths stop you from protecting yourself.

Flu Shot Myth Busters

Take our myth busters quiz to learn more about how the flu shot can save lives.

1. The flu vaccine can cause me to get the flu.
Myth Fact
2. I need to get vaccinated for the flu every year.
Myth Fact
3. I am healthy. I don't need to be vaccinated.
Myth Fact
4. Getting my flu shot is all I need to do to protect myself from the flu.
Myth Fact
5. If I miss getting my flu shot in the fall, it's too late to get it later in the winter.
Myth Fact
6. The vaccine is safe.
Myth Fact
7. No one dies from the flu.
Myth Fact
8. It is important that I get a flu shot during the COVID-19 pandemic.
Myth Fact

Flu Shot Myth Busters!

Answers

- 1** **Myth** - It is impossible to get the flu from a vaccine. Why? The injected flu vaccines only contain dead virus so it cannot infect you.
- 2** **Fact** - The virus that causes the flu can change every year, so you need to get a vaccine every year to make sure you are protected.
- 3** **Myth** - It is especially important for people with medical conditions to get a flu shot, but even healthy people can get the flu. By getting vaccinated, you can help protect yourself and others that may be more vulnerable, like older adults or young children.
- 4** **Myth** - There are many things you can do to protect yourself during flu season besides getting a flu shot. Avoid contact with people who have the flu, wash your hands frequently, cover your mouth and nose if you cough or sneeze, and talk to your doctor about taking anti-viral medications if you are exposed to the flu.
- 5** **Myth** - It's better to get the flu vaccine as soon as it becomes available, but better late than never. Talk to your doctor about how you can protect yourself through the end of the flu season.
- 6** **Fact** - The flu vaccine has been used safely for over 50 years. The most common side effects are mild and include soreness, redness, and/or swelling from the shot, headache, fever, nausea, and muscle aches.
- 7** **Myth** - The CDC estimates that as many as 56,000 people die from the flu or flu-like illness each year.
- 8** **Fact** - During the COVID-19 pandemic, it is more important than ever to get a flu shot. Flu shot providers should be following all guidelines from the CDC to ensure your safety when getting your flu shot.

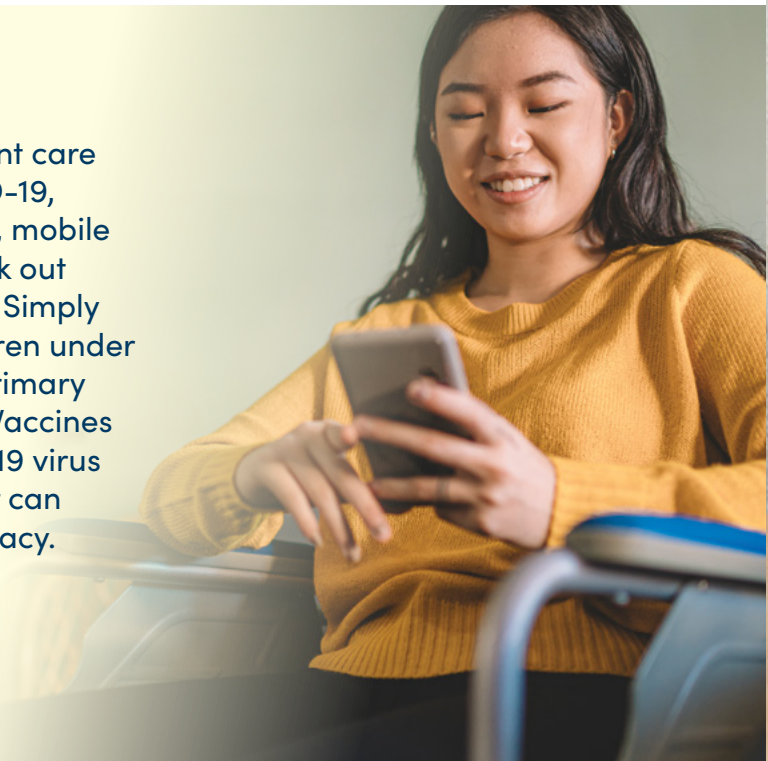
Where can I get my flu shot?

A flu shot is **FREE** to Highmark Wholecare members.

