

PA Medicaid

# Wholecare Connections

Spring 2022

**Gateway  
Health Plan  
is now  
Highmark  
Wholecare.**

A photograph of a man with a beard and a young child with curly hair. The man is wearing a grey t-shirt and is carrying the child on his shoulders. The child is wearing an orange t-shirt and white sneakers with red stripes. They are both smiling and looking upwards. The background is a blurred green landscape with trees.

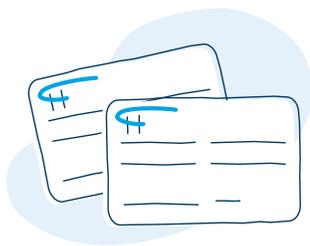
## In this Issue

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Men's Health

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**Your Gateway Health Medicaid plan is still here - just wrapped in a new package - Highmark Wholecare.**

**Same great benefits - same access to your doctors and specialists. *Just a new name!***

# Looking for help locating community resources?

## Finding help just got easier!

The Highmark Wholecare Resource Center connects you to free or reduced cost programs within your community.

### Programs Include:

Food, housing, transportation, supplies and clothing, financial assistance, community support services, utility bill assistance, education programs, and much more.



To begin searching for community resources, get started today!

### Visit.

[HighmarkWholecare.com/WRC](https://www.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

# Highmark Wholecare wants to hear from you!



Good feedback offers new insight, builds awareness, and identifies opportunities for improvement. We know your opinions and experiences are valuable. Sharing with us allows Highmark Wholecare to get a well-rounded viewpoint 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](mailto: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](mailto: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.**

# Spring Allergies: Nip Them in the Bud!

Spring means flower buds and blooming trees. And, if you're one of the millions of people who has spring allergies, it means sneezing, a runny nose, congestion, and itchy eyes. Spring allergies can make you miserable.

## Try these simple tips to keep your allergies under control.

### Reduce your exposure to allergy triggers

- Stay indoors on dry, windy days. The best time to go outside is after a good rain.
- Don't do yard work on days when pollen counts are high. Mowing the lawn and pulling weeds can make your allergies worse.
- Remove clothes you've worn outside and shower to rinse pollen from your skin and hair.

### Take extra steps when pollen counts are high

- Check your local TV or radio station or the Internet for current pollen levels.
- Close doors and windows at night or any other time when pollen counts are high.
- Avoid outdoor activity in the early morning when pollen counts are highest.

### Keep indoor air clean

- If you have forced air heating or air conditioning in your house, use high-efficiency filters.
- Keep indoor air dry with a dehumidifier.
- Clean floors often with a vacuum cleaner that has a HEPA filter.

For many people, avoiding allergies and taking over-the-counter medicines is enough to ease symptoms. But if your spring allergies are very bad, you should see your doctor. Your doctor may recommend that you have tests to find out what allergens trigger your symptoms. Testing can help your doctor identify which treatments are likely to work best for you.

## Cold or Allergy: Which is it?

If you get colds that develop suddenly and at the same time every year, it's possible that you have seasonal allergies. Although colds and seasonal allergies may share some of the same symptoms, they are very different diseases.

### Symptom Check: Is it a Cold or Allergy?

Symptom	Cold	Allergy
Cough	Usually	Sometimes
Aches and pains	Sometimes	Never
Itchy eyes	Rarely	Usually
Sneezing	Usually	Usually
Sore throat	Usually	Rarely
Runny nose	Usually	Usually
Stuffy nose	Usually	Usually
Fever	Sometimes	Never

Source: MayoClinic.org

# COVID-19

## Information Update

It seems like every week we're hearing different information about the COVID-19 pandemic. From new recommendations for quarantine and isolation, testing and mask wearing to vaccinations. It can be confusing and hard to keep track of the information.

The best way to stay up to date with the latest information about COVID-19 is by visiting the Centers for Disease Control and Prevention website at [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus).



### Where to get the vaccine?

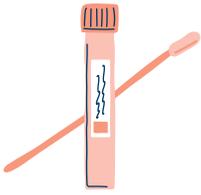
If you or someone you know has not been vaccinated – remember, the vaccine is safe and free of charge. All adults, children and adolescents ages 5-17 are eligible to be vaccinated. Most vaccines require two doses.

You can visit the following websites for the nearest vaccine locations. Some providers require that you register in advance.

#### Hospital networks

- Allegheny Health Network: [ahn.org/coronavirus/vaccine](https://ahn.org/coronavirus/vaccine)
- Lehigh Valley Health Network: [lvhn.org/treatments/covid-19-vaccines](https://lvhn.org/treatments/covid-19-vaccines)
- Penn State Health: [vaccine-scheduler.pennstatehealth.org/s/](https://vaccine-scheduler.pennstatehealth.org/s/)
- UPMC: [vaccine.upmc.com/](https://vaccine.upmc.com/)
- WellSpan: [wellspan.org/covid19/covid-19-vaccine/](https://wellspan.org/covid19/covid-19-vaccine/)

You can also get your vaccine at any Highmark Wholecare network pharmacy or other pharmacies participating in the vaccine program. For a complete list, visit <https://www.cdc.gov/vaccines/covid-19/retailpharmacy-program/participating-pharmacies.html>



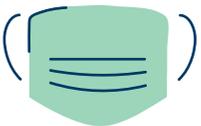
## Free OTC COVID-19 At-Home Tests Available to Medicaid Members

Highmark Wholecare Medicaid members can get FDA-authorized OTC (Over-the-Counter) COVID-19 at-home tests at no cost.

