

Wholecare Connections

Member Newsletter | PENNSYLVANIA



FEATURED ARTICLES:

Why is my baby's
doctor asking me
questions about
depression?

Are you at risk for
type 2 diabetes?

Is your diabetes
drug being
discontinued?

Domestic Violence

...And more.

HIGHMARK
WHOLECARE



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Wholecare on
social media.



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Know these important phone numbers.

Highmark Wholecare Phone Numbers

MEMBER SERVICES

1-800-392-1147

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

Monday–Friday, 8 a.m.–8 p.m.

24-HOUR NURSE LINE

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

CARE MANAGEMENT SERVICES

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

BEHAVIORAL HEALTH

Call Member Services at 1-800-392-1147

(TTY: 711 or 1-800-654-5984) to get

contact information for your BH-MCO

(Behavioral Health Managed Care Organization)

FRAUD AND ABUSE HOTLINE

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

GOODNESS REWARDS

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

Monday–Friday, 7 a.m.–7 p.m.

Outside Resources

PA FREE QUITLINE

(stop smoking)

1-800-QUITNOW

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

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

NATIONAL SUICIDE PREVENTION LIFELINE

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

NATIONAL DOMESTIC VIOLENCE HELPLINE

1-800-799-SAFE (7233)





Learn about 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-child visit.

Doctors use these tests to see 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 appointment.

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-child visit
- 18-months well-child visit
- 30-months well-child 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-child visit
- 24-months well-child visit

Every child should receive these tests while they are young as part of their regular well-child visits. Doctors may do these tests more often if a parent or guardian shares a worry about their child's growth.

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.

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

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

References

Pennsylvania Department of Education | Early Intervention Developmental Monitoring and Screening | CDC



Why is my baby's doctor asking me questions about depression?

Postpartum Depression (also called PPD) is a type of depression that some women get after having a baby.



PPD is a strong feeling of sadness that lasts a long time. This can make it hard for you to take care of your baby. PPD is more serious than the “baby blues.”

Symptoms of PPD can include:

- Feeling sad, hopeless, empty, overwhelmed, moody, irritable, or restless.
- Crying more often than usual or for no real reason.
- Worrying or feeling overly anxious.
- Experiencing anger or rage.
- Losing interest in activities that you usually enjoy.
- Withdrawing from avoiding friends and family.
- Having trouble bonding or forming an attachment with your baby.
- Constantly doubting your ability to care for your baby.
- Thinking about harming yourself or your baby.

Women should have a postpartum visit with their doctor six weeks after birth. PPD can start at any time in the first year after giving birth. It is recommended that pediatricians (your baby's doctor) screen new moms for PPD during the first six months of wellness visits. This screening adds another layer of finding moms who might have PPD and helping them get the help they need.



If you or someone you know is in crisis or thinking of suicide, get help quickly.

- Call your doctor.
- Call 911 or go to the nearest emergency room.
- Call the National Suicide Prevention Lifeline at **988 (TTY: 711)**.





Are you at risk for type 2 diabetes?

Preventing or delaying diabetes can help people live a longer and healthier life. Small changes in what you eat and how you exercise can make a big difference. Are you at risk for diabetes and ready for change? Our Diabetes Prevention Program can help you reach your goals.

Harrisburg Area YMCA

Serving Dauphin, Cumberland, and Perry counties

YMCA membership is not required to participate

To learn more or enroll, call the Healthy Living Team at 717-232-2027 or send an email to Healthy.Living@ymcaharrisburg.org.

Case Specific Nutrition

Online options, serving all counties

Phone: 412-593-2048, option 4

Good Measures

Online options only, serving all counties

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



Is your diabetes drug being discontinued?

As of December 31, 2024, Levemir® insulin will no longer be made.

If you currently use Levemir®, talk with your doctor at your next appointment about switching to a different insulin before the end of the year. If you don't have a visit scheduled before the end of the year, contact your doctor's office to discuss your prescription.



Your doctor is the best person to answer any questions you may have about this change.