You can get your flu shot at your doctor's office, urgent care clinic or your neighborhood pharmacy. Due to COVID-19, drive through immunization services, curbside clinics, mobile outreach units or home visits may be available. Check out [vaccinefinder.org](https://www.vaccinefinder.org) to find a flu shot location near you. Simply type in your ZIP code and check the box for flu. Children under the age of 19 can receive the flu vaccine from their primary care provider or the health department through the Vaccines for Children Program. In addition, due to the COVID-19 virus pandemic, members three (3) years of age and older can temporarily receive a flu vaccine from a retail pharmacy.

Need help finding a flu shot location?

Our dedicated Member Service team is here to help. Call 1-800-392-1147 (TTY users call 711).



Vaccine Hesitancy

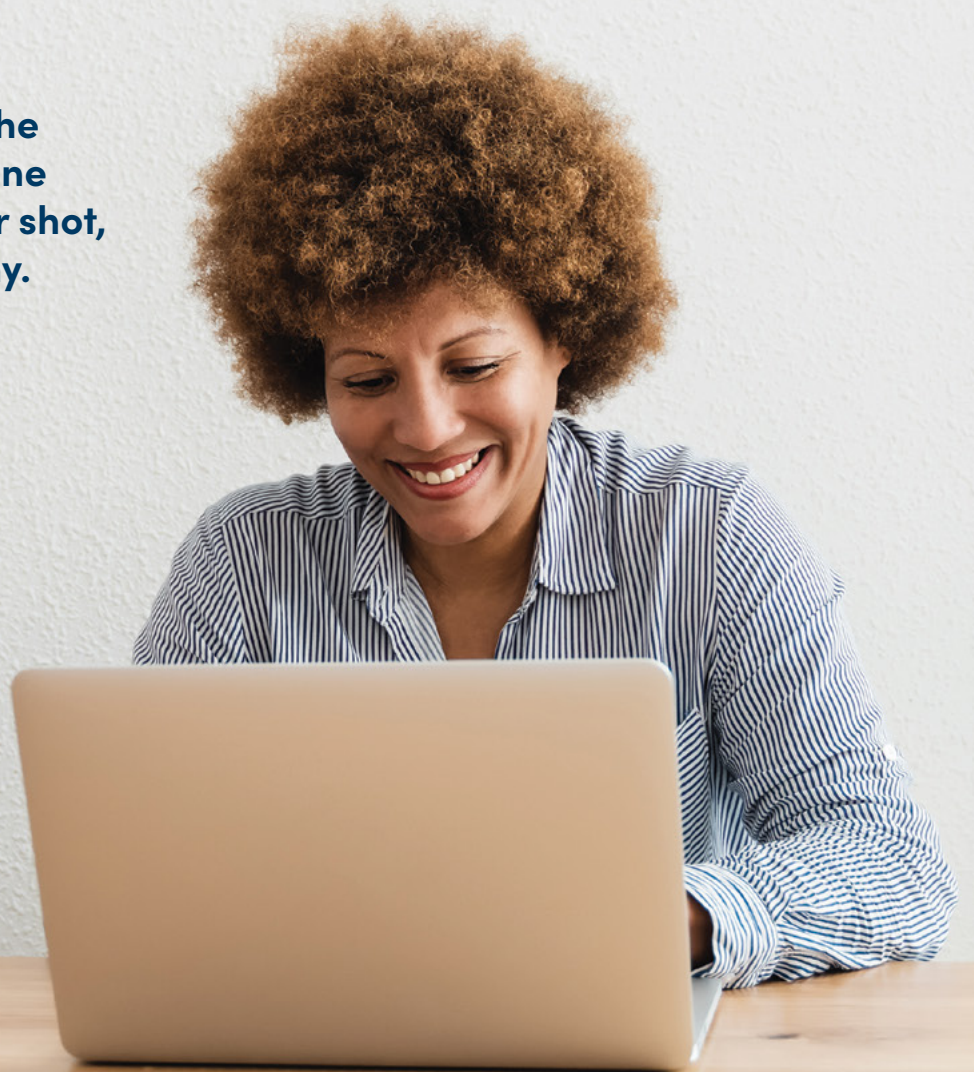
Get the facts. Get your vaccine. Get back to life.

Coronavirus (COVID-19) has completely changed our lives. There is hope of getting things back to how they were – no masks, no missing out on family dinners or church gatherings. That's only possible if everyone gets vaccinated.

While the COVID-19 vaccines are new, they have been thoroughly researched, given to over half of the U.S. population, and have kept millions of Americans from getting seriously sick.



