

Wholecare Connections

Member Newsletter | PENNSYLVANIA



FEATURED ARTICLES:

Keep your mailing address up to date.

Telehealth made easy: a guide to online doctor visits.

Get help with groceries.

Got a text from Highmark Wholecare? It could save you money.

...And more.

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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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Keep your mailing address up to date.

It's important to make sure you get all your mail about your Highmark Wholecare Medicaid benefits. To do that, you need to tell three places if you move or change your address. It might seem like a lot, but we'll help you through it!



Step 1: PennDOT - Legal Address

First, think of your driver's license or your state ID card. If you move, you need to tell PennDOT your new address. This is your official, or legal, address. If you don't have a driver's license or state ID, you still need to let PennDOT know. Tell them you are changing your address, not getting a license.

You can do this online, by mail, or in person.

- To change your address online, visit the **PennDOT website**.



Step 2: USPS - Mailing Address

Next, you need to tell the Post Office (USPS) your new address. This makes sure your mail goes to the right place.

You can do this online or at your local post office.

- Ask your local post office for a change of address form.
- To change your address online, visit the **USPS website** and follow the prompts.



Step 3: DHS/My COMPASS - Medicaid

Finally, you need to tell the Department of Human Services (DHS) about your new address so they can update your Medicaid information. The easiest way to do this is through My COMPASS. If you don't have a My COMPASS account, you can create one online or ask for help.

You can do this online.

- To change your address online, visit the **COMPASS website**.

If you have questions about My COMPASS, call DHS at **1-800-692-7462** (TTY: 1-800-451-5886), Monday–Friday, 8:30 a.m.–4:30 p.m.

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So, remember: PennDOT (Legal), Post Office (Mail), and DHS (Medicaid). You need to tell all three when you move. If you only tell one, you might miss important information!

This can seem like a lot. If you need help with any of these steps, call Member Services at **1-800-392-1147 (TTY: 711 or 1-800-654-5984)**, Monday–Friday, 8 a.m.–8 p.m. We’re here to help you make sure you get all the information you need about your Medicaid.



Telehealth made easy: a guide to online doctor visits.



Telehealth—sometimes called online doctor visits—is like a doctor visit but using your phone or computer instead of going to the doctor’s office. It’s not right for every situation, so let’s look at when it’s a good option.

Telehealth or in-person? Your choice.

Telehealth is optional—you are always free to choose in-person visits. Telehealth is just another easy and convenient way to get the care you need. You always have a choice between telehealth and an office visit. Your doctor can help you decide what’s best.

Your doctor may offer telehealth. If they do, then they will always ask if it’s okay with you to have a telehealth visit.

Sometimes, a telehealth visit is better than going to the doctor’s office. Sometimes, an office visit is better. Here’s how to decide:

- **Choose telehealth:** For simple things like a cold or flu, checking on medicine, or talking to your doctor for general advice, a telehealth visit is often easier and quicker.

- **Choose in-person:** If you are very sick, hurt, or need a test or exam, you always need to see your doctor in person at the office. In-person visits are necessary for annual wellness visits, many types of screenings, lab work, and serious health concerns.
- **If you’re not sure where to go for care,** ask a nurse. Call the 24-Hour Nurse Line at **1-855-805-9408 (TTY: 711)**.



Remember:

If you are very sick or injured, always go to the doctor’s office or the nearest emergency room. If you’re having a medical emergency, call **911**. If you’re having a mental health emergency, call **988**.

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Steps to using telehealth.

Ask your doctor if their office has a telehealth app. If they do, download it from your phone's app store (like Apple or Google). Using this app is how you visit with your doctor online.

Get ready before your appointment:

- **Find a quiet place:** Choose a room where you can talk without other people hearing you.
- **Good lighting:** Make sure your face is easy to see on the screen. Sit facing a window or lamp if needed.
- **Write down questions:** Before the call, write down what you want to ask the doctor. This will help you remember. Keep your paper and pen with you during the call to take notes too.
- **Have your medicine ready:** Keep your medicine bottles nearby so you can show them to the doctor if needed.
- **Have your Medicaid card and your Highmark Wholecare Member ID card nearby:** Keep it with you for information.
- **Have someone help if needed:** If you need help understanding or explaining something, ask a family member or friend to be with you.

