



Whole health AND **you.**

Gateway Health
Plans are now
Highmark
Wholecare.

Cooking
with
Fernando.

Meet Highmark
Wholecare Member,
Gloria Pierson.

Let's get physical!

Make a splash!

Did you know
Highmark Wholecare
is on social media?



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We are a four and a half out of five star plan.

Medicare rates Highmark Wholecare a high-quality, high-performing health plan in the state of Pennsylvania. Every year, Medicare evaluates plans based on a 5 Star Rating System. In 2022, Highmark Wholecare received 4.5 out of 5 stars.



Want easy self-service options? Check out the new Highmark Wholecare member portal and mobile app!

Visit page 34 for more information on how to get started.



Check out important notices online.

Highmark Wholecare cares about the health and well-being of our members.

We have guidelines in place to make sure you receive the quality care and service you deserve. Our guidelines cover topics like:

- Your member rights and responsibilities
- Medical necessity
- Doctor appointment guidelines
- Second opinions
- Protecting your privacy

Go to HighmarkWholecare.com/Medicare/member-newsletters to view these and other important topics. You can also ask for a printed copy of the 2022 Important Member Notices by calling 1-800-685-5209 (TTY users, call 711).

Need help? Call us!

MEMBER SERVICES

1-800-685-5209 (TTY 711)

7 days a week,

October 1 through March 31:

8 a.m. – 8 p.m.

Monday through Friday,

April 1 through September 30:

8 a.m. – 8 p.m.

PHARMACY SERVICES

1-855-845-6212 (TTY 711)

Monday through Friday:

9 a.m. – 5 p.m.

24 HOUR NURSELINE

24 hours a day, 365 days a year:

1-855-805-9420 (TTY 711)

NUTRITION COUNSELING

1-844-277-8052 (TTY 711)

Monday through Friday:

8:30 a.m. – 5 p.m.

Other useful numbers.

PA QUIT NOW

(for help quitting smoking)

1-855-891-9989 (TTY 711)

NATIONAL SUICIDE

PREVENTION LIFELINE

1-800-273-8255 (TTY 711), 24/7

TRANSPORTATION BENEFITS

1-877-797-0339 (TTY 711)

Monday through Friday:

8 a.m. – 5 p.m.

Saturday: 9 a.m. – 1 p.m.

GOODNESS REWARDS

1-800-539-5722 (TTY 711)

OVER-THE-COUNTER (OTC) BENEFIT

1-855-350-0074 (TTY 711)

Monday through Saturday:

8 a.m. – 5 p.m.

Sunday: 10 a.m. – 5 p.m.

HighmarkWholecareOTCStore.com

SILVERSNEAKERS® Tivity Health

1-888-423-4632 (TTY 711)

Monday through Friday:

8 a.m. – 8 p.m.

PA HELPLINE *(if struggling with anxiety due to the coronavirus)*

1-855-284-2494 (TTY 711)

211 UNITED WAY

Dial 211 for help getting connected

DEPARTMENT OF AGING

1-717-783-1550 (TTY 711)

Let's get social!

Like us on Facebook: facebook.com/HighmarkWholecarePlans/

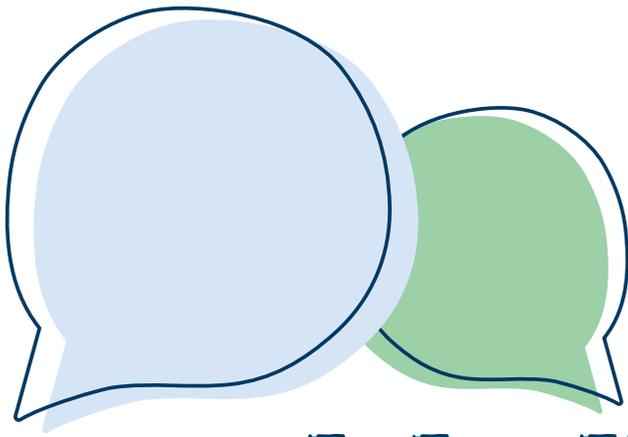
Follow us on Instagram: instagram.com/HighmarkWholecare



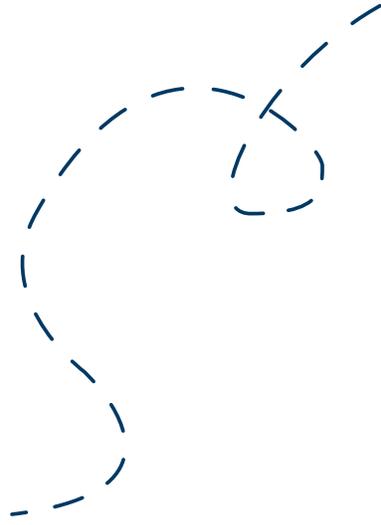
Get an account on our Member Portal!



1. Go to HighmarkWholecare.com
2. Click on "Member Portal"
3. Click on "Register Now"



real talk^{WITH} Nick Ryan and Herman Johnson



Budgeting tips from “Money Moves.”

Money, especially when it comes to personal finance, can be a taboo subject. However, money influences nearly every aspect of our lives and as a result, proper money management can be transformative. Ultimately, the best approach to personal finance is to consistently engage with the topic, learn to evaluate decisions in a non-emotional way, and invest in your financial education. Here are a few key “money moves” around budgeting that will set you on the right path.

Plan in percentages.

Many budgets are designed and spoken about using specific dollar amounts, such as “save \$50 a month” or “spend \$100 on food.” It is wiser to plan your budgets in

percentages, such as “save 10% of my paycheck” or “spend 20% on eating out.” When you speak in fixed dollar amounts, your plans aren’t flexible. When you switch to using percentages, your plans will stay with you for life as they can scale while your income fluctuates.



Avoid credit card debt.

We strongly recommend against **ever** collecting credit card debt, although it's extremely tempting, because the interest rates on most credit cards are astronomical. This means that credit cards are likely the most expensive and hard-to-escape debt vehicle in your life. Ideally, you should treat any credit cards in your life like debit cards, setting them to auto-pay the statement balance every month.

Strive for the 50/30/20 rule.

There are many ways to build a personal budget, and ultimately, having one that works for you is the best strategy. We like to recommend the "50/30/20" budget, which simply means:

- **50%** of your budget goes to your checking account for things you **need**, like food and rent, and **fun things**, like going out with your friends.
- **30%** of your budget goes straight to your savings account for things you **want** in the next 3-12 months, like a vacation or a big ticket purchase and **personal security** like an "unforeseen costs" fund.
- **20%** of your budget gets invested for long-term wealth creation, such as into a Roth IRA, a 401K, or toward buying a home or a major asset.

It's okay if you don't meet these percentages and categories exactly, but they are good to strive for and help you think about your expenses in an intentional way.

Diversify.

No one can predict the future so ultimately the best strategy is always to diversify your financial position, just like the adage "don't put all of your eggs in one basket." Whenever possible, think about where you are receiving and placing your money and attempt to increase the number of inputs and outputs so you have an "all weather" defense against the unknown.

Be money conscious.

Being present is always healthy, but especially so when it comes to budgeting and personal finance. We all tend to hide from our financial situation and not be fully aware of our financial decisions in real time. If you can develop your ability to stay present when you receive and spend money, you will naturally make better financial decisions over time and ultimately, establish a resilient financial foundation for yourself, your family, and your future endeavors.



Nick Ryan

Nick is a co-instructor of Money Moves, a business manager at Carnegie Mellon University, a Pittsburgh-area real estate investor, and co-founder of two organizations: Xpogo and Community Forge.



Herman Johnson

Herman is a co-instructor of Money Moves, the program manager at Community Forge, lead for the Bloom program, founder of Root 28 Clothing, and a musician.

"Money Moves" is a 10-week personal finance class designed to cultivate the healthiest attitudes and approaches to money; teach the language of money; offer skills for organizing, budgeting, and protecting money; and establish principles for financial growth.

The course is being offered at Community Forge in Pittsburgh's Wilkinsburg area.

Start your year off right!

Taking your Health Survey and scheduling your Annual Wellness Visit are **two of the most important health steps you can take this year.**

It's a new year; it's a new you. You may have missed these steps last year, and that's okay. You can take charge now! Or, you may have been a rock star at taking the right steps to stay healthy, and that is fantastic!

Keep up the good work and get these done early this year!

1 Take Your Health Survey.

It's easy to complete your Health Survey!

Like talking on the phone? Call 1-844-413-3893 (TTY 711) to take your survey over the phone.

Are you tech-savvy? Or is it a goal to get savvy? You can complete your Health Survey online by following these steps:

- 1) Go to HighmarkWholecare.com.
- 2) Click on "Member Portal."
- 3) If you have not registered, click on "Register Now." You will need your ID number. This can be found on your ID card.
- 4) Once your account is set up, log in with your username and password.
- 5) Once you are logged in, click on "Take Survey" under "Health Risk Assessment."
- 6) Complete your Health Survey!

2 Schedule your annual wellness visit.

Just schedule an appointment with your primary care physician for your Annual Wellness Visit.

- Need help scheduling your visit? Call Member Services at 1-800-685-5209 (TTY 711).

If you have any issues with your provider, or are having trouble coordinating your care, give us a call at 1-800-685-5209 (TTY 711).

Use this space to keep track of when you took these important steps!

I took my Health Survey on _____ 2022!
(ENTER DATE)

I scheduled my Annual Wellness Visit with _____ on _____
(ENTER PROVIDER NAME) (ENTER DATE) at _____
(ENTER TIME)

I went to my Annual Wellness Visit!



Meet HRA Outreach Navigator, Elizabeth!

hello

About me.

I was born and raised in Pittsburgh, Pennsylvania. I attended college at Robert Morris University, where I studied biology—and met my husband (we got married this past May). When I'm not working, I enjoy spending time with my family. I love running ultramarathons, and after tackling three 50Ks, I'm working toward a 100K race. I also enjoy cooking and baking, and I'm always looking for new recipes to try. If I'm not running or baking, I'm curled up with a good book and my golden retriever, Ollie.

What do you do at Highmark Wholecare?

I talk with each member to help them complete their annual Health Survey. While completing this short assessment, I also discuss useful benefits, provide resources that they may need, help find providers in

their area, and assist with getting medical appointments scheduled to ensure that they are completing activities to keep them healthy and happy. My priority is to make sure members are getting the most from their care plan with Highmark Wholecare.

What is the Health Survey and why is it important?

The Health Survey is a short survey that members complete every year. Members can either complete the survey over the phone with an Outreach Navigator like myself, request to have one mailed to them so they can complete and mail back to us, or they can complete it online through the member portal. Our members take this short survey to determine their health-related needs. Once the Health Survey is completed, an individualized care plan is sent out with information that will help members understand

their benefits and health needs that they may want to discuss with their doctor.

What do you love about working at Highmark Wholecare?

