

PA Medicaid

# Wholecare Connections

Spring 2023



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Spring Allergies: Nip Them in the Bud

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My Plate Recipes

# In this Issue



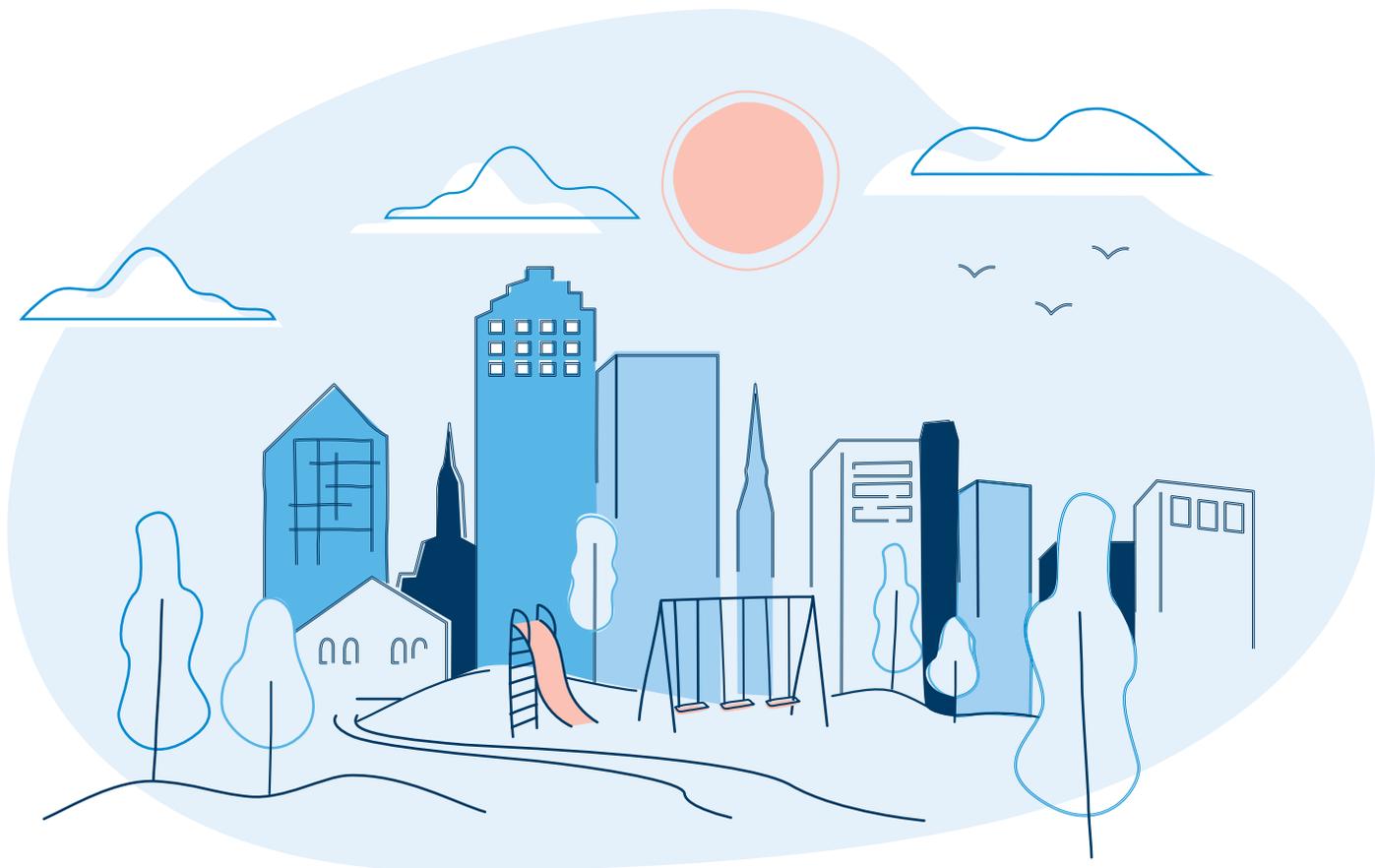
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# Need help with housing?

## 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](https://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

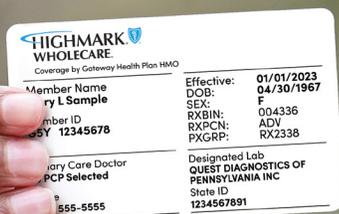
# A New Way to Order ID Cards

Did you know that you can get an ID card without speaking to a live agent?