**Take a look at the
COVID-19 vaccine
facts, book your shot,
and stay healthy.**



Here are a few facts to consider:

1. The COVID-19 vaccines work to protect you from Coronavirus. They've gone through rigorous testing and have been used by several other countries worldwide. Full FDA approval has been granted to both Pfizer and Moderna.
2. Getting vaccinated is free and easy to do. You can call your local pharmacy to schedule your shot. And you'll never receive a bill.
3. People of color were included in vaccine clinical trials. Black, Asian, American Indian, and Hispanic participants made up roughly 35% of the Pfizer and Moderna clinical trials.
4. According to the Centers for Disease Control and Prevention (CDC), unvaccinated people are about 29 times more likely to be hospitalized with COVID-19 than those who are fully vaccinated.
5. The CDC recommends COVID-19 vaccines for everyone six months and older. It's the best way to protect from the life-threatening Coronavirus.
6. Booster shots are available for people ages five and up. Adults 18 and older can "mix and match."
7. Fertility and sexual function are not impacted by the vaccine. The CDC also recommends that any woman who is pregnant or breastfeeding get vaccinated.
8. You cannot get Coronavirus from the vaccine. The vaccine does not contain the live virus and you cannot get sick from the shot.
9. Short-term side effects are minor. After getting your shot, you may experience soreness in your arm, fatigue, or a minor fever.
10. The vaccine does not interact with your DNA. It never enters the nucleus of your cells, where your DNA is stored.
11. Vaccines only work if we all get them. Do your part to protect yourself, your family, and your community.

Source: www.CDC.gov



**Visit [HighmarkWholesale.com](https://www.HighmarkWholesale.com)
for more information.**

Should I go to Urgent Care or the ER?

How to Know the Difference

Cut your finger while preparing dinner? Your first instinct may be to head to the emergency room. But depending on the severity of your injury, that's not always the case. Your nearest urgent care center offers many benefits that can help you to avoid a trip to the ER. Here's more on how you can determine where you should seek care – and when.

Urgent Care

The Mayo Clinic calls urgent care “the middle ground” between your primary care physician and the ER. A good rule of thumb is to seek urgent care for minor illness or injuries that need same-day treatment. These walk-in facilities often have shorter wait times and end up being less expensive than a trip to the ER. Go to urgent care to treat simple conditions, like cold and flu, ear infections, and skin conditions. Qualified health care doctors and nurses can conduct labs, x-rays, apply splints, and treat cuts. The providers will communicate with your primary care provider about your treatment.

Emergency Room

The emergency room is reserved for serious, life-threatening issues and severe pain. Call 911 if you are experiencing: difficulty breathing or shortness of breath, persistent pain or pressure in the chest, bluish lips or face, new confusion, inability to arouse, or uncontrolled bleeding.

Not sure about where to go?

Highmark Wholecare members have access to a 24-Hour Nurse Line to walk through current symptoms or health questions.

Call 1-855-805-9408 (TTY 711)
24 hours a day, seven days a week.

Sources: Mayo Clinic: Emergency vs. Urgent Care: What's the difference?

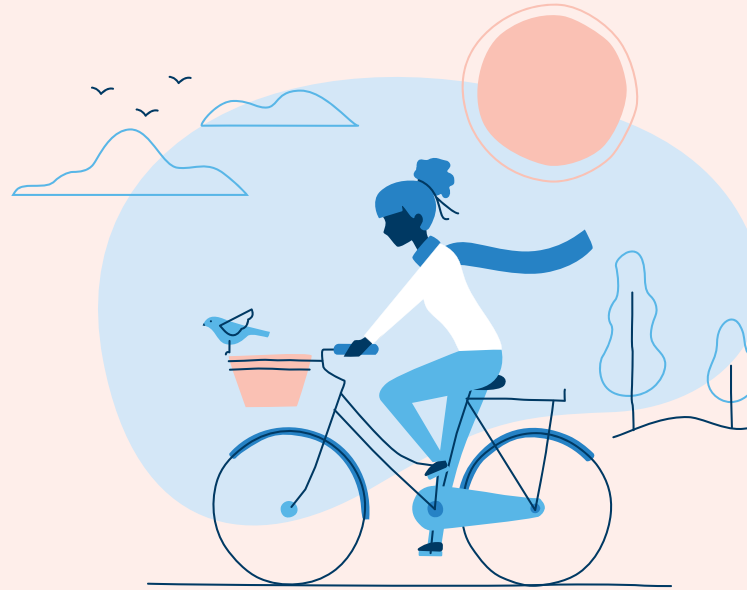
BlueCross Blue Shield: Know where to go: How to choose between the doctor's office, urgent care and the ER

911.gov: Calling 911

Managing Diabetes in the Fall

The fall season is a good time to check in with yourself and your diabetes plan.