I enjoy being able to connect with our members, some of whom have complex medical issues. I have the advantage of being able to educate our members on the variety of benefits available to them through Highmark Wholecare. I am able to help them understand how to navigate the healthcare system to ensure that they are getting the best care possible. Being the determining factor between a good or bad health outcome while creating a meaningful connection with each member is the reason I do this job.



Women's Health

Crucial health screenings for women.

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

Cholesterol and Blood Pressure

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

Cervical Cancer

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

Sexually Transmitted Infections (STI)

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

Breast Cancer

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

Depression

Women are twice as likely than men to be diagnosed with depression. It's important to talk to your doctor if you are experiencing troubles with sleeping; feeling tired all the time; feeling restless or jittery; having a hard time paying attention or focusing; losing or gaining weight; feeling guilty, not good enough, or like a failure; or have thoughts about death, harming yourself, or suicide.

Diabetes

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



Colorectal Cancer Screening

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

Bone Loss

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

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

2022 New Year's goals!

Check out some Highmark Wholecare members' and community leaders' goals for 2022.

Diana Kemling, 62
Highmark Wholecare Member
Erie, PA

"My New Year's resolution is to not have a resolution because that just doesn't work for me. I heard that only 10% of people actually keep New Year's resolutions. So, I set small goals throughout the year that are achievable, and that works for me."



Lupe Matias
Harrisburg, PA (Latino Connection)

"Increase my knowledge about life and help the community to increase education."



Johanny Moncion
York, PA (Latino Connection)

"My New Year's resolution for 2022 is to work out more."



John Butler, 79
Highmark Wholecare Member
Pittsburgh, PA

"To live. And to live life to its fullest."



Larry Meucci, 52,
Highmark Wholecare Member, Erie, PA

"I want to continue to spread joy and happiness in 2022. If I can bring a smile to someone's face, especially during times like the pandemic, then I am going to do it. Kindness goes a long way."



Mike Callaghan

*Highmark Wholecare Connection Center Supervisor,
Pittsburgh, PA*

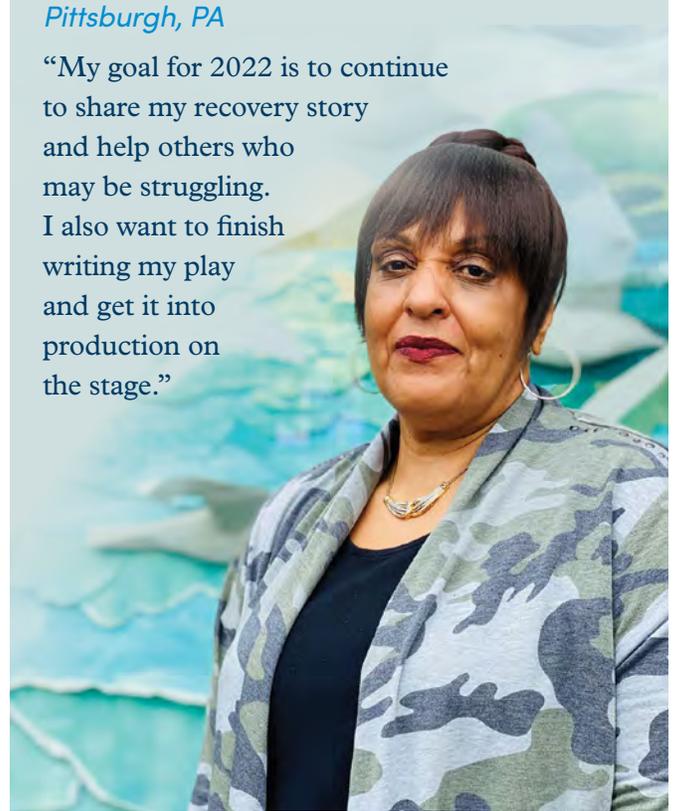
“Help people. I want to help people in any way that I can. My job allows me the wonderful opportunity to help people in the community, and I want to continue to do that.”



Micah Rogers, 58

*Highmark Wholecare Member
Pittsburgh, PA*

“My goal for 2022 is to continue to share my recovery story and help others who may be struggling. I also want to finish writing my play and get it into production on the stage.”



Elane Springs, 60

Highmark Wholecare Member, Pittsburgh, PA

“To do something different than what I did last year. Whether that be trying something new, or learning something new. I don’t do New Year’s resolutions, but I just go about my year and try to achieve my goals. Just take it one day at a time.”

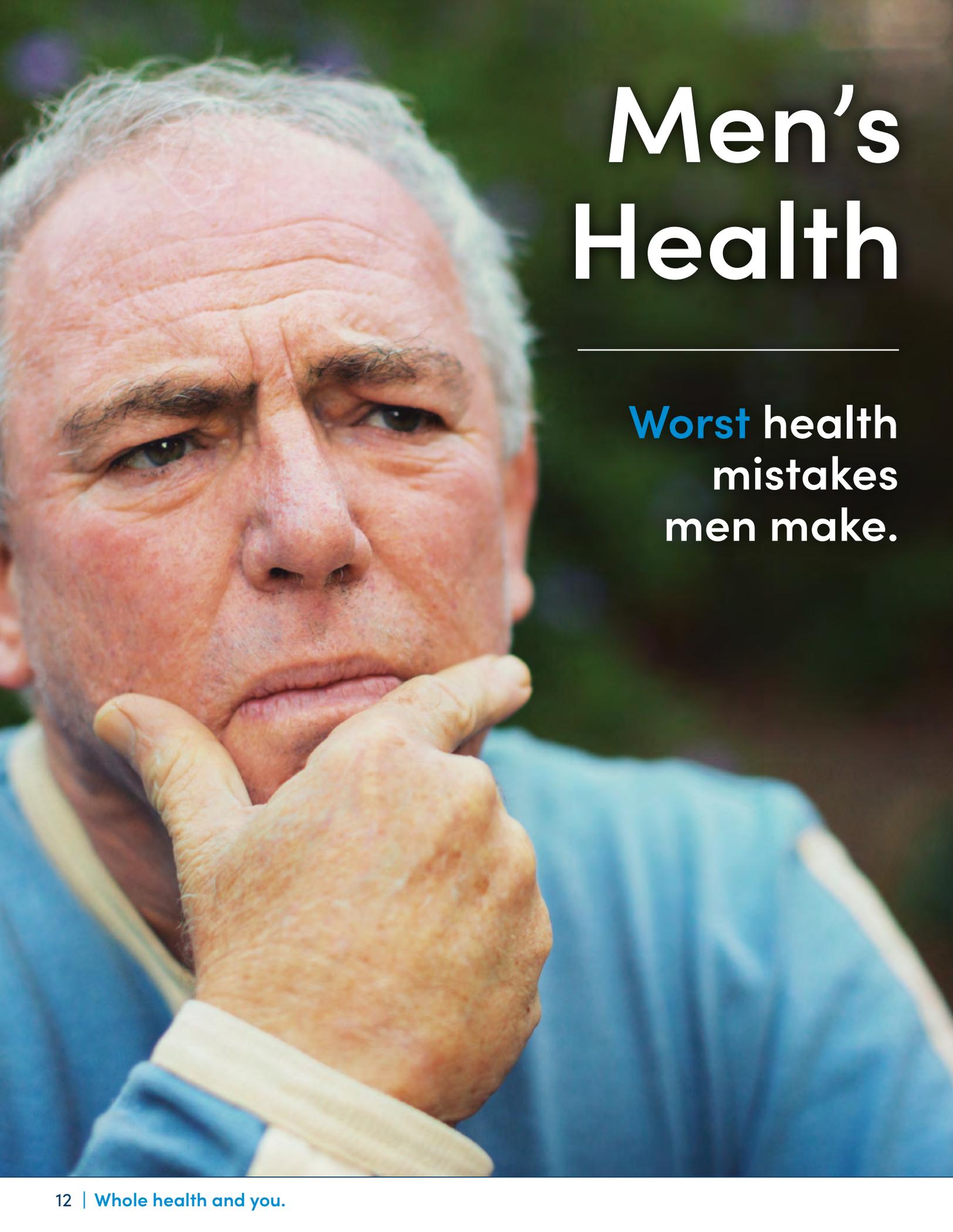


Tarick Alayli

*Rite Aid Pharmacy Manager
Pittsburgh, PA*

“My New Year’s goal is to get back into the gym and start eating more healthy.”





Men's Health

Worst health
mistakes
men make.

Skipping doctor's visits.

Men are less likely than women to go to the doctor. Not going to the doctor when you are due or experiencing symptoms is a huge mistake. If you are skipping appointments, you are missing out on screenings, vaccinations, and important conversations about changes in your conditions and lifestyle. Bottom line: Real men go to the doctor.

Letting your feelings bottle up.

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

Skipping dentist appointments.

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

Drinking too much.

Men are two times more likely than women to binge drink. Men also have higher rates of death and hospitalizations due to alcohol usage. Excessive

drinking is associated with high blood pressure, heart disease, liver disease, stroke, depression, mental health issues, and dependence. The safest level of alcohol to drink is none, but U.S. Dietary Guidelines for Americans recommends that men limit themselves to no more than two drinks a day. If you think you have a drinking problem, talk to your doctor.

Not taking care of your skin.

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

Not talking about sex.

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

Lighting up.

Men who smoke are more likely to die from bronchitis, emphysema, and cancer. It's time to kick that habit in the butt. Talk to your doctor about quitting. You can also order products from our OTC Catalog to help yourself quit.

Not breaking a sweat.

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

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



Use your
**Over-the-Counter (OTC)
Benefit** to order some
products to help you
start your year off
right by focusing on
your smile.

Here are some featured winter products.



922-10673
Mint Flosser
with Pick
90/Ct.



922-90077
J and J Waxed
Mint Reach
Floss
55Yds.



922-10476
Complete
Clean Soft
Toothbrush



922-00352
Interplak
Rechargeable
Cordless
Toothbrush



922-10508
Crest Gum
Detoxify
Deep Clean
Toothpaste
4.1 oz.



922-10221
Anbesol
Maximum
Strength
.33 oz.



922-99109
Fixident
Free Cream
2.4 oz.



922-00438
ACT Total
Care Dry
Mouth Rinse
Mint
18 oz.



With our **Over-the-Counter (OTC) Benefit**, you have access to hundreds of retail wellness products when you use your quarterly OTC allowance.

Take advantage of it; it's at no cost to you!

There are
3 EASY WAYS
to order.

- **Order online.**
HighmarkWholesaleOTCStore.com
- **Order by mail.**
Complete the order form found in the OTC Catalog, or download one on the website and send it in the postage paid envelope to:

Fieldtex Products
2921 Brighton Henrietta TL Road
Rochester, NY 14623
- **Order by phone.**
1-855-350-0074 (TTY 711)
Monday - Saturday:
8 a.m. - 5 p.m.
Sunday:
10 a.m. - 5 p.m.

Cooking with Fernando.



Fernando Espejel is the owner of Brassero Grille in Braddock, PA. His mother is his inspiration behind his love of cooking. “I remember seeing her and helping her out in the kitchen for as long as I can remember, prepping and cooking delicious authentic Mexican food...her secret recipes are what make my restaurants successful,” he said.