- If you are a Highmark Wholecare Medicaid member, getting your tests is easy. Just go to one of our in-network pharmacies! No prescription is needed.
- You can get up to eight tests every 30 days.
- Please remember: we only cover tests from our in-network pharmacies; we do not cover OTC COVID-19 at-home tests from stores that are not pharmacies, or tests purchased on the internet.
- To find a list of in-network pharmacies near you, click “Find a Pharmacy” in the top right corner of our website.

### Reimbursement Requests: If you are a Highmark Wholecare Medicaid member who purchased an OTC COVID-19 at-home test on or after August 30, 2021, you may be able to get your money back

- To get money back for tests you bought on or after August 30, 2021, complete the Direct Member Reimbursement form at: [https://highmarkwholecare.com/Portals/8/provider\\_forms/MedicaidDMR\\_Form.pdf](https://highmarkwholecare.com/Portals/8/provider_forms/MedicaidDMR_Form.pdf)
- Send the form, receipt and UPC Universal Product Code label from the test package to the address on the form.



## Where to get free N95 masks?

The CDC recently relaxed its mask guidance. Under the new guidance, if there is high spread of the disease in your community, you should wear a mask in public indoor areas. You can check whether masks are recommended for your county at [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus). If you are at high risk for severe illness, talk to your doctor about when you should wear a mask.

The U.S government is providing free N95 masks. The masks are available at participating pharmacies and community health centers. Most Highmark Wholecare network pharmacies have the masks. Participating pharmacies will be displaying posters to let customers know that masks are available.

Each person can pick up three masks at a time. The masks are given out per person, so more than one person from the same household can get them.



## What to do if you think you may have COVID-19?

Mild COVID-19 cases still can make you feel lousy. If you have a mild case of COVID-19, the best way to recover is to rest at home. Avoid going out, unless you must, such as for urgent medical visits.

### Telehealth Visits

If you feel you have a need for care, call your Primary Care Provider (PCP) first. Your PCP will help you decide if you can be seen at the office. In most cases, they will recommend a Telehealth visit. Telehealth visits are a great option for care. Many members like this option for care because they don't have to leave their home. Call the PCP on your Highmark Wholecare membership card to learn more. Ask your doctor if they prefer an in-person visit or a Telehealth visit.

### Urgent Care Visits

If you are unable to get an appointment with your PCP, you may want to visit an urgent care center. Urgent care centers have doctors on-site and usually have extended hours, including weekends. These clinics, like MedExpress, can provide the following services:

- Stitches
- Care for sprains, strains, and dislocation
- Care for coughs, colds, sore throats and ear infection
- Lab tests
- X-rays

### Emergency Room Visits

Most people who test positive for COVID-19 get mildly sick and get better without treatment. However, if you are showing any of these signs, seek emergency care immediately:

- Trouble breathing
- Pain and pressure in the chest
- Pale, gray or blue-colored skin, lips or nails
- Confusion or inability to stay awake



**Call your PCP for any other symptoms that are severe or concerning to you.**

Source: [CDC.gov](https://www.cdc.gov), [WSJ.com](https://www.wsj.com)





# Your opinion matters.

Highmark Wholecare aims to provide you with excellent service. That's why we value your feedback. Each year we reach out by telephone, mail or email to understand how we can improve your experience.

Highmark Wholecare also takes part in a national survey that measures how we are doing as a health plan. This survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). We encourage you to look through your mail as you may receive the CAHPS survey.

## Why The CAHPS Survey Is Important

- The survey tells us how well you think we are doing
- You can rate your experience with your doctors
- Highmark Wholecare uses the results of the survey to improve member experience and service

## Your Answers Are Private

If you receive a survey in the mail, we encourage you to fill it out and return it. Your participation is the first step in getting the care you need and deserve. For questions, please contact **Member Services at 1-800-392-1147**. **TTY users call 711.**



# 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 relationships 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; and/or
- 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 Substance Abuse and Mental Health Services Administration (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/>





# Growing Up with Highmark Wholecare

Growing Up With Highmark Wholecare is a program for members under the age of 21. All members under the age of 21 are a part of Highmark Wholecare's EPSDT program. EPSDT means Early and Periodic Screening, Diagnosis, and Treatment. EPSDT is a program that is required by the federal government. This program is for children under age 21 who get Medical Assistance. EPSDT is meant to catch children's health problems early and to keep checking on them as they grow.

