

PA Medicaid

Wholecare Connections



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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.

[WholecareResources.com](https://www.wholecareresources.com)
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

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 card and listen for the prompts to assist you.

Wholecare has a new website!

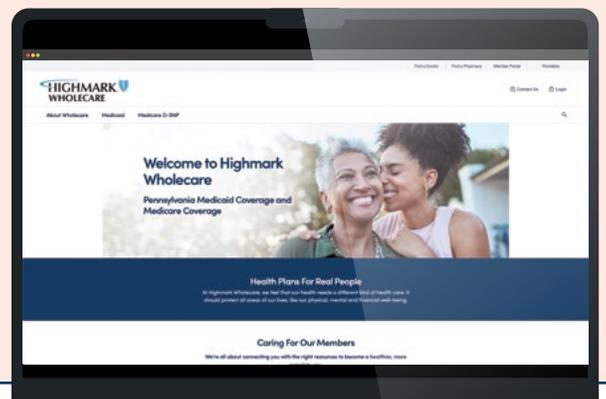
The Highmark Wholecare website has a new look and a new web address, but all the same great content you're used to!

You still have access to community resources, your Member Portal, coverage information, FAQs and more.

Visit: [Highmark.com/Wholecare](https://www.highmark.com/wholecare).

HELPFUL TIP

Don't forget to bookmark [Highmark.com/Wholecare](https://www.highmark.com/wholecare) in your browser for easy access!



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)**.

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?

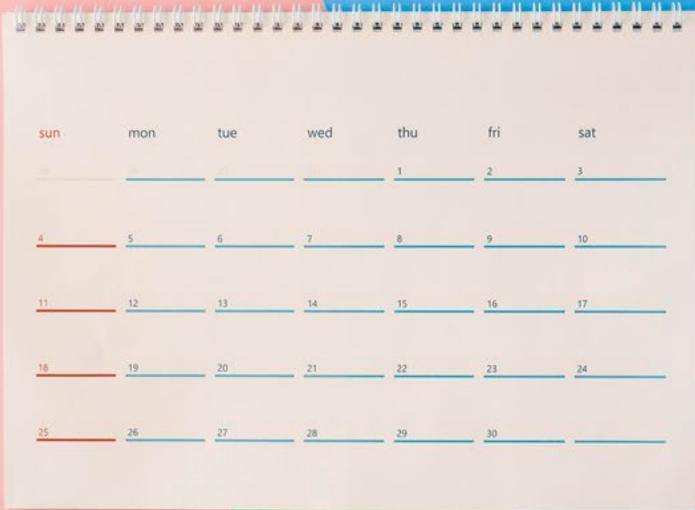
988 is the new, three-digit dialing code you can call or text for help with mental health-related distress. You can reach out for thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may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



Save the Date

for FREE Summer
Events at the Highmark
Wholesale Connection
Center in Pittsburgh!

Join us at the 2023 Farmers Market Healthy Eating Events to get the following:

- FREE frozen meats and fresh produce
- Medicaid Member Services support, such as ordering a member ID card, changing your primary care physician (PCP), and housing coordination
- Care Management support including medication reviews, nutritional counseling, and links to community resources like food pantries and transportation

WHEN:

The following days from 10 a.m. – 2 p.m.

- September 21
- October 19
- November 2



Highmark Wholesale Connection Center

6033 Broad Street (Right near the Target in East Liberty)
Pittsburgh, PA 15206

PittsburghConnectionCenter@HighmarkWholesale.com



Other insurance? Not a problem – let your provider know.

You may have Medicare or other health insurance.

If you have other health insurance and you need a service or other care that is covered by your other insurance, you must get the service from a provider that is in both the network of your other insurance and Highmark Wholecare's network. You need to follow the rules of your other insurance and Highmark Wholecare, such as prior authorization and specialist referrals. Highmark Wholecare will work with your other insurance to decide if it needs to pay for the services after your other insurance pays the provider first.

If you need a service that is not covered by your other insurance, you must get the services from a Highmark Wholecare network provider.

All Highmark Wholecare rules, such as prior authorization and specialist referrals, apply to these services.

When you go to a provider or to a pharmacy, you must tell the provider or pharmacy about all forms of medical insurance you have and show the provider or pharmacy your Medicare card or other insurance card, ACCESS or EBT card, and your Highmark Wholecare ID card.

This helps make sure your health care bills are paid timely and correctly.

It may be time to renew your or your child's Medicaid (Medical Assistance) benefits.