Just call the number on the back of your ID card (**1-800-392-1147**, (TTY 711)) and follow the prompts to assist you.

You can also order an ID card by going to **HighmarkWholecare.com** and logging into the Member Portal.



# 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



## 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)**.

# Highmark Wholecare wants to hear from you!

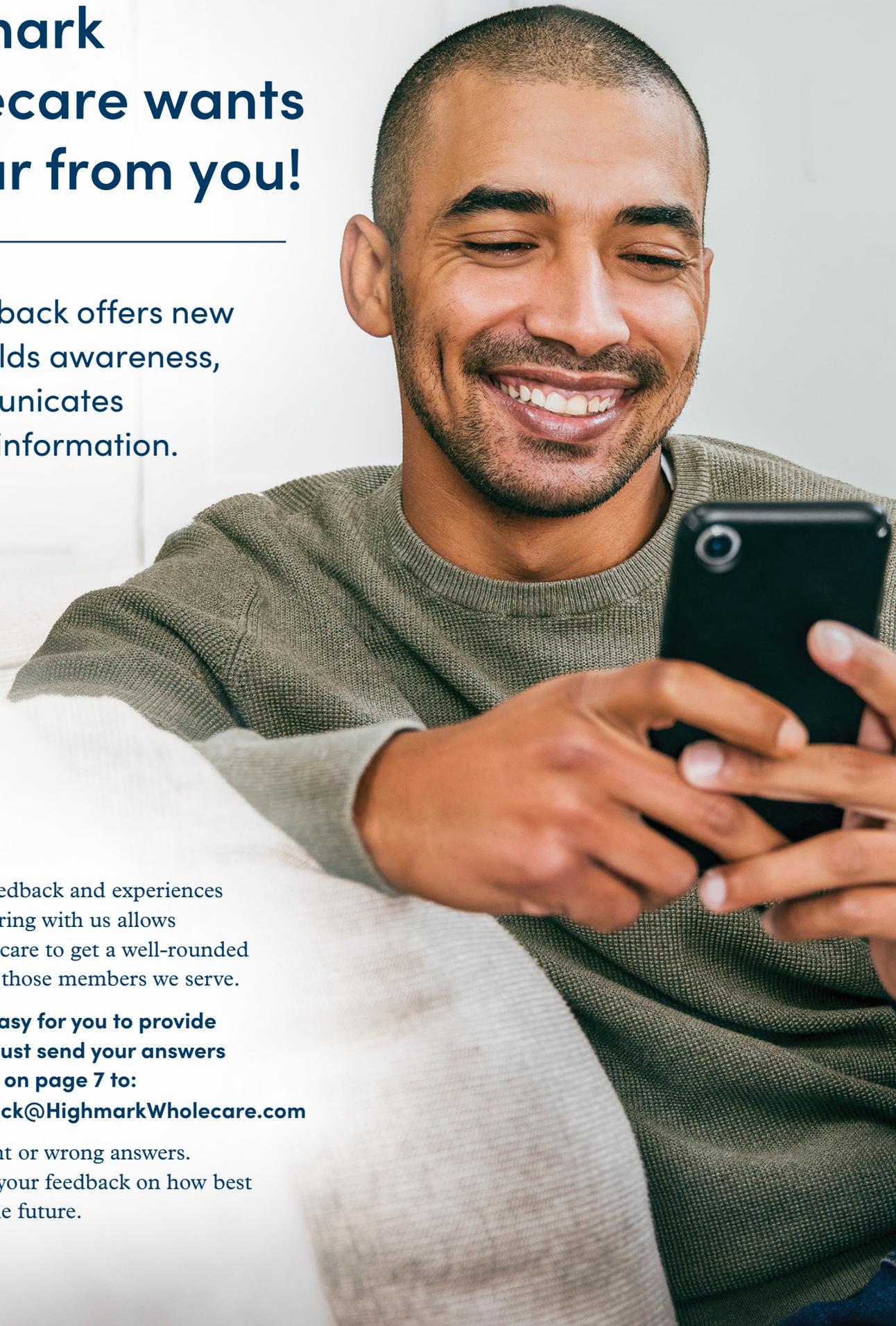
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Good feedback offers new insight, builds awareness, and communicates corrective information.

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 on page 7 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 have 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 allergy triggers 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 which 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

\* A prescription from your doctor is required for over-the-counter medicines.

