

Wholecare Connections

PA Medicaid



FEATURED ARTICLES:

New Year, New Diabetes Plan

Savory Soup Recipes

Staying Healthy in Winter: Tips for Kids and Adults

Shape your newsletter experience!



Did you know Highmark Wholecare is on social media?



HIGHMARK 
WHOLECARE
Because Life.™

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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

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 card and listen for the prompts to assist you. (1-800-392-1147, TTY users call 711)



Wholecare has a new website!

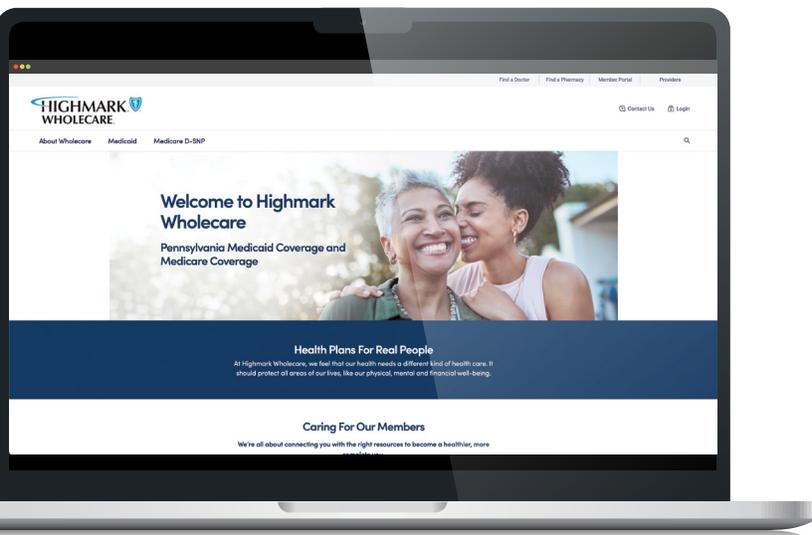
The Highmark Wholecare website has a new look and a new web address, but all the same great content you're used to!

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

Visit: highmark.com/wholecare.

Helpful Tip

Don't forget to bookmark highmark.com/wholecare in your browser for easy access!





DING:

Text alerts are here.

A secure new way to receive messages from Highmark Wholecare.

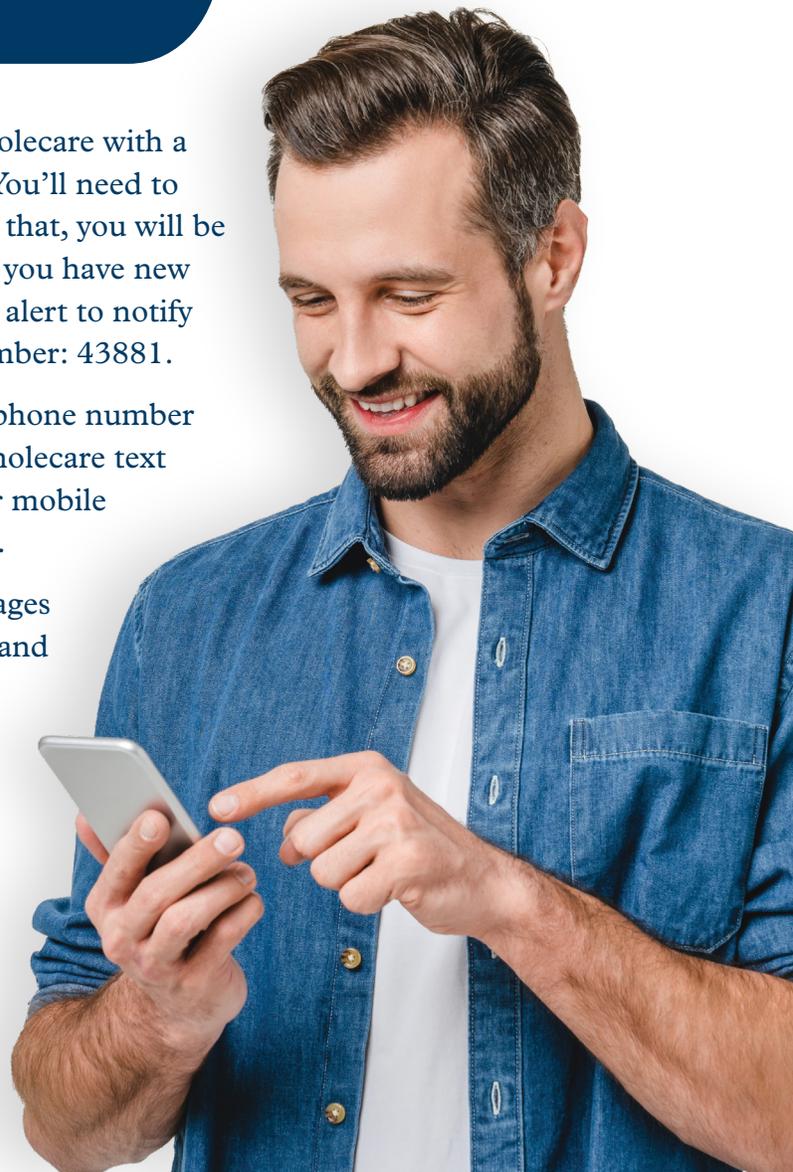
Highmark Wholecare uses secure text messages to keep you up to date on your plan benefits and your care.