The new year can be a time to challenge yourself to try new healthy foods that you may have never tried before. Fernando has shared some of his most famous secret recipes that are quick, easy, and budget-friendly so you can recreate these dishes at home.



Fernando's chicken soup.

INGREDIENTS

- 1 and 1/2 pounds of boneless skinless chicken breasts
- 1 onion (*white or yellow onions*)
- 1 bunch of carrots
- 1 packet of fresh mushrooms
- 2 potatoes
- 1 corn on the cob
- 1 lime
- Cilantro (*as much as you want*)

DIRECTIONS

1. Chop an onion in half and add to pot filled with water. Add salt and chicken breasts.
 - Cook chicken until it its cooked (*about 25 to 30 minutes*).
2. Cut corn on the cob into three chunks.
3. Chop potatoes, mushrooms, and carrots into small chunks.
4. Add corn, potatoes, mushrooms, carrots, and cilantro and cook for an additional 15 minutes.



Brassero's famous guacamole.

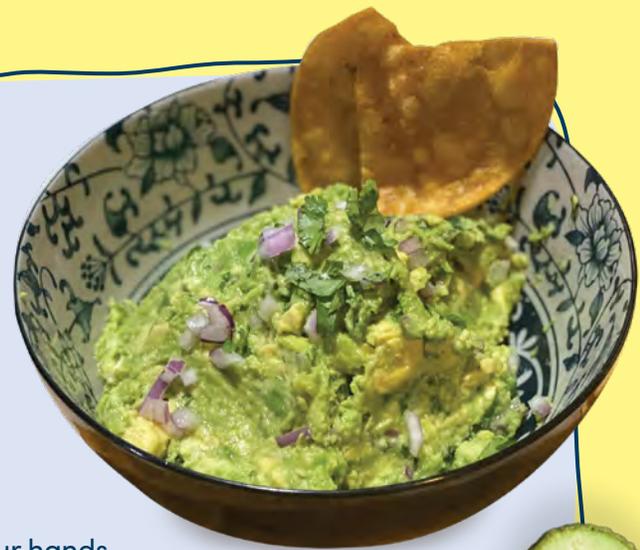
INGREDIENTS

- 5 avocados
- 1 red onion
- 2 limes
- 1-2 bunches of cilantro
(As much as you would like)
- Salt to taste

DIRECTIONS

1. Remove skin from avocados and place in bowl.
2. Chop onion and place in bowl.
3. Squeeze lime juice from limes into bowl.
4. Add cilantro and salt.
5. Mash ingredients with your hands.

You can eat the guacamole with tortilla chips, spread on toast, spread on a sandwich with turkey or tuna, on top of eggs, on top of a salad, on top of a baked potatoes, instead of tartar sauce for fish, or on top of vegetables!



Fernando's heartwarming enchiladas.

INGREDIENTS

- 1 and 1/2 pounds of boneless skinless chicken breasts (You can use the chicken from your chicken soup to make two dishes!)
- 1 pound of tomatillos (1 bag)
- 3 jalapenos
- 1 chopped white onion
- 1 garlic clove
- 8 ounces of cheese (mozzarella or queso fresca recommended)
- Salt (to taste)
- Cilantro (as much as you want)
- Corn tortilla
- Low-fat sour cream (optional topping)

DIRECTIONS

1. Add tomatillos and jalapenos to pot with water and boil for 20 minutes.
2. Place tomatillos, jalapenos, boiled water, 1/2 chopped onion, salt, and garlic in blender and blend. If you don't have a blender, you can mash in pot.
3. Drizzle some vegetable oil in your empty pot and add other half of chopped onion.
4. Pour your mixture from blender back into pot to make salsa. Cook for additional 10 minutes on low heat.
5. Lightly coat corn tortilla with oil.
6. Grill or pan fry for a few seconds on each side.
7. Shred cooked chicken and add on top of tortillas.
8. Add cheese of your choice and fold tortilla in half.
9. Pour your salsa on top.
10. Low-fat sour cream is optional.



Discover our nutrition counseling program.

Healthy eating never tasted so good!

One-on-one nutrition counseling sessions

can be done telephonically or via our virtual telehealth system with your computer, smart tablet or phone with one of our registered dietitians.

You may be eligible for up to

14

sessions per year.*

WE CAN HELP WITH THE FOLLOWING CONDITIONS:

- Diabetes
- Anemia
- Kidney Disease
- Pre-Diabetes
- Overweight/Obesity/Weight Management
- Pregnancy
- Counseling
- Gastric Sleeve
- Hypertension
- Cholesterol

Learn more.

Call us at 1-844-277-8052 (TTY 711) or visit [HighmarkWholecare.com](https://www.HighmarkWholecare.com).

* Benefits vary by plan.

Winter bills can be high!

We can connect you to resources that can help.

The Wholecare Resource Center connects you to food, clothing, housing, utility bill assistance, education programs, and much more in seconds.

We even tell you which programs you may qualify for and how many benefits you could receive!



Get started today!

Visit.

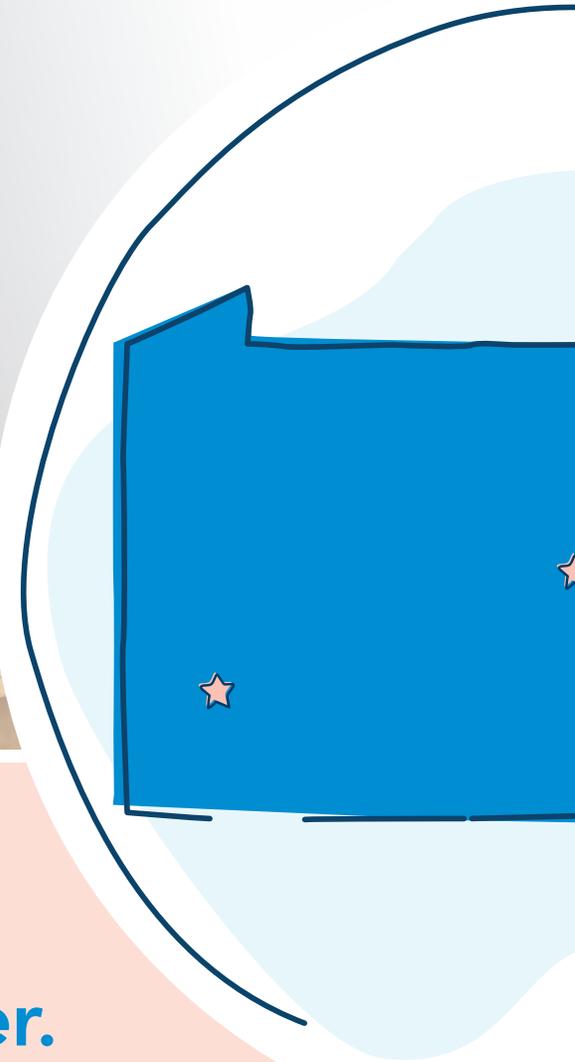
HighmarkWholecare.com/WRC
Enter your zip code.

Call.

You can also call us to get connected! Just dial
1-800-685-5209
(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



Connect with local programs through the Wholecare Resource Center.



WESTERN PA

North Hills Community Outreach

Address:

1775 Ferguson Road; Allison Park, PA 15101

Phone: 412-487-6316

Email: Help@NHCO.org

Programs include: Food pantry; senior services, such as rides to medical appointments, grocery stores and other errands; home safety checks; yard work, such as raking leaves and shoveling snow; friendly home visits; telephone reassurance calls; shuttles for the Free Rides for Seniors Program; utilities and emergency financial assistance; free tax preparation; free legal consultations; employment services; and education assistance.



CENTRAL PA

Operation HELP

Locations in the following PA counties:

Berks, Bucks, Carbon, Chester, Clinton, Columbia, Cumberland, Dauphin, Juniata, Lackawanna, Lancaster, Lebanon, Lehigh, Luzerne, Lycoming, Monroe, Montgomery, Northampton, Northumberland, Perry, Pike, Schuylkill, Snyder, Susquehanna, Union, Wayne, Wyoming, and York.

Phone: 1-800-342-5775

Operation HELP offers grants to low-income individuals and families to help pay for utilities.



EASTERN PA

Utility Emergency Services Fund (UESF)

Address:

1608 Walnut Street, Suite 600;
Philadelphia, PA 19103

Phone: 215-972-5170

UESF provides financial assistance to low-income individuals and families who are facing utility terminations or who have had their utilities shut off.



SOUTHEASTERN PA

Community Action Partnership

Locations and Phone Numbers:

Lancaster City (717.299.7301), Columbia (717.684.8047), Ephrata (717.733.6562), and Reading (717.715.8959)

The Outreach Utility Assistance program provides emergency assistance and service planning to individuals and families who are facing financial hardships.

Be there

At Lifeline, we help you be there for the moments that matter. At home or on the go,¹ we have the right medical alert system to match your lifestyle. With access to the help you need at the press of a button, you have the peace of mind to focus more on living your life.

With the #1 medical alert service,² you can:

- Feel assured knowing you have 24/7 access to Trained Care Specialists
- Be self confident with technology designed to help you maintain your lifestyle
- Have the freedom to live how you want with advanced fall detection³ and one piece mobile system options available¹

You may already be eligible for a Lifeline system with your current benefits plan. Please call **1-800-685-5209** (TTY: 711) and follow the options for Care Management to find out more.

1. Coverage inside and outside the home provided where AT&T wireless network coverage is available.
Recharging of the GoSafe 2 pendant is done by the subscriber as needed, when connected to the charger.
2. No. 1 claim based on the number of subscribers.
3. AutoAlert does not detect 100% of falls. If able, users should always push their button when they need help.

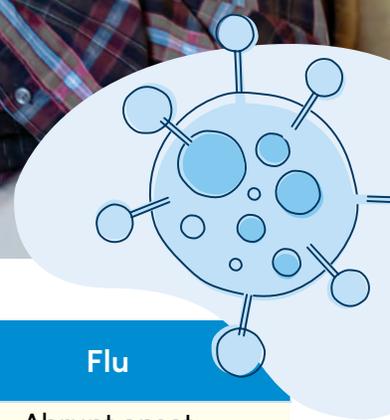
Philips Lifeline is a separate company that administers emergency response systems for Highmark Wholecare.



Cold, Flu, or COVID?

Cold and flu season is here.

Check out this chart to help you figure out the symptoms. While this might help to inform you about your symptoms, please remember to call your doctor if you have any cold, flu, or COVID-19 symptoms.