Check your technology. This is very important! Do this BEFORE your appointment time:

- **Use a smartphone, tablet, or computer:** You need a device with a camera and microphone.
- **Internet:** Make sure you have a strong internet connection. Try doing this from home WiFi instead of using phone data to avoid costs. Your WiFi may provide you with a better connection.

- **Test your camera and microphone:**
 - **Find the telehealth link:** Your doctor's office will give you a link (website address) to use for the video call. Usually, they will send it to you by email or text message.
 - **Click the link early:** Click the link at least 15–30 minutes before your appointment. This gives you time to test everything.
 - **Allow access:** The website will ask if it can use your camera and microphone. Click "Allow" or "Yes." If you don't allow it, the doctor won't be able to see or hear you.
 - **Test video:** You should see yourself on the screen. If you don't, check if the camera is covered. Look for a button on your computer that can turn the camera on or off.
 - **Test microphone:** There is usually a button to test your microphone. Speak into the microphone and make sure the screen is showing that it's picking up your sound.
 - **Adjust volume:** Make sure the volume is turned up so you can hear the doctor.

Join the call:

- **Click the link again:** When it's time for your appointment, click the link that the doctor's office sent you.
- **Wait for the doctor:** You might have to wait in a "virtual waiting room." The doctor will join the call when they are ready.
- **Introduce yourself:** When the doctor joins, say your name clearly.

Continues on the next page



During the call:

- **Speak clearly:** Talk slowly and clearly so the doctor can understand you.
- **Show what you need to show:** If the doctor asks to see something (like a rash or medicine), hold it up to the camera.
- **Ask questions:** Don't be afraid to ask questions if you don't understand something.
- **Take notes:** If the doctor gives you instructions, write them down or ask someone to write them down for you.

After the call:

- **Understand the next steps:** Make sure you understand what you need to do next (like take medicine, make another appointment, or get a test).
- **Call if you have questions:** If you have questions later, call the doctor's office.

Important Reminders

- **Be patient:** Sometimes technology can be tricky. Don't get frustrated.
- **Call for help:** If you can't get the video or microphone to work, call the doctor's office right away. They can help you.
- **Privacy:** Telehealth is private, just like a regular doctor visit.



Get help with groceries.

The Supplemental Nutrition Assistance Program (SNAP) helps people with low income buy food at grocery stores, online stores, farmers markets, and more.

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. SNAP benefits can only be used where EBT is accepted. Look for the SNAP logo to see if EBT is accepted.

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.

What can't I buy with my SNAP benefits?

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

Applying for SNAP.

Go to the **COMPASS website** to apply for or renew your SNAP benefits. You can also apply for SNAP and other benefits at your local county assistance office. If you need help completing the application or have questions about benefits, county assistance office staff can help you.

Questions?

Call the Department of Human Services Helpline, toll-free at **1-800-692-7462 (TTY: 1-800-451-5886)**. Or **visit your county assistance office.**



MyPlate Kitchen helps you plan healthy meals. To check out fresh recipes and tools to make eating healthy easier, visit the **MyPlate kitchen website.**



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. Most people who get type 2 diabetes have prediabetes first.

When you eat, your body turns food into sugar for energy. An organ in your body called the pancreas makes insulin. Insulin helps the sugar in your blood go into your body's cells to be used for energy.

If you have prediabetes, your body doesn't use insulin very well. So, the sugar stays in your blood instead of going into your cells. This is what causes prediabetes.

The good news—if you stay at a healthy weight, eat good food, and exercise, you can stop prediabetes from turning into diabetes.

What makes you more likely to have diabetes?

Things that make you more likely to have diabetes are:

- **Family history:** If your parents or siblings have type 2 diabetes.
- **Background:** Some groups of people are more likely to have diabetes, like African Americans, Hispanics, Native Americans, Asian Americans, and Pacific Islanders.
- **Age:** The older you get, the more likely you are to get it. But kids can get it too.
- **Pregnancy:** If you had diabetes when you were pregnant (gestational diabetes).
- **Polycystic Ovary Syndrome:** If you are a woman and have this condition.

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How to take care of yourself at home.