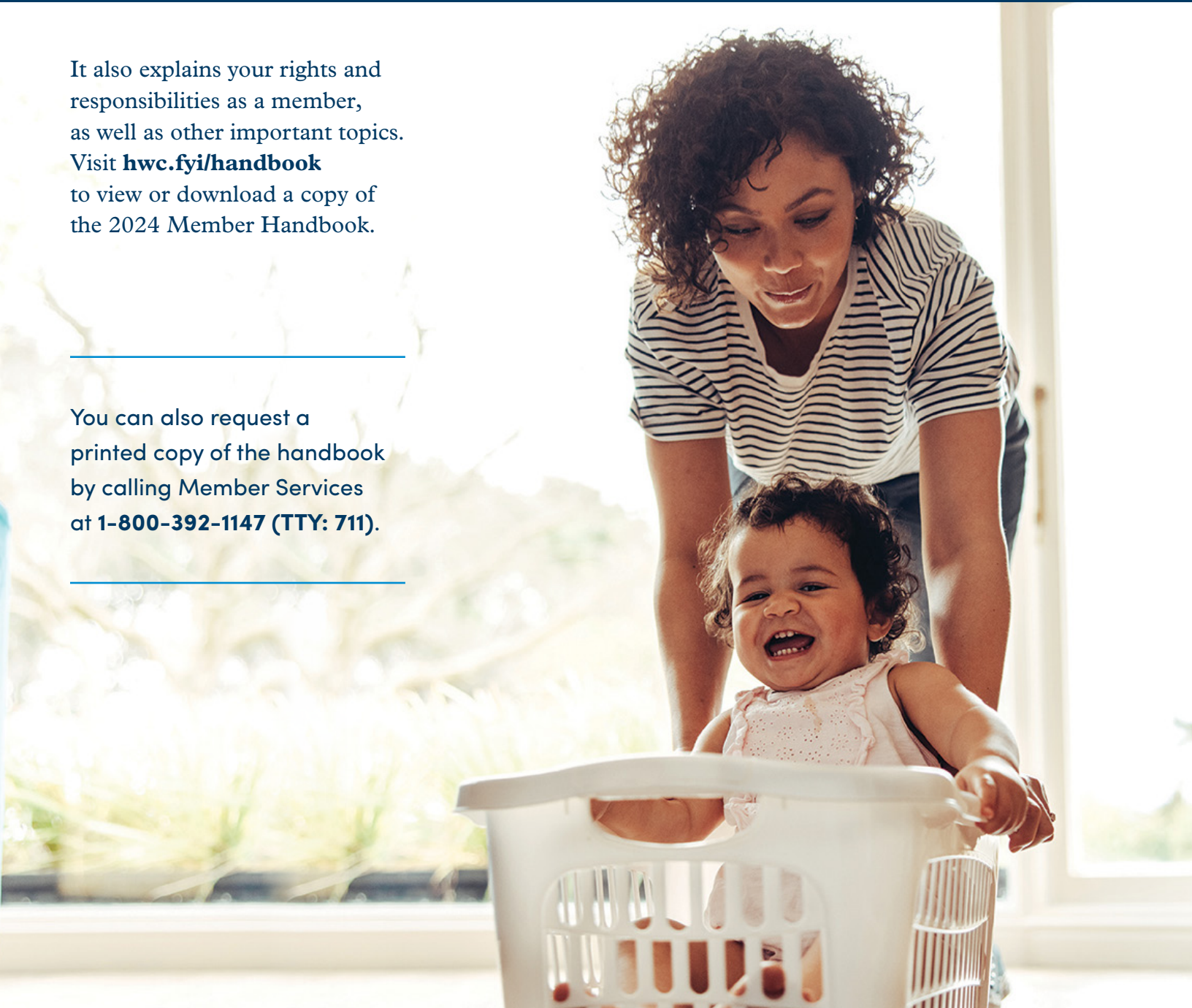


View or order your copy of the 2024 Member Handbook.