# Highmark Wholecare's EPSDT Program

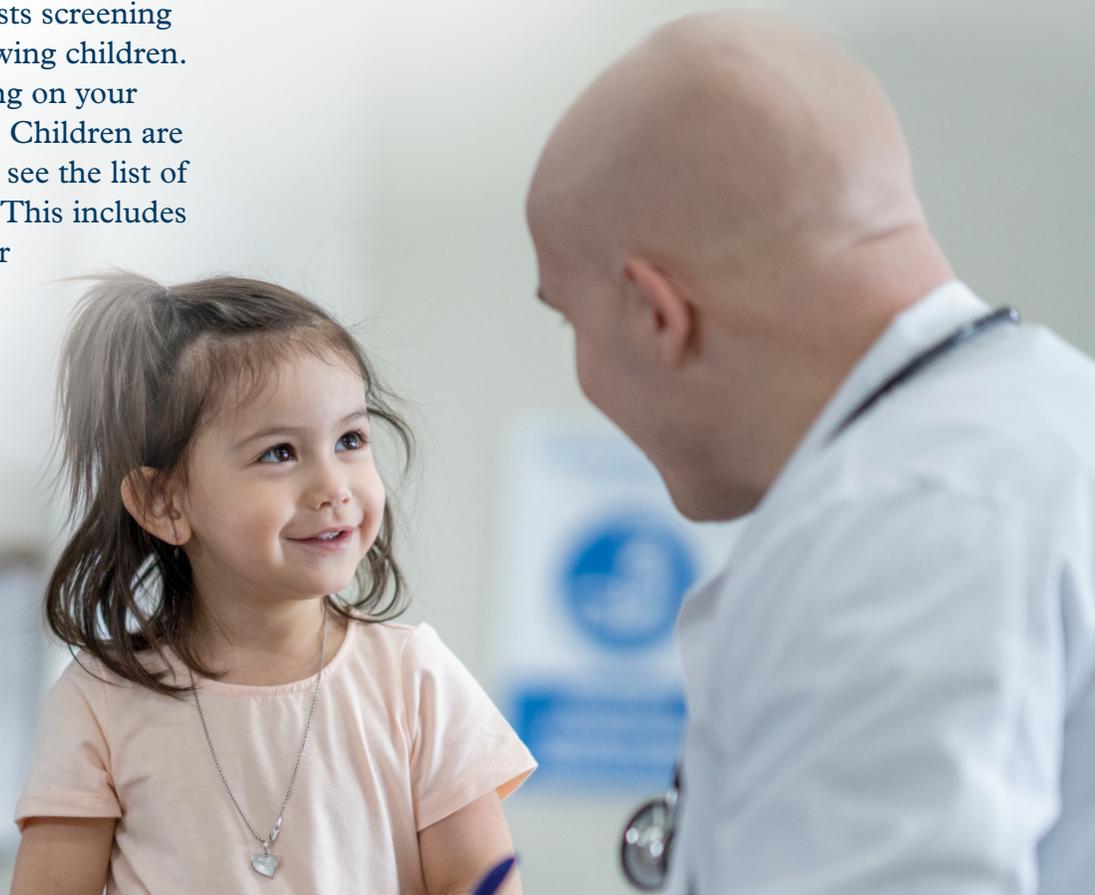
This is a program for members under the age of 21. All members under the age of 21 are a part of Highmark Wholecare's EPSDT program.

This is a program that is required by the federal government for people under age 21 who get Medical Assistance. This 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 screens and shots. This program 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 Recommended Shot Schedule. This schedule says when and which types of shots your child should receive.

This 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 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 follow up 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.



# EPSDT Screening Table

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

Physical Exam at Age:	Screenings		
10 Years		High Cholesterol Risk Assessment	Vision and Hearing Screening
11 Years	Tobacco, Alcohol and Drug Use Assessment		Hearing Screening Once Between 11 and 14
12 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening		Vision Screening and Hearing Screening Once Between 11 and 14
13 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening		Hearing Screening Once Between 11 and 14
14 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening		Hearing Screening Once Between 15 and 17
15 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV Screening Once Between ages 15 and 17	Vision Screening and Hearing Screening Once Between 15 and 17
16 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV Screening Once Between ages 15 and 17	Hearing Screening Once Between 15 and 17
17 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV Screening Once Between ages 15 and 17	Hearing Screening Once Between 15 and 17
18 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Blood Draw	Hearing Screening Once Between 18 and 20
19 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Screening Once Between 18 and 20
20 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Once Between 18 and 20

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

Sexually Transmitted Infections (STI), Tuberculosis, and Sickle Cell Disease

**Hepatitis B Virus Infection** - Risk assessment should be performed once before the age 21, with appropriate action to follow.

