



Welcome to another edition of *Whole You*, a newsletter from PA Health & Wellness (PHW). We hope this newsletter finds you well. We really hope you enjoy the helpful tips in this edition and that it helps you take better care of the whole you.

Got Goals?

For many of us, the start of a new year is a time to set new goals. What are yours?
Here are some tips to help you set and keep objectives for the new year.

Start with your “Why.” Is your goal to lose weight? Eat healthier? Exercise more? Whatever goal you set, think about why it matters to you. Maybe it’s to have more energy, be there for your kids and grandkids, or just feel better. Keep that reason in your mind as you work toward your goal.

Keep it real. It’s great to dream big. But big changes can take time. So if you have a big goal, break it up into smaller mini-goals. This will help you stay on track and not give up.

Celebrate success. Think about healthy ways to celebrate your progress. Treat yourself to a stroll through your local library, download a new workout playlist, take a selfie to track your progress, or arrange a winter walk with friends.

Keep things positive. If your goal is to lose weight and you have the willpower to stop eating sweets completely, good for you. For many of us, that’s hard. So instead of no sweets at all, try giving yourself one bite of dessert then switching to fruit.



Remember to drink water. Water is an important part of many health goals. Try drinking a 12-ounce glass of water before and after every meal. You’ll feel fuller longer - and it’s good for your brain and kidneys too.

Stay open to change. Life isn’t perfect. We’ll always have things that get in the way of our goals. Don’t give up or be upset if you need to change things up. Making progress however you can is a win.

Speak up and team up. Share your goals with people who care about you. Or team up with friends or a group who shares the same goals. Having other people who know what you’re working toward will help you stay motivated.

Winter Season & Work



PA Health & Wellness supports you with exploring the possibility of work, finding a job, maintaining financial stability through work, and advancing in the workforce. Supporting your medical needs and employment are part of the overall approach to supporting your health.

Here are some ways to use these colder times to your advantage:

- **Connect with a certified benefits counselor for FREE** to better understand where you are, how your financials could grow, and navigate future financial planning. Ask your Service Coordinator for more information or call Participant Services at 1-844-626-6813 (TTY 711).
- **Refresh your resume!** When was the last time you updated your resume? Tap into your local PA CareerLink® Center (<https://www.pacareerlink.pa.gov/jponline/>) for a professional review or even join one of the Resume Workshops. Let your Service Coordinator know so we can further support.
- **Seek a better job.** Whether it is an increase in pay you desire, a new work environment, or wanting something different, you can contact your Service Coordinator about a referral to the Office of Vocational Rehabilitation (OVR). This time of year can be when your skills shine even greater as there is less competition.
- **Check in with your Service Coordinator (SC).** Your SC can discuss possibilities and help make connections to help you continue to earn while maintaining your health benefits. You can also ask your SC about supports to understand reasonable accommodations that could increase your quality of work. (www.askJAN.org)
- **Connect with those who know your skills.** It is always helpful to assess where you are and where you want to go. By reconnecting with your network, you can better understand what skills you may want to brush up on, gain perspective, or even come across a job lead.
- **Apply for a job!** Whether you're currently employed or not, it is great to see what is out there. If you get an interview, use it as an opportunity to practice so that when one comes along that you are really excited about you feel more prepared. Winter is a time of reduced competition, so take advantage.

Need help finding a job? Contact your Service Coordinator or call Participant Services at 1-844-626-6813 (TTY 711).

ADDITIONAL RESOURCES

Senior Community Service Employment Program (SCSEP)

<https://www.pa.gov/agencies/aging/aging-programs-and-services/employment-resources.html>

<https://www.PAHealthWellness.com/community/SocialDeterminantsofHealth/EmploymentResources.html>

PHW Benefits Counseling one-page guide:

[https://www.PAHealthWellness.com/content/dam/centene/Pennsylvania/pdfs/4-1-24 Benefits Counseling Guide.pdf](https://www.PAHealthWellness.com/content/dam/centene/Pennsylvania/pdfs/4-1-24%20Benefits%20Counseling%20Guide.pdf)

PA CareerLink® - Skill Up PA: <https://tinyurl.com/55vdjev>

Get the Most From Your Plan!