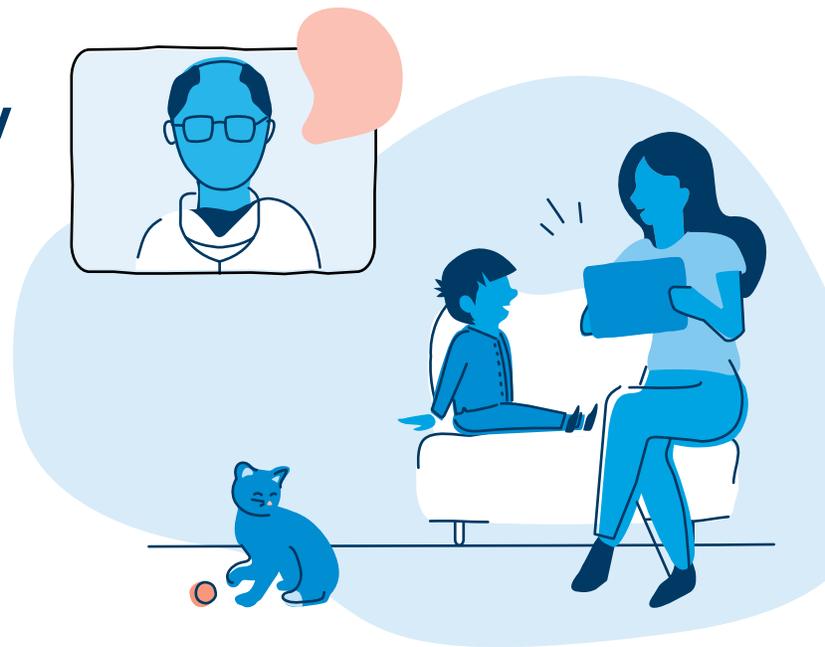
During the COVID-19 pandemic, the federal government started a program that allowed Pennsylvania to keep people enrolled in Medicaid regardless of their eligibility status or whether they completed an annual renewal. This federal program ended on April 1, 2023, and Medicaid recipients now must complete a renewal every year to make sure they are still eligible.

Each person's renewal date is unique to them. Find your renewal date online via the COMPASS website, on the myCOMPASS PA mobile app, or call the Pennsylvania Department of Human Services (DHS) **1-877-395-8930** or **1-215-560-7226** in Philadelphia.

Once it is your time to renew, there are two ways to do so.

1. Complete the forms in your mail packet.

- Keep an eye out for a mail packet from your local County Assistance Office (CAO). It will contain forms for renewing your or your child's Medicaid coverage.
- Once you complete the forms, you can send them back using the stamped envelope included in your mail packet or drop them off at any CAO.



2. Renew online or by phone.

- Visit the COMPASS website at dhs.pa.gov/COMPASS to renew online. Instructions on how to use the COMPASS website will be included in your mail packet and are available on the website

OR

- Call DHS at **1-866-550-4355**. A representative will work with you to complete your renewal.

Whether you renew online or through the mail, make sure to do so by your renewal due date.

If you or your child are no longer eligible for Medicaid, there are low-cost plan options available. Both Individual and Family plans through Pennie®, PA's official health insurance marketplace (ACA), and Children's Health Insurance Plan (CHIP) offer affordable coverage and great benefits, including: Low or \$0 monthly premiums, \$0 deductibles, no referrals, and low copays to see a specialist.

To learn more about our Individual and Family plans available from Highmark Wholecare's affiliate, visit pennie.com or call 1-844-844-8040, Monday – Friday, 8 a.m. – 6 p.m.

To learn more about CHIP plans available from Highmark Wholecare's affiliate, visit chipcoverspakids.com or call 1-800-986-KIDS (5437), Monday – Friday, 8 a.m. – 4:30 p.m.



We're here to help! For questions about renewing Medicaid coverage: call 844-381-0003 (TTY 711), Monday – Friday, 8 a.m. – 5:30 p.m.



SUN SENSE:

Beat the Heat!

We all love having fun in the sun, but it is important to protect yourself from the rays and the heat.



Find shade.

Limit your direct exposure to the sun, especially between 10 a.m. and 4 p.m., when UV rays are strongest.



Cover up!

Wear a hat and clothing to cover and protect skin.



Use bug repellent.

Mosquitoes can carry a number of illnesses, including the Zika virus and West Nile virus.



Stay hydrated.

Drink lots of water throughout the day. Drink water at least every 20 minutes when it is hot outside.

Take breaks.

Be sure to stop and rest during physical activity so you don't get overheated.



Protect your eyes.

Wear sunglasses that block at least 99% of UV light.

Use sunscreen.

Be sure it says "broad-spectrum" with an SPF of at least 30. A water-resistant sunscreen will protect you in and out of the water. Re-apply sunscreen every two hours.



Remember, even on cloudy days, the sun can still be harmful.



Not enrolled in SNAP benefits? Here's how you can apply.

Most low-income households are 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.

To apply for or renew your SNAP benefits, go to dhs.pa.gov/COMPASS. If you need help completing the application form or have questions about benefits, trained County Assistance Office staff can help you in person.

Questions about your SNAP benefits?

Call the Department of Human Services Helpline, toll-free at 1-800-692-7462 (1-800-451-5886 TDD). Or, visit your County Assistance Office.

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.