In the mix of school starting, colder weather, and holiday gatherings, you may feel overwhelmed. Did you know emotions can affect how you feel and your diabetes? Using positive, healthy coping techniques can help you handle life stresses and challenges!



Four ways to help you get through stresses:

1 **Have a support system.** We all have good days and we all have bad days. Focus on the positives and do not dwell on the negatives. Having a diabetes support system can help you problem solve. Talk with your doctor or diabetes care and education specialist about what is concerning you and why.

2 **Be active.** Not only does being active help lower blood glucose, it helps improve your mood and helps you feel less stressed or anxious. Remember, do activities you like, so you are more likely to stick with them. Any activity is better than no activity.

3 **Conquer meals.** Holiday gatherings and celebrations have the potential to throw you off. Here's how you can enjoy with less stress:

- Limit the number of starchy foods on your plate (like potatoes, rice, rolls).
- Bring a dish! Raw, steamed or grilled vegetables are healthy alternatives to dishes with gravies, creams, or butter.
- Look at all the food options before putting it on your plate. It will help you decide what you want to eat and what can be skipped.

4 **Know where you stand.** Monitoring blood glucose is important for diabetes self-care. This information can help you make choices to keep you healthy. Talk with your doctor or diabetes care and education specialist about what schedule is right for you.



Hacks to Lower Your Energy Bill this Fall

Check out these simple, DIY projects to keep those bills from getting too high as the temperatures get low.

Door sweeps.

Gaps around doors can let in as much cold air as a small open window, but this can be easily fixed with a door sweep. How do you know you need it? Lay a sheet of paper on the door frame and close the door on it; if the piece of paper comes out easily without tearing, that means you need a door sweep.

Weatherstripping.

If you can stick your fingernail into a gap between the window and window frame, you need weatherstripping! Weatherstripping is a cheap and easy way to seal out drafts, moisture and dust, and prevents heat loss and mold, while improving air quality and keeping bugs out.

Plastic on windows.

Energy inefficient windows can cause your home to be cold and bills to be expensive. You can seal your windows with inexpensive window plastic (also called window insulation kits).

Water heater tank covers.

Affordable water heater blankets can reduce water heating costs by 4% or more and reduce heat loss by more than 25%. If you have a tankless water heater, check out inexpensive pipe insulation foam, which also provides savings.

Sealing switches and outlets.

Almost 2-5% of air from outside comes from outlets on outside walls! Sealing switches and outlets located on exterior walls can prevent drafts and heat loss.



LIHEAP: Need to lower your utility bills?

The **Low Income Home Energy Assistance Program (LIHEAP)** assists eligible low-income households with their heating and cooling energy costs, bill payment assistance, energy crisis assistance, weatherization, and energy-related home repairs. For help applying for LIHEAP benefits, you may call this toll-free number: **1-866-674-6327**.

Healthy Holiday Sides



Eating healthy over the holidays may be the last thing you want to do, but many traditional holiday foods often have high amounts of fat, sodium, and sugar, and they can be full of calories.

It is easy to overeat when the food tastes so yummy, but this can lead to unwanted weight gain and can be harmful to your health. Try out some of these healthier alternatives to holiday sides.

Mac and Cheese Cups.

INGREDIENTS

- Muffin liners
- Non-stick cooking spray
- 8 ounces veggie elbow macaroni
- 3 tablespoons reduced-fat butter
- 2 tablespoons flour
- 1/2 teaspoon salt
- 1/4 teaspoon pepper
- 1 cup skim milk
- 2 1/4 cups reduced-fat sharp cheddar cheese
- 1/2 cup plain panko bread crumbs
- 1 tablespoon finely chopped parsley

DIRECTIONS

1. Preheat oven to 425 degrees. Place muffin liners in a muffin pan and spray with cooking spray.
2. Cook macaroni according to instructions on the package. Drain and set aside.
3. Melt 2 tablespoons butter in a saucepan. Add flour, salt, and pepper. Whisk 1 to 2 minutes or until thickened. Slowly whisk in milk. Heat just to boiling. Remove from heat. Stir in 2 cups cheese. Stir in cooked macaroni. Scoop mixture into muffin cups.
4. Microwave remaining 1 tablespoon butter until melted. Stir in breadcrumbs and parsley. Spoon on top of macaroni mixture. Gently press to stick. Sprinkle with remaining 1/4 cup cheese.
5. Bake for 18 to 22 minutes, or until bread crumb mixture is golden brown. Let stand for 5 minutes before serving.



