

Wholecare Connections

Member Newsletter | PENNSYLVANIA



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[Where to find local mental wellness resources.](#)

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HIGHMARK 
WHOLECARE

Because Life.™

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Know these important 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.

If you cannot see or read information from Highmark Wholecare, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Wholecare can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Wholecare, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Wholecare puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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What is prediabetes?

Prediabetes is a warning sign that you are at risk for getting type 2 diabetes. It means that your blood sugar is higher than it should be but not high enough to be diabetes. Prediabetes is also called impaired glucose tolerance or impaired fasting glucose. Most people who get type 2 diabetes have prediabetes first.

What causes prediabetes?

The food you eat turns into sugar, which your body uses for energy. Normally, an organ called the pancreas makes insulin, which allows the sugar in your blood to get into your body's cells. But when your body can't use insulin the right way, the sugar doesn't move into cells. It stays in your blood instead. This is called insulin resistance. The buildup of sugar in the blood causes prediabetes.

People who are overweight, aren't physically active, and have a family history of diabetes are more likely to get prediabetes. Women who have had gestational diabetes are also more likely to get prediabetes.

What are the symptoms?

Most people with prediabetes don't have any symptoms. But if you have prediabetes, you need to watch for signs of diabetes, such as:

- Feeling very thirsty.
- Urinating more often than usual.
- Feeling very hungry.
- Having blurred vision.
- Losing weight without trying.

How is prediabetes diagnosed?

A blood test can tell if you have prediabetes. You have prediabetes if the results of your A1c test are 5.7% to 6.4%. Other tests include a fasting blood glucose test and oral glucose tolerance test.

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Can it be prevented?

The key to treating prediabetes and preventing type 2 diabetes is getting your blood sugar levels back to a normal range.

You can do this by making some lifestyle changes:

- **Watch your weight.** If you are overweight, losing just a small amount of weight may help. Reducing fat around your waist is particularly important.
- **Make healthy food choices.** Limit the amount of unhealthy fat you eat, such as saturated fat and trans fat. Try to cut calories and limit sweets.
- **Be active.** You can do moderate activity, vigorous activity, or both. Bit by bit, increase the amount you do every day. You may want to swim, bike, or do other activities. Walking is an easy way to get exercise.

Making these changes may help delay or prevent diabetes. You may also avoid or delay some of the serious problems that you can get when you have diabetes, such as heart attack, stroke, and heart, eye, nerve, and kidney disease.



Prediabetes means you show warning signs that you may get diabetes. **Watch this two-minute video** about lifestyle changes.

Source: Healthwise

Learn about the Diabetes Prevention Program.

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

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

If you qualify for the program, your Highmark Wholecare medical plan will cover the cost of the program at the participating program listed below. Classes start throughout the year.

Good Measures

Serving all counties

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



What is a healthy weight?

A healthy weight is the weight at which you feel good about yourself and have energy for work and play. It's also one that lowers your risk for health problems.

Why pay attention to your weight?

Staying at a healthy weight is one of the best things you can do for your health. It can help prevent serious health problems, including heart disease, stroke, and type 2 diabetes. Eating healthy foods and being more active also can help you feel better and have more energy.

What can you do to get to a healthy weight and stay there?

If you want to get to a healthy weight and stay there, making healthy lifestyle changes will often work better than dieting.

These steps can help:

- **Eat healthy foods.** On most days, eat a variety of whole grains, vegetables, fruits, dairy products, and lean meats. All foods, if eaten in moderation, can be part of healthy eating. Even sweets can be okay.
- **Change your thinking.** When you're trying to reach a healthy weight, changing how you think about certain things may help. Don't compare yourself to others. Healthy bodies come in all shapes and sizes. Focus on improving your health instead of dieting.

- **Be active.** When you're active, you burn calories. This makes it easier to reach and stay at a healthy weight. Try to be active for at least one hour every day.

If you want to become more active, keep these key points in mind:

- Start with small, short-term goals that you can reach pretty easily. It's easier to stick to something new when you have early, frequent successes.
- Don't be afraid to let family and friends know what you're trying to do—and ask for their help. Their support can go a long way toward helping you find success.
- Have a checkup before you start. Follow any special advice that your doctor gives you for getting a smart start.