	COVID-19	Cold	Flu
Onset of symptoms	2 to 14 days after exposure	Gradual onset	Abrupt onset
Length of symptoms	7 to 25 days	Less than 14 days	7 to 14 days
Cough	Common (usually dry)	Common (mild)	Common (usually dry)
Shortness of breath	Sometimes	No*	No*
Sneezing	No	Common	No
Runny or stuffy nose	Rare	Common	Sometimes
Sore throat	Sometimes	Common	Sometimes
Fever	Sometimes	Short fever period	Common
Tired and weak	Sometimes	Sometimes	Common
Headaches	Sometimes	Rare	Common
Body aches and pains	Sometimes	Common	Common
Diarrhea	Sometimes	No	Sometimes for children
Chills/ shivering	Sometimes	No	Sometimes
Loss of taste/ smell	Sometimes	Rare	Rare

Your symptoms may vary. Information is still evolving.

*Allergies, colds, and flu can all trigger asthma, which can lead to shortness of breath. COVID-19 is the only one associated with shortness of breath on its own.

Sources: Asthma and Allergy Foundation of America, World Health Organization, Centers for Disease Control, Prevention and Samhealth.org.

YOUR Oral Health & Dentures

Each new year presents an opportunity to make a resolution that could provide lifelong benefits.



This year, promise yourself that you'll maintain your oral health. This is just as important for the many senior citizens who have one more thing to care for: their dentures.

Dentures are detachable appliances, usually made of metal or acrylic (plastic), that can replace lost teeth and help the wearers find their smiles again.

If you've lost all your natural teeth, whether from gum disease, tooth decay or injury, replacing missing teeth will benefit your appearance and your health. When you lose all your teeth, facial muscles can droop – impacting your smile and making you look older than your age.

They also make it easier to eat and speak than you might without teeth.

A complete or “full” denture replaces all the natural teeth in the lower or upper jaw. A “partial” denture is one that fills in the spaces left by missing teeth. It might be fastened to your teeth with clasps.



Daily care of dentures

They need to be cared for, like your natural teeth, but the routine is different.

Dentures need to be brushed and soaked daily. Brush your dentures first, using a soft brush, to help remove any bits of food. Use a non-abrasive denture cleaner, not toothpaste. Be careful not to scrub the denture too hard as this may cause grooves in the denture's surface. Clean your mouth after removing your dentures.

Make sure you brush all the surfaces of the dentures, including the surface that fits against your gums. This is especially important if you use any kind of denture fixative.

Soak your dentures overnight in a denture-cleaning solution, following the manufacturer's instructions. This will help remove any plaque and stubborn stains that are left.

It will also help to disinfect your dentures, leaving them feeling fresher. Rinse them before putting them back in your mouth.

Individuals with dentures or without teeth still need to see their dentist regularly, according to the Oral Health Foundation.

Dentists will check the soft parts of the mouth, including the cheeks and tongue, for infections or mouth sores, and for early-stage mouth cancer. They'll let you know if your dentures need to be relined due to normal wear, or refit if there's been a change in the shape of your mouth.

If they see a build-up of stains or scale that you missed at home, they'll clean that off, too.

If you have any questions about your Medicare Assured routine dental benefits, call Member Service at 1-800-685-5209 (TTY 711).

Learn about the Supplemental Nutrition Assistance Program (SNAP).

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.

Shopping with SNAP.

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

What can I buy with my SNAP benefits?

- Any food product at your local grocery store (with the exception of prepared foods).
- Food or produce at farmers’ markets.
- Some Meals on Wheels kitchens also accept SNAP benefits.

What can't I buy with my SNAP benefits?

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

Applying for SNAP.

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.

Quick and easy application process.

There is a 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. If you need help completing the application form or have questions about benefits, trained County Assistance Office staff can help you in person.





Meet Highmark member, Gloria

Gloria, 58, always had a passion for making jewelry. When she was a young girl, she started making jewelry for her mother and never stopped.



Wholecare Pierson.



Gloria was serving in the United States Army in the 80s when she hurt her back.

Unable to continue her military career, Gloria followed her passion for making jewelry to The Art Institute of Pittsburgh, where she graduated with an associate's degree in industrial design in 1999. From then on, she started selling jewelry through pop-up shops that she would host. She used to have a popular booth in the Pittsburgh Public Market. "Making jewelry for me is like gardening is for some people; it's relaxing. When I see someone wearing something I made, it makes me feel special," she said.

"I've been designing and manufacturing jewelry for over ten years and have decided to turn my passion into a business. My company is Gloria & Co. Designs. One of the things that is different about me is that I use mostly recycled or/and natural items. I also incorporate minerals, crystal, and glass.

I enjoy making one-of-a-kind pieces that are personal and exquisite. My designs are worn by everyday women, professionals, and executives, as well as celebrities, who want to feel and look stylish.

Jewelry is a great way to update your look without having to spend a fortune. Your basic wardrobe can be re-invented with a few quality pieces that are made just for you. I also offer a unique collection of vintage and antique jewelry. My clients purchase jewelry at

one-on-one appointments or at home shows. I look forward to growing my passion for jewelry design into a healthy, thriving, bountiful business. My specialties include silver jewelry with natural beads like glass, crystal, bone, wood, or ceramic, to name a few."

A client of Gloria's said, "Gloria Pierson has a unique ability to create simple, yet beautiful jewelry. Her choice of materials and combination of colors makes her work wearable with jeans and tuxedos. Each piece will be a valued addition to a jewelry lover's collection. I am sure Gloria & Co. Designs will be a memorable business in the art world."

Gloria had to unfortunately stop selling her jewelry due to her pain from Fibromyalgia in 2020. She got diagnosed more than 26 years ago, but the condition has progressively gotten worse. Highmark Wholecare helped Gloria get connected to the pain center and also helped her get signed up to participate in an eight-week workshop to learn how to manage pain. "Little tricks, like, for instance, if your leg is really bothering you or your arm, you can do things like tap on it—or rubbing, that takes your mind off of it. It does help a little bit." Her goal for 2022 is to manage her pain and get back into selling her jewelry. She would also like to continue to lose weight. She lost 45 pounds in the past year. "It started with just leaving a bite on my plate. And then that turned into leaving two bites, and then three, and slowly I was able to eat less and less."



What Gloria loves about Highmark Wholecare.



I love the rewards program. They pay me for things that I would already do anyways. I love those little gift cards. That is a fabulous little add-on. The Over-the-Counter Benefit also helps me a lot.





SPOTLIGHT

Through your SilverSneakers benefit, you can get memberships to thousands of fitness locations like the Lansdowne YMCA. To get started, call **1-888-423-4632 (TTY 711)** to sign up!

You can also visit **SilverSneakers.com**

Lansdowne YMCA

2110 Garrett Rd, Lansdowne, PA 19050

Find your fit, friendships, and fun. More than just a gym.

LansdowneYMCA is a fitness center that you can get free access to with your SilverSneakers benefit.



To find out more about the Lansdowne YMCA: **Call:** 610-557-9622, Option 1 | **Or visit:** www.cyedc.org

THEY OFFER:



Group exercise classes: SilverSneakers, BODYPUMP, Barre, Cycle, Core, Zumba, Cardio Dance and Strength, Latin Hip Hop Fusion, Cycle TRX, Boot Camp, Power Pilates, Zumba Step, Yoga, Toning, Les Mills Body Combat, Cardio Kickboxing, Senior Fitness Balance Class, Aqua Aerobic, SilverSneakers Splash, Red Hot Dance, HIIT, Meditation, and Drum for LIFE.



Childcare and early learning programs: Your children/ grandchildren can play while you work out.



Swim lessons.



Aqua MS: This aquatic program is for people with mild to moderate multiple sclerosis.



A pool for free swim and water aerobics classes.



Fitness/wellness center with free weight area.



Free community food distribution.



Cycle for Parkinson's Program: A stationary cycling class designed from a Cleveland Clinic research study in which Parkinson's patients have reported up to 35% decrease in their symptoms after participating in a cycling program.



LIVESTRONG Program, Veteran Wellness Program, Weight Loss and Diabetes Prevention Program.



The Next Step Program: This FREE program is a 12-week addiction recovery wellness program, which includes personal training, fitness classes, social activities, and more.

SilverSneakers is a registered trademark of Tivity, Inc. Tivity, Inc. is a separate company that administers the SilverSneakers Fitness Program.

Let's get physical!

Make a splash!

If you want to add years to your life and life to your years, it's time to take the plunge.



SilverSneakers Splash is a water aerobics and strength class designed for all skill levels—even non-swimmers. WATERinMOTION, another aqua exercise class, offers a high-energy workout that reduces impact on your knees and back. Both classes are available through your SilverSneakers benefit for FREE. It's a new year, so take the plunge and try something new. Here are some moves from SilverSneakers Splash instructor Alyce Wilson that you can try out either on your own or in a Splash class!

Core-Warm Up



1. Hold onto boogie board or pool noodle.



2. Twist arms and legs from side to side. **Repeat 16 times.**

Swimmer's Swing



1. Start with legs hip with apart. Hold onto boogie board or pool noodle with right arm for balance.



2. Swing left leg forward as far as you can, and then swing backwards as far as you can. **Repeat for 8 reps.**



3. Switch legs and arms and repeat on other side.

“Since May of 2020, I have lost 70 pounds, so I want to continue on my fitness journey, and as an instructor, I want to help people along their journey and help them to move to the next step they need to take to get to their goals. For me, personally, I will come in some days when I am feeling an ache or pain, and 10 minutes in the water and I have completely forgotten about it. The hydrostatic pressure from the water pushing in on your joints and the buoyancy you get from the water that supports you and takes off the weight—it’s like dancing on the moon! It’s the perfect exercise.” — *Alyce Wilson*



Water Ballet



1. Place hand on right hip or hold onto noodle or board.



2. Bend knee and kick toward chest as high as you can.



3. Move leg out to the side and then set foot down.



4. Repeat 16 times on each leg.



Dancer’s Pose



1. Hold onto noodle or board for stability in front of you with both hands and push it forward.



2. Bring left leg up behind you as far as you can and hold for 5 seconds.



3. Bring leg to ground and pull arms in and move board to right arm.



4. Bend left leg up as far as you can in front of you and extend to straighten. Hold for 5 seconds and bring leg back to ground. Repeat 16 times on each leg.



I have a 4-year-old grandchild. She waited almost three years to start talking. When she finally said, "I love you," I heard it loud and clear. I cannot think of a better sound or a better reason to have purchased hearing aids.

—TruHearing® Customer

Delight in the details.

Why miss out on life's most precious moments because of hearing loss? Many wait too long to seek help, but you don't have to. As part of your Highmark Wholecare plan, you have a hearing aid benefit available through TruHearing®.



\$0 copay
for hearing aids!

Call TruHearing to schedule a hearing exam **1-844-782-3072** (TTY: 711)



Risk-free, 60-day trial



1 year of follow-up visits



3-year manufacturer warranty



80 free batteries per hearing aid



State-of-the-art hearing aid technology



Dedicated Hearing Consultant to help you



Hours: 8am–8pm, Monday–Friday

All content ©2021 TruHearing, Inc. All Rights Reserved. TruHearing® is a registered trademark of TruHearing, Inc. See your Evidence of Coverage for your plan's details.

You're all set!

Enjoy the same great benefits in 2022.