The doctor you choose as your child's Primary Care Physician (PCP) will provide the EPSDT screens and shots (immunizations). Growing Up With Highmark Wholecare follows the Bright Futures schedule. This schedule says how often your child should be seen and what your doctor should be looking for. It also follows the Center for Disease Control's (CDC) Recommended Immunization (shot) Schedule. This schedule says when and what type of shots your child should receive.

The Bright Futures schedule lists screening tests that are important for growing children. Following a schedule of checking on your child's health is very important. Children are checked in many areas. You can see the list of all screenings on the next page. This includes routine blood work to screen for high lead levels and screenings to check for signs of developmental delays or autism.

If a medical need is found during any screening, your child may have more tests ordered. Your child may also be referred to a specialist. It is very important for your child's health that you attend any scheduled appointments. This will make sure that all of your child's health needs are being addressed. If you need help with making an appointment or have any questions, please call the **Special Needs Unit at 1-800-392-1147. TTY users call 711.**

# Growing Up with Highmark Wholecare Screening Table



Physical Exam at Age:	Screenings		
<b>3-5 Days</b>	No additional screenings unless risk assessed.		
<b>1 Month</b>	Depression Screening for Mother		
<b>2 Months</b>	Depression Screening for Mother		
<b>4 Months</b>	Depression Screening for Mother	Anemia Risk Assessment	
<b>6 Months</b>	Depression Screening for Mother		
<b>9 Months</b>	Developmental Screening	Anemia Blood Draw AND Lead Blood Draw	
<b>12 Months</b>		Anemia Risk Assessment Lead Risk Assessment	
<b>15 Months</b>		Anemia Risk Assessment Lead Risk Assessment	
<b>18 Months</b>	Developmental Screening AND Autism Screening	Anemia Risk Assessment Lead Risk Assessment	
<b>24 Months</b>	Autism Screening	Lead Blood Draw	
<b>30 Months</b>	Developmental Screening	Anemia Risk Assessment Lead Risk Assessment	
<b>3 Years</b>		Anemia Risk Assessment Lead Risk Assessment	Vision Screening
<b>4 Years</b>		Anemia Risk Assessment Lead Risk Assessment	Vision and Hearing Screening
<b>5 Years</b>			Vision and Hearing Screening
<b>6 Years</b>			Vision and Hearing Screening

<b>7 Years</b>	No additional screenings unless risk assessed.		
<b>8 Years</b>			Vision and Hearing Screening
<b>9 Years</b>		High Cholesterol Blood Draw	
<b>10 Years</b>		High Cholesterol Risk Assessment	Vision and Hearing Screening
<b>11 Years</b>	Tobacco, Alcohol and Drug Use Assessment	High Cholesterol Risk Assessment	Hearing Screen Once between 11 and 14
<b>12 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Vision Screening and Hearing Screening Once between 11 and 14
<b>13 Years</b>	Tobacco, Alcohol and drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Screen Once between 11 and 14
<b>14 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Screen Once between 15 and 17
<b>15 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Vision Screening and Hearing Screen Once between 15 and 17
<b>16 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Screen Once between 15 and 17
<b>17 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Screen Once between 15 and 17
<b>18 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Blood Draw	Hearing once between 18 and 20
<b>19 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing once between 18 and 20
<b>20 Years</b>	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing once between 18 and 20
<b>HIV screening once between ages 15 and 17</b>			

**The following should be tested for if indicated by medical history and or current symptoms:**

Sexually Transmitted Infections (STI)