If you have prediabetes, here's what you can do:

- **Eat healthy:** Don't eat too many sweets or fatty foods. A dietitian can help you make a good meal plan.
- **Lose weight:** Even a little bit of weight loss can help.
- **Exercise:** Try to exercise for at least 2 ½ hours each week. You can swim, bike, or walk. If your doctor says it's okay, do exercises to make your muscles stronger at least two times a week.
- **Take care of other health problems:** Like high blood pressure or high cholesterol. Exercise, healthy eating, and medicine can help.
- **Quit smoking:** If you stop smoking, you can help avoid type 2 diabetes and heart disease.
- **Take medicine:** Your doctor might give you medicine to help your body manage your blood sugar.

Regular Checkups

It's important to see your doctor for checkups and to get tests for your blood sugar and blood pressure. Staying up to date on recommended vaccines can also help keep your blood sugar level steady.

If you have any questions about your health, write them down and ask your doctor at your next visit.

Source: Healthwise



What is cholesterol?



Cholesterol is a type of fat that your body needs to make new cells and to do other important things. You get cholesterol from the food you eat. Your body also makes it.

If you have too much cholesterol, you won't feel sick, but it can make you more likely to have a heart attack or stroke.

Understanding your cholesterol numbers.

Your cholesterol numbers can help your doctor figure out how likely you are to have a heart attack or stroke.

- **LDL (bad) cholesterol:** If you have too much LDL, it can raise your risk of heart problems, heart attack, and stroke.
- **HDL (good) cholesterol:** If you have a lot of HDL, it can lower your risk of heart problems, heart attack, and stroke.

Your cholesterol numbers are not the only thing that matters. Your doctor will also look at other things to figure out your risk, like:

- Your blood pressure.
- If you have diabetes.
- Your age, if you are a child, and your race.
- If you smoke.

How to treat high cholesterol.

The goal of treating high cholesterol is to lower your chances of having a heart attack or stroke, not just to lower your cholesterol numbers.

There are two main ways to treat it:

- **Lifestyle changes:** Change the way you live.
- **Medicine:** Take medicine called statins.

How you choose to lower your risk depends on how high your risk of heart attack and stroke is and how you feel about taking medicine. Your doctor can help you understand your risk and the good and bad things about each treatment.

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Lifestyle Changes

Lifestyle changes are always important, even if you take medicine. Your doctor might tell you to:

- Eat foods that are good for your heart.
- Lose weight if you need to and stay at a healthy weight.
- Be active most days of the week.
- Stop smoking.

Medicine

Some people take medicine called statins to lower their risk of heart attack or stroke. Statins help your body make less cholesterol, which lowers the amount of cholesterol in your blood.

Statins can sometimes cause side effects.

If you can't take a statin, your doctor might suggest another kind of cholesterol medicine.

Talking to your doctor about medicine.

Talk to your doctor about your risk of heart attack and stroke. Together, you can decide if medicine is right for you. Your doctor might tell you to take statins if the benefits outweigh the risks.

For some people, the chance of having a heart attack or stroke is high, so they might want to take a statin to lower that risk.

For other people, it's not as clear if a statin would help. You and your doctor can look at your overall health and other things that make you more likely to have a heart attack or stroke to decide.

Source: Healthwise



Do you have high blood pressure?



Blood pressure is how hard your blood pushes against the walls of your blood vessels (arteries) as it moves around your body.

When you get your blood pressure checked, there are two numbers:

- **Top number (systolic):** This shows how hard the blood pushes when your heart beats.
- **Bottom number (diastolic):** This shows how hard the blood pushes when your heart is resting between beats.

It's normal for your blood pressure to change throughout the day. But if it stays high all the time, that's called high blood pressure (or hypertension). Usually, high blood pressure is 130/80 mmHg or higher.

What's bad about high blood pressure?

High blood pressure usually doesn't make you feel sick. But it can make you more likely to have a stroke, heart attack, or other problems. Your doctor will talk to you about your risks based on your blood pressure.

If you have high blood pressure, your doctor will tell you what your blood pressure goal should be. This goal will depend on your health and age.

It's always important to make healthy choices like eating good food, being active, and not smoking. You might also need to take medicine to reach your blood pressure goal.

What can you do about high blood pressure?

Follow your doctor's plan.