Your Highmark Wholecare member card now gets you all this:

- Generous allowances for everyday health purchases like toothpaste, aspirin, vitamins, and so much more.
- Free dentures, dental checkups, cleanings, and fillings.
- Free eyeglasses or contacts from Davis Vision.
- Free select advanced hearing aids from TruHearing.
- Personal emergency response system – there's no copay to feel protected day and night.
- Home-delivered meals post-discharge – your recovery just got a boost.
- Pay nothing for home safety items to help prevent accidents.
- Paid trips to and from your medical appointments.
- Exercise programs through the SilverSneakers Fitness Program.

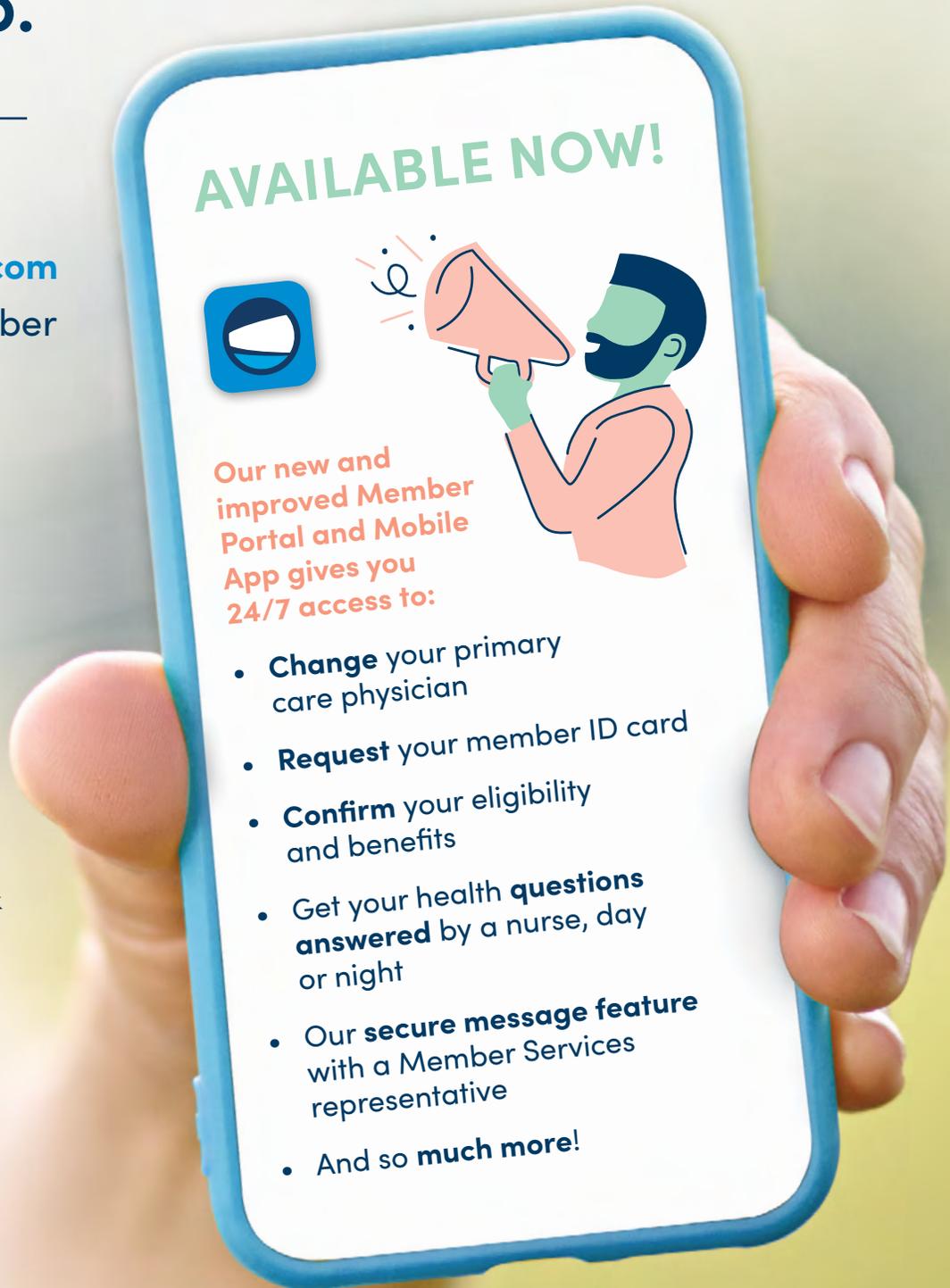


Sit back and enjoy everything Highmark Wholecare has to offer!

Introducing the new Highmark Wholecare Member Portal and mobile app.

To get started, visit Highmarkwholecare.com and log in to the Member Portal or register for an account.

Enjoy the same features of our Member Portal on-the-go by downloading the new Highmark Wholecare mobile app on your Apple or Android device.



Tin can glam.

If you are looking for a fun, easy craft, try giving your tin cans a makeover.



This recycled project can be used for home and office organization (to hold pens, scissors, etc.), vases, planters, makeup brush holders, table center pieces, silverware holders, candle holders, or anything you want to keep organized. You can cover a tin can in just about anything! Here are some ideas to recycle and revamp your tin cans.

A walk in the woods.

Gather some sticks and then cut them to the length of the can. Take a hot glue gun and glue the sticks side-by-side around the tin can until the entire can is covered. You can tie a ribbon around when you are finished or glue on some small pinecones to dress it up even more.



Burlap chic.

Cut burlap ribbon to the height of the can and hot glue one end. Wrap it around the can and then use a little more glue on the other end. You can finish it off by wrapping some ribbon or twine over the top. You can easily change the color of the ribbon for a whole new look with the change of seasons.

Rope it up.

Simply place hot glue on a small rope and wrap around the entire can until it is completely covered. You can use any kind of small rope or twine.

Chalk it up.

Paint the can any color you would like. Once the paint dries, use sandpaper to give the can an antique look. Add a chalkboard sticker (a lot of dollar stores and Walmarts sell these). Write on the chalkboard sticker with chalk.



Fabric wrapped.

Use leftover scraps of fabric, lace, leather, or even old clothes. Iron the fabric and cut to the width and length of the can. Use a hot glue gun to adhere the fabric to the can.

Other ideas to dress up your tin cans: Newspaper, spray paint, scrapbook paper, stickers, craft sticks, dried leaves, buttons, stencils, quotes, feathers, beads, and glitter. The possibilities are endless.

Source: Instrupix.com





- Green Grocer
- Lancaster Latin Festival
- Feria De Barrio Festival

Check out our events!

Join us for future events!
Follow us on social media to learn about events happening near you!



WELCOME TO GREEN GROCER

You are welcome to shop at our Green Grocer markets with or without a mask. We encourage those who are not vaccinated to continue wearing a mask while shopping with us.

We accept cash, debit, credit, SNAP/EBT, Food Bucks, Food Bucks RX, FMNP vouchers and FMNP Bucks

What's for dinner?
Share your best veggie recipe with us on social media!

@GreenGrocerPH
412-745-6499
PittsburghFoodBank.org/greengrocer

community food bank





Happenings at our Connection Centers!

STAY HEALTHY AT THE CENTERS





DRESS FOR SUCCESS



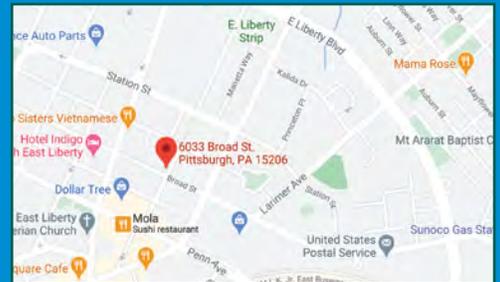
Follow us on social media to learn about future events happening at the Connection Centers!

Stop by our Connection Centers!



PITTSBURGH

(Right near the Target in East Liberty)



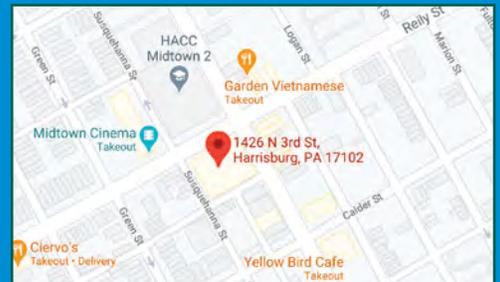
6033 Broad Street
Pittsburgh, PA 15206

PittsburghConnectionCenter@
HighmarkWholesale.com



HARRISBURG

(Right near the Midtown Cinema)



1426 N 3rd Street
Harrisburg, PA 17102

HarrisburgConnectionCenter@
HighmarkWholesale.com





FREE

things to do in PA.

Western

Ride the T downtown.

Get around Pittsburgh a little easier. Rides between the six stops downtown (Allegheny to First Avenue) are completely free all the time.

Nationality Rooms

4200 Fifth Ave, Pittsburgh, PA 15260

Located inside the Cathedral of Learning at the University of Pittsburgh, there are 31 rooms representing many different cultures that have made Pittsburgh a diverse city. Touring the 18 rooms located on the first floor does cost a small fee, but the 12 rooms located on the

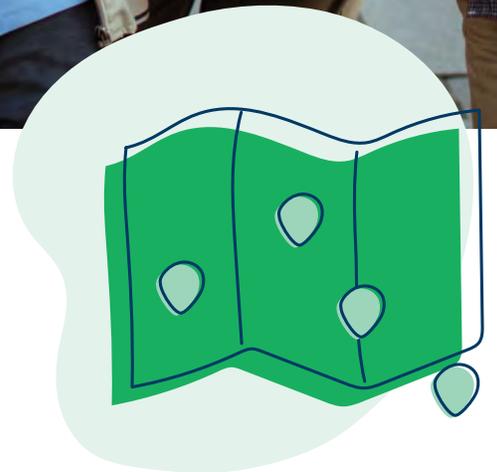
third floor are completely free to explore when classes are not being held.

Outdoor Garden at Phipps Conservatory

One Schenley Park, Pittsburgh, PA 15213-3830

When the flowers start to bloom again, visit Phipps Outdoor Garden.

Looking out over Pittsburgh's Oakland neighborhood, Phipps' Outdoor Garden includes many small gardens and plant collections.



Contemporary Craft

5645 Butler St, Pittsburgh, PA 15201

Open Monday through Saturday 10 a.m. to 5 p.m., enjoy different contemporary art exhibits at Contemporary Craft. Contemporary Craft focuses on multicultural diversity and non-mainstream art.

Due to COVID-19, hours might be changed. Please call ahead to verify.



Bicycle Heaven

1800 Preble Ave,
Pittsburgh, PA 15233

Visit the largest bicycle shop and museum in the world for free! The bicycles in this museum have been used in several movies and can be viewed every day of the week, 10 a.m. to 7 p.m.

Fort Pitt Block House

Fort Pitt Blockhouse, 601
Commonwealth Pl Building C,
Pittsburgh, PA 15222

Visit the old Fort Pitt Block House. Originally constructed in 1764, it is the only remaining part of this fort and is the city's oldest and most historical landmark.