You'll receive a text message from Highmark Wholecare with a prompt to set up your account with a password. You'll need to complete this step to access your messages. After that, you will be able to access your personal message feed. When you have new messages posted to your feed, you will receive an alert to notify you. Your alerts will come from the following number: 43881.

Text alerts are here. If we already have your cell phone number on file, you'll automatically receive Highmark Wholecare text alerts. This service is free, but depending on your mobile plan, standard message and data rates may apply.

You can choose to opt out of receiving text messages by going to the most recent message you receive and texting STOP.

We hope you take advantage of this newest way to receive timely and relevant communications from Highmark Wholecare.



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 suicidepreventionlifeline.org/chat.

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

Completing Medicaid Renewals

Renewals should be completed when they are received.

You will receive a renewal packet in the mail when it is time to renew your coverage. Information about your renewal will start to arrive 90 days before it is due. It is very important that renewal forms are completed and returned even if nothing has changed. Completing a renewal will help Department of Human Services determine eligibility for Medicaid or coverage. Coverage will continue if you are still eligible.

There are a few ways for you to complete a renewal:

- Complete the forms DHS sends and mail them back in the envelope included in the packet.
- Drop completed forms off at the local county assistance office.
- Complete the renewal online at **dhs.pa.gov/COMPASS**.
- Complete the renewal over the phone by calling **1-866-550-4355**.



Updating Contact Information with DHS

You should update any contact information that may have changed so you receive your renewal and other important information.

Utilize these methods to update your address, phone number, or email address:

- Visit COMPASS and log into your myCOMPASS Account.
- Use the free myCOMPASS PA mobile app.
- Call **1-877-395-8930** or **1-215-560-7226** (in Philadelphia), Monday through Friday from 8 a.m. to 4:30 p.m.

Scan.
Update.



Scan this code with the camera on your mobile device to access the COMPASS website at **dhs.pa.gov/COMPASS**.

Staying Healthy in Winter: Tips for Kids and Adults

Winter is here, and it's essential to take care of our health. You can do things to prevent getting sick and enjoy the wintertime more.



Get a Flu Shot

The flu can make you feel very sick during winter. But don't worry, getting a flu shot can help keep it away. You can get one at the doctor's office.

Wash Your Hands

Our hands touch many things, and sometimes they can carry germs. Washing your hands with soap for 20 seconds helps get rid of those germs.

Stay Active

Even when it's chilly, it's great to be active. You can dance, do indoor exercises, or play fun games at home. Moving your body makes you stronger and keeps you feeling good.

Eat Healthy Food

Eating good food and drinking water is important all year long. In winter, you need to eat fruits, vegetables, grains, and proteins to help you stay strong and not get sick.