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

# Have you heard about 988?

You may be familiar with the National Suicide Prevention Lifeline (1-800-273-8255), but have you heard about 988?

988 is the new, three-digit dialing code you can call or text for help with mental health-related distress. You can reach out for thoughts of suicide, mental health, or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

**The existing number for the National Suicide Prevention Lifeline (1-800-273-8255) will not go away. You can use either number, but 988 may be easier to remember.**

The Lifeline is free and confidential. It is also available 24/7. You can either call for help in multiple languages or text for English only. The Lifeline currently serves TTY users either through their preferred relay service or by dialing 711, then 1-800-273-8255. Also, the Lifeline is available through chat by visiting <https://suicidepreventionlifeline.org/chat>.

Remember, there is hope. The Lifeline works. For more information, please visit <https://www.samhsa.gov/find-help/988>



# Why is my baby's doctor asking me questions about depression?

Postpartum Depression (also called PPD) is a type of depression that some women get after having a baby. PPD is a strong feeling of sadness that lasts a long time and this can make it hard for you to take care of your baby. PPD is more serious than the "baby blues".



## Some symptoms of PPD can include:

- Feeling sad, hopeless, empty, overwhelmed, moody, irritable, or restless
- Crying more often than usual or for no real reason
- Worrying or feeling overly anxious
- Experiencing anger or rage
- Losing interest in activities that you usually enjoy
- Withdrawing from avoiding friends and family
- Having trouble bonding or forming an attachment with your baby
- Constantly doubting your ability to care for your baby
- Thinking about harming yourself or your baby

Women should have at least one postpartum visit with their provider around three weeks postpartum. PPD can start at any time in the first year after giving birth. The doctor has recommended that pediatricians screen new moms for PPD during the first six months of well visits. This screening adds another layer of finding moms who might have PPD and helping them get the help they need.



## If you or someone you know is in crisis or thinking of suicide, get help quickly.

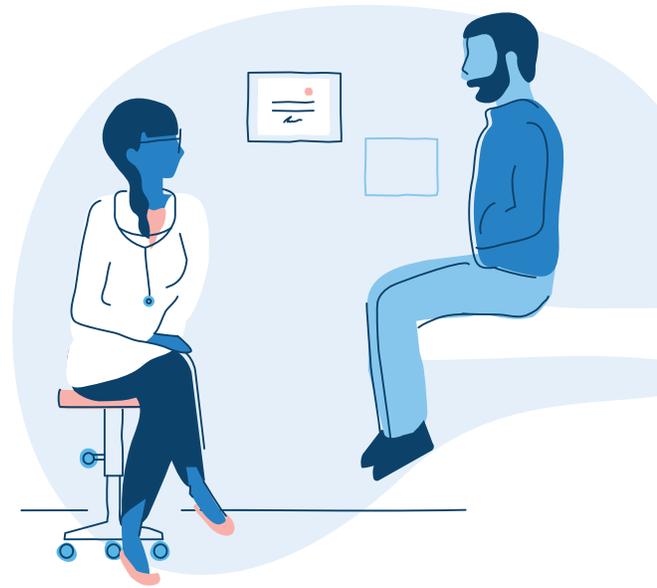
- Call your doctor
- Call 911 or go to the nearest emergency room
- Call the National Suicide Prevention Lifeline at 1-800-273-TALK(8255) / TTY 1-800-779-4TTY(4889)

<https://womensmentalhealth.org/posts/american-academy-of-pediatrics-recommends-screening-for-postpartum-depression/>

# Why is my doctor asking me questions about substance use?

Substance use can be a problem 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 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 a substance use problem 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 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/>

# Domestic Violence

Domestic violence can happen to young people who are dating. This is called **adolescent relationship abuse**. Dating violence is another name. It can happen to preteens. College-aged people also can experience this. It is just as dangerous as domestic violence.

Some abusers may use physical violence. Others may keep survivors away from supportive people.

## They may also:

- Say the person is cheating.
- Force a survivor to have a child with them.
- Damage their partner's phone or computer.
- Share private information about the survivor.
- Threaten to call the police on them.