Watch this two-minute video to help change your thinking about weight.

Source: Healthwise



Does your child have asthma? Find helpful tips here.



Asthma makes it hard for your child to breathe. It causes **swelling and inflammation** in the airways that lead to the lungs. When asthma flares up, the airways tighten and become narrower. This keeps the air from passing through easily and makes it hard for your child to breathe. These flare-ups are also called asthma attacks.

Asthma affects children in different ways. Some children only have **asthma attacks** during allergy season, when they breathe in cold air, or when they exercise. Others have many bad attacks that send them to the doctor often.

Find more information you can trust.

The American Lung Association is a great resource for parents who have children with asthma:

- **Asthma Basics**
- **Spring Allergies**
- **Kickin' Asthma (program for kids ages 11-16)**

More to explore.

- **Asthma Action Plan for Your Child (2 minutes)**
- **Helping Your Child Deal with Asthma (2 minutes)**
- **Teaching Your Child to Use an Inhaler (2 minutes)**
- **Testing for Asthma in Children (2 minutes)**

Source: Healthwise



Where to find local mental wellness resources.



Mental Health

Suicide & Crisis Lifeline (24/7/365)

- Call or text **988**
- **Chat online**
- **Deaf, Hard of Hearing, Hearing Loss**

PA Support & Referral Helpline

- Call **1-855-284-2494 (TTY: 724-631-5600)**

Veteran Crisis Line

- Call **988**, then press **1**
- **Chat online**

Disaster Distress Helpline

- Call **1-800-985-5990**

LGBTQIA+ Support

The Trevor Project Lifeline

- Call **1-866-488-7386**
- Text “Start” to **678-678**
- **Chat online**

Trans Helpline

- Call **1-877-565-8860**

Students and Young Adults

- **Visit HopeLine**

Substance Use Disorders

Contact the PA Get Help Now Helpline (24/7)

- Call **1-800-662-HELP (4357)**
- Text **717-216-0905**
- **Chat online**

Finding the Right Treatment

- **Compare treatment programs**
- **Search for providers**

Help with Funding, Assessments, and Referrals

- **County drug and alcohol offices**

Recovery Housing

- **Find licensed sober living homes and halfway houses**

Overdose Reversal and Prevention

- **Get Naloxone**
- **Prevention supplies**
- **Prescription Drug Take-Back Program**

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SafeSpot (24/7/365)

- Call 1-800-972-0590
- **Visit SafeSpot**

Never Use Alone (24/7/365)

- Call 1-877-696-1996
- **Visit NeverUseAlone**

Gambling

PA Gambling Helpline (24/7/365)

- Call 1-800-GAMBLER (1-800-426-2537)
- Text 1-800-522-4700
- **Chat online**

Behavioral Health Managed Care Organizations (BH-MCOs)

Your behavioral health services are handled by your Behavioral Health Managed Care Organization (BH-MCO). Which BH-MCO you have depends on what county you live in.

To learn more about your BH MCO, **visit Commonwealth of Pennsylvania's Behavioral HealthChoices.**

Highmark Wholecare Addiction Resource Center

If you or someone you know is struggling with substance use, Highmark Wholecare wants to help. Our Addiction Resource Center has articles and information to learn more about these challenges and find help. **Visit Highmark Wholecare's Addiction Resource Center.**



Keep your information safe: how to avoid scammers.

Let's talk about staying safe and protecting your information.

Recently, scammers have been trying to trick people into giving away their important personal information—things like your Social Security number, birthday, and address. They're offering cash, phones, coats, or gift cards in exchange. This is a serious problem!

Why is this a big deal?

Sharing your personal information with strangers is like giving them the keys to your house—except it's your personal information!

This can lead to some major headaches:

- **Slower payments for health care:** When scammers use your info to fake sign-ups for health plans, it makes it harder for us to figure out who really belongs to our plan. This means you might have to wait longer to get paid back for your doctor's visits.
- **Rejected claims:** If it looks like you have two health plans, your claims might get rejected. That means you'll have to deal with extra paperwork and delays.
- **More work for doctors and nurses:** All this extra confusion means more work for your doctors and nurses, who are already busy taking care of everyone.