- Take your medicine as you're supposed to. Call your doctor if you think the medicine is causing problems. If you stop taking your medicine, your blood pressure will go back up.
- See your doctor regularly for checkups.
- Learn how to check your blood pressure at home.
- If you take blood pressure medicine, ask your doctor before you take decongestants (for a stuffy nose) or pain relievers like ibuprofen (a common pain medicine). These can raise your blood pressure or they may stop your blood pressure medicine from working right.

Continues on the next page



Make healthy changes to your life.

- **Stay at a healthy weight.** If you need to lose weight, talk to your doctor. Even losing a little bit of weight can help.
- **If your doctor says it's okay, get more exercise.** Walking is a good choice. Try to walk for at least 30 minutes most days of the week.
- **If you drink alcohol, keep it to a small amount.** That means no more than two drinks a day for men and one drink a day for women.
- **Try to eat less salt (sodium).** Aim for less than 2,300 milligrams (mg) a day. That's about one teaspoon of salt.
- **Follow the Dietary Approaches to Stop Hypertension (DASH) diet.** This means eating lots of fruits, vegetables, healthy fats, and low-fat dairy foods. This diet can help you lose weight and lower your risk of heart disease.
- **Stay away from smoking and vaping.** These things make you more likely to have a heart attack and stroke. If you need help with quitting, talk to your doctor about programs and medicines that can help.

When to get help.

Call your doctor right away if:

- Your blood pressure is much higher than normal (like 180/120 or higher).
- You think high blood pressure is causing problems like:
 - A really bad headache.
 - Blurry vision.
 - Feeling dizzy or like you might faint.
- You think you're having side effects from your blood pressure medicine.

Source: Healthwise



Catch up on your child's vaccines and screenings.

Physical and dental exams are important for children. Most schools require students to have visits once per year. At the appointment, you should review their vaccines. Ask the doctor if your child is up to date on their screenings for lead, vision, and hearing.

School vaccine requirements.

Is your child starting school this year? Make sure you review your child's vaccines with their doctor so that you don't have to delay the first day.

Pennsylvania has vaccination requirements for school attendance in all grades.

Children need the following:

- 4 doses of tetanus, diphtheria, and acellular pertussis* (1 dose on or after the fourth birthday).
 - *Usually given as DTP or DTaP or, if medically advisable, DT or Td.
- 4 doses of polio (4th dose on or after the 4th birthday and at least six months after the previous dose given).
 - A 4th dose is not necessary if the third dose was administered at age 4 or older and at least six months after the previous dose.
- 2 doses of the measles, mumps, rubella (usually given together and called the MMR vaccine).

- 3 doses of hepatitis B.
- 2 doses of varicella (chickenpox) or evidence of immunity.

For attendance in seventh grade.

- 1 dose of tetanus, diphtheria, acellular pertussis (Tdap) on the first day of seventh grade.
- 1 dose of meningococcal conjugate vaccine (MCV) on the first day of seventh grade.

For attendance in 12th grade.

- 1 dose MCV on the first day of 12th grade.
 - If one dose was given at age 16 or older, that should count as the 12th grade dose.

For additional information, visit the **Commonwealth of Pennsylvania website**.

Need to change your child's doctor? Need help with scheduling an appointment?

Call Highmark Wholecare at
1-800-392-1147 (TTY: 711).

To view the CDC vaccination guidelines, visit the **CDC website**.



Naloxone: your lifesaving tool against overdose.

Have you ever heard of naloxone (say: nah-LOX-own)? It's a medicine that can save someone's life if they've taken too many opioid drugs. Opioids are strong painkillers like hydrocodone, oxycodone, morphine, fentanyl, and heroin. Sometimes, people accidentally take too much, and naloxone can help reverse the dangerous effects.

When is naloxone used?

Naloxone is used when a person shows signs of an opioid emergency. A person may have taken too much of an opioid if they have:

- Slow, shallow, or stopped breathing.
- Pinpoint pupils.
- Blue or purple lips or fingertips.
- No response when you ask questions, shake the person, or rub the person's breastbone with your knuckles.

Naloxone comes as a nasal spray (you spray it in the nose) and as a shot (injection).

Who should have naloxone handy?

Anyone can get naloxone and keep it on hand. But it's especially important for:

- People who take opioid pain medicine.
- People who take medicine to help them stop using opioids (like Suboxone or methadone).
- People who might overdose, like those who take opioids with alcohol or certain anxiety medicines called benzodiazepines.
- Family and friends of people who might be at risk of an overdose.