Tuberculosis

Sickle Cell Disease

**Hepatitis C Virus Infection** - Risk assessment should be performed beginning at age 18 with appropriate action

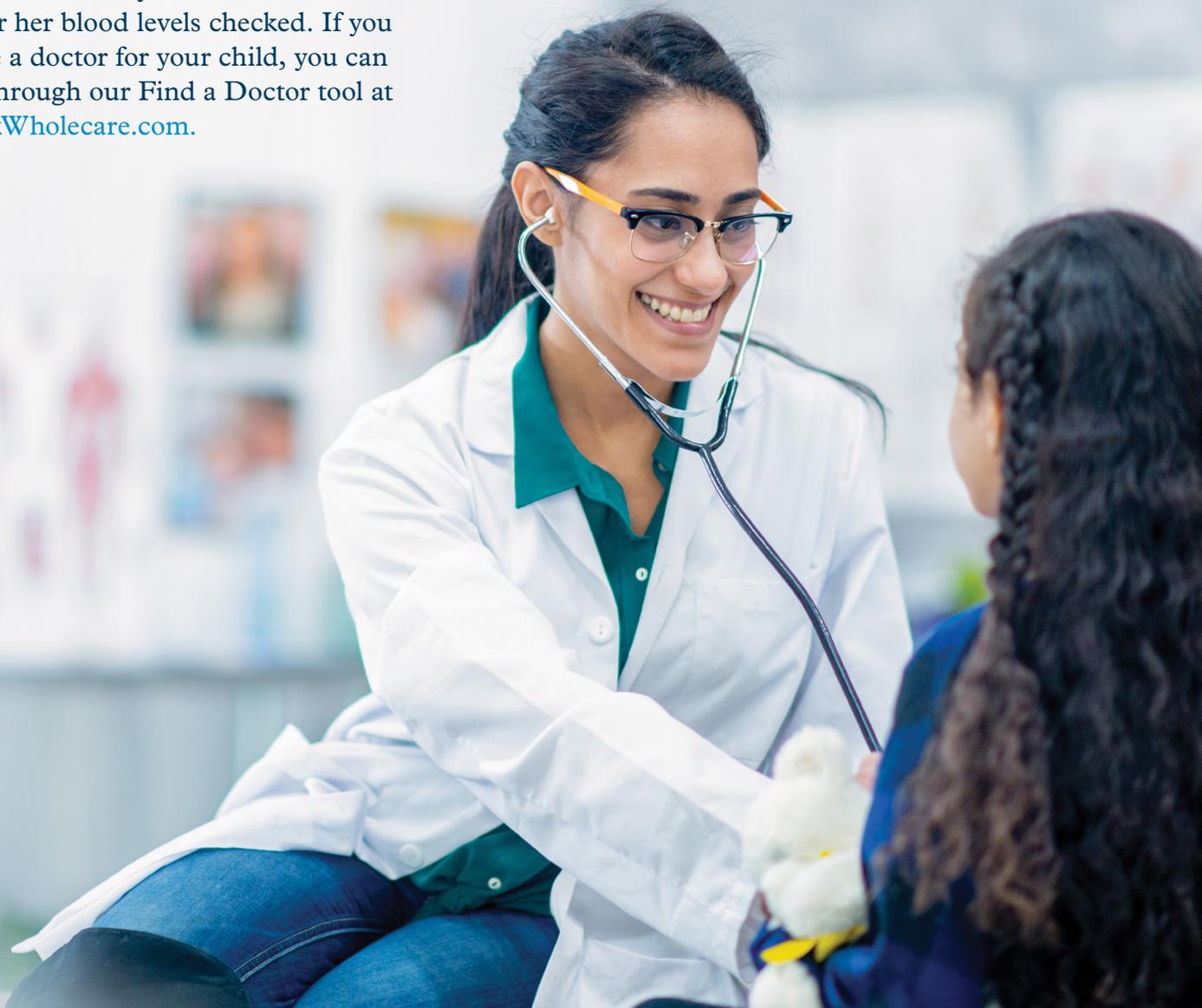
# Lead Poisoning Prevention

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The past year has caused us to spend more time in our homes. Some homes still have lead paint.

The Pennsylvania Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program requires that all children with Medical Assistance have at least 2 blood lead screenings. The tests should be done during the 9 month visit and again during the 24 month visit.

The good news is that these screening tests will not cost you anything! You can schedule an appointment with your child's doctor to have his or her blood levels checked. If you don't have a doctor for your child, you can find one through our Find a Doctor tool at [HighmarkWholesale.com](https://www.HighmarkWholesale.com).



## Why get your child tested?

- Blood lead testing can find lead exposure early and prevent long-term damage
- Lead is a naturally occurring metal that can cause serious health problems
- Possible sources of lead include: paint (especially in homes built before 1978), dust, soil, plumbing, and toys
- Lead is toxic to everyone, but young children are at highest risk for health problems from lead poisoning

# Lead Screening FAQs

1

## What is lead?

Lead is a toxic metal used in some products and materials that can be found in your home, including:

- Paint in older homes
- Dust in older homes
- Soil that contains traces of lead
- Water that runs through lead pipes
- Some toys, jewelry and makeup products
- Some jobs and hobbies can involve working with lead-based products that may cause parents to bring lead into the home

2

## What health problems can lead cause?

Exposure to lead can seriously harm a child's health. Exposure to lead can cause:

- Damage to the brain and nervous system
- Slowed growth and development
- Learning and behavior problems
- Hearing and speech problems

These health problems can impact children long term. These health problems can cause:

- Lower IQ
- Decreased ability to pay attention
- Poor performance in school

Children under the age of six are most at risk because they are growing so rapidly. Younger children tend to put their hands and other objects in their mouth which can be contaminated with lead dust. Lead dust can be invisible to the naked eye.

**The good news: Lead poisoning is 100% preventable!**

# 3

## What are symptoms of lead exposure?

Most children with elevated lead levels have no symptoms. This is why testing is so important.

Talk with your child's doctor about a simple blood lead test. Testing is the only way to know if your child has elevated blood lead levels. This test may be completed by a simple finger blood test. If the finger shows that your child had high lead in their blood, then your child will be referred for a blood draw.

# 4

## When should your child be tested for lead?

Your child should be tested:

- Between 9 and 11 months of age and
- Again at 24 months of age (2 years old)

This test can be completed as part of their regular well child visits to your child's provider at these ages. Testing is the only way to know if your child has been exposed to lead.