Visit the Doctor

Doctors are like health detectives. They check if you're okay and make sure you stay healthy. Don't forget to visit your doctor for regular check-ups.

Stay Informed

Learn about winter safety, like how to dress warmly and how to prevent slipping on icy sidewalks. Knowing these things can keep you and your family safe.

In the end, staying healthy in the winter is all about making smart choices, having fun, and taking good care of yourself.

Growing with Highmark Wholecare

Growing Up With Highmark Wholecare is a program for members under the age of 21.



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

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

The Bright Futures schedule lists screening tests that are important for growing children.

Following a schedule of checking on your child's health is very important. Children are checked in many areas. You can see the list of all screenings on this page. This includes routine blood work to screen for high lead levels, and screenings to check for signs of developmental delays or autism.

If a medical need is found during any screening, your child may have more tests ordered. Your child may also be referred to a specialist. It is very important for your child's health that you attend any scheduled appointments. This will make sure that all of your child's health needs are being addressed.

If you need help with making an appointment or have any questions, please call the Special Needs Unit at 1-800-392-1147.

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		Oral Health Screening
15 Months		Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
18 Months	Developmental Screening AND Autism Screening	Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
24 Months	Autism Screening	Lead Blood Draw		Oral Health Screening
30 Months	Developmental Screening	Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
3 Years		Anemia Risk Assessment Lead Risk Assessment	Vision Screening	Oral Health Screening
4 Years		Anemia Risk Assessment Lead Risk Assessment	Vision and Hearing Screening	Oral Health Screening
5 Years			Vision and Hearing Screening	Oral Health Screening
6 Years			Vision and Hearing Screening	Oral Health Screening
7 Years	No additional screenings unless risk assessed.			Oral Health Screening
8 Years			Vision and Hearing Screening	Oral Health Screening

9 Years		High Cholesterol Blood Draw		Oral Health Screening
10 Years		High Cholesterol Risk Assessment	Vision and Hearing Screening	Oral Health Screening
11 Years	Tobacco, Alcohol and Drug Use Assessment		Hearing Screen Once between 11 and 14	Oral Health Screening
12 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening		Vision Screening and Hearing Screen Once between 11 and 14	Oral Health Screening
13 Years	Tobacco, Alcohol and drug Use Assessment Depression Screening		Hearing Screen Once between 11 and 14	Oral Health Screening
14 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening		Hearing Screen Once between 15 and 17	Oral Health Screening
15 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV screening once between ages 15 and 21	Vision Screening and Hearing Screen Once between 15 and 17	Oral Health Screening
16 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV screening once between ages 15 and 21	Hearing Screen Once between 15 and 17	Oral Health Screening
17 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	HIV screening once between ages 15 and 21	Hearing Screen Once between 15 and 17	Oral Health Screening
18 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Blood Draw	Hearing once between 18 and 20	Oral Health Screening
19 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing once between 18 and 20	Oral Health Screening
20 Years	Tobacco, Alcohol and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing once between 18 and 20	Oral Health Screening

Source:

Pennsylvania's Early and Periodic Screening Diagnosis and Treatment (EPSDT) Program Periodicity Schedule

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

Sexually Transmitted Infections (STI)

Tuberculosis

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.

Help for the Winter Blues

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

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



What are the symptoms of SAD?

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

What are some tips for coping with the winter blues?

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

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

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

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

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

What are resources that can help me manage SAD?

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

- Education on treatment options for SAD
- Finding treatment/specialty providers near you
- Reviewing medications that may cause side effects that mimic depression

Highmark Wholecare also provides case management services to help support you with taking the next steps in addressing SAD.

Please call **1-800-392-1147 (TTY 711)** to reach our care management services for additional support.

Sources:

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

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

Tips for Talking to Your Doctor and Getting Better



Talking with your doctor is really important to get the best help. It helps you tell them what's wrong, understand what they say about your health, and be part of deciding what to do next. When you talk openly and clearly, you can make your relationship with your doctor stronger, and your health experiences better.