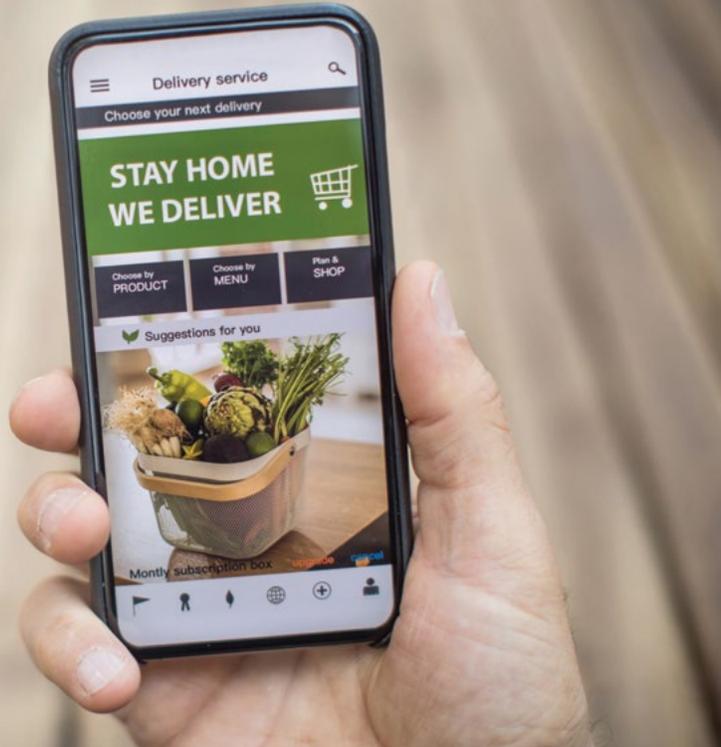
MARTIN'S



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, 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.



Summer Recipes

Here are some sensational summer recipes from MyPlate Kitchen. They use seasonal fruits and vegetables – and are healthy, low cost, and delicious! For more recipes like these, visit myplate.gov/recipes.



Simple Mexican Salad

Chili powder and lime juice are the secret ingredients in this cucumber and orange salad! Makes four servings.

INGREDIENTS

- Two cucumbers
- Two oranges
- One lemon or lime (the juice only)
- 1/2 teaspoon chili powder
- 1/2 teaspoon salt

DIRECTIONS

1. Wash hands with soap and water.
2. Wash the cucumbers, oranges, and lemon or lime under cold running water.
3. Slice the cucumbers. Peel and cut the oranges into small pieces.
4. Place cucumber slices and orange pieces in a medium size bowl. Add chili powder, lemon or lime juice, and salt.



Fruit and Yogurt Breakfast Shake

Shake up your day with this quick and easy breakfast. Make this recipe with any of your favorite fruits, especially when they are in season! Makes two servings.

INGREDIENTS

- One banana (medium, very ripe, and peeled)
- 3/4 cup pineapple juice
- 1/2 cup low-fat vanilla yogurt
- 1/2 cup strawberries (remove stems and rinse)

DIRECTIONS

1. Blend banana with pineapple juice, yogurt, and strawberries in a blender.
2. Blend until smooth.
3. Divide shake between two glasses and serve immediately.



Three-Can Chili

With almost no cooking required to prepare this chili, just open cans of beans, corn, and tomatoes, and heat everything together in a pan! Makes six servings.