# 5

## What if my child missed their test at those visits?

You can still get a lead test done. Two lead tests should be completed by the age of 2. However, children can be tested even after the age of 2. Children under the age of 6 are at risk.

If a child is not tested at their 2 year visit, the child should be tested as soon as possible after their 2 years visit, but before they turn 6 or enter into Kindergarten, whichever is sooner.

# 6

## What exactly is a lead test?

A lead test can be conducted in 2 different ways.

**Capillary** (ka · puh · leh · ree) blood sample testing – A lancet (needle) is used to puncture the skin. This can be done on the foot or the finger. A small amount of blood will be collected in a tube.

**Venous** (vee · nuhs) blood sample testing – A needle is used to collect blood into an attached tube from a vein in the arm. This is the most accurate way to measure lead levels in the blood.

# 7

## My child tested positive. Now what?

Care Navigators from Highmark Wholecare may reach out to you to help you with scheduling appointments and lead education after we receive a positive lead test result. If you are worried about your child's lead test, please feel free to contact the Care Navigator Team in the **Special Needs Unit at 1-800-392-1147. TTY users call 711.**

**Depending on your child's lead level, your physician may recommend an Environmental Lead Investigation. An Environmental Lead Investigation includes an analysis of your home including all painted surfaces, water samples, dust samples and bare soil samples.**

**Highmark Wholecare will cover one Environmental Lead Investigation per household per address.**

# 8

## How can I reduced my child's exposure to lead?

- Clean windowsills and floors regularly with a damp paper towel and throw the towel away.
- Make sure your child does not have access to peeling paint or painted chewable surfaces.
- Let water run for a few minutes before using or drinking it, especially if you might have lead pipes.
- Wash your child's hands, face and toys regularly.
- Remove your shoes before coming into the house to avoid bringing in dirt that may have lead in it.
- Have peeling paint removed from your home by a licensed contractor who specializes in removing lead.

## Who can I call with questions?

We always encourage honest conversations with your child's doctor regarding your concerns. If you have questions regarding:

- Coordinating your child's care
- Scheduling appointments
- Help with transportation problems
- Questions about your child's lead test, or
- Other wellness visits



Please contact the **Highmark Wholecare Care Navigator Team in the Special Needs Unit for assistance at 1-800-392-1147. TTY users call 711.**

<https://www.epa.gov/lead/protect-your-family-sources-lead#main-content>

<https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>

# MyPlate Kitchen

The following are recipes from MyPlate Kitchen. Find other recipes and resources by visiting [myplate.gov](http://myplate.gov). Sort by food group to find recipes based on what you already have on hand or to get started on a grocery list. Save your favorites, make personalized cookbooks and more!

## Blueberry Muffins

Make your own muffins from scratch with this recipe. If fresh blueberries are unavailable or costly, try using frozen blueberries.

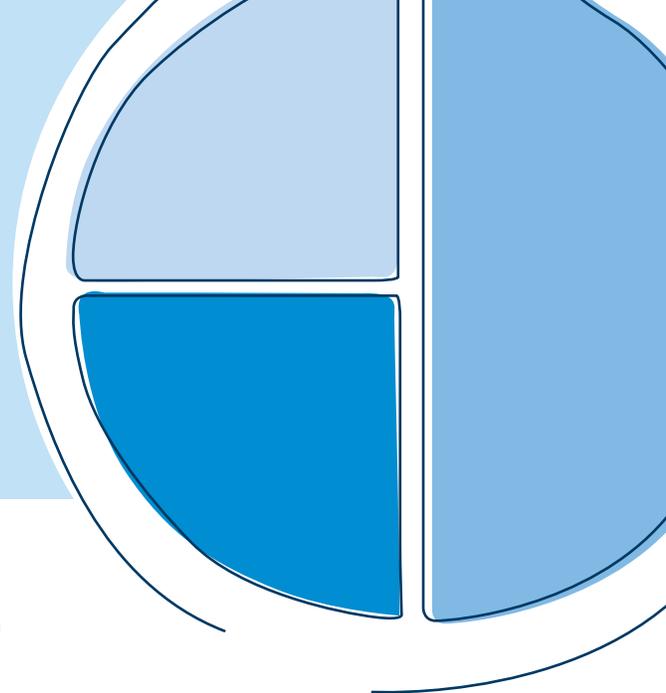
### Ingredients

- 1/2 cup vegetable oil
- 1 cup of sugar
- 2 eggs
- 1/2 cup milk, low fat
- 1 teaspoon vanilla
- 2 cups of flour
- 2 teaspoons of baking powder
- 1/2 teaspoon of salt
- 2 cups of blueberries (fresh or frozen)

### Directions

1. Preheat the oven to 375 degrees.
2. Grease the muffin pans.
3. In a large mixing bowl, stir the oil and sugar until creamy.
4. Add eggs, milk and vanilla. Mix until blended.
5. In a medium mixing bowl, stir together the flour, baking powder and salt.
6. Add flour mix to the oil and sugar in the large bowl. Stir together.
7. Stir the blueberries into the batter.
8. Fill each muffin cup 2/3 full with batter.
9. Bake for 25 to 30 minutes.