Get Ready for Your Appointment:

Before you see your doctor, get ready. Write down what you're feeling, what you're worried about, and any questions you have. This way, you won't forget anything important, and you'll use your time well.

Be Honest and Share:

Tell your doctor everything they need to know. Share all the important things about your health, like what happened before, the medicines you take, and how you live. This helps your doctor know what's going on and plan the best way to help you.

Ask Questions and Really Listen:

If you're not sure about something, ask questions. Listen carefully to what your doctor says so you understand your sickness, how to get better, and what might happen. When you ask and listen, it shows you want to be part of the decisions about your health.

Keep Talking if You Need To:

If you still have questions or feel worried after you see the doctor, it's okay to talk more. Most doctors let you call or message them. This way, you can get more help or understand things better.

Talking well with your doctor is super important for your health. Follow these tips, and you can get better at it. You'll make your relationship with your doctor strong, and you can be more a part of making choices about your health.

Just remember, talking openly and honestly is the best way to get the right care.

New Year, New Diabetes Plan!



Starting off the new year can be challenging. Use the tips below to start on the right track!



Schedule an appointment to talk with your doctor about your diabetes plan.

Calendars fill up fast, both your doctor's and yours! Schedule time with your doctor to discuss your goals and develop a plan to reach them.



When was the last time you had your A1C checked?

A1C is an average measure of your blood sugar over time, three months actually! The American Diabetes Association recommends people with diabetes to have their A1C checked at least twice a year, or every six months. Some people may need to have it checked more often if there was a change in medication or overall health.



Review your medications.

Your pharmacist is an excellent resource to answer questions you may have on diabetes medication. They may have tools and resources available to help you understand your medications and reach your goals.



Schedule an eye exam.

Did you know diabetes is the leading cause of blindness? Early detection is important and an eye exam that looks at your retina should be part of your diabetes plan each year. Eye doctors can use a special camera that takes a picture of your retina or use drops with a magnifying tool to examine your retina. Whatever option you are comfortable with is the right choice.



Keep a foot care routine.

Diabetes can cause damage to the nerves in your feet, causing you to not feel as well. If not checked daily, cuts and sores can go unnoticed resulting in infections, wounds, and possibly amputations. Check your feet daily, without socks on – do not forget to get in between your toes! Call your doctor if anything does not look right or is taking longer to heal.



Do you need support with your Diabetes journey?

Coaches on the Good Measures team can help you get and stay on track with a Diabetes Support Program! Call **844-624-6358 (TTY 711)** for details and to see if you're eligible.

Do you have Prediabetes or think you are at risk? Reach out to one of our partners to start a Diabetes Prevention Program.

If you qualify for the program, your medical plan will cover the cost of the program at the participating program partners 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, please contact Megan Maurer at **717-232-2004**

Case Specific Nutrition

- Virtual Learning
- Serving all counties

Call **412-593-2048, option 4**

Good Measures

- Virtual Learning
- Serving all counties

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

Domestic Violence: Prescription Medications

Sometimes, people who are abusive use prescriptions to get control. This can be dangerous for many reasons. It can affect physical and mental health. These health effects can give abusive people more power.

Some examples of how abusers may use a prescription medication as a coercive tactic:

