

Wholecare Connections

Member Newsletter | PENNSYLVANIA



FEATURED ARTICLES

Catch up on your child's vaccines and screenings.

Spring allergies: nip them in the bud.

Learn about the Diabetes Prevention Program.

Highmark Wholecare wants to hear from you.

...And more.

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WHOLECARE
Because Life.™

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Know these important phone numbers.

Highmark Wholecare Phone Numbers

MEMBER SERVICES

1-800-392-1147 (TTY: 711 or 1-800-654-5984)

Monday-Friday, 8 a.m.- 8 p.m.

24-HOUR NURSE LINE

1-855-805-9408 (TTY: 711 or 1-800-654-5984)

CARE MANAGEMENT SERVICES

1-800-392-1147 (TTY: 711 or 1-800-654-5984)

BEHAVIORAL HEALTH

Call Member Services at 1-800-392-1147 (TTY: 711 or 1-800-654-5984) to get contact information for your BH-MCO (Behavioral Health Managed Care Organization)

FRAUD AND ABUSE HOTLINE

1-844-718-6400 (TTY: 711 or 1-800-654-5984)

GOODNESS REWARDS

1-833-559-2858 (TTY: 711)

Monday-Friday, 7 a.m.-7 p.m.

Outside Resources

PA FREE QUITLINE

(stop smoking)

1-800-QUITNOW

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

1-800-692-7462 (TTY: 1-800-451-5886)

NATIONAL SUICIDE PREVENTION LIFELINE

988 or 1-800-273-8255 (TTY: 711)

NATIONAL DOMESTIC VIOLENCE HELPLINE

1-800-799-SAFE (7233)

Catch up on your child's vaccines and screenings.

Schedule a well visit today.

Physical and dental exams are important for children. Most schools require students to have visits once per year. At the appointment, you should review their vaccines. Ask the doctor if your child is up to date on their screenings for lead, vision, and hearing.

School vaccine requirements

Is your child starting school this year? Make sure you review your child's vaccines with your child's doctor so that you don't have to delay the first day.

Pennsylvania has vaccination requirements for school 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 4th dose is not necessary if the third dose was administered at age 4 or older and at least 6 months after the previous dose.
- 2 doses of the measles, mumps, rubella (usually given together and called the MMR vaccine).
- 3 doses of hepatitis B.
- 2 doses of varicella (chickenpox) or evidence of immunity.

For attendance in seventh 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 day of 7th grade.

For attendance in 12th grade

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

For additional information, visit [health.pa.gov/topics/programs/immunizations/Pages/Immunizations.aspx](https://www.health.pa.gov/topics/programs/immunizations/Pages/Immunizations.aspx).

Need to change your child's doctor? Need help with scheduling an appointment?

Call Highmark Wholecare at **1-800-392-1147 (TTY: 711)**.

To view the CDC vaccination guidelines, visit [cdc.gov/vaccines/schedules](https://www.cdc.gov/vaccines/schedules).

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

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

How summer affects your diabetes.



Did you know that extreme heat can affect your blood sugar control? This can put you at a higher risk during a heat wave.

Follow these tips to help manage your diabetes while enjoying the outdoors.

Drinks lots of water. Avoid alcohol and drinks with caffeine. They can lead to water loss and spike your blood sugar levels.

Stay hydrated. Carry a bottle of water or electrolyte drink while outdoors.

Adjust insulin. Ask your care team how to adjust your insulin or carbohydrate intake before outdoor activities.

Check your blood sugar levels. Hot weather can cause blood sugar levels to change, so check your blood sugar before, during, and after you are active.

Avoid sunburn. Use sunscreen and wear eye gear to help avoid sunburn which can raise blood sugar levels.

Carry items to treat low blood sugar.

Discuss options with your care team, such as packing snacks or glucose tabs – or carrying a glucagon kit.

Protect your medications. Keep your insulin, medications or glucagon kit in a smaller cooler bag. You don't want them exposed to high temperatures.

Limit your outdoor time. When there is an extreme heat wave, keep track of your time outside.

Protect your equipment. Heat and direct sunlight can damage your blood glucose (sugar) monitor, insulin pump and other diabetes equipment.

Don't go barefoot. If you go barefoot outside or at the beach, you might burn your feet or get cuts from sharp items. People with diabetes cannot always feel when these things happen. This can lead to open wounds or infections.

Learn about the Diabetes Prevention Program.



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

We work with CDC-recognized Diabetes Prevention Program providers so you can participate in our Diabetes Prevention Program. This program will help you do more than lose weight. Over 12 months, you'll learn how to make real and lasting behavioral and lifestyle changes.

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. Answering a few simple questions can help.

Some 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.

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.

Source: Centers for Disease Control and Prevention

If you qualify for the Diabetes Prevention Program, Highmark Wholecare will cover the cost of the program at participating program locations listed below. Classes start throughout the year.



Harrisburg Area YMCA

Serving Dauphin, Cumberland and Perry counties

YMCA membership is not required to participate

To learn more or enroll, contact Megan Maurer at **717-232-2004**.