## Nutrition Information

**Serving Size:** 1 muffin, 1 /12 of recipe (92 g)

<b>Nutrients</b>	<b>Amount</b>
<b>Total Calories</b>	<b>252</b>
<b>Total Fat</b>	<b>10 g</b>
Saturated Fat	2 g
Cholesterol	32 mg
<b>Sodium</b>	<b>195 mg</b>
<b>Carbohydrates</b>	<b>37 g</b>
Dietary Fiber	1 g
Total Sugars	20 g
Added Sugars included	16 g
<b>Protein</b>	<b>4 g</b>
Vitamin D	0 mcg
Calcium	67 mg
Iron	1 mg
Potassium	69 mg



**Source:**

Pennsylvania Nutrition Education Program,  
Pennsylvania Nutrition Education Network

## Brown Rice Tabbouleh

Try this refreshing Mediterranean inspired dish with tomatoes and cucumbers and seasoned with mint and parsley. Ready in less than 30 minutes or make the night before for a bolder taste.

### Ingredients

- 3 cups of cooked brown rice
- 3/4 cup of chopped cucumber
- 3/4 cup of chopped tomato
- 1/2 cup of chopped fresh parsley
- 1/4 cup of chopped fresh mint leaves
- 1/4 cup of sliced green onions
- 1/4 cup of olive oil
- 1/4 cup of lemon juice
- 1/2 teaspoon of salt
- 1/4 teaspoon of freshly ground black pepper

### Directions

1. Combine rice, cucumber, tomato, parsley, mint, green onions, olive oil, lemon juice, salt and pepper in a larger bowl.
2. Toss well and chill.



### Source:

Meeting Your MyPlate Goals on a Budget Toolkit by MyPlate National Strategic Partners.



## Nutrition Information

Nutrients	Amount
<b>Total Calories</b>	<b>200</b>
<b>Total Fat</b>	<b>10 g</b>
Saturated Fat	2 g
Cholesterol	0 mg
<b>Sodium</b>	<b>200 mg</b>
<b>Carbohydrates</b>	<b>26 g</b>
Dietary Fiber	2 g
Total Sugars	1 g
Added Sugars included	0 g
<b>Protein</b>	<b>3 g</b>
Vitamin D	0 mcg
Calcium	24 mg
Iron	1 mg
Potassium	202 mg



# Having Trouble Feeding Your Family?

## Help is Available

### Supplemental Nutrition Assistance Program (SNAP)

The SNAP program 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 for you and your family.

### Shopping with SNAP

SNAP benefits are automatically placed on your Electronic Benefits Transfer (EBT) card each month. Your EBT card works like a debit card. You can use this card to buy food at most grocery stores.

#### What can I buy with my SNAP benefits?

- Any food product at your local grocery store (with the exception of prepared foods)
- Food or produce at farmers’ markets

#### What can’t I buy with my SNAP benefits?

- Non-food products
- Prepared hot foods
- Fast food
- Pet food
- Alcohol or tobacco products

Visit [www.choosemyplate.gov/myplatekitchen](http://www.choosemyplate.gov/myplatekitchen) for affordable, healthy recipes.



## Applying for SNAP

Your income-level determines if your household is eligible for SNAP benefits. The COMPASS website has a “Do I Qualify?” tool or you can visit your local County Assistance Office to learn more.

### Application process

Go to [compass.state.pa.us](https://compass.state.pa.us) to apply for or renew your SNAP benefits. If you need help completing the application form or have questions about benefits, trained County Assistance Office staff can help you in person.



### Questions?

Call the Department of Human Services Helpline, toll-free at **1-800-692-7462 (1-800-451-5886 for individuals with hearing impairments)**. Or, visit your County Assistance Office.

# Women's Health



## Important health screenings for women.

Health screenings can help catch problems early on before they become serious. Here are some screenings every woman should have and some recommendations for when they should get these screenings. Talk to your doctor about which screenings are right for you.

## Cholesterol and Blood Pressure

If these are high, this can increase your risk for heart disease and stroke. When you have high blood pressure or cholesterol, the symptoms aren't obvious. You might not even know you have them. This is why it is so important to get screenings. Starting at age 20, you should have your blood pressure checked every two years and your cholesterol checked every four to six years.

## Cervical Cancer

The American Cancer Society suggests that women start getting cervical cancer screenings at the age of 25. It is recommended that you get a Pap test every three years until you are at least 65.

## Sexually Transmitted Infections (STI)

STIs are not just something young women can get. If you have unprotected sex with a partner, you are at risk and should talk to your doctor about being tested. It's important to share your sexual history with your doctor even if he or she doesn't ask.

## Breast Cancer

The American Cancer Society recommends starting mammograms at age 45, with the option to begin at age 40. For most women, mammograms are recommended every year or every other year.