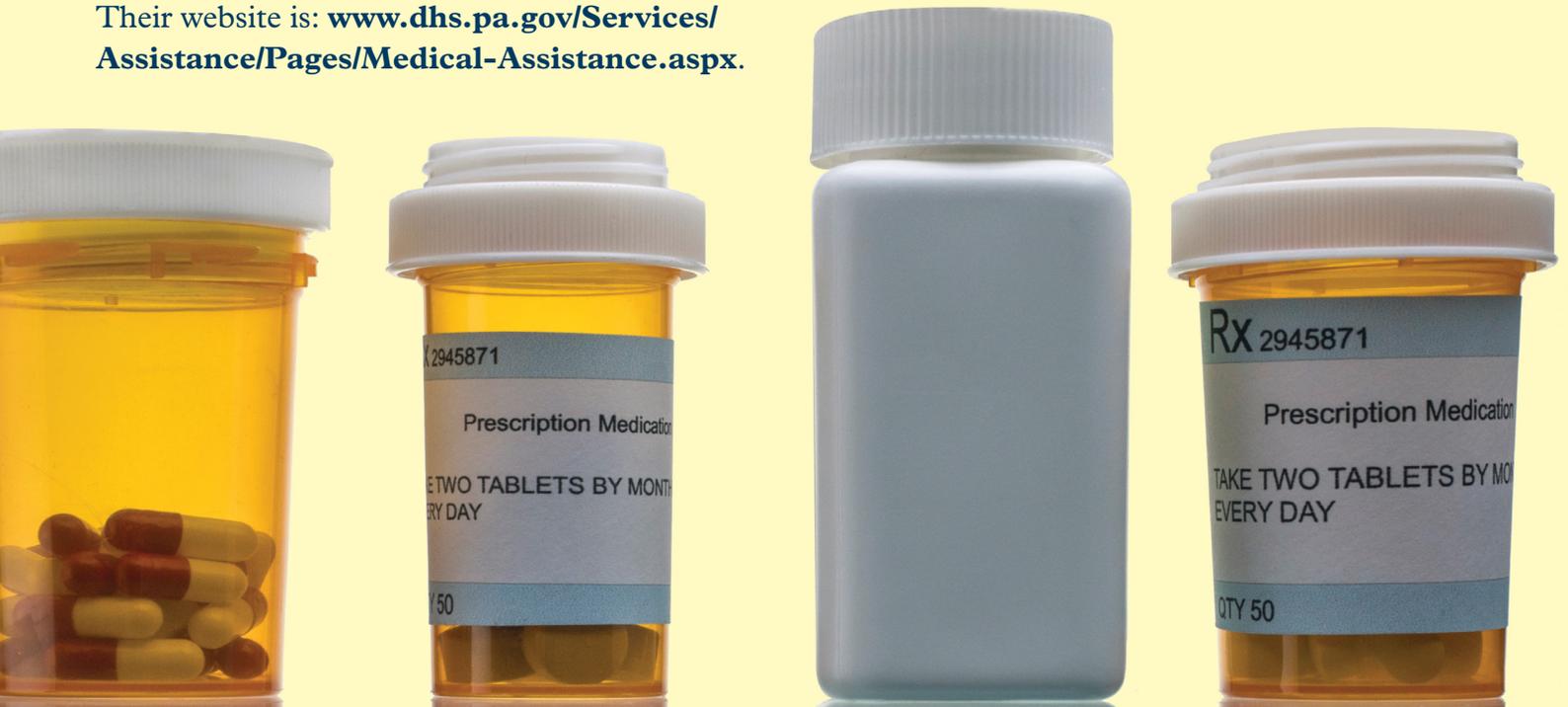
- Saying that someone is a bad parent because they take a particular medication.
- Selling or taking it themselves.
- Changing insurance so someone cannot get their medication.
- Getting prescription refills without a person's knowledge.
- Blaming a survivor for what happens when they take the medication.

People do not have to deal with this alone. There are resources that can help. Local domestic violence advocates can help survivors talk with a pharmacist. They can also help people to talk with health care providers. Pennsylvania's Department of Human Services can help people learn about medical insurance options. Their website is: www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx.

You can reach their Consumer Service Center for Health Care Coverage at **1-866-550-4355**.

