

PA Medicaid

Wholecare Connections



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Need help with housing?

We can connect you to resources that can help.

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

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



Get started today!

Visit.

[WholecareResources.com](https://www.wholecareresources.com)
Enter your zip code.

Call.

You can also call us to get connected! Just dial **1-800-392-1147** (TTY 711).

Get connected.

- Find local programs, resources, and support
- See which programs you may qualify for
- Apply to programs
- Bookmark programs
- Get program alerts

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!



We like you... 'like' us back!

Like and follow Highmark Wholecare on social media to discover more ways to achieve whole life health.



Our Facebook, Instagram, and Twitter pages include:

- Information on benefits and programs to help you get the most out of your membership
- Community events and activities for you and your loved ones
- Health and wellness tips to help you feel your best.
- Free vaccination clinics and screenings
- Resources for food, housing, and utility assistance
- Healthy, delicious, and budget-friendly recipes
- And much more!

Connect with us on Facebook (@HighmarkWholecarePlans), Instagram (@highmarkwholecare), and Twitter (@ItsWholecare) today.

If you would like to see additional content on our social media channels, we'd love to hear from you! Send us a message through any of our social media channels with your suggestions.

Have you heard about 988?

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

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

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

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



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

November is National Diabetes Month!

Almost 37 million people in America are fighting diabetes.

This fall, we would like to show our support for those fighting this disease. It can't be easy to fight each day, and we won't pretend that it is. We are here to help with programs for prediabetes, type 1, and type 2 diabetes.

If you're doing well with diet and exercise, or you ran into a problem, we are here to help you get on the path to a healthy life. We can help you learn about what puts you at risk for diabetes like age, exercise, and family history. Our team at Highmark Wholecare offers diabetes prevention and diabetes support groups that allow you to meet with coaches to talk about diabetes and how you can stay healthy. Talking with others that also have diabetes can help you feel motivated.

Mental health is a big part of caring for diabetes. Make sure you take time to do things you enjoy this fall, and if you notice you are having a hard time, reach out to a friend, your doctor, or call our nurse line.



It is back to school time!



This time of year can be more challenging for people with learning or mental health disorders.

About six million children have Attention Deficit/Hyperactivity Disorder (ADHD) in the United States.¹ Much work has been done around ADHD education and awareness over the years. However, there is still more that needs to be done to help those with ADHD, especially about the importance of early diagnosis and treatment.

ADHD stigma can cause problems in social, job, and school settings. It can also affect how a person with ADHD views themselves. Stigma can cause people with ADHD to avoid getting help.

If you think that you or your child might have ADHD:

Talk with your doctor to find the right next steps for care and treatment. They may ask you about your child's symptoms or their behavior in school and at home. Symptoms of ADHD can include inattention, hyperactivity, and impulsivity.

If your child has ADHD:

Talk with their school about any special help that they might need to help improve how they learn.

If your child is prescribed medication, be sure to take it as prescribed. Also follow up with your child's provider as recommended. The provider will help to make sure that the medication is working like it should.

For more information on ADHD visit the **Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD) website.**

Sources:

1. <https://www.cdc.gov/ncbddd/adhd/data.htm>



CAHPS satisfaction survey results are in!

Earlier this year, a survey was mailed to our Medicaid members. It was called the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Highmark Wholecare members were chosen at random to take the survey. They were asked to tell us about their health care experience. We use these results to serve you better.

Our adult members reported being happy with their interactions with customer service, specialists, and Highmark Wholecare overall. Like last year, they were pleased with getting needed care, getting care quickly and how well their doctors communicate.

Surveys are sent to the parents or guardians of members under 18 years of age. We wanted to learn how parents and guardians felt about their child's health care in our health plan. These members were very satisfied with Highmark Wholecare's plan overall, and their experience with customer service.

They also rated personal doctors highly again and reported that they are getting care quickly. These are important measures of our work together. We are proud of these results. But we know we can do better. One area that we can do better is helping members to get needed care.