## Depression

Women are twice as likely as men to be diagnosed with depression. It's important to talk to your doctor if you are experiencing trouble with sleeping or are having a hard time

focusing. Other signs of depression include feeling like a failure, having thoughts about harming yourself or suicide.

## Diabetes

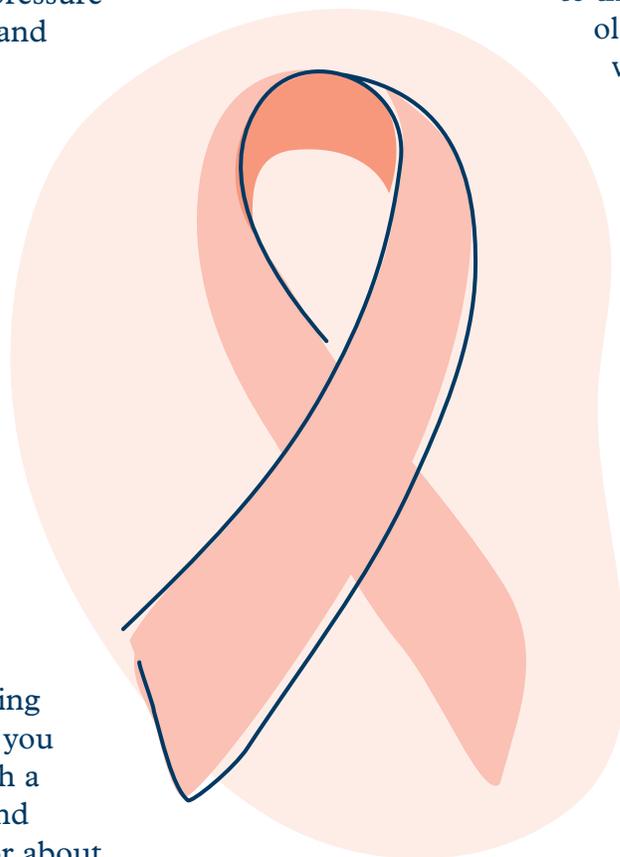
About one in nine women in the U.S. have been diagnosed with diabetes. According to the CDC, women who are 45 and older should be tested. Younger women with risks such as obesity or family history may need to get checked earlier. Talk to your doctor if you experience signs of diabetes, such as feeling tired all the time, blurred vision, or extreme thirst. If you already have diabetes, make sure you get your A1C test, your kidney function test (urine), and your diabetic retinal eye exam every year.

## Colorectal Cancer Screening

Screenings typically start at age 45. A colonoscopy is one of the most common procedures used for screening. Colonoscopies are recommended every ten years. You could also complete a simple test every year in the comfort of your own home.

## Bone Loss

Women age 65 and older should have a bone density test. Women who smoke, have low body weight, drink three or more alcoholic drinks daily or have a parent who broke a hip may need to get screened earlier. Women age 50 and older may need a screening if they fractured a bone.



### Sources:

American Cancer Society, American Heart Association, WomensHealth.gov, American Sexual Health Association, Center for Disease Control and Prevention.



# Men's Health

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**Common Health  
mistakes men make.**

## Skipping Doctor's Visits

Men are less likely than women to go to the doctor. Not going to the doctor when you are due or experiencing symptoms is a huge mistake. If you are skipping appointments, you are missing out on important discussions with your doctor about your conditions and lifestyle. You are also missing important screenings and vaccinations.

## Letting Your Feelings Bottle Up

Research shows that men are less likely than women to seek help for stress or depression. Although women tend to have higher overall rates of depression, men are less likely to admit that they are depressed or stressed. Men account for more than 76% of suicides. Some men may not feel comfortable talking to someone about their issues. But talking to someone can make your life better. If you have symptoms such as anger, changes in mood, trouble sleeping, or drug or alcohol abuse, talk to your doctor.

## Skipping Dentist Appointments

Men are more likely than women to neglect their teeth. Did you know that a tiny crack in your tooth can allow bacteria to grow that can cause a life-threatening infection? Most men don't brush their teeth two times a day (which is recommended). Men who brush their teeth less than twice a day for less than two minutes have higher risk of heart attack or stroke. And men are more likely to develop oral and throat cancers than women. You should visit the dentist twice a year, and make sure to brush and floss twice a day.

## Drinking Too Much

Men are two times more likely than women to binge drink. Men also have higher rates of death and hospitalizations due to alcohol use. Heavy drinking is associated with high blood pressure, heart disease, liver disease, stroke, depression and mental health issues. The safest level of alcohol to drink is none. But U.S. Dietary Guidelines for Americans

recommends that men limit themselves to no more than two drinks a day. If you think you have a drinking problem, talk to your doctor.

## Not Taking Care Of Your Skin

Men are more likely than women to get melanoma, the deadliest form of skin cancer. They are also less likely to survive if they get it. One of the biggest issues is that men are less likely than women to wear sunscreen. You should wear a sunscreen every day with at least SPF 30, even if it is cold and cloudy. Talk to your doctor about how often you should get regular skin check-ups.