Pumpkin Mashed Potatoes

INGREDIENTS

- 2 pounds of potatoes, peeled and chopped
- 6 cloves garlic (peeled)
- 3/4 cup canned pumpkin
- 1/4 cup light sour cream
- 1/2 teaspoon salt
- 1/4 teaspoon black pepper
- Extra virgin olive oil
- Fresh chives, chopped

DIRECTIONS

1. Add lightly salted water into a saucepan and bring to a boil.
2. Add in potatoes and garlic in saucepan and cook for 20 to 25 minutes, or until tender.
3. Drain. Return potatoes to hot pan.
4. Add pumpkin and mash until fluffy. Stir in sour cream, salt, and pepper (drizzle individual servings with olive oil, and sprinkle with chives to make it fancy!).





Crockpot Corn Pudding

INGREDIENTS

- 1 can cream-style corn
- 2 cans sweet corn (drained)
- 1/2 cup unsalted reduced fat butter
- 8-ounce container of sour cream
- 8-ounce package of cream cheese cut into cubes
- 1/2 cup buttermilk
- 2 large eggs, beaten
- 8 1/2 ounce box cornbread mix
- 1 1/2 teaspoons salt
- 1/2 teaspoon of pepper
- Sour cream and chives (optional)

DIRECTIONS

1. Spray crockpot with cooking spray.
2. Put all ingredients into crockpot and stir.
3. Cover and cook on high for 5 hours.

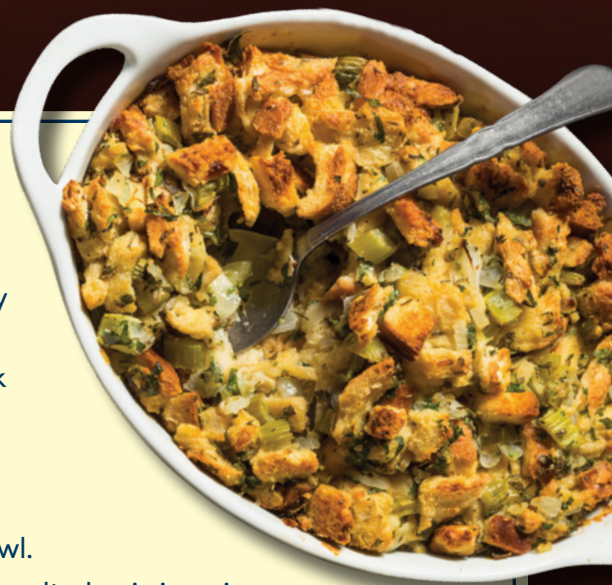
Buttery Garlic Herb Stuffing

INGREDIENTS

- Bread cubes (about 1.5 loaves of bread), preferably stale or toasted
- 1 cup unsalted reduced-fat butter
- 2 large chopped sweet onions
- 2 cups diced celery
- 3 tablespoons chopped sage
- 3 tablespoons of chopped parley
- 3 tablespoons of rosemary
- 2 1/2 cups of low-sodium chicken or vegetable stock
- 2 large eggs

DIRECTIONS

1. To get the bread cubes just right, either put them in a bowl loosely covered with foil, or you can put them in the oven at 350 degrees for 15 minutes to get them toasty (or you can buy already toasted breadcrumbs).
2. Preheat oven to 350 degrees and brush baking pan with melted butter or cooking spray.
3. Place bread in mixing bowl.
4. Heat butter in pan. Once melted, mix in onions, celery, and garlic with a pinch of salt and pepper. Cook until onions and celery get soft (about 8-10 minutes) and stir in sage, parsley, and rosemary. Cook for another minute. Then stir in 1 cup stock.
5. Pour mixture over bread crumbs and mix well.
6. In a small bowl, mix remaining stock and eggs. Pour into bread and mix. Pour everything into pan and place back in oven for 45 to 50 minutes.



Go to [choosemyplate.gov](https://www.choosemyplate.gov) for more recipes.

Shop Online!

SNAP EBT now allows you to buy eligible food items normally covered by SNAP online at your favorite grocery provider.



Shop safely and conveniently from the comfort of your own home.

amazon (Delivery only)

1. Go to amazon.com/snap.
2. Click on "Add your SNAP EBT Card."
3. Create an account and log-in.
4. Add your EBT card number.