Highmark Wholecare works with members and doctors to create a great health care experience. We listen to what you say. We hope you will let us know when we do something well. We hope that you will let us know when we need to do better.

Improving our members' health care experience is a team effort!

Please call Member Services at 1-800-392-1147 for more information about Highmark Wholecare's 2022 CAHPS results. TTY users call 711.

Highmark Wholecare Medicaid 2022 CAHPS Survey Results

CAHPS Survey Measures – Adult Results	2021 (Surveyed in 2022)	2022 (Surveyed in 2023)
Rating of Health Plan	78.6	79.7
Rating of Health Care	78.1	76.3
Rating of Personal Doctor	83.9	80.2
Rating of Specialist	76.9	82.5
Customer Service	83.6	86.9
Getting Needed Care	83.5	83.8
Getting Care Quickly	83.1	83.3
How Well Doctors Communicate	91.8	91.9

CAHPS Survey Measures – Child Results	2021 (Surveyed in 2022)	2022 (Surveyed in 2023)
Rating of Health Plan	83.7	90.0
Rating of Health Care	92.3	88.4
Rating of Personal Doctor	89.5	89.6
Rating of Specialist	88.5	86.9
Customer Service	81.5	87.2
Getting Needed Care	83.4	82.5
Getting Care Quickly	88.2	89.1
How Well Doctors Communicate	94.7	94.3



DING:

Text alerts are here.

A secure new way to receive messages from Highmark Wholecare.

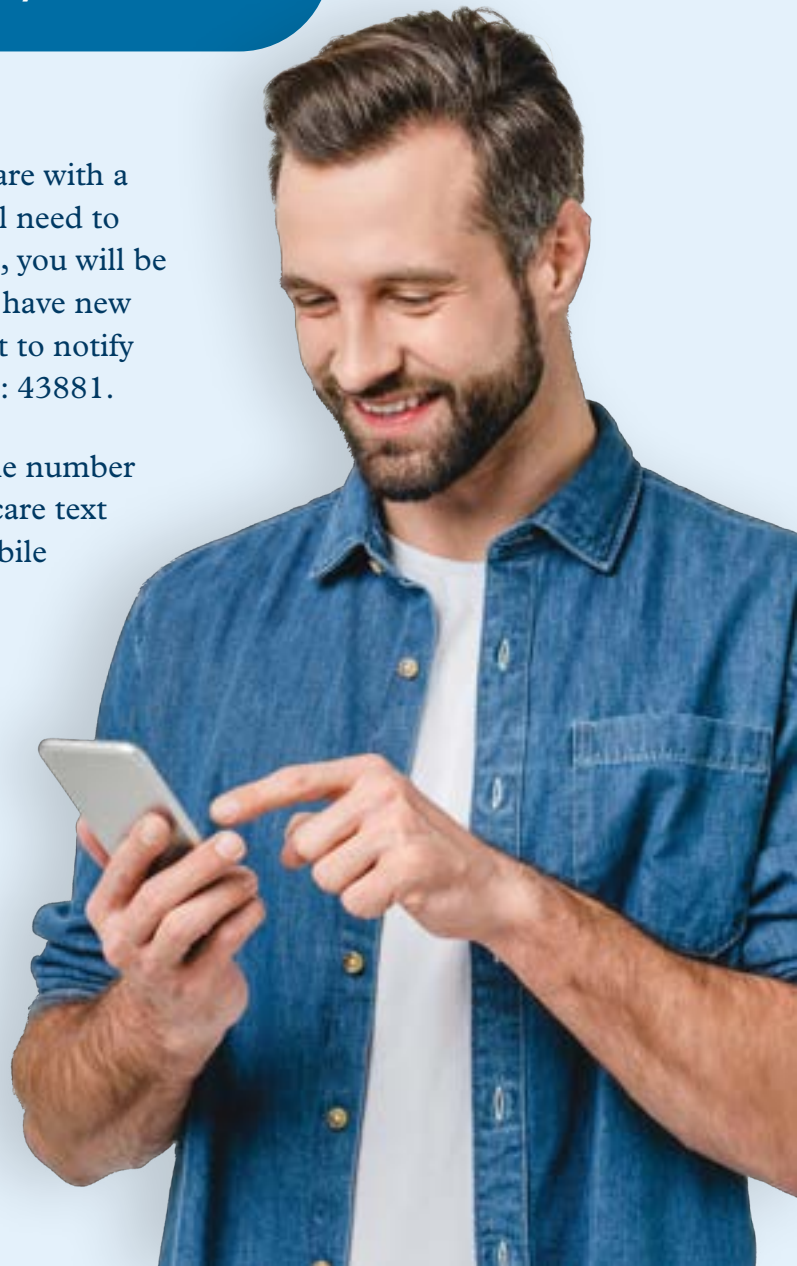
Highmark Wholecare uses secure text messages to keep you up to date on your plan benefits and your care.