## Not Talking About Sex

A lot of men suffer from erectile dysfunction (ED) or have trouble urinating at some point in their life. The problem is, most don't want to talk about it. But it is important to talk about these issues. They could be signs that you have a bigger, more serious issue that may be treatable. Your doctor can work with you to figure out a solution.

## Smoking

Men who smoke are more likely to die from emphysema or cancer. It's time to kick that habit. Talk to your doctor about quitting or call the Pennsylvania free Quitline at **1-800-QUIT-NOW** for help.

## Not Exercising

You probably know you are supposed to exercise, but do you know how often? You should shoot for about 150 minutes of moderate exercise, like walking or yoga, per week. Or, about 75 minutes of vigorous exercise, like running or swimming, per week. Talk to your doctor before starting an exercise program.

### Sources:

Center for Disease Control and Prevention, Cleveland Clinic, National Institute of Dental and Craniofacial Research, American Cancer Society

# Relationship Abuse

Adults are not the only people who experience violence in relationships. This type of abuse can happen to young people, too. This includes people as young as ten years old. There are many types of relationship abuse. It is not always physical. Here are some things abusers may use against younger survivors:

- Spread rumors about them to friends
- Force them to share their passwords
- Threaten to hurt themselves if the relationship ends
- Convince them to use drugs or alcohol
- Refuse to practice safe sex

People who experience this abuse do not always talk about what is happening. They may worry that others will think they are to blame. They may be afraid they will be told to end the relationship. Survivors of relationship abuse should be allowed to make their own choices. This includes who they tell and when to talk about the abuse. Their decisions should be respected.

**Young people do not need anyone's permission to reach out for help. Resources that may be able to help relationship abuse survivors are:**

- Domestic violence programs have information about resources. They can talk about safe next steps.
- Love Is Respect and Planned Parenthood have information for survivors of relationship abuse. They also have information about how to help a friend.



**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/>

**The National Domestic Violence Helpline:**

1-800-799-SAFE (7233) or to chat: <https://www.thehotline.org/>

# Diabetes Prevention Program

## Prediabetes

1 in 3 adults have prediabetes. Prediabetes means your blood sugar level is higher than normal but has not become type 2 diabetes. Diabetes can lead to life-changing complications. While diabetes has no cure, prediabetes may be reversed.

## Are you at risk?

If you think you're at risk, you should ask your Primary Care Physician for a blood test. However, your risk level may be determined by a combination of factors.

## Some of the risk factors include:

- A family history of diabetes
- Being overweight
- Over the age of 45
- Little to no exercise in a typical day
- A history of gestational diabetes

If you're at risk and you have not been diagnosed with type 2 diabetes, then you may qualify for our Diabetes Prevention Program.

We work with Centers for Disease Control and Prevention recognized Diabetes Prevention Program providers to offer you ways to participate in our Diabetes Prevention Program. Programs will help you do more than lose weight. Over 12 months, you'll learn how to make real and lasting behavioral and lifestyle changes.

If you qualify for the program, your Highmark Wholecare medical plan will cover the cost at the participating program partners listed below. Classes are held throughout the year!

## Harrisburg Area YMCA

- Serving Dauphin, Cumberland and Perry counties
- YMCA membership is not required to participate
- To learn more or enroll, please contact Megan Maurer at 717-232-2004

## Conemaugh Diabetes Prevention Program

- Program delivery includes in person and virtual distance platform (Zoom)
- Primary county market includes: Cambria, Somerset and Blair
- Secondary county market includes: Allegheny, Armstrong, Beaver, Blair, Butler, Chester, Clearfield, Fayette, Green, Indiana, Washington and Westmoreland
- To learn more or enroll, please contact: 866-641-3828 or 814-534-6800 or Conemaugh.org or Text "Health" to 600400



## Sources:

Centers for  
Disease Control  
and Prevention

# Available Now!

## Introducing the New Highmark Wholecare **Member Portal and Mobile App**

Our new and improved **Member Portal and Mobile App** gives you **24/7 access to:**

- Change your primary care physician
- Request your member ID card
- Confirm your eligibility and benefits
- Get your health questions answered by a nurse, day or night
- Our secure message feature with a Member Services representative
- And so much more!



Download the mobile app from your smart phone's app store. Just type in **"Wholecare"**.



To get started in the Member Portal, visit [HighmarkWholecare.com](https://HighmarkWholecare.com) and register for an account.

### Let's get social!



Highmark Wholecare Plans



ItsWholecare



Highmark Wholecare



highmarkwholecare

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

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



# 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](https://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)**.

## 24-Hour Nurse Line

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### 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.**

# 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.**

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## 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](http://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 (رقم هاتف الصم والبكم 711). 1-800-392-1147.**

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

**주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오.**

**ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ ក៏អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ ។**

**ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposes 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”).