*Since you have Medicaid, you can also get Amazon Prime for 50% off (\$5.99 a month). This gives you access to free shipping, exclusive discounts, deals, and award-winning movies and TV shows. You can join by going to amazon.com/qualify.

Walmart (Pick-up only)

1. Order groceries at walmart.com/grocery or on the Walmart Grocery mobile app.
2. During checkout, select "EBT Card" as payment method.
3. Swipe your EBT card with the Walmart associate when you arrive at the pick-up location.



MARTIN'S



Wegmans **weis**

(Pick-up or delivery)

1. Order groceries online at giantfoodstores.com, gianteagle.com, martinsfoods.com, foodtown.com, pricechopper.com, priceritemarketplace.com/sm/planning/rsid/1000, shoprite.com, sprouts.com, [TheFreshGrocer.com](https://thefreshgrocer.com), topsmarkets.com, wegmans.com, or weismarkets.com. You can also use the mobile app of any of the stores listed.
2. During checkout, select "Pay Online," then click the "Place Order" button.
3. Select "EBT SNAP Card" as the payment method to complete checkout.
4. If you choose to pick up your order, the store's friendly staff will bring your order to your car when you arrive at the store.



(Pick-up or delivery)

1. Go to [instacart.com/aldi](https://www.instacart.com/aldi).
2. Enter in ZIP code and click "Shop at Aldi."
3. Create an account if you do not have an account.
4. After you are done shopping, click on "Go to Checkout."
5. For payment, go to "EBT SNAP card" and click on "Add EBT SNAP Card."
6. Place your order.



(Scan And Go)

1. Download the Scan And Go - Sam's Club mobile application.
2. Add SNAP-eligible items to your cart.
3. Enter your SNAP EBT information at checkout.



1. Go to [bjs.com/](https://www.bjs.com/)
2. Add SNAP-eligible items to your cart.
3. Enter your SNAP EBT information at checkout.
4. Pay for EBT-eligible items with your remaining EBT balance. You'll see your EBT account balance, as well as the amount of eligible items in your cart. Your EBT balance must be greater than the amount of an individual item for EBT to be used for payment.

QUESTIONS? To learn what you can and can't buy with your SNAP benefits, call the Department of Human Services Helpline at **1-800-692-7462 (711 or 1-800-451-5886** for individuals with hearing impairments). Or, visit your County Assistance Office.

The **Supplemental Nutrition Assistance Program (SNAP)** helps Pennsylvanians buy food. You may have heard this program referred to as "food stamps." SNAP is a public benefit you can use to buy nutritious foods.

Learn if you qualify and apply for SNAP.

Go to compass.state.pa.us to apply for or renew your SNAP benefits.



Why is my doctor asking me questions about substance use?

Substance use can be problematic and can have negative effects on people and their families. Many doctors don't address substance use at all. That can make this problem even harder to address. Most people never get help when they are struggling with substances. However, when your doctor screens for substance use, it can help identify the need for help earlier. This process is known as **SBIRT: Screening, Brief Intervention, and Referral to Treatment**. These screenings can help doctors to see if you may need help.

Your doctor may do this screening on all patients they see. This is recommended because early screenings can help prevent substance use disorders. Your doctor may also talk to you about your answers and give you information about substance use. It is important that you are aware how substance use can affect your health.



Some symptoms of problematic substance use can include:

- A strong urge to use substances to block out other thoughts
- Needing more of the substance to feel the same effect
- Neglecting other parts of your life because of substance use
- Continuing to use the substance, even when it is causing problems in your relationship or puts you in danger
- Wanting to cut down or stop, but not being able to
- Experiencing withdrawal symptoms when you attempt to stop taking the substance
- Spending money on the substance even though you cannot afford it



If you or someone you know is struggling with substances, get help.

- Call your doctor
- Call 911 or go to the nearest emergency room
- Call the SAMHSA National Helpline at 1-800-662-4357



For more information on substance use and resources you can also visit the SAMHSA website at <https://www.samhsa.gov/>

Environmental Lead Investigation



If your child has a Blood Lead Level of 3.5 µg/dL by blood draw or higher your home may be eligible for an Environmental Lead Investigation.* This is a very important step in getting rid of the lead that is making the blood lead levels high.

If you live in an older home there is a good chance that the paint is lead based. The most common causes of lead poisoning are lead contaminated dust and lead paint.