How can I get naloxone in Pennsylvania?

Getting naloxone in Pennsylvania is easier than you think. Pennsylvania has a "standing order" for naloxone. This is like a doctor's note that anyone can use at the pharmacy.

Simply go to your pharmacy and ask for naloxone. The pharmacist can give it to you using the standing order and your Highmark Wholecare insurance. You can also buy naloxone without a prescription.

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What kinds of naloxone are covered by Highmark Wholecare Medicaid?

- Kloxxado nasal spray
- LifEMS Naloxone Kit
- Naloxone cartridge/syringe/vial/nasal spray
- Narcan nasal spray
- Opvee nasal spray
- Rextovy nasal spray
- Zimhi syringe

The new naloxone nasal spray called RiVive is now part of the standing order in Pennsylvania, but it is not covered by Highmark Wholecare at this time.

More to explore.

- [Commonwealth of Pennsylvania/Naloxone](#)
- [Pennsylvania Department of Health/Naloxone](#)



Got a text from Highmark Wholecare? It could save you money.



Did you know Highmark Wholecare is working even harder to keep your health information safe? We're using a new way to check with you about your doctor visits, and it could save you money.

Here's how it works.

- After you visit the doctor or hospital, we may send you a text message.
- The text will come from **43881**, so you know it's really us. It'll have a safe link that you can tap.
- The link will take you to a simple question: "Did you get this health care service?"
- Just tap "yes" or "no." It's that easy.
- You'll still get a phone call from us too.

Why are we doing this? To protect you!

By checking with you, we can stop anyone from charging you for health care you didn't actually get. That means less chance of fraud and more money staying in your pocket.

Think something's fishy?

If you ever think someone is trying to cheat the system, call Highmark Wholecare's Fraud, Waste, and Abuse hotline at **1-844-718-6400 (TTY: 711 or 1-800-654-5984)**. We'll look into it.





View or order your copy of the 2025 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 Wholecare's Member Resources** to view or download a copy of the 2025 Member Handbook.



You can also request a printed copy of the handbook by calling Member Services at **1-800-392-1147 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.



Domestic violence and electronic medical records.

Today, many people can see their health information online. This can be very helpful. It lets patients look at their test results and message their doctor. It can help them keep track their care. But sometimes, this information can also be used in harmful ways.

People who are abusive may try to use a survivor's health records to control or hurt them. For example, an abusive partner might log in to the survivor's medical account and see notes from the doctor. They may learn that the survivor is talking about the abuse or about other health concerns, like substance use. Then, they might try to use that information against the survivor—like threatening to take away their children.

Even if the survivor doesn't say they are being abused, their health records might still have personal details that could put them at risk.

That's why it's important for healthcare providers and patients to work together. You can ask a doctor if they can "mark" an electronic note as private. This would mean that note couldn't be seen by anyone but medical professionals.

Survivors concerned about medical records can:

- Change their passwords.
- Use two-step sign-in (like a code sent to their phone).
- Check to see who has official access to their records.

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: <https://www.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 your county assistance office | hwc.fyi/cao

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Catch up on your child's vaccines and screenings.

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Naloxone: your lifesaving tool against overdose.

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Pennsylvania Department of Health/Naloxone | hwc.fyi/PDOH-naloxone

View or order your copy of the 2025 Member Handbook.

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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। অ্যাঞ্জেসযোগ্য 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 សេវាកម្មជំនួយភាសាភតតិកដ្ឋានសម្រាប់អ្នកជំនួយ និងសេវាកម្មដែលជាការជួយដល់សមាជិក ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន គឺអាចរកបានដោយភតតិកដ្ឋានដទៃទៀត។ 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: जो तमे गुजराती बोलता हे तो मङ्गल भाषाकीय सहायता सेवाओ तमारा माटे उपलब्ध छे. योग्य आङ्किलरी सहाय अने अॅक्सेसिबल फ़ॉर्मेटमां माहिती पूरी पाडवा माटेनी सेवाओ पण विना मध्ये उपलब्ध छे. 1-800-392-1147 (TTY: 711) पर ड़ोल करी अथवा तमारा प्रदाता साथे बात करी.