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.



Shop Online!

SNAP EBT now allows you to buy eligible food items normally covered by SNAP online at your favorite grocery provider.



Shop safely and conveniently
from the comfort of your own home.

amazon (Delivery only)

1. Go to amazon.com/snap.
2. Click on "Add your SNAP EBT Card."
3. Create an account and log-in.
4. Add your EBT card number.

*Since you have Medicaid, you can also get Amazon Prime for 50% off (\$5.99 a month). This gives you access to free shipping, exclusive discounts, deals, and award-winning movies and TV shows. You can join by going to amazon.com/qualify.

Walmart (Pick-up only)

1. Order groceries at walmart.com/grocery or on the Walmart Grocery mobile app.
2. During checkout, select "EBT Card" as payment method.
3. Swipe your EBT card with the Walmart associate when you arrive at the pick-up location.



MARTIN'S



Wegmans **weis**

(Pick-up or delivery)

1. Order groceries online at giantfoodstores.com, gianteagle.com, martinsfoods.com, foodtown.com, pricechopper.com, priceritemarketplace.com/sm/planning/rsid/1000, shoprite.com, sprouts.com, thefreshgrocer.com, topsmarkets.com, wegmans.com, or weismarkets.com. You can also use the mobile app of any of the stores listed.
2. During checkout, select "Pay Online", then click the "Place Order" button.
3. Select "EBT SNAP Card" as the payment method to complete checkout.
4. If you choose to pick up your order, the store's friendly staff will bring your order to your car when you arrive at the store.



(Pick-up or delivery)

1. Go to [instacart.com/aldi](https://www.instacart.com/aldi).
2. Enter in ZIP code and click "Shop at Aldi."
3. Create an account if you do not have an account.
4. After you are done shopping, click on "Go to Checkout."
5. For payment, go to "EBT SNAP card" and click on "Add EBT SNAP Card."
6. Place your order.



(Scan And Go)

1. Download the Scan And Go - Sam's Club mobile application.
2. Add SNAP-eligible items to your cart.
3. Enter your SNAP EBT information at checkout.



1. Go to [bjs.com](https://www.bjs.com).
2. Add SNAP-eligible items to your cart.
3. Enter your SNAP EBT information at checkout.
4. Pay for EBT-eligible items with your remaining EBT balance. You'll see your EBT account balance, as well as the amount of eligible items in your cart. Your EBT balance must be greater than the amount of an individual item for EBT to be used for payment.

QUESTIONS? To learn what you can and can't buy with your SNAP benefits, call the Department of Human Services Helpline at **1-800-692-7462** (711 or **1-800-451-5886** for individuals with hearing impairments). Or, visit your County Assistance Office.

The Supplemental Nutrition Assistance Program (SNAP)

helps Pennsylvanians buy food. You may have heard this program referred to as "food stamps." SNAP is a public benefit you can use to buy nutritious foods.