Central

Brewery Tour at Appalachian Brewing Company

50 N Cameron St,
Harrisburg, PA 17101

On Saturday afternoons, you can take a brewery tour at Appalachian Company. It is the oldest brewery located in Harrisburg. Go behind the scenes of brewing beer to see how it is made. You also have the opportunity to try free beer and soda.

US Army Heritage Center

950 Soldiers Dr, Carlisle, PA 17013

If you're a history lover, this is the spot for you! Take a walk through the U.S. Army Heritage Center and learn more about the U.S. Army and view artifacts located within the museum.

Tours of the Pennsylvania Capitol

501 N 3rd St, Harrisburg, PA 17120

Visit Pennsylvania's Capitol, where tours are offered on various days during the week. View the beautiful building and learn all about its impact.

Perry County Council of the Arts Gallery

1 S 2nd St, Newport, PA 17074

Walk through this beautiful gallery, which features over 150 regional artists and exhibits.

Eastern

Fireman's Hall Museum

147 N 2nd St, Philadelphia, PA 19106

Learn about the history of firefighting in Philadelphia at the Fireman's Hall Museum.

Free tours of the Kimmel Center.

300 S Broad St,
Philadelphia, PA 19102

This beautiful concert venue located in Philadelphia offers free tours every day at 1 p.m. On these tours, learn about the history and architecture of the building.

Independence Hall

520 Chestnut St,
Philadelphia, PA 19106

Interested in learning about our Founding Fathers and the Declaration of Independence? Check out the well-known Independence Hall.

Liberty Bell

526 Market St,
Philadelphia, PA 19106

Visit the iconic and historic Liberty Bell,



which is right next door to Independence Hall.



Bucks County covered bridge tour.

Pennsylvania is known for covered bridges and snow-covered bridges are a beautiful sight to see. You can go online and download free maps to go on a self-guided tour of covered bridges near you. These maps give you driving directions as well as tons of information and fun facts about all of the sights along the way.

Martin Guitar Factory and Museum, Nazareth

510 Sycamore St,
Nazareth, PA 18064

Take a tour of the factory, at no charge, where these amazing guitars are made. Also, take a visit to their museum of guitars.

Lancaster

Dutch Haven

2857 Lincoln Hwy A,
Ronks, PA 17572

This is the place that put "shoofly pie" on the map. Take a free tour of the town to really explore Amish culture. While you're in the area, pop in the Bird-in-Hand Farmer's Market. Make sure to ask them about using your SNAP benefits!



Avoid, spot, and treat frostbite and hypothermia.

In cold temperatures, your body begins to lose heat faster than it can be produced, which can lead to serious health problems.

Avoid

When the weather is extremely cold, try to stay indoors. If you must go outside, dress properly.



KNOW WHO IS AT HIGH RISK:



Older adults without proper food, clothing, or heating.



People who stay outdoors for long periods (homeless, hikers, hunters, etc.).



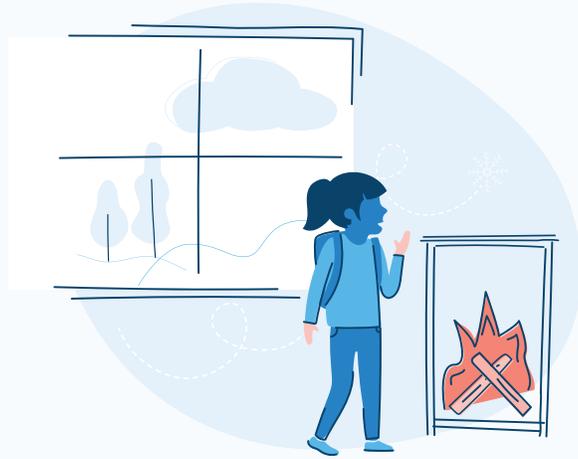
People who drink alcohol in excess or use illicit drugs.



Babies sleeping in cold rooms.

Spot

If a person's temperature is below 95°, get medical attention immediately.



FROSTBITE

A victim is often unaware of frostbite because frozen tissue is numb.

Signs and Symptoms of Frostbite:

- Redness or pain in any skin area

Other signs include:

- A white or grayish-yellow skin area
- Skin that feels unusually firm or waxy
- Numbness

HYPOTHERMIA

Hypothermia often occurs at very cold temperatures, but can occur at cool temperatures (above 40°F), if a person is wet (from rain, sweat or cold water) and becomes chilled.

Signs and symptoms of hypothermia:

- Redness or pain in any skin area

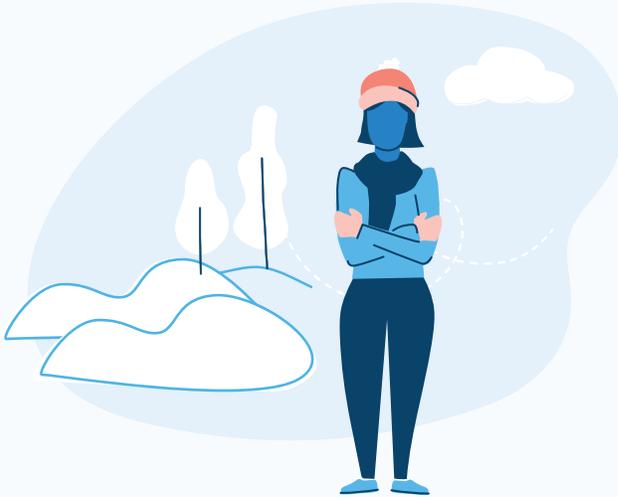
Other signs include:

ADULTS:

- Shivering
- Drowsiness
- Exhaustion
- Fumbling hands
- Confusion
- Memory loss
- Slurred speech

INFANTS:

- Bright red, cold skin
- Very low energy

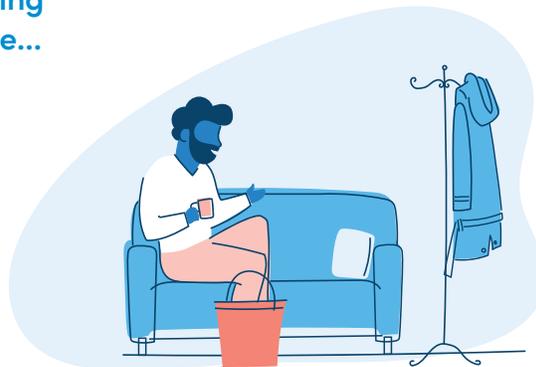


Treat

If a person is experiencing hypothermia or frostbite...



Seek medical attention as soon as possible.



Remove any wet clothing and place areas affected by frostbite in warm-to-touch water.



Get them into a warm room or shelter and warm them under dry layers of blankets and clothing.



Practice safe shoveling.

Snow shoveling technique to avoid injuries.

The risk of injury while shoveling snow is high.

Dress for success.

Wearing layers of clothing that are insulating, warm, loose, and water-repelling can help keep the body warm, improving oxygen supply and blood flow. Waterproof shoes or boots with good treads will help minimize the chance of an injury from slipping, while also keeping your feet warm and dry.

Warm up.

Warm up before you pick up the shovel by marching in place or going for a walk around the block. Remember, shoveling snow is a form of exercise, so you need to prepare your muscles and body.

Snow stance.

Keep your feet hip-width apart, bend your knees, and keep your back straight. Doing this takes some of the tension off of your lower back by hinging at the hips.

Get a grip.

Keep a wide grip on the shovel handle — with one hand near the top of the handle and the other close to the actual shovel full of snow — so you have better control of the heavy load. Also, keep the shovel as close to your body as possible as you carry it.

Don't twist and throw.

Try not to twist your torso when lifting snow. Don't throw the snow into a pile. Instead, walk it over to where you want to pile it.



Think small.

Shovel small amounts of snow at a time so you don't get overwhelmed. Take breaks inside to warm up as needed.

Stay hydrated.

Cold weather can make you feel less thirsty, which increases the risk of dehydration, especially during strenuous physical activity. Drink water before you start shoveling and while you are taking breaks.

De-Ice.

Spread sand, rock salt or kitty litter on your sidewalk or driveway to increase traction and reduce your likelihood of slipping on ice.

Many counties have programs that will help seniors and people with disabilities shovel snow.

SOME EXAMPLES OF PROGRAMS ACROSS PA ARE:

- **Pittsburgh**
City of Pittsburgh
Snow Angels-
412-255-0846
- **Philadelphia**
Able Body Christian
Men Inc.-
610-994-4030
- **Lancaster**
Dig Out Lancaster
Join the Facebook
group: Dig Out
Lancaster County

If you live in a city in Pennsylvania not listed above and need help shoveling your snow, dial 211 on your phone and ask about snow shoveling assistance programs in your area.

Sources: Spine-health.com, Healthline.com

Seal in the savings.



Home winterization tips.

Stop leaks around doors and windows with weather-stripping.

Rubber weather strips can be applied to all of your doors and windows around your house. As a rule of thumb, if light shines through the cracks of your doors and windows, your heating and air can leak out, as well. By simply sliding a rubber stop into the crack, you can save energy and improve the comfort of your home. Don't forget to apply them to your attic entrance and fireplaces, too.

Keep your home the right temperature with window coverings.

Window films can be purchased at any hardware store and are made specific to various climates. Some films reduce harmful UV rays and reduce glare and heat. Others are designed for a colder climate and focus on insulating a house.

Make sure your heating is running as efficiently as possible.

- By opening curtains and shades during sunlight hours, the sunshine will warm the home, lowering the stress on your heating system.
- Check your heating system and vents for dust or broken parts. Your system will have to work harder if there are issues.
- Lower the temperature at night. Adding an extra blanket to your bed may allow you to lower the thermostat 10-15 degrees, cutting heating costs by up to 10% per year.
- Shorten hot showers or wash dishes efficiently to lower your hot water energy bill each month.
- Seal any air duct leaks. An open duct can let hot air escape, making your heating system work even harder.
- Remove your window AC. You can save energy while blocking those freezing drafts.

LIHEAP Need to lower your utility bills?

The Low Income Home Energy Assistance Program (LIHEAP) assists eligible low-income households with their heating and cooling energy costs, bill payment assistance, energy crisis assistance, weatherization, and energy-related home repairs.

For help applying for LIHEAP benefits, you may call this toll-free number: **1-866-674-6327**.