Lead can also be found in:

- Soil
- Yards
- Makeup
- Food containers
- Plumbing
- Painted toys
- Toy jewelry
- Furniture

Environmental Lead Investigation checks all living areas of the home. The investigation will check any of the above listed items for lead. Investigators will complete a family survey to assist in the investigation. Investigators use a portable machine to measure the amount of lead in the paint. Every painted surface in the home is measured. Dust samples are taken from the home to check for lead in the dust. Dirt samples may be taken to check for lead in the dirt if there is more than nine square feet of bare dirt exposed. Samples of makeup or spices might be taken if they are imported.

It is important to find where your child is exposed to lead. Children's bodies are growing and absorb more lead than adults do. Young children and babies are more exposed to lead because they often put their hands and other objects into their mouths. Their brains and nervous systems are also more sensitive to the effects of lead.

What happens if lead is found in my home?

The State of Pennsylvania requires that lead based paint fixes must be made by a licensed lead abatement (removal) contractor. If home repairs for lead are needed, they must be done by a licensed EPA Renovation Repair and Painting contractor.

If you would like more information on Environmental Lead Investigations or community resources, please contact the Highmark Wholecare Care Navigator Team for assistance at 1-800-392-1147 then Select 1 for Member, Select 5 for the Special Needs Unit, then Select 4 for Preventive Screenings to speak with someone on the Care Navigator Team.

**Investigation eligibility is dependent on no prior investigation for the address.*

People with disabilities experience domestic violence.

People with disabilities are abused more often than those without a disability. Abusers may use a person's disability to control them. Abusers may also:

- Refuse to help a survivor with everyday needs. This may include help with eating, showering, or dressing.
- Keep necessary equipment from survivors.
- Refuse to give medications.
- Say the abuse is because of the disability.
- Steal benefits from the survivor.

The way domestic violence and disability connect may not be noticed. Survivors might fear they will not have anyone to care for them. They might be embarrassed to say what is happening. Abusers may keep a survivor from seeing health care providers alone. This means they cannot talk in private. Survivors may be afraid they will not be able to find a new place to live.

Domestic violence survivors who have a disability do not have to deal with what is happening alone. Some resources that might be able to help are:

- Domestic violence programs have information about local resources. This includes connecting people with disabilities to places for more support.
- The Developmental Disabilities Council has a list of organizations that can help people with disabilities find resources and supports. Their web address is www.paddc.org. Their phone number is 1-877-685-4452.
- Centers for Independent Living provide many services for people with disabilities. Many of their staff and board members have disabilities. Their website is www.pasilc.org. Their phone number is (717) 364-1732



Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.
<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program>.

24-Hour Nurse Line

Help is just a phone call away.

Highmark Wholecare wants to make sure you have the answers when you need them. Our Nurse Line is available 24 hours a day, 7 days a week, 365 days a year. Get answers to your health questions by calling **1-855-805-9408 (TTY users, call 711)**.

This free service is available to all Highmark Wholecare members to ask basic health questions about:

- Current symptoms
- Medicine dosage or side effects
- Home treatments
- When to go to the doctor
- When to go to the urgent care center*

A registered nurse will take the time to understand what is happening and provide information just for you at no cost.

We also offer information through a health information library, in both audio and online in many languages. Our Nurse Line staff speaks English and Spanish. For more languages, please ask for a translator when you are connected. We have over 200 languages available!

**If you or a family member is having a life-threatening emergency, call 911 or go to the nearest emergency room.*



The doctor will **see you now!**

Skip the waiting room and visit your doctor from the comfort of your own home! You don't even have to change out of your pajamas!

Simply ask your doctor's office if they are providing telehealth services while making your appointment, and they will help walk you through the steps to go to your visit.

Don't have a device with a camera and audio?

You may be eligible to receive a **FREE** smartphone through the Lifeline Program. Apply today by going to www.safelink.com or call **1-800-SAFELINK (723-3546)**.



Highmark Wholecare wants to hear from you!



Good feedback offers new insight, builds awareness, and communicates corrective information. We know your feedback and experiences are valuable. Sharing with us allows Highmark Wholecare to get a well-rounded perspective from those members we serve.

We've made it easy for you to provide your feedback. Just send your answers to the questions below to: MemberFeedback@HighmarkWholecare.com

There are no right or wrong answers. We're asking for your feedback on how best to serve you in the future.