Learn if you qualify and apply for SNAP.

Go to compass.state.pa.us to apply for or renew your SNAP benefits.



Developmental Delay and Autism Testing for Young Children

All children should be tested by their doctor for developmental delays and autism. This testing should happen during their well visits.



Doctors use these tests to tell if children are on the right track. If these tests show your child has a delay, a specialist should take a closer look at how the child is growing.



Developmental Delay Testing

A delay is when a child is not developing (growing) as fast as other kids their same age. The developmental screening (test) is done by the parent or guardian at the child's well visit.

This test checks the child's progress in all areas of growth:

- Speech and language
- Movement
- Social and emotional
- Thinking

This test happens three times:

- 9 months well visit
- 18 months well visit
- 30 months well visit



Autism Testing

Autism is a disorder that affects social communication and interaction. An autism screening (test) is done by the parent or guardian at the child's appointment.

This test checks:

- Specific behaviors in social interactions
- Speech and language
- Communication

This test happens two times:

- 18 months well visit
- 24 months well visit

Every child should receive these tests while they are young, as part of their regular well visits.

Doctors may do these tests more often if a parent or guardian shares a worry about their child's growth.

Sources:

<https://www.cdc.gov/ncbddd/childdevelopment/screening.html>



Parents who have questions about their child's development may contact the CONNECT Helpline at 1-800-692-7288 or email help@connectpa.net.

The CONNECT Helpline has information on child development for ages birth to age 5. CONNECT can assist parents link to their county early intervention program or local preschool early intervention program.

Visit:

<https://www.education.pa.gov/Early%20Learning/Early%20Intervention/Pages/default.aspx>

Lead Testing for Young Children

Lead is a toxic metal used in a variety of products and materials found in your home, including: Paint and/or dust in older homes, soil that contains traces of lead, water that runs through lead pipes, some toys and jewelry, some makeup products, and certain jobs and hobbies can involve working with lead-based products and may cause parents to bring lead into the home.



Exposure to lead can seriously harm a child's health.

Exposure to lead can cause:

- Damage to the brain and nervous system
- Slowed growth and development
- Learning and behavior problems
- Hearing and speech problems



These health problems can impact children long term.

These health problems can cause:

- Lower IQ
- Decreased ability to pay attention
- Poor performance in school

Children under the age of 6 are most at risk because they are growing so rapidly. Younger children tend to put their hands and other objects in their mouth which can be contaminated with lead dust. Lead dust can be invisible to the naked eye.

The good news: Lead poisoning is 100% preventable!



What are the symptoms of lead exposure?

Most children with elevated lead levels have no symptoms. That is why testing is so important! Talk with your child's doctor about a simple blood lead test. Testing is the only way to know if your child has elevated blood lead levels. This test may be completed by a simple finger stick blood test. If the finger stick shows that your child has high lead in their blood, then your child will be referred for a blood draw.



When should your child be tested for lead?

Your child should be tested:

- Between 9 and 11 months of age
- Again at 24 months of age (2 years old)

This test can be completed as part of their regular well child visits to your child's provider at these ages. Testing is the only way to know if your child has been exposed to lead.



My child tested positive. Now what?

Care Navigators from Highmark Wholecare may reach out to you to assist with coordinating follow up care after a positive lead test.

Depending on your child's lead level, your physician may recommend an Environmental Lead Investigation. An Environmental Lead Investigation includes an investigation of your home including all painted surfaces, water samples, dust samples, and bare soil samples.



How can I reduce my child's exposure to lead?

- Clean windowsills and floors regularly with a damp paper towel and throw the towel away
- Make sure your child does not have access to peeling paint or painted chewable surfaces
- Have peeling paint removed from your home
- Let water run for a few minutes before using or consuming it, especially if you might have lead pipes
- Wash your child's hands, face, and toys regularly
- Remove your shoes before entering the house to avoid bringing in possibly contaminated soil



Who can I call with questions?