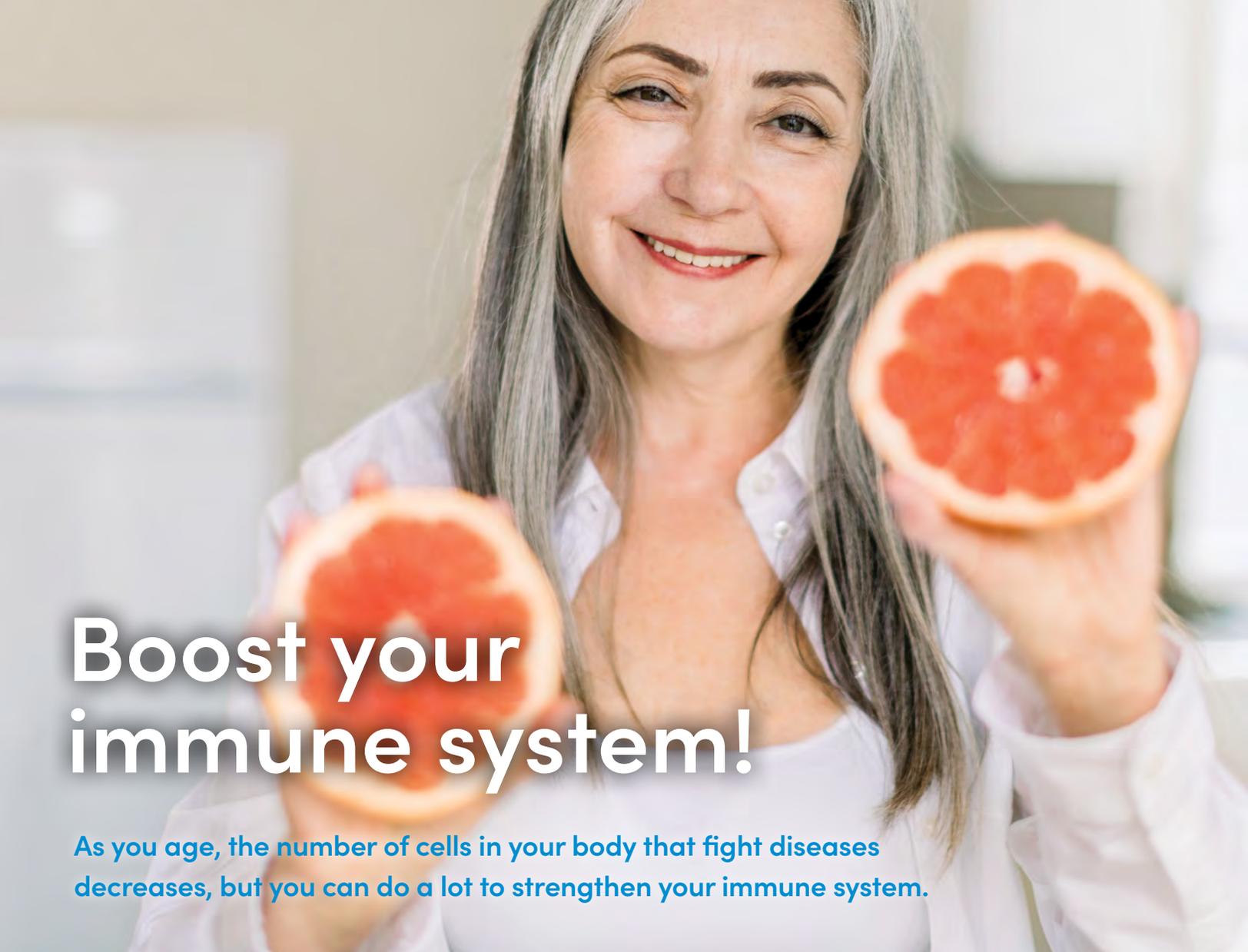
Apply for the Pennsylvania Weatherization Assistance Program (WAP)

Pennsylvania's Weatherization Assistance Program increases energy efficiency in homes by reducing energy costs and increasing comfort while safeguarding health and safety. On-site energy audits are conducted to assess conditions in homes and to identify the most cost-effective energy saving measures to be installed. This program is free for low-income individuals.

Find your county on the list below and call to learn more about the free weatherization programs.

County	Phone Number	County	Phone Number
Adams	(717) 334-7634	Juniata	(570) 524-4491 Ext 7247
Allegheny	(412) 281-2102	Lackawanna	(570) 963-6836
Armstrong	(724) 548-3408	Lancaster	(610)-521-8770
Beaver	(724) 775-1220	Lawrence	(724) 658-7258
Bedford	(814) 623-9129	Lebanon	(610)-521-8770
Berks	(610) 375-9770	Lehigh	(610) 691-5620
Blair	(814) 946-3651	Luzerne	(570) 826-0510
Bradford	(570) 278-3338	Lycoming	(570) 326-0587
Bucks	(215) 345-8175	McKean	(814) 486-1161
Butler	(724) 342-6222	Mercer	(724) 342-6222
Cambria	(814) 623-9129	Mifflin	(570) 524-4491 Ext 7247
Cameron	(814) 486-1161	Monroe	(570) 421-4436
Carbon	(610) 377-6400	Montgomery	(610)-521-8770
Centre	(814) 765-1551	Montour	(570) 524-4491 Ext 7247
Chester	(610)-521-8770	Northampton	(610) 691-5620
Clarion	(814) 938-3302	Northumberland	(570) 644-4471
Clearfield	(814) 765-1551	Perry	(570) 524-4491 Ext 7247
Clinton	(570) 326-0587	Philadelphia	(215) 988-0929
Columbia	(570) 524-4491 Ext 7247	Philadelphia	(215) 448-2160
Crawford	(814) 425-1872	Pike	(570) 253-4882
Cumberland	(717) 334-7634	Potter	(814) 486-1161
Dauphin	(717) 334-7634	Schuylkill	(570) 622-1995
Delaware	(610)-521-8770	Snyder	(570) 524-4491 Ext 7247
Elk	(814) 486-1161	Somerset	(814) 445-9628
Erie	(814) 665-5161	Sullivan	(570) 278-3338
Erie	(814) 459-4581	Susquehanna	(570) 278-3338
Fayette	(724) 437-1547 Ext 12	Tioga	(570) 278-3338
Forest	(814) 726-2400	Union	(570) 524-4491 Ext 7247
Franklin	(717) 334-7634	Venango	(814) 726-2400
Fulton	(814) 623-9129	Warren	(814) 726-2400
Greene	(412) 281-2102	Washington	(412) 281-2102
Huntingdon	(814) 643-2343	Wayne	(570) 253-4882
Indiana	(814) 938-3302	Westmoreland	(724) 832-9460
Jefferson	(814) 938-3302	Wyoming	(570) 278-3338
		York	(717) 771-9870

Source: whatissmartenergy.org and benefits.gov



Boost your immune system!

As you age, the number of cells in your body that fight diseases decreases, but you can do a lot to strengthen your immune system.

Move it!

Studies show that a consistent exercise routine can transform your immune system.

Practice forgiveness.

Do you have grudge against someone? Maybe your neighbor keeps parking in your spot, an ex broke your heart, or an old boss fired you for no good reason. Saying “I forgive you,” out loud, even if the person is not there, can actually toughen up your immune system and heart. Why? Because, as noted above, stress can weaken your immune system.

Reduce stress.

Stress reduction activities, such as mindfulness and meditation, can help. You can even try breathing and visualization exercises.

Eat smart.

Skip trans and saturated fats, added sugars, syrups, and processed grains. Instead, eat seven to nine servings of fruits and veggies a day. Foods such as citrus fruits, red bell peppers, broccoli, garlic, ginger, spinach, yogurt, almonds, sunflower seeds, turmeric, green tea, papaya, kiwi, chicken, and shellfish can be particularly helpful.





The doctor will see you now!

Don't want to brave the cold weather?

Skip the waiting room and visit your doctor from the comfort of your own home! You don't even have to change out of your pajamas!

Simply ask your doctor's office if they are providing telehealth services while making your appointment, and they will help walk you through the steps to plan and attend your visit.

Don't have a device with a camera and audio? You may be eligible to receive a **FREE** smartphone through the Lifeline Program. Apply today by going to www.SafeLink.com.



Get your winter glow on.

Tips for great winter skin.



Combat the sun.

Even though the sun might not shine as much in the winter, the clouds won't protect you from the sun's harmful UVA and UVB rays. To prevent dry skin, wrinkles, and skin cancer, use a double duty moisturizer that contains SPF. Yep, that's right. Even in the winter, you need to wear sunscreen.

Lip lessons.

Did you know that some lip balms actually contain ingredients that can dry your lips out? Pretty crazy, right? Avoid lip balms that contain mineral oils, added colors, flavors, and fragrances, as these can cause drying and irritation.

Use your OTC Benefit to get free lip balms!

OTC PRODUCT HIGHLIGHT:



Wash the right way.

You want to keep your skin clean, but don't overdo it. Opt for a gentle PH-balanced cleanser. If your skin is super dry, try washing your face only once a day, instead of twice. Pat your face dry with towel instead of rubbing so you don't dry out skin more from the friction.

Seal in moisture.

Slather on some lotion while you are still damp after getting out of the shower to keep your whole body moisturized.

Go green.

Eat more veggies that are dark green to keep your skin from drying out. Spinach, broccoli, and mustard greens are very high in vitamin A, which your skin loves!

Exfoliate.

Getting off dry dead skin cells is essential in the winter because it helps reveal moisture-rich cells and smoother skin. Who doesn't want that? Use a gentle exfoliating cleanser that is enzyme-based.

HOMEMADE RECIPE

You can even make a homemade exfoliator by combining 2 tablespoons of old-fashioned oats, 2 tablespoons of hot water, and ½ tablespoon of honey. Let sit for 5 minutes. Wash your face with warm water, and massage onto your face. Leave on for 10 minutes and rinse off.

Vitamin "C you later, wrinkles!"

Eat citrus fruits like oranges, tangerines, and grapefruit. Vitamin C helps prevent wrinkles because it pumps up collagen, which prevents skin from sagging.

Humidify.

When you crank up the heat to stay warm, the humidity level will usually drop, which can dry out your skin. If you have radiator heat, you can place a pot filled halfway with water on your radiator to replenish the air with moisture. You can also plug in a humidifier.

Use your OTC Benefit to get a free humidifier!

OTC PRODUCT HIGHLIGHT:



Sources: health.harvard.edu, health.com

Join Others in Preventing Type 2

Check your risk for Type 2 diabetes as part of your 2022 Medicare benefits.

Highmark Wholecare has partnered with Solera to offer a Diabetes Prevention Program — a lifestyle change program that's proven to prevent or delay Type 2 diabetes.



WHO CAN JOIN?

You may be at risk for Type 2 diabetes if you have the following risk factors:

- Are overweight
- Have a parent, brother, or sister with Type 2 diabetes
- Are physically active fewer than 3 times per week
- Ever had diabetes while pregnant (gestational diabetes)

WHAT'S INCLUDED?



Access to a personal health coach



Weekly sessions



A small group for support



Tools like a wireless scale and Fitbit® activity tracker*

SEE IF YOU QUALIFY TODAY! Call **1-866-671-9027** (TTY: 711)

*For participants who complete four weeks of activity meeting Diabetes Prevention Program guidelines. Applies to select Fitbit models; limited to one per person. The program reserves the right to substitute an alternate tracker.

Solera is a separate company that administers a diabetes prevention program for Highmark Wholecare.

How winter can affect your diabetes.