INGREDIENTS

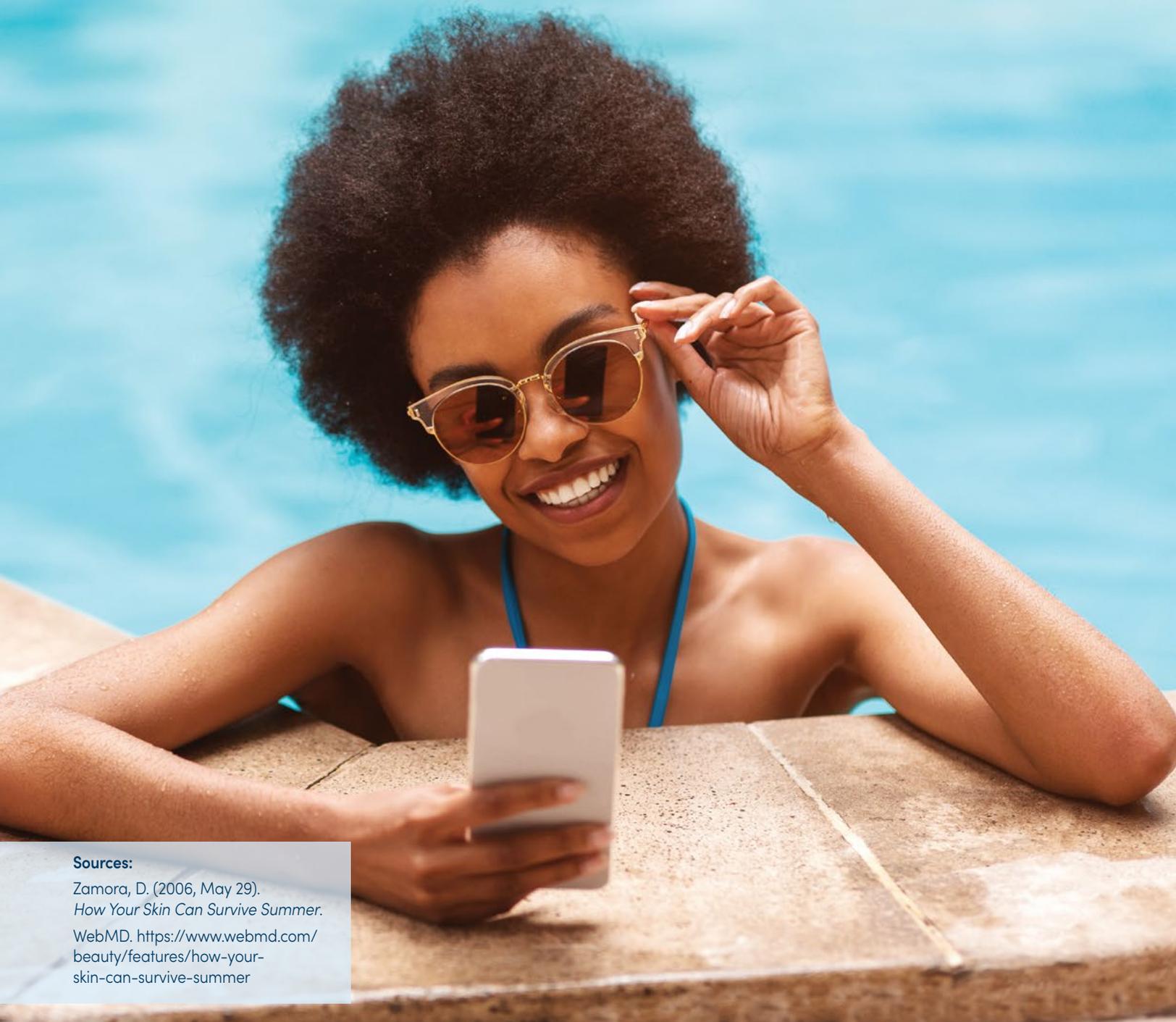
- One can (15.5 oz) beans, low-sodium undrained (pinto, kidney, red, or black)
- One can (15.5 oz) corn, drained (or 10 oz package of frozen corn)
- One can (15 oz) crushed tomatoes, undrained
- Chili powder (to taste)

DIRECTIONS

1. Place the contents of all three cans into a pan.
2. Add chili powder to taste.
3. Stir to mix.
4. Continue to stir over medium heat until heated thoroughly.
5. Refrigerate leftovers.



Stay safe with these summer skincare tips.



Sources:

Zamora, D. (2006, May 29).
How Your Skin Can Survive Summer.
WebMD. <https://www.webmd.com/beauty/features/how-your-skin-can-survive-summer>



Summer weather can lead to major skin problems. It's important to take measures to protect your skin so skin issues don't put a damper on your summer fun.

Apply sunscreen EVERYWHERE, not just your face.

You must apply some form of sunscreen when going outside. At least SPF 30 is recommended to block the sun's UV rays. You'll want to use a water-resistant brand due to sweating, especially if you're going swimming. Apply it every two hours, and make sure to cover everywhere that will be exposed to the sun. That means the back of your neck and hands, ears, nose, shoulders, back, legs, and feet.

Wear protective clothing.

Even with wearing sunscreen, you still should wear protective clothing, because most people do not apply enough. For instance, hats that cover your head and your ears are going to offer the most protection. There are also clothing items that are specifically designed to protect from skin cancer that receive an Ultraviolet Protection Factor (UPF) rating.

Sunglasses: the bigger, the better!

Yes, wear really, really big sunglasses. They protect your eyes from harmful UV light and help keep the crow's feet away. Enough said!

Water can do wonders!

Stay hydrated. Water can help improve skin tone, prevent premature aging, help you heal faster, reduce puffiness, prevent blemishes, prevent itchiness, and tighten skin.

Consider getting a moisturizer that has SPF.

Instead of using both a moisturizer and then applying a sunscreen, try to find one that has an SPF already in it.



Summer swaps!

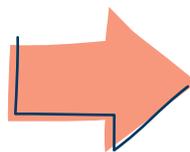
Try these healthy options for your summer favorites.

Summer fun in the sun can come with overeating with barbecues and gatherings. You can swap out some of the summer's highest calorie dishes with healthier choices to stay on track with your summer goals.



Swap sugary iced tea for one that's naturally sweetened.

Iced tea is a perfect summer drink to cool down, but sweetened iced tea has tons of sugar that is not good for your health.

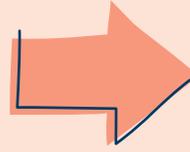


Swap: Brew some green or black tea. Instead of sweetening with sugar, add some fruit. Mash up some strawberries, blueberries, raspberries, lemons, anything you want!



Swap ice cream for sorbet.