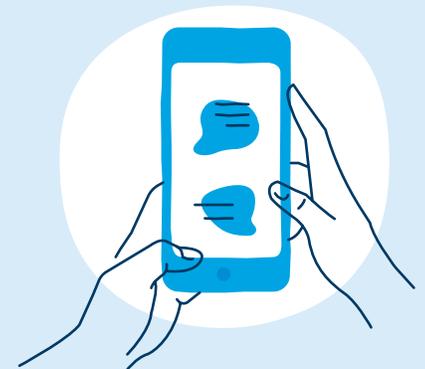
Dating violence survivors do not have to deal with what is happening alone. Many people experience this. It is helpful to seek out support.

## Some resources that might be able to help are:

- Domestic violence programs have information about local resources. They can help someone facing domestic violence.
- Love is Respect offers support to survivors of dating violence. People can webchat, text, or call. Learn more by visiting their website at: [www.loveisrespect.org](http://www.loveisrespect.org).

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>





# Your Opinion Matters to Highmark Wholecare

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 e-mail 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.



# My Plate Recipes

## Broccoli Salad

Chopped broccoli, raisins, onion, and crumbled bacon make this colorful salad a tasty side dish.

### INGREDIENTS

- 6 cups broccoli (chopped)
- 1 cup raisins
- 1 red onion (medium, peeled and diced)
- 2 tablespoons sugar
- 8 bacon slices (8 slices, cooked and crumbled, optional)
- 2 tablespoons lemon juice
- 3/4 cup mayonnaise, low-fat

### DIRECTIONS

1. Combine all ingredients in a medium bowl.
2. Mix well.
3. Chill for 1 to 2 hours.
4. Serve.





## Brazilian Rice

**This vegetarian dish combines leafy greens and high fiber brown rice to make a wholesome side dish or satisfying main dish.**

### INGREDIENTS

- 1 vegetable oil spray (non-stick)
- 1 package spinach (10 ounces, frozen, thawed)
- 1 cup brown rice (cooked)
- 2 tablespoons olive oil
- 1 cup egg-white substitute (liquid)
- 3/4 cup mozzarella cheese, fat-free (shredded)
- 1 cup milk (fat-free)
- 1/2 onion (medium, chopped)
- 1/2 teaspoon Worcestershire sauce
- 1/4 teaspoon marjoram (dried)
- 1/4 teaspoon thyme (dried)
- 1/4 teaspoon rosemary (dried)

### DIRECTIONS

1. Preheat oven to 350 degrees.
2. Spray a 2-quart baking dish with vegetable oil spray.
3. Place thawed spinach in a colander and press to remove excess water.
4. Place the spinach in a large mixing bowl and add remaining ingredients. Mix until combined.
5. Transfer the mixture to the baking dish and place in the preheated oven. Bake for 30 minutes.
6. Cut the casserole into eight squares and serve. This casserole can be prepared one day in advance and refrigerated.

## Beefy Macaroni and Cheese

**The tomatoes in this dish provide vitamin C and B , while the Eating Smart Seasoning Mix gives you the option of adding flavor without adding additional salt.**

### INGREDIENTS

- 3/4 pound ground beef (90% lean)
- 1 1/2 cups water
- 1 cup macaroni, uncooked
- 1 can diced tomatoes, canned, undrained
- Eating Smart Seasoning Mix (1/2 cup or 8 tablespoons)
- 1/2 cup shredded cheese
- Salt (optional, to taste)

### DIRECTIONS

1. Brown ground beef in a large skillet, drain the fat.
2. Add water, macaroni, tomatoes, and seasoning mix, stir.
3. Bring to a boil, reduce heat to low and simmer, cover for 15-20 minutes or until macaroni is tender.
4. Remove from heat and add 1/2 cup grated cheese.
5. Taste, then add a small amount of salt if needed.
6. Refrigerate leftovers.