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 **hwc.fyi/handbook** to view or download a copy of the 2024 Member Handbook.

You can also request a printed copy of the handbook by calling Member Services at **1-800-392-1147 (TTY: 711)**.





24-Hour Nurse Line

Help is just a phone call away.

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

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

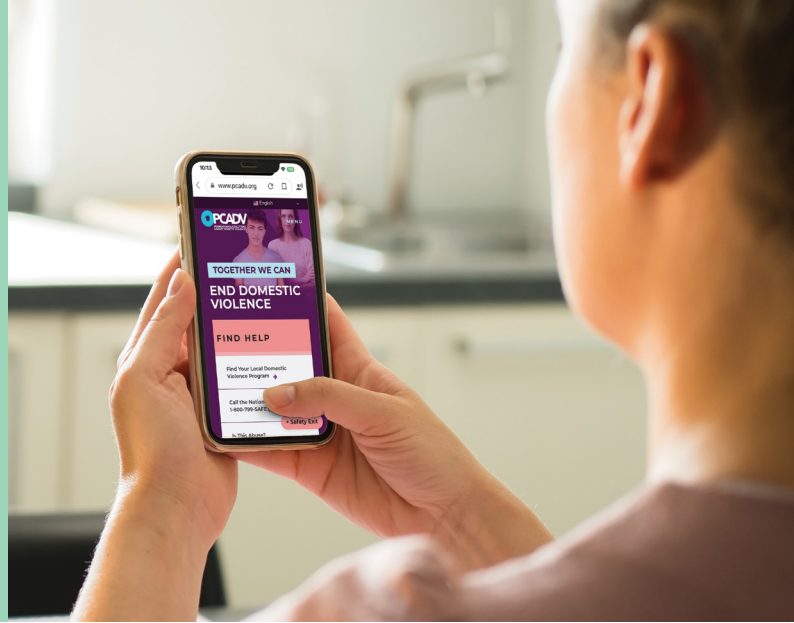
We also offer information through a health information library, in both audio and online in many languages. Our Nurse Line staff speaks English and Spanish.

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

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



Domestic Violence



Domestic violence happens to people of all ages. It can affect anyone. This means older adults can experience domestic violence. Abusers use many tactics to gain power and control.

Some examples are:

- Making health conditions worse.
- Making the survivor question their memory.
- Withholding supplies, medications, or devices like hearing aids or eyeglasses.
- Threatening to put the survivor into a nursing home.
- Claiming no one else will care for them.

Not every person who experiences domestic violence wants to end the relationship. For some survivors, leaving may not be possible. There can be many barriers to ending the relationship. Planning for safety with all survivors is important.

Local domestic violence programs can offer support and information to all survivors. These programs offer more than emergency shelter. They are resources for those seeking help.

They can also help people who want to learn more about domestic violence in later life.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are provided at no cost. These services are confidential. Please visit: **www.pcadv.org/find-help/find-your-local-domestic-violence-program** to find a program near you.

The Area Agency on Aging county offices may also offer support and help. County based offices can be found at: **Area Agencies on Aging (pa.gov)**. The Pennsylvania Link can also connect older adults to resources. They can be reached by calling **1-800-753-8827**. Their website is: **PA Link to Aging and Disability Resources**.

The National Domestic Violence Helpline: 1-800-799-SAFE (7233) or to chat: www.thehotline.org.
All calls are confidential.



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 (टिटिवाइ/PA RELAY 711)** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-392-1147 (TTY/PA RELAY 711)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-392-1147 (TTY/PA RELAY 711)** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le **1-800-392-1147 (ATS/PA RELAY 711)**.

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-392-1147 (TTY/PA RELAY 711)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-392-1147 (TTY/PA RELAY 711)**.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-392-1147 (TTY/PA RELAY 711)**.

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-392-1147 (TTY/PA RELAY 711)**।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-392-1147 (TTY/PA RELAY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-392-1147 (TTY/PA RELAY 711)**.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association (“Highmark Wholecare”). **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.**