Case Specific Nutrition (online option only)

Serving all counties

Phone: **412-593-2048, option 4**

Good Measures (online option only)

Serving all counties

To learn more or enroll, visit **highmarkwholecaremedicaid.goodmeasures.com** or call **1-844-624-6358 (TTY: 711)**.

Good Measures is a separate company that administers the Diabetes Prevention Program for Highmark Wholecare.



We want to
hear from you.

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. Send your answers to the questions below to **MemberFeedback@HighmarkWholecare.com**.

There are no right or wrong answers. We're asking for your opinion 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. Tell us about your experiences using interpreter services.
- 2. Member Website.** Did you know Highmark Wholecare has a Member Website? 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 **Highmark Wholecare's Member Resources**. If you do have an account, we want to know what you think. Tell us your favorite and least favorite things about the Member Website. 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 doctor 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. Send an email to **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.
- 5. Dental Care.** Did you know that you don't need a benefit limit exception (BLE) to see an Endodontist for a root canal? Now root canal benefits are easier than ever. This benefit has been available to you since October 19, 2020. Please note: root canal services still need a Prior Approval when performed by a general dentist for members 21 and older. For more information about dental benefits, visit our online member handbook at **hwc.fyi/handbook**.

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

Member rights and responsibilities.

There are things you have a right to and things you must do as members 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 at hwc.fyi/handbook. They can also be found in the Member Resources section of the website at highmark.com/wholecare/medicaid/member-resources.

For a paper copy, call Member Services at 1-800-392-1147 (TTY: 711 or 1-800-654-5984), Monday–Friday, 8 a.m.–8 p.m.



Fraud, Waste, and Abuse scams use Artificial Intelligence.



Generative Artificial Intelligence, or Gen AI, reads information from photos, text, and data to create other content based off of things it learns. While Gen AI has many helpful uses, scammers also use Gen AI to get your personal information and commit fraud.

Ways scammers use AI include:

Text messages: Gen AI can mimic personal interactions using well-crafted scripts that seem authentic. Plus, it can target multiple victims simultaneously with more frequent attacks.

Fake video or images: Gen AI can create realistic videos or pictures that look authentic. Scammers who aren't great at designing photos or videos can easily use these tools to put images of well-known people into believable scenarios. These fake images can trick people into reacting in a certain way.

"Human" voice: This scam is getting more common. Scammers use AI technology to mimic the sound and rhythm of a familiar voice, pretending to be a family member or friend. They ask for money in cash or gift cards to supposedly help out the family member in trouble, but it's all a made-up situation.

Emails: Criminals often trick people by sending emails that look real from banks or institutions, asking for personal information, like log-in details, to get into accounts.

Chatbots: Chatbots can help scammers build relationships with victims in order to trick them into sending money or sharing personal info. Advanced AI enables these bots to have conversations that seem human and last a long time, deepening emotional ties with the victim.

If you think there's Fraud, Waste, or Abuse going on, call Highmark Wholecare at **1-844-718-6400**. We take all reports seriously, and your concerns will be checked out by our team. Don't worry; you can stay anonymous if you prefer.

Additional references

- Combating the next wave of AI fraud ([securitymagazine.com/articles/100086-combatting-the-next-wave-of-ai-fraud](https://www.securitymagazine.com/articles/100086-combatting-the-next-wave-of-ai-fraud))
- Generative AI financial scammers are getting very good at duping work email ([cnbc.com/2024/02/14/gen-ai-financial-scams-are-getting-very-good-at-duping-work-email](https://www.cnbc.com/2024/02/14/gen-ai-financial-scams-are-getting-very-good-at-duping-work-email))

Physical abuse.

People who are abusive may often use physical violence. One example of this is strangulation. It can have short- and long-term health effects.

Here are some examples of what strangulation can cause:

- Loss of oxygen to the brain. This can lead to brain injury. It can also lead to death.
- Vision changes. It may cause injury to blood vessels in the eyes.
- Sore throat and changes in voice.
- Confusion and problems with memory.
- Miscarriage in pregnant people.

People do not have to deal with this alone. There are people who can help. Survivors can seek help at a hospital or doctor's office. Strangulation is serious, even if someone remains conscious. There are other injuries that can be or seem more urgent. Sharing information about strangulation can help health care providers care for their patients.

Strangulation is a crime. However, reporting strangulation to the police may not always be safe for survivors. They should always be allowed to make the choices that feel safest for them. Local domestic violence advocates can help survivors understand their options.

Find your domestic violence program.

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. Please visit: www.pcadv.org/find-help/find-your-local-domestic-violence-program to find a program near you.

The National Domestic Violence Hotline

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

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 who is right for you. Your PCP will be your doctor as you become an adult. Most pediatricians will see you until age 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 in to the Member Website and make your selection at **HighmarkWholecare.com**.

Need assistance in selecting a PCP? Call Member Services at **1-800-392-1147** (TTY: 711 or 1-800-654-5984).



Check out Important Notices.

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 hwc.fyi/important-notices to view these and other important topics. You can also ask for a printed copy of the Important Notices by calling 1-800-392-1147 (TTY: 711 or 1-800-654-5984).



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 ដោយមិនគិតថ្លៃល 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”). **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.**