## Berries and Banana Cream

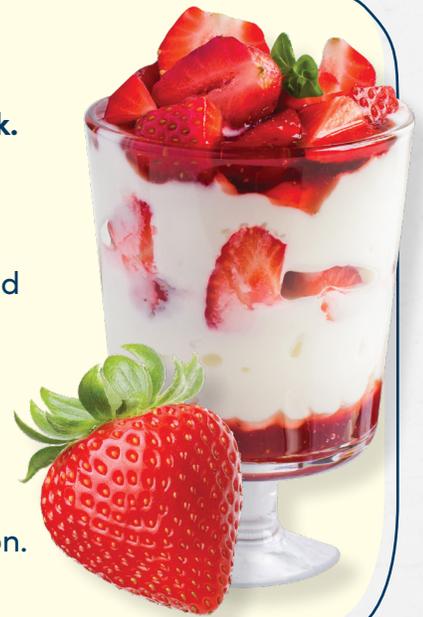
Make your own “banana cream” with yogurt, banana, and fruit juice, then top with fresh sliced strawberries for a delicious dessert or snack. Add honey and cinnamon for extra flavor.

### INGREDIENTS

- 1/3 cup yogurt, low-fat plain
- 1/2 banana (ripe)
- 1/2 us fluid ounce fruit juice (orange works well)
- 2 cups sliced strawberries
- 1 teaspoon honey
- 1 teaspoon cinnamon (dash)

### DIRECTIONS

1. Combine yogurt, banana, and juice and mash with a fork until most chunks are gone.
2. Wash and slice berries.
3. Top the berries with yogurt banana mixture.
4. Top with honey and cinnamon.



## 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 sugar
- 2 eggs
- 1/2 cup milk, low-fat
- 1 teaspoon vanilla
- 2 cups flour
- 2 teaspoons baking powder
- 1/2 teaspoon salt
- 2 cups 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 the 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.

# COVID 19 Vaccine

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



**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.
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 of age and older. Stay up to date and receive booster shots when eligible.
6. Fertility and sexual function are not impacted by the vaccine. The CDC also recommends that any woman who is pregnant or breastfeeding get vaccinated.
7. You cannot get Coronavirus from the vaccine. The vaccine does not contain the live virus and you cannot get sick from the shot.
8. Short-term side effects are minor. After getting your shot, you may experience soreness in your arm, fatigue, or a minor fever.
9. The vaccine does not interact with your DNA. It never enters the nucleus of your cells, where your DNA is stored.
10. Vaccines only work if we all get them. Do your part to protect yourself, your family, and your community.

Source: [www.CDC.gov](http://www.CDC.gov)



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

# Free Cell Phone Service



**Talk, text, and data every month!**

Highmark Wholecare is proud to be working with SafeLink Wireless to offer PA Medicaid members this special Lifeline program at no cost!

## Once enrolled, receive:

- A free smartphone or the option to use your own smartphone
- 350 talk minutes per month
- Unlimited text messaging
- 4.5 GB of data per month
- UNLIMITED free calls to Highmark Wholecare at 1-800-392-1147

With a SafeLink phone, there are no bills, so there are no surprises. You can always call 911 or Highmark Wholecare for free, even if you run out of minutes.



For more information on how to apply for this program, call Highmark Wholecare Member Services at 1-800-392-1147 or apply online.

**Apply today at  
[www.SafeLink.com](http://www.SafeLink.com)**

**SafeLink**  
WIRELESS®

# 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.*



# 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](https://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](https://amazon.com/qualify).

## Walmart (Pick-up only)

1. Order groceries at [walmart.com/grocery](https://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.



(Pick-up or delivery)

1. Order groceries online at [giantfoodstores.com](https://giantfoodstores.com), [gianteagle.com](https://gianteagle.com), [martinsfoods.com](https://martinsfoods.com), [foodtown.com](https://foodtown.com), [pricechopper.com](https://pricechopper.com), [priceritemarketplace.com/sm/planning/rsid/1000](https://priceritemarketplace.com/sm/planning/rsid/1000), [shoprite.com](https://shoprite.com), [sprouts.com](https://sprouts.com), [TheFreshGrocer.com](https://TheFreshGrocer.com), [topsmarkets.com](https://topsmarkets.com), [wegmans.com](https://wegmans.com), or [weismarkets.com](https://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.



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.



(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.

**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](https://compass.state.pa.us) to apply for or renew your SNAP benefits.





# 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)**.

## Members Rights and Responsibilities 2023

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 2023 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 [HighmarkWholesale.com/Medicaid/member-tools/member-handbook](https://HighmarkWholesale.com/Medicaid/member-tools/member-handbook) to view or download a copy of the 2023 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.



# Available now!

## Making Health Care Easier with the Highmark Wholecare Member Portal and Mobile App

**Our 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

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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-392-1147 (TTY/PA RELAY 711) ។**

**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”).