Fruit sorbet is a great fat-free alternative for ice cream. You can even make your own!

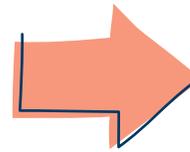


Swap: Freeze any fruit of your choice. Add frozen fruit and 3-4 tablespoons of orange juice to a food processor or a blender and pulse.



Swap pie for granola cobbler.

Fruit pies are essential at summer gatherings but filling all that healthy fruit into a pie crust can kill your diet.

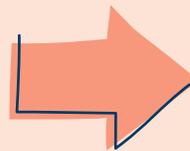


Swap: Add fruit of your choice with some brown sugar (about a 1/4 cup) into a baking dish and bake at 375 degrees for 35-40 minutes. Top with granola.



Swap ice cream bars with homemade ice pops.

The sound of the ice cream truck can be tempting. Making these tasty treats at home with affordable molds can be a great way to make sure they are healthy.



Swap: Mix 2/3 cup lemon juice, zest from lemon and 2 1/2 cups of vanilla Greek yogurt in a bowl. Mix 2 1/2 cups of blackberries and 2 1/2 cups of berry Greek yogurt in another bowl. Put in molds as follows: 1 tablespoon lemon, 1 tablespoon blackberry, repeat. Swirl layers if desired. Freeze for at least six hours.

Pittsburgh Museums and Entertainment

Looking for some entertainment to enjoy with your family?

Present your EBT card and valid ID from any state to gain admission to the Andy Warhol Museum, Carnegie Museum of Art, Carnegie Museum of Natural History, and The Mattress Factory museum for up to four people at \$1 each. For the Warhol and Carnegie museums, children under age 3 are admitted for free. At the Mattress Factory, children aged 6 or under are admitted for free.

Carnegie Science Center

Present your EBT card and valid ID from any state to gain admission to the Carnegie Science Center for up to four people at \$4 each. Children under age 3 are admitted for free.

Children's Museum of Pittsburgh

All PA ACCESS card holders and SNAP EBT card holders from any state, along with valid ID, are eligible for \$2 admission for up to four people at the Children's Museum of Pittsburgh. Children under age 2 are admitted for free.

Pittsburgh Botanic Garden

Any PA ACCESS card holder or WIC participant can receive a reduced admission of \$2 per person for up to four people. Children under age 3 are admitted for free.

Pittsburgh Toy Lending Library

Present your ACCESS card at the Pittsburgh Toy Lending Library and receive free admission for all children in your household.



Source: <https://isacpittsburgh.org/access-card-perks/>



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 feedback to: MemberFeedback@HighmarkWholecare.com

We're asking for your feedback on how best to serve you in the future.

Persad Center Navigates the Mental Health Trials of the LGBTQ+ Community



LGBTQ+ people face mental health trials that often go untreated.

At Persad Center, we grasp these challenges. We provide great care to the LGBTQ+ community. Here are some of the mental health trials faced by the community:

- Stigma and discrimination
- Internalized homophobia/transphobia
- Coming out
- Family rejection
- LGBTQ+ identity development
- Sexual and gender minority stress

Persad Center makes sure to:

- Create a safe space. It is important that you feel secure discussing your experiences and emotions.
- Establish the individual's identity. Confirming an LGBTQ+ person's identity helps them create a positive self-image.
- Addresses internalized homophobia/transphobia. Some have inner negative beliefs about being LGBTQ+. This needs to be discovered, and we can help you explore & understand.

- Support in coming out. Providing support and resources can help you through the coming out process.
- Address family dynamics. LGBTQ+ people can be influenced by their families. This needs to be talked through to give help.
- Address minority stress. There is stress faced by the LGBTQ+. This needs to be talked through and understood.

With the right support, LGBTQ+ people can gain strength, a positive self-image, and live great lives.

Since 1972, Persad Center has provided care and support to the LGBTQ+ community. If you live in Pennsylvania, our team of caring and skilled therapists are here to help. We can schedule an intake with you and provide therapy in person or by Telehealth. Call 412-441-9786 or visit [PersadCenter.org](https://www.PersadCenter.org).

Domestic Violence Programs in Pennsylvania



There are fifty-nine domestic violence programs in Pennsylvania.

They are all members of the Pennsylvania Coalition Against Domestic Violence. These organizations help people who have experienced abuse.

Most of these programs offer the following services:



A 24/7 hotline. Anyone who would like information about domestic violence can call. People do not need to be in crisis. People can remain anonymous when calling. Some programs also have text lines.



Housing resources. Some domestic violence programs have shelters. Some may make use of hotels. Other programs may have different types of housing resources available.



Legal advocacy services. These are not attorneys. They are people who can share information about the legal system. They can also support survivors who are going to court.



Community education. Domestic violence programs can share their knowledge with professionals and community members. Educational events offered by programs help people support survivors. They also help connect them to many resources.

Domestic violence programs do not charge survivors for this work. Anyone can reach out for help and support. People who work at these programs receive training before they work with survivors.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are provided at no cost. These services are confidential. <https://www.pcadv.org/find-your-local-domestic-violence-program>.