Questions:

- 1. Interpreter Services:** Do you use interpreter services when you call Highmark Wholecare? Or do you need an interpreter when you see your doctor? If you do use an interpreter, we want to hear your story! Please tell us about your experiences using interpreter services.
- 2. Member Portal:** Did you know that Highmark Wholecare has a member portal? You can use it to find all kinds of useful information. If you do not have an account, you can register for one by visiting <https://highmarkwholecare.com/Medicaid/Member-Tools/Get-Started-With-Highmark-Wholecare>. If you do have an account, we want to know what you think! Tell us your favorite and least favorite things about the member portal. Which features do you find most useful?
- 3. Primary Care Provider (PCP):** Tell us about your relationship with your PCP. When was the last time you saw your PCP? Does your PCP take your opinions, culture, or personal beliefs into consideration while providing your care?
- 4. Health Plan Programs:** Would you like to help us come up with new programs? Do you have opinions on current ones to help us improve? If so, we would be happy to have you be a part of our committee! Please send us an email at MemberFeedback@HighmarkWholecare.com with your first and last name, phone number, and email address so a member of our team can reach out to you with more information.

Thank you in advance for your help. We greatly appreciate your feedback.



Check out important notices online!

Highmark Wholecare cares about the health and well-being of our members. We have guidelines in place to make sure you receive the quality care and service you deserve. Our guidelines cover topics like:

- Medical necessity
- Doctor appointments
- Second opinions
- Protecting your privacy

Go to HighmarkWholecare.com/Medicaid/member-newsletters to view these and other important topics. You can also ask for a printed copy of the Important Member Notices by calling **1-800-392-1147 (TTY users, call 711)**.

Members Rights and Responsibilities 2022

There are things you have a right to and things you must do as a member of Highmark Wholecare. Those things are your Member Rights and Responsibilities. Your rights and responsibilities can be found in Section 2 of your Highmark Wholecare Member Handbook. The Member Handbook can be found on the Highmark Wholecare website at: <http://highmarkwholecare.com/Medicaid/member-tools/member-handbook>.

For a paper copy, please call Member Services Monday through Friday from 8 a.m. to 8 p.m. at 1-800-392-1147. TTY Users dial (711) or call 1-800-654-5984.

View or order your copy of the 2022 Member Handbook.

The Member Handbook explains how your plan works and outlines your benefits and cost sharing. It also explains your rights and responsibilities as a member, as well as other important topics. Visit HighmarkWholecare.com/Medicaid/member-tools/member-handbook to view or download a copy of the 2022 Member Handbook. You can also request a printed copy of the handbook by calling Member Services at **1-800-392-1147**. **Hearing-impaired TTY users call 711.**



What to Do if You Suspect Fraud



If you suspect health care fraud, waste or abuse, call us at **412-255-4340** or **1-800-685-5235** (TTY Users can call **711** or **1-800-654-5984**) so we may look into your concerns. You have the option to remain anonymous at all times. You do not have to give your name. Highmark Wholecare has a team of people who look into all calls or mail regarding possible fraud, waste or abuse of health care services.



Highmark Wholecare 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.

Highmark Wholecare 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.

Highmark Wholecare 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)

Highmark Wholecare 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 Highmark Wholecare at 1-800-392-1147

If you believe that Highmark Wholecare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Member Appeals,
P.O. Box 22278
Pittsburgh, PA 15222
1-800-392-1147, [TTY/PA Relay 711],
Fax# (844)325-3435

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, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Highmark Wholecare and the Bureau of Equal Opportunity are 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 20201,
1-800-368-1019, 800-537-7697 (TDD)

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-392-1147 (TTY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-392-1147 (TTY/PA RELAY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-392-1147 (телетайп/PA RELAY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-392-1147 (TTY/PA RELAY 711)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-392-1147 (TTY/PA RELAY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
1-800-392-1147 (رقم هاتف الصم والبكم 711).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-392-1147 (टिडिवाइ/PA RELAY 711)** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-392-1147 (TTY/PA RELAY 711)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្មួល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-392-1147 (TTY/PA RELAY 711)** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-392-1147 (ATS/PA RELAY 711)**.

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-392-1147 (TTY/PA RELAY 711)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-392-1147 (TTY/PA RELAY 711)**.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-392-1147 (TTY/PA RELAY 711)**.

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-392-1147 (TTY/PA RELAY 711)**।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-392-1147 (TTY/PA RELAY 711)**.

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-392-1147 (TTY/PA RELAY 711)**.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association (“Highmark Wholecare”).