We always encourage honest conversations with your child's doctor regarding your concerns.

If you have questions regarding coordinating your child's care, scheduling appointments, help with transportation problems, or questions about your child's lead test or other wellness visits, please contact the Highmark Wholecare Care Navigator Team for assistance at 1-800-392-1147.

Source:

[Learn about Lead | US EPA](#)



Flu Shot Myth Busters!

The flu shot is the best way to prevent yourself from getting the flu. Don't let common myths stop you from protecting yourself.

Flu Shot Myth Busters

Take out myth busters quiz to learn more about how the flu shot can save lives.

1. The flu vaccine can cause me to get the flu.

Myth or Fact

2. I need to get vaccinated for the flu every year.

Myth or Fact

3. I am healthy. I don't need to be vaccinated.

Myth or Fact

4. Getting my flu shot is all I need to do to protect myself from the flu.

Myth or Fact

5. If I miss getting my flu shot in the fall, it's too late to get it later in the winter.

Myth or Fact

6. The vaccine is safe.

Myth or Fact

7. No one dies from the flu.

Myth or Fact



Flu Shot Myth Busters

ANSWERS

- 1. Myth** - It is impossible to get the flu from a vaccine. Why? The injected flu vaccines only contain dead virus so it cannot infect you.
- 2. Fact** - The virus that causes the flu can change every year, so you need to get a vaccine every year to make sure you are protected.
- 3. Myth** - It is especially important for people with medical conditions to get a flu shot, but even healthy people can get the flu. By getting vaccinated, you can help protect yourself and others that may be more vulnerable, like older adults or young children.
- 4. Myth** - There are many things you can do to protect yourself during flu season besides getting a flu shot. Avoid contact with people who have the flu, wash your hands frequently, cover your mouth and nose if you cough or sneeze, and talk to your doctor about taking anti-viral medications if you are exposed to the flu.
- 5. Myth** - It's better to get the flu vaccine as soon as it becomes available, but better late than never. Talk to your doctor about how you can protect yourself through the end of the flu season.
- 6. Fact** - The flu vaccine has been used safely for over 50 years. The most common side effects are mild and include soreness, redness, and/or swelling from the shot, headache, fever, nausea, and muscle aches.
- 7. Myth** - The CDC estimates that as many as 56,000 people die from the flu or flu-like illness each year.



Where can I get my flu shot?

You can get your flu shot at your doctor's office, urgent care clinic or your neighborhood pharmacy. Due to COVID-19, drive through immunization services, curbside clinics, mobile outreach units, or home visits may be available. Check out [vaccinefinder.org](https://www.vaccinefinder.org) to find a flu shot location near you. Simply type in your ZIP code and check the box for flu. Children under the age of 19 can receive the flu vaccine from their primary care provider or the health department through the Vaccines for Children Program.

Need help finding a flu shot location? Our dedicated Member Service team is here to help. Call 1-800-392-1147 (TTY users call 711).

Holiday Recipes

Here are some warm and cozy holiday recipes from MyPlate Kitchen. They are all healthy, low cost and delicious! For more recipes like these, visit [myplate.gov/recipes](https://www.myplate.gov/recipes).

Baked Pumpkin

Have a small leftover uncut pumpkin on your porch? Bake it with some cinnamon to spice up your meal. Makes eight servings.

INGREDIENTS

- Two cups pumpkin (about one small pumpkin, peeled and cut into cubes)
- One cup sugar
- One teaspoon salt
- One teaspoon cinnamon

DIRECTIONS

1. Wash hands with soap and water.
2. Preheat oven to 325° F.
3. Place pumpkin cubes in baking dish and sprinkle with sugar and salt.
4. Cover pan with foil and bake until soft.
5. Sprinkle with cinnamon.



Source:

<https://www.myplate.gov>



Quiche

You can vary this recipe by using whatever vegetables you have on hand (fresh, frozen, or canned). Makes six servings.