PA Safe Law helps support survivors of domestic violence and other crimes. They help people navigate civil legal matters in Pennsylvania. Their phone number is **1-833-727-2335**.

The National Domestic Violence Helpline: **1-800-799-SAFE (7233)** or to chat: <https://www.thehotline.org>.

SAVE THE DATE: 2023 Pittsburgh Recovery Walk

Saturday, September 16
9:00 a.m. to 1:00 p.m.



Who?

Well... YOU! The event is open to the public. Anyone affected by addiction or recovery is invited.



What?

The 2023 Pittsburgh Recovery Walk will have community groups, resources, speakers, entertainment, food trucks, and activities for the whole family.



When?

Saturday, September 16 from 9:00 a.m. to 1:00 p.m. Streets close at 11:00 a.m. so the walk can begin at 11:30 a.m.



Where?

1201 Waterfront Place, Pittsburgh. Just north of Smallman Street in the Strip District.

(Can't come in person? Join the livestream! Details will be posted at <https://pghrecoverywalk.org/>.)



Why?

To celebrate all roads to recovery and those who travel them. The Walk aims to:

1. Celebrate recovery and recovery supports
2. Eliminate stigma
3. Showcase resources in our region

How to Register

Registration is encouraged, but not required. <https://www.eventbrite.com/e/2023-pittsburgh-recovery-walk-registration-585941686357>

For more information, visit pghrecoverywalk.org

**PITTSBURGH
RECOVERY
WALK!**
Celebrating Roads to Recovery



School's Out for Summer: Preventing Substance Misuse and Related Harms

Kids hear about drugs and alcohol everywhere – and it shapes what they think about substance use and addiction. As a parent or guardian, it can sometimes feel like there is nothing you can do. While there is no guaranteed way to keep someone from using drugs and alcohol, trusted adults have a key role in preventing substance use disorders and drug-related harms.

It can be difficult to know exactly how to have a positive impact on preventing youth substance use. Here are some ways you can start today.

- **Start the conversation.** Talk with your child about drugs and alcohol. Avoid assuming your child is not exposed to or would never consider using drugs. Starting the conversation early can help keep the line of communication open over time. Try to have an open mind and nonjudgmental attitude.

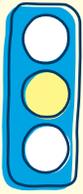
Learn about different drugs, their effects, and how they are used. Help your child learn this information in a way that fits their age and maturity. Discuss risks such as potential health problems, legal issues, and impact on relationships.

- **Be a part of their lives.** Spend time together. Remind your child that you are there for support and guidance. Even when times are hard, kids do better when they know the adults in their life care about them.
- **Know where your children are and what they are doing.** Keeping track of your children helps you protect them. It gives them fewer chances of being in a situation where they might try drugs or alcohol.

- **Set clear rules and enforce them fairly.** Rule-setting can help create structure that is healthy for developing minds. Through setting these expectations, we can help keep our kids safe while they learn and develop.
- **Model the behavior you want to see.** Kids look up to trusted adults, including their parents (believe it or not!). Show them how you deal with stress so they can model healthy coping too.
- **Teach your child how to say no.** Teach your child that “no” is a complete sentence. Your child does not need to explain their decision. If it helps, brainstorm ways to respond to being offered drugs or alcohol. Get creative and find what works best for you and your child. Peer pressure can be sneaky; talk to your child about the desire to fit in and how it might affect their decisions.
- **Make your home safe.** Decrease or avoid using substances around your child. Keep track of prescription medications, over-the-counter drugs, alcohol, and cleaning products. Consider storing them in a locked or otherwise inaccessible location. Dispose of any unused or expired medications. You can learn more about safe drug disposal by visiting <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

- **Limit controllable risk factors and strengthen protective factors.** The table below lists some examples of both. Some are outside our control (genetics, for example). For others, we can encourage and support protective factors while trying to avoid risk factors. It’s important to remember that risk factors are only risks. Someone with more risk factors and less protective factors is more likely to develop a substance use disorder, but it is not a guarantee.





Risk Factors

- Genetics and family history of addiction
- Childhood trauma or abuse
- Mental health disorders such as depression, anxiety, or ADHD
- Peer pressure or social influence
- Easy access to drugs or alcohol
- Lack of parental supervision or support
- Low self-esteem or feelings of inadequacy
- Financial difficulties or unemployment
- Chronic stress or traumatic events
- Lack of healthy coping mechanisms



Protective Factors

- Strong family support and positive relationships
- Healthy coping mechanisms, such as exercise or mindfulness
- Positive self-esteem and self-worth
- Access to education and employment opportunities
- Strong social support networks
- Participation in extracurricular activities or hobbies
- Good physical health and nutrition
- Access to mental health resources and treatment
- Strong sense of purpose or meaning in life
- Religious or spiritual beliefs and practices

Substance use disorders impact millions of people every day.

To find support for issues with mental health, drugs, or alcohol, visit www.findsupport.gov.