How to keep your information safe.

- **Never share your personal info with strangers!** Real health insurance companies will **NEVER** ask for your Social Security number or other personal information in exchange for money or gifts. It's always a scam if they do.
- **Don't trust those tempting offers.** If someone walks up to you and offers you something in exchange for your info, it's a scam. Walk away!
- **Report anything suspicious.** If you think someone is trying to trick you or if you've already given your info to someone you don't trust, tell us right away. Call Highmark Wholecare at **1-844-718-6400 (TTY: 711)** or email **SIU@Highmark.com**. You should also tell the police.



Keeping your personal information safe helps everyone. By being careful, we can all work together to stop these scammers and make sure our health care system is fair and works for everyone.



Sleep and your safety.



Sleep is important for everyone. It helps our brains rest, process information, and make good decisions. But for people experiencing domestic violence, getting enough sleep can be hard.

An abusive person may try to control when and how a survivor sleeps. They might keep them awake on purpose, wake them up in the middle of the night, or force them to take care of children alone. If there is a baby, the survivor might be the only one caring for them at night, making it even harder to rest. An abusive person may also create a stressful or unsafe environment that makes it difficult to sleep.

When people don't get enough sleep, they can feel confused, forgetful, or overwhelmed. This is a normal reaction to being tired. But an abusive person may use this against the survivor. They may criticize them, make them feel bad, or blame them for struggling.

Lack of sleep is just one way abuse can affect a person's health and well-being. Everyone deserves to feel safe and rested. If someone is struggling with sleep because of abuse, support is available to help them find safety and care.



If you or someone you care about is experiencing domestic violence, help is available. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website.

Please visit: pcadv.org/find-help/find-your-local-domestic-violence-program to find a program near you. The services offered by these programs are provided at no cost. These services are confidential.



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Visit HopeLine | hwc.fyi/hopeline

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Compare treatment plans | hwc.fyi/compare-plans

Search for providers | hwc.fyi/facility-finder

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Visit Commonwealth of Pennsylvania's Behavioral HealthChoices | hwc.fyi/bhchoices

Visit Highmark Wholecare's Addiction Resource Center | hwc.fyi/arc



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.

Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate based on 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 (TTY: 711 or 1-800-654-5984), Monday – Friday, 8 a.m. – 8 p.m.**

If you believe that **Highmark Wholecare** has failed to provide these services or discriminated in another way based on 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:

Highmark Wholecare
Attn: Grievances Department
P.O. Box 22278
Pittsburgh, PA 15222
1-800-392-1147 (TTY: 711)
Fax: 1-412-255-4503

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
717-787-1127 (TTY: 711)
Fax: 717-772-4366
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 OCRPortal.hhs.gov, or by mail, phone, or email at:

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

Complaint forms are available at hwc.fyi/complaint-form.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-392-1147 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-392-1147 (TTY: 711) o hable con su proveedor.

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-392-1147（文本电话：711）或咨询您的服务提供者。

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-800-392-1147 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-392-1147 (TTY: 711) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجاناً. اتصل على الرقم 711 (TTY: 1-800-392-1147) أو تحدث إلى مقدم الخدمة".

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-392-1147 (TTY: 711) oswa pale avèk founisè w la.

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-392-1147 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-392-1147 (TTY: 711) або зверніться до свого постачальника.

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-392-1147（TTY：711）或與您的提供者討論。

ATENÇÃO: Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-392-1147 (TTY: 711) ou fale com seu provedor.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-392-1147 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliares appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-392-1147 (TTY : 711) ou parlez à votre fournisseur.

សូមយកចិត្តទុកដាក់ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភតិកតិច្នៃគីមានសម្រាប់អ្នកជំនួយ និងសេវាកម្មដែលជាការជួយដល់សមាជិក ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន គឺអាចរកបានដោយភតិកតិច្នៃផងដែរ។ ហៅទូរស័ព្ទទៅ 1-800-392-1147 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-392-1147 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

ध्यान आपो: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓક્ટોલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-392-1147 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.