INGREDIENTS

- One pie crust (baked, nine inches)
- One cup of vegetables (chopped, broccoli, zucchini, or mushrooms)
- 1/2 cup shredded cheese
- Three eggs (beaten)
- One cup non-fat milk
- 1/2 teaspoon salt
- 1/2 teaspoon ground black pepper
- 1/2 garlic powder

DIRECTIONS

1. Wash hands with soap and water.
2. Preheat oven to 375° F.
3. Shred the cheese with a grater. Put it in a small bowl for now.
4. Chop the vegetables until you have one cup of chopped vegetables.
5. Cook the vegetables until they cooked, but still crisp.
6. Put the cooked vegetables and shredded cheese into a pie shell.
7. Mix the eggs, milk, salt, pepper, and garlic powder in a bowl.
8. Pour egg mix over the cheese and vegetables.
9. Bake for 30-40 minutes, or until a knife inserted near the center comes out clean.
10. Let the quiche cool for five minutes before serving.

Homemade Mashed Potatoes

A creamy comfort food that is quick and easy to prepare. Makes eight servings.

INGREDIENTS

- Two pounds of potatoes (six medium)
- One cup low-fat milk
- Three tablespoons margarine or butter
- One teaspoon salt
- 1/2 teaspoon ground pepper

DIRECTIONS

1. Wash hands with soap and water.
2. Peel the potatoes and cut them into chunks.
3. Put the potatoes in medium saucepan with enough water to cover them.
4. Cook the potatoes on medium heat for 15 minutes or until tender.
5. Remove the potatoes from the heat. Drain the water off the potatoes.
6. Mash the potatoes with a fork or potato masher.
7. Stir in enough milk to make the potatoes smooth and creamy.
8. Add the butter, salt, and pepper.



Oven-Roasted Veggies

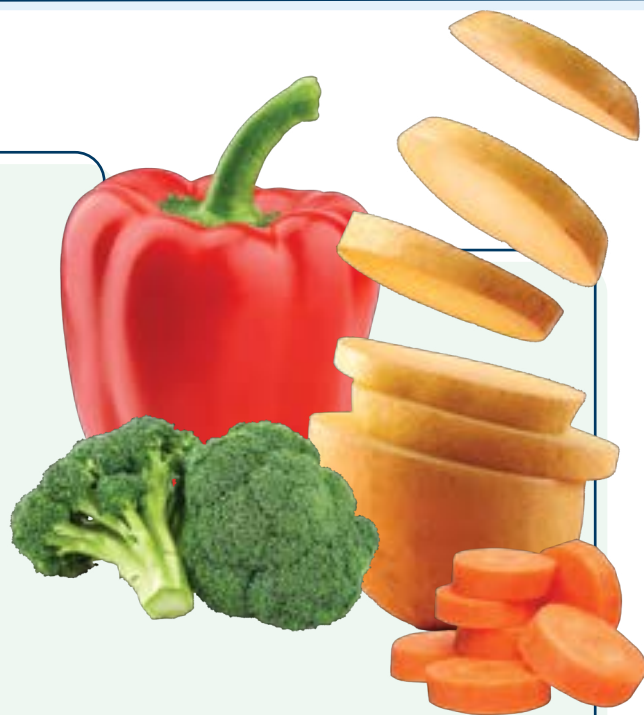
This simple and delicious vegetable dish is perfect with your favorite entrée. Makes size servings.

INGREDIENTS

- Two tablespoons vegetable oil
- One tablespoon lemon juice
- 1/2 teaspoon Italian seasoning
- 1/4 teaspoon salt
- 1/4 teaspoon black ground pepper
- Three cups fresh vegetables (cut up, such as potatoes, broccoli, carrots, or red peppers)

DIRECTIONS

1. Wash hands with soap and water.
2. Preheat the oven to 450 degrees.
3. In a small bowl, mix the oil, lemon juice, herbs, salt, and pepper.
4. Wash, peel, and cut the fresh vegetables to get three cups cut-up vegetables.
5. Spread vegetables on baking sheet pan.
6. Pour the oil mixture over the vegetables and mix together.
7. Bake for 20 minutes. Stir after the first 10 minutes of baking.
8. Serve the vegetables while they are still hot.