Sources:

<https://www.cdc.gov/healthyyouth/substance-use/index.htm>

<https://nida.nih.gov/publications/drugs-brains-behavior-science-addiction/preventing-drug-misuse-addiction-best-strategy>

<https://store.samhsa.gov/sites/default/files/d7/priv/pep19-pl-guide-1.pdf>

Reducing Summertime Emergency Room Visits



As summer starts and kids spend more time playing outside, they are more likely to get hurt or need medical care. Kids visit the emergency room from May until September more than any other time of the year. It's important that you know which injuries or symptoms need emergency medical care. Some common summer injuries and illnesses can be treated at home, a doctor's office, or an urgent care center. Here is a list of some of the most common reasons for summertime emergency room visits, and how to know when emergency care is needed:

Injuries	When to Visit the ER	When to Treat at Home
Sports/ Play-Related Injuries	<ul style="list-style-type: none"> The injury shows extreme swelling. The child cannot move the body part that is hurt. They can't feel the body part that is hurt. The body part that is hurt looks misshapen. 	<ul style="list-style-type: none"> The child can move the body part that is hurt. Any bleeding has stopped. The pain can be managed by over-the-counter medicine.
Rash	<ul style="list-style-type: none"> The rash covers the entire body. The rash has small red or purple spots. The child has a fever. The rash doesn't turn white when pressed. The child has hives on their face. 	<ul style="list-style-type: none"> The rash only occurs in 1 or 2 places on the body.

Injuries	When to Visit the ER	When to Treat at Home
Headache	<p>The headache does not improve with over-the-counter medicine.</p> <p>The child cannot do normal activities (eating, playing, etc).</p> <p>The child is confused, has blurred vision, or trouble walking.</p> <p>The child has a stiff neck, fever, vomiting, or rash.</p>	<p>The headache improves with over-the-counter medicine.</p> <p>The headache only lasts for a few hours.</p>
Sun Exposure	<p>The child has severe sunburn that covers a large part of their body with blisters.</p> <p>The child is dehydrated, has a high fever, headache, severe pain, confusion, nausea, or chills.</p> <p>There are signs of infection (pus, swelling, and red streaks).</p>	<p>The sunburn responds to at-home care, such as Aloe Vera, cool showers/baths, cold compresses, or hydrocortisone cream.</p>
Insect/Animal Bites	<p>Animal bites, especially to the face, with torn skin that is actively bleeding.</p> <p>Bee stings that cause problems with breathing or swallowing. Also, fainting or dizziness, hives, or flushed/pale skin.</p> <p>Insect bites that lead to severe pain, redness, or warmth at the bite location. Also severe cramping, drainage from the bite, vomiting, and flushed/pale skin.</p>	<p>A bee sting with no bad reactions with subsiding pain.</p>

This information is not intended to be medical advice or replace the advice of your doctor. Call your doctor if you have a medical concern and are not sure if professional medical care is needed. If you feel that it is a medical emergency, call 911 or go to your nearest emergency room.

Sources:
<https://familydoctor.org/child-need-emergency-services/>
<https://memorialhermann.org/services/specialties/childrens/patients-visitors/kids-health-safety-guide/emergency-medicine/when-to-go-to-emergency-room>
<https://rockymountainhospitalforchildren.com/health-education/when-to-take-your-child-to-the-er-for-bites.dot>
<https://www.mayoclinic.org/diseases-conditions/sunburn/expert-answers/sunburn-treatment/faq-20057815>

Back to School Well Visits and Dental Visits

Physical and dental exams are important for children. Most schools require students to have these visits once per year.

At the appointment, you should review their vaccines (shots). Ask the doctor if your child is up to date on their screenings like lead, vision, and hearing.



School vaccine requirements:

Starting school this year? Make sure you review your child's vaccines (shots) with your child's doctor so that you don't have to delay your first day!

Pennsylvania has vaccination requirements for attendance in all grades. Children need the following:

- 4 doses of Tetanus, diphtheria, and acellular pertussis* (1 dose on or after the 4th birthday)
 - *Usually given as DTP or DTaP or if medically advisable, DT or Td
- 4 doses of polio (4th dose on or after the 4th birthday and at least 6 months after the previous dose given)
 - A fourth dose is not necessary if the third dose was administered at age 4 years or older and at least 6 months after the previous dose.
- 2 doses of the measles, mumps, rubella (usually given as MMR)
- 3 doses of hepatitis B
- 2 doses of varicella (chickenpox) or evidence of immunity



For attendance in 7th grade:

- 1 dose of tetanus, diphtheria, acellular pertussis (Tdap) on the first day of 7th grade
- 1 dose of meningococcal conjugate vaccine (MCV) on the first 7th grade

For attendance in 12th grade:

- 1 dose of MCV on the first day of 12th grade.
 - If one dose was given at 16 years of age or older, that shall count as the 12th grade dose.