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



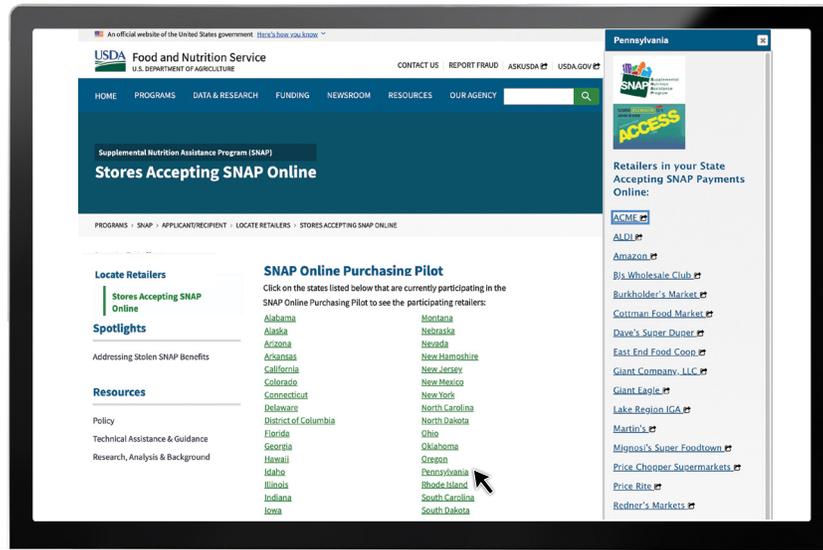
It's easy to shop online with SNAP!

SNAP EBT allows you to buy eligible food items normally covered by SNAP online at your favorite grocery provider. This is in addition to the Healthy Foods and Utility Support Benefit you already have as a Highmark Wholecare member!



Shop from the comfort of your own home.

For a list of stores that allow you to use your SNAP benefit online, visit: www.fns.usda.gov/snap/online-purchasing-pilot.



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.



More Than Just Food

Learn how to fully take advantage of your SNAP Card benefits.

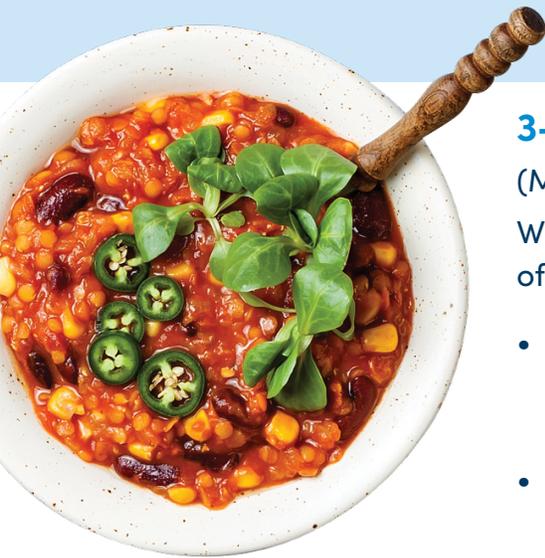
SNAP/EBT Cards can do more for you than just food assistance! For a list of SNAP Card benefits visit: foodstampsnow.com/pennsylvania-ebt-discounts/

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. There is a quick and easy two-page application for Pennsylvanians 60 or older and/or with disabilities and no earned income. Go to compass.state.pa.us to apply for or renew your SNAP benefits.

Savory Soup Recipes

Here are some warm and cozy soup recipes from MyPlate Kitchen. They are all healthy, low cost, and delicious!

For more recipes like these, visit myplate.gov/recipes.



www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/3-can-chili

3-Can Chili

(Makes 6 servings. Serving Size: 1/6 of recipe. Total calories: 116)

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

- 1 can (15.5 oz.) beans, low-sodium undrained (pinto, kidney, red, or black)
 - 1 can (15 oz.) corn, drained (or 10 oz. package of frozen corn)
 - 1 can (14.5 oz.) crushed tomatoes, undrained (low-sodium)
 - chili powder (to taste)
1. Wash hands.
 2. Place the contents of all 3 cans into a pan.
 3. Add chili powder to taste.
 4. Stir to mix.
 5. Continue to stir over medium heat until heated thoroughly.
 6. Refrigerate leftovers.

Black Bean Soup

(Makes 4 servings.
Serving size: 1 1/2 cups.
Total calories: 244)

This soup is full of flavor and is so easy to prepare and a great way to throw dinner together in minutes.