Hacks to Lower Your Energy Bill This Fall

Check out these simple, DIY projects to keep those bills from getting too high as the temperatures get low.

Door Sweeps

Gaps around doors can let in as much cold air as a small open window, but this can be easily fixed with a door sweep. How do you know you need it? Lay a sheet of paper on the door frame and close the door on it; if the piece of paper comes out easily without tearing, that means you need a door sweep.

Weatherstripping

If you can stick your fingernail into a gap between the window and window frame, you need weatherstripping! Weatherstripping is a cheap and easy way to seal out drafts, moisture and dust, and prevents heat loss and mold, while improving air quality and keeping bugs out.

Plastic on Windows

Energy inefficient windows can cause your home to be cold and bills to be expensive. You can seal your windows with inexpensive window plastic (also called window insulation kits).

Water Heater Tank Covers

Affordable water heater blankets can reduce water heating costs by 4% or more and reduce heat loss by more than 25%. If you have a tankless water heater, check out inexpensive pipe insulation foam, which also provides savings.

Sealing Switches and Outlets

Almost 2-5% of air from outside comes from outlets on outside walls! Sealing switches and outlets located on exterior walls can prevent drafts and heat loss.

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**.



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>

Should I go to Urgent Care or the ER?



How to Know the Difference

Cut your finger while preparing dinner? Your first instinct may be to head to the emergency room. But depending on the severity of your injury, that's not always the case. Your nearest urgent care center offers many benefits that can help you to avoid a trip to the ER. Here's more on how you can determine where you should seek care — and when.



Urgent Care

The Mayo Clinic calls urgent care “the middle ground” between your primary care physician and the ER. A good rule of thumb is to seek urgent care for minor illness or injuries that need same-day treatment. These walk-in facilities often have shorter wait times and end up being less expensive than a trip to the ER. Go to urgent care to treat simple conditions, like cold and flu, ear infections, and skin conditions. Qualified health care doctors and nurses can conduct labs, x-rays, apply splints, and treat cuts. The providers will communicate with your primary care provider about your treatment.



Emergency Room

The emergency room is reserved for serious, life threatening issues and severe pain. Call 911 if you are experiencing: difficulty breathing or shortness of breath, persistent pain or pressure in the chest, bluish lips or face, new confusion, inability to arouse, or uncontrolled bleeding.

Not sure about where to go?

Highmark Wholecare members have access to a 24-Hour Nurse Line to walk through current symptoms or health questions. Call **1-855-805-9408 (TTY 711)** 24 hours a day, seven days a week.

Sources:

1. Mayo Clinic: Emergency vs. Urgent Care: What's the difference?
2. BlueCross Blue Shield: Know where to go: How to choose between the doctor's office, urgent care and the ER
3. 911.gov: Calling 911

Domestic Violence Awareness

Sometimes, people who experience domestic violence might be strangled by a partner. This is very dangerous. It can cause a lot of harm. Strangulation means that something squeezes a person's neck. This could be a hand. It could also be something wrapped around someone's neck. It does not always leave a physical mark.

Strangulation can stop oxygen from going to the brain. This means that a person who has been strangled may feel confused or dizzy. It can affect someone's voice. People who have been strangled may not be able to swallow. Some people who are strangled may pass out. Even if someone does not pass out, it is still very serious.

Medical treatment is important for survivors of strangulation. Survivors can talk with a trusted provider. They can also go to an emergency department at a hospital.