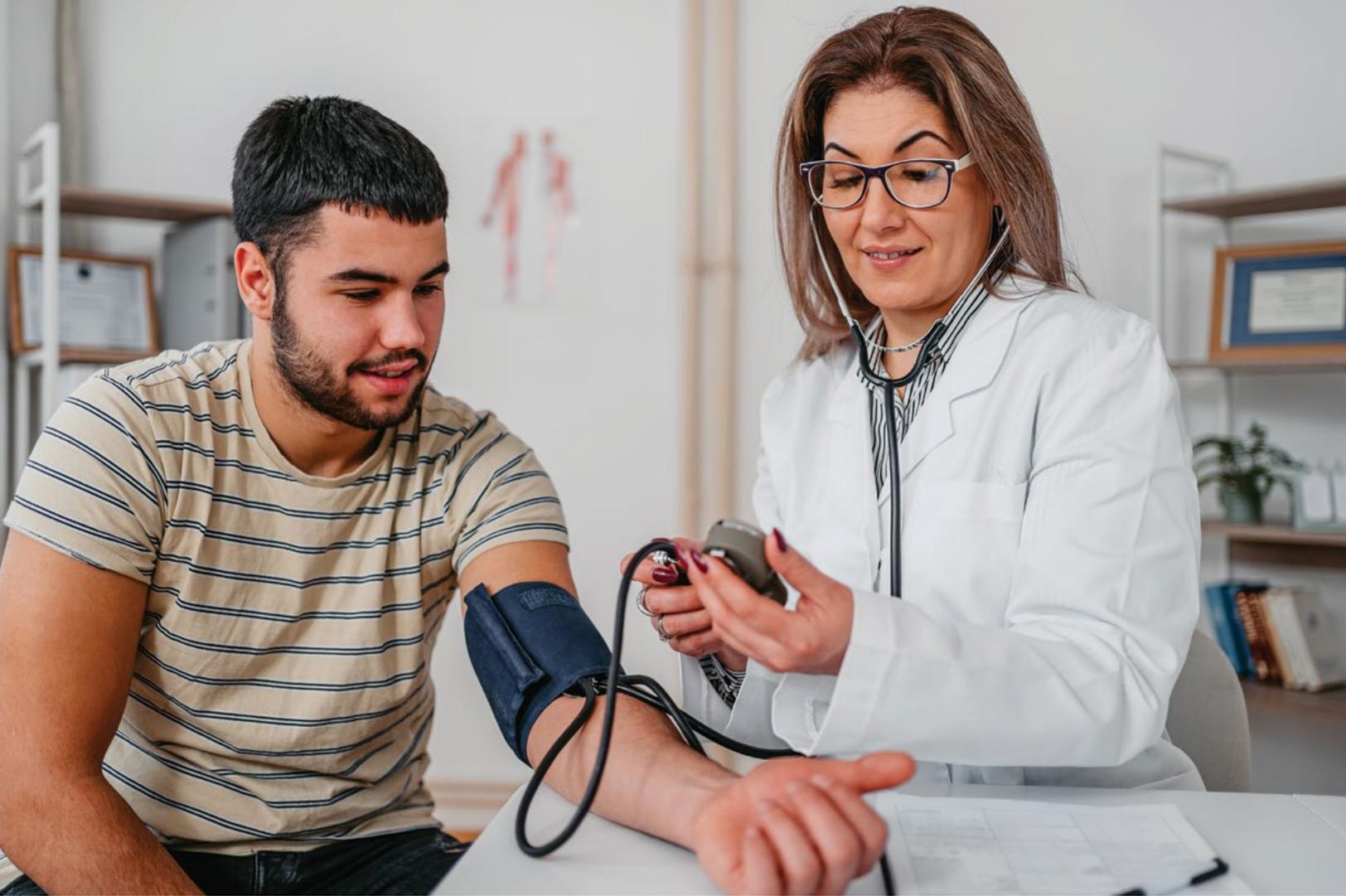
For additional information please refer to:

<https://www.health.pa.gov/topics/programs/immunizations/Pages/School.aspx>



Need a new ID Card? Need to change your PCP? Need help with scheduling an appointment?

Please call Highmark Wholecare at 1-800-392-1147 (TTY/TTD users, call 711)



Outgrowing your pediatrician? Choose the right PCP.

You may be entering adulthood and responsible for your own health now. An important step to staying healthy is to pick a PCP that is right for you. Your PCP will be your doctor as you become an adult. Most pediatricians will see you until the age of 21. You should talk to your pediatrician about choosing a new PCP. Make sure to ask your pediatrician for your medical records and bring them with you to your first visit with your new PCP.

This will help your new PCP know your health history.

Do you know who you want your PCP to be?

Log onto the member portal and make your selection at **Highmark.com/Wholecare**.



Need assistance in selecting a PCP? Please call Member Services at **1-800-392-1147 (TTY 711)**.



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.*

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 Highmark.com/Wholecare/Medicaid/Member-Resources 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.



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, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃលក់អាចមានសំរាប់អ្នក។ 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”).