Did you know that high blood sugar can trick your body into thinking you are warm when you are in the cold weather? This can lead to damaged nerves. Winter can affect your diabetes care in many different ways. Know what issues to look for this season so you can be prepared.

Prick problems (finger prick!).

PROBLEM:

If your hands are chilly from the weather, it can be hard to get blood from a finger prick.

SOLUTION:

Don't cut back on testing your blood sugar because it is hard. Instead, warm up your hands by running under warm water or by putting them near a heater. Keep your testing supplies inside and

warm them up before using. Make sure you make an appointment with your doctor to complete your A1C test. This test measures your average blood sugar levels over the past three months.

Shape up.

PROBLEM:

When it's cold outside, it is tough to find the motivation to exercise. Especially if you typically leave the house to exercise.

SOLUTION:

Work out inside. You can march in front of your TV while watching your favorite show or use your free SilverSneakers On-Demand benefit to get a video library with hundreds of online videos you can access whenever you want, from wherever you are. Call 1-866-584-7389 (TTY 711) to sign up! You can also visit [SilverSneakers.com](https://www.silversneakers.com).

Cold, Flu, and COVID.

PROBLEM:

Combatting a cold, the flu or COVID-19 can make it hard to take care of yourself and control

your diabetes. When you are sick, blood sugar levels can get high and you may not even notice, which is dangerous.

SOLUTION:

Dodge the flu and COVID-19 by getting your vaccinations. It's not too late! If you do get sick, check your blood sugar levels frequently and have sick day plan that includes medicine, food and drinks.

Diabetes dress distress.

PROBLEM:

Diabetes can lead to numbness in your fingers, toes, arms, and legs. This can make it hard to tell if you are cold or hurt.

SOLUTION:

If you are going to go out and brave the cold, cover as much skin as you can. Wear gloves, a face mask, a scarf, thick socks, and shoes that are waterproof to keep your feet warm and dry.

Source: [beyondypeone.org](https://www.beyondypeone.org)



What is the CMS Medicare Survey?

You may receive a survey from the Centers for Medicare and Medicaid in the spring.

This survey is your opportunity to let the Centers for Medicare and Medicaid know how Highmark Wholecare is doing. They will ask you questions about things such as our customer service, doctors, specialists, pharmacy, and more. We hope that you will fill out this survey because we value your opinion.

If there is anything that we can do to help improve your experience, give us a call at 1-800-685-5209 (TTY 711).

Our goal for

2022

is to provide you with the best health care possible!



WE WANT TO CONTINUE TO PROVIDE:



The care that you need **quickly**.

Providers that are **respectful** and **courteous**.

Care coordination and **clear expectations**.

A customer service team that **treats you with respect** and **kindness** and gets you answers to your questions fast.

A health plan that cares not only about your health but **cares about you as a whole person**.

Rewards for completing healthy activities, free transportation to your appointments, and An Over-the-Counter (OTC) Benefit to shop hundreds of products.

Reminders about getting your flu shot and advice to quit smoking.



Vaccine WARRIOR

Alaina Smith, Pittsburgh, PA

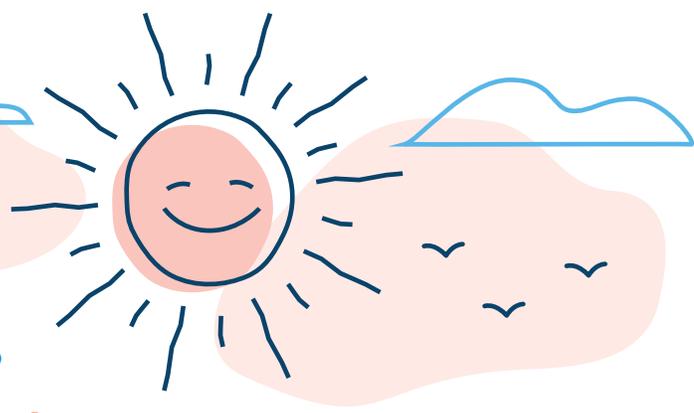
Alaina was “anti-vaccine” since the day the COVID-19 shot came out. Read to learn why she changed her mind and decided to get the COVID-19 vaccine.

“In my community, black people don’t get vaccines. I thought it was a bunch of hogwash. I was scared of the side effects, and I am scared of needles. It took having two family members die from COVID-19 for me to have that wake-up call that I needed to overcome those fears, because my fear of death was much worse. I lost my mother and my aunt to this horrible virus. When it hits close to home, it is scary. It really hurts that such a powerful virus can just take people away in an instant. So, I just had to get the shot. I mean, what do I have to lose? But I can gain life. That’s why I chose to get my shot today. I chose life. Getting my shot at the Connection Center was a great experience because they connected me to other resources, gave me food bucks, and gave me winter gloves, all of which I really needed. I am so glad y’all are here. It feels great to know there is a place in the community that you know you can count on for help that actually cares.”

Go to [vaccines.gov](https://www.vaccines.gov) to find a location to get your vaccine or vaccine booster.



The Fun Zone.



Brain games can help keep your mind sharp.

Just like exercises can help slow the physical effects of aging, brain games can exercise your mind and help prevent memory loss.

Riddle me this.

Can you solve these riddles?

1. I always run, but never walk; often murmur, never talk; have a bed but never sleep; have a mouth but never eat. **What am I?**
2. I am weightless, but you can see me. Put me in a bucket, and I'll make it lighter. **What am I?**
3. You hear my sound, you feel me when I move, but see me you never will. **What am I?**
4. I follow you all day long, but when the night or rain comes, I am all gone. **What am I?**
5. The more I dry, the wetter I get.
6. A cowboy rides into town on Friday. He stays two days, then leaves on Saturday. **How can this be?**
7. What can you catch, but not throw?
8. What has many teeth, but cannot bite?
9. What can travel all around the world without leaving its corner?

Photo Finds.

Find the eleven differences between photos.



The Fun Zone

ANSWERS

Did you come up with these answers?

1. A river
2. A hole
3. The wind
4. A shadow
5. A towel
6. His horse's name was Friday
7. A cold
8. A comb
9. A stamp



See the 11 differences below for the “photo find” puzzle.



Got drugs?

Don't accidentally be a drug dealer!

If you do not properly dispose of unused or expired prescription drugs, they might find a new home. People can take unused drugs out of the trash and sell or misuse your prescriptions.

OPTION 1

Find an authorized collector-approved drug take-back location. This makes it easy to discard unused medication safely and anonymously in order to ensure that medications don't end up in the wrong hands. To find a collection site near you, visit takebackday.dea.gov.

You can also stop by our Pittsburgh and Harrisburg Connection Centers to use Deterra drug disposal bags.

OPTION 2

Safely dispose of unused medication in your household trash. If a take-back location is not available to you, there are safe and effective ways to dispose of medications in your household trash:



Mix the medications with an unpalatable substance such as dirt, kitty litter, or coffee grounds.



Place the mixture in a sealed plastic bag.



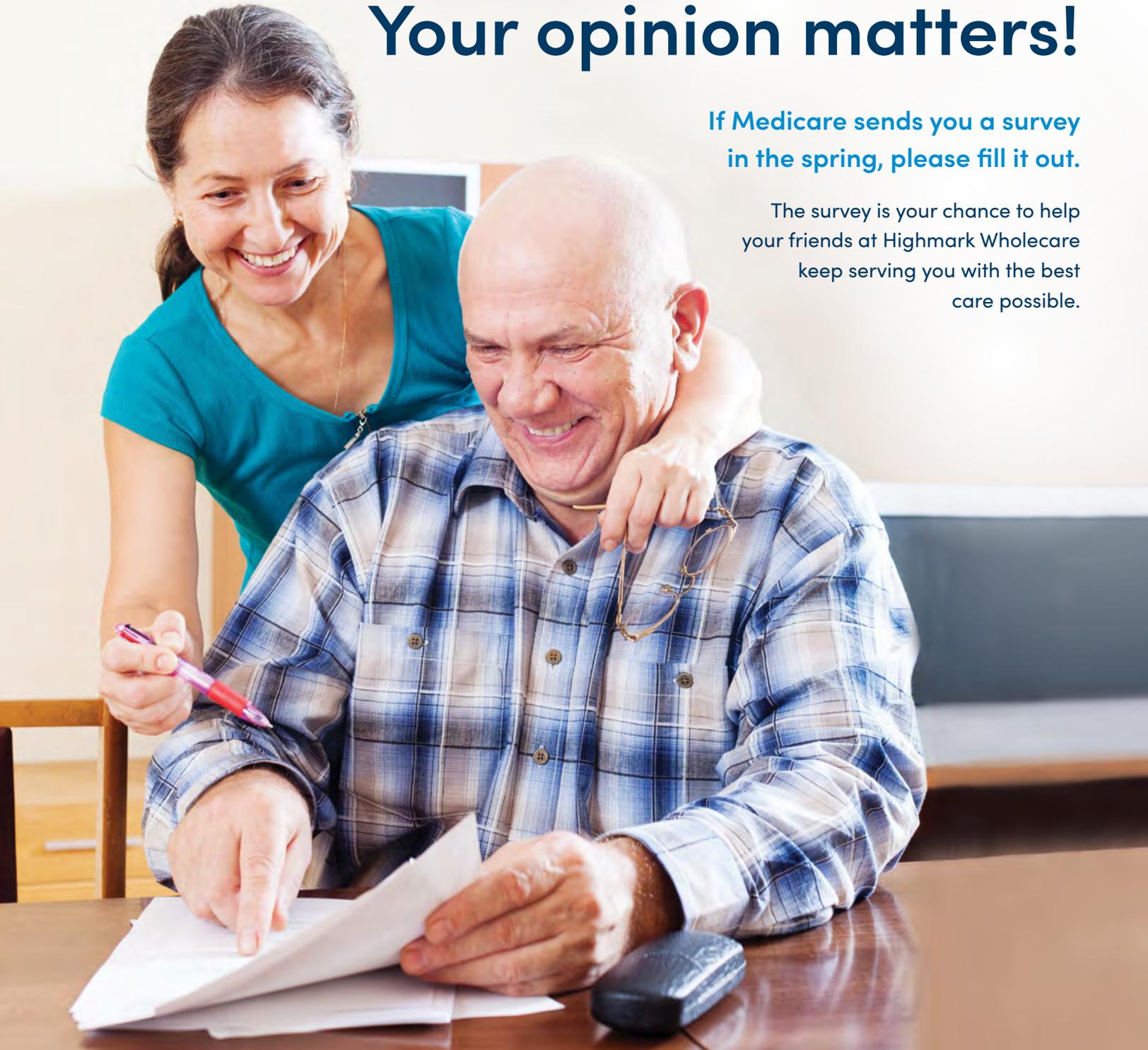
Throw the container in your household trash.

Do not crush pills or capsules.

Your opinion matters!

If Medicare sends you a survey
in the spring, please fill it out.

The survey is your chance to help
your friends at Highmark Wholecare
keep serving you with the best
care possible.



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").