Local domestic violence programs can share information about available health care supports in your local area. They can talk about what will happen at a hospital. Some advocates may be able to meet survivors at the hospital. Advocates will not tell people what to do. They are there to listen and provide support. They can help survivors decide the safest choices for themselves.



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: <https://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: <https://www.thehotline.org>.







Fraud, Waste, and Abuse Scams

Calls, Emails, and Text Messages

Health care scams rise during open enrollment, so it is vital to stay alert. There are signs you can look for to identify fraud, waste, and abuse scams.

Report if someone other than Highmark Wholecare calls, emails, or texts you asking for your health plan information. Protect your personal information, such as your Social Security number and bank account numbers.

Tips to help you avoid health care scams:

-  Don't answer calls from numbers you don't know.
-  Beware of "free" offers in exchange for personal information.
-  If someone contacts you saying they are from a health care company or government agency, hang up. Call the correct number from valid websites to verify.
-  If someone contacts you saying they are from your insurance provider, hang up. Call the customer service number on the back of your insurance card to verify.

Medicaid does not call members uninvited and ask for personal information. Texts coming from Highmark Wholecare will be from the number **43881** and you'll be required to enter a password to protect your personal information. Calls asking for health care information should never be trusted.

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 always remain anonymous. Highmark Wholecare has a team of people who look into all calls or mail regarding possible fraud, waste, or abuse of health care services.



Highmark Wholecare 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.



24-Hour Nurse Line

Help is just a phone call away.

Highmark Wholecare wants to make sure you have the answers when you need them. Our Nurse Line is available 24 hours a day, 7 days a week, 365 days a year. Get answers to your health questions by calling **1-855-805-9408 (TTY users, call 711)**.

This free service is available to all Highmark Wholecare members to ask basic health questions about:

- Current symptoms
- Medicine dosage or side effects
- Home treatments
- When to go to the doctor
- When to go to the urgent care center*

A registered nurse will take the time to understand what is happening and provide information just for you at no cost.

We also offer information through a health information library, in both audio and online in many languages. Our Nurse Line staff speaks English and Spanish.

For more languages, please ask for a translator when you are connected. We have over 200 languages available!

**If you or a family member is having a life-threatening emergency, call 911 or go to the nearest emergency room.*

View or order your copy of the 2023 Member Handbook.

The Member Handbook explains how your plan works and outlines your benefits and cost sharing. It also explains your rights and responsibilities as a member, as well as other important topics.

Visit Highmark.com/Wholecare/Medicaid/Member-Resources to view or download a copy of the 2023 Member Handbook. You can also request a printed copy of the handbook by calling Member Services at **1-800-392-1147**. **Hearing-impaired TTY users call 711.**



What to Do if You Suspect Fraud



If you suspect health care fraud, waste or abuse, call us at **412-255-4340** or **1-800-685-5235** (TTY users can call **711** or **1-800-654-5984**) so we may look into your concerns. You have the option to remain anonymous at all times. You do not have to give your name. Highmark Wholecare has a team of people who look into all calls or mail regarding possible fraud, waste or abuse of health care services.



Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Highmark Wholecare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Highmark Wholecare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Highmark Wholecare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Highmark Wholecare at 1-800-392-1147

If you believe that Highmark Wholecare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Member Appeals,
P.O. Box 22278
Pittsburgh, PA 15222
1-800-392-1147, [TTY/PA Relay 711],
Fax# (844)325-3435

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA Relay 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Highmark Wholecare and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-392-1147 (TTY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-392-1147 (TTY/PA RELAY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-392-1147 (телетайп/PA RELAY 711)**.

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-392-1147 (TTY/PA RELAY 711)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-392-1147 (TTY/PA RELAY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-392-1147 (رقم هاتف الصم والبكم 711)**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-392-1147 (टिपिवाइ/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, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់ប្រើប្រាស់។ ចូរ ទូរស័ព្ទ **1-800-392-1147 (TTY/PA RELAY 711)** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés 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”).