- 2 cans black beans, low-sodium (15.5 oz., drained and rinsed)
 - 2 cups chicken broth, low-sodium (can use low-sodium vegetable broth instead)
 - 1/2 recipe fresh salsa (1 cup)
 - 1 teaspoon cumin (ground)
 - 4 tablespoons sour cream, low-fat (can use fat-free)
 - 2 tablespoons fresh cilantro, chopped
1. Wash hands.
 2. Lightly purée one can of black beans with broth, salsa, and cumin in a blender.
 3. In a medium saucepan, combine puréed bean mixture with remaining beans and heat through.
 4. To serve, ladle soup into four bowls and top with one tablespoon of sour cream and garnish with the cilantro.

www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/easy-and-healthy-black-bean-soup



Chicken & Vegetable Soup

(Makes 4 servings. Serving size: 1 cup prepared soup, 1/4 of recipe. Total calories: 139)

A great way to use leftover chicken. Using frozen veggies helps cut down prep time.

- 1 tablespoon onion (chopped)
- 1 can tomatoes, low-sodium (14.5 oz., broken up)
- 1 cup potatoes (cut in pieces)
- 2 cups chicken broth, low-sodium (14.5 oz. can)
- 1/2 cup chicken, cooked and chopped
- 1 package mixed vegetables (10 oz. frozen)
- 1/4 teaspoon thyme
- 1/8 teaspoon ground black pepper
- 1/8 teaspoon salt

1. Wash hands.
2. Put the tomatoes, potatoes, and broth in the pot. Cook on medium heat until they boil.
3. Add the onion. Turn the heat to low, and simmer for 10 minutes.
4. Add the remaining ingredients.
5. Cover the pan and cook for at least 5 more minutes over low heat until vegetables are tender.

www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/quick-chicken-vegetable-soup



Vegetable Cheese Soup

(Makes 4 servings. Serving size: 1/4 of recipe. Total calories: 216)

Swiss cheese, vegetables, and curry powder make this thick and creamy soup a filling meal on a cold night this winter.

- 2 cups water
- 3 cups mixed vegetables, frozen or fresh (chopped, no salt or fat added)
- 1/4 cup onion (chopped)
- 1 teaspoon salt
- curry powder (1/2 teaspoon, optional)
- 1 cup dry milk, non-fat
- 1 cup water
- 1 1/2 tablespoons cornstarch
- 1/2 cup Swiss cheese (cut into small pieces)

1. Wash hands.
2. Bring 2 cups water to a boil. Add vegetables, onions, salt and curry powder. Cook, covered, until almost tender.
3. Mix dry milk, 1 cup water and cornstarch together. Add to partially cooked vegetables.
4. Cook over medium heat, stirring often, until thickened.
5. Add cheese and stir until melted. Add more water if too thick.
6. Top with green onions if desired.

www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/vegetable-cheese-soup



Fraud, Waste, and Abuse Scams – Calls, Emails, and Text Messages

Fraud, waste, and abuse scams and financial exploitation impact millions of people in the United States every year.



Highmark Wholecare uses secure text messaging to keep you up to date on your plan benefits and your care. Your alerts will come from the following number: 43881. You can be sure that texts coming from 43881 are legitimate. The rise of technology has increased the frequency of these scams. As a Medicaid beneficiary, there are signs you can look for to identify potential scams.

Always protect information such as your Social Security number, bank account or credit card numbers, or any other private information.

Tips to help you avoid becoming a victim of health care scams:

- Don't answer calls from numbers you don't recognize, even if the number appears to be local. If you do answer the phone and become suspicious, hang up and do not provide any personal information to the caller.
- Beware of "free" offers and decline any promotional gifts in exchange for personal information.
- If someone contacts you advising they are from Highmark Wholecare or government agency, hang up and call the appropriate number from account statements or legitimate websites to verify the authenticity of the call. Highmark Wholecare will never call you to ask for your Social Security number.
- Use caution if you are being pressured for information, such as a threat to end your health care benefits.



Medicaid does not call beneficiaries uninvited asking for personal information.

If you suspect Fraud, Waste, or Abuse, please contact us at **1-844-718-6400 (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.



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.

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 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](https://www.highmark.com/Wholecare/Medicaid/Member-Resources) to view or download a copy of the 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.





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 appreciate your feedback on how best to serve you in the future.

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, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អិត គឺអាចមានសំរាប់ប្រើអ្នក។ 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.