As a Participant of PHW, you have a number of Home & Community-Based Service options. Call Participant Services at 1-844-626-6813 (TTY 711) to learn if you are eligible for the following therapy options and how you may access them:

Cognitive Rehabilitation* Therapy:

Services for individuals with brain injury that include consultation with a therapist, ongoing counseling and coaching while focusing on helping you in real-world situations.

Occupational Therapy:

This refers to the services of an occupational therapist ordered by a doctor and includes evaluation of your skills.

Physical Therapy:

Following an injury or illness, the services of a physical therapist are ordered by a doctor and include evaluations and treatment to limit or prevent disability

Speech Therapy:

Services of a licensed American Speech-Language-Hearing associate or certified Speech-Language pathologist, ordered by a doctor. Includes evaluation, counseling and rehabilitation* of a Participant with speech disabilities.



*Rehabilitation refers to regaining skills, abilities or knowledge that may have been lost or compromised as a result of illness, injury or acquiring a disability.

Source: NAPANeurological and Physical Abilitation center.

Medication Adherence

Taking your medications every day is more important to your health than you may know. Up to half of all treatment failures is because of patients NOT taking their medications. One in four visits to the hospital can be tied to patients forgetting to take their medications. Something as small as remembering to take your medications could help save time, money, and your health!



If you have questions or concerns, talk to your doctor or pharmacist before you stop taking your medications. Do yourself a favor and stay healthy and happy in 2025!

Kim, Jennifer. Medication Adherence: The Elephant in the Room. US Pharmacist. January, 2018.





What is Cervical Cancer?

Cervical cancer is a disease that happens when abnormal cells in the cervix grow and form a tumor. Worldwide, cervical cancer is the third most common form of cancer for women. The human papillomavirus (HPV) is a common infection that is passed through sexual contact and play a role in causing most cervical cancers. *(Mayo Clinic, 2024)*

Some symptoms of cervical cancer may include:

- Vaginal bleeding after intercourse, between periods or after menopause.
- Menstrual bleeding that is heavier and lasts longer than usual.
- Watery, bloody vaginal discharge that may be heavy and have a foul odor.
- Pelvic pain or pain during intercourse. *(Mayo Clinic, 2024)*



The best way to find cervical cancer early is to see your doctor and have regular screenings. The tests your doctor will perform are the HPV test and the Pap test. These tests can be done at the same time or alone. Regular screenings have been shown to prevent cervical cancer and save lives.

American Cancer Society (ACS) recommendations for cervical cancer screenings are:

- Age 25-65 cervical cancer screenings:
 - HPV test every 5 years (preferred)
 - HPV/PAP co-test every 5 years (acceptable)
 - A Pap test every 3 years (acceptable)
- Ages 65 and older, no screening needed if a series of prior tests were normal

People who have had total hysterectomies due to having cervical cancer or have had serious pre-cancer cells should continue to have cervical cancer screenings. Those who have had a hysterectomy without the removal of the cervix should also continue have cervical cancer screenings. (ACS, 2024)

Cervical cancer is often first treated with surgery to remove the cancer.

Other treatments may include:

- Targeted Therapy uses medications to kill the cancer cells,
- Chemotherapy uses strong medicines to kill cancer cells.
- Radiation therapy to kill cancer cells.

At times, your physician may recommend a combined treatment of radiation and low-dose chemotherapy at the same time. (Mayo Clinic, 2024)

THE *MOST IMPORTANT* THING TO REMEMBER IS TO
**GET SCREENED FOR CERVICAL
CANCER REGULARLY.**

Speak to your physician about risk factors for Cervical Cancer and what screenings are needed.

Need help making an appointment? Call Participant Services: 1-844-626-6813 (TTY 711)

References

American Cancer Society (2024). Cervical Cancer Early Detection, Diagnosis, and Staging.

Weblink: <https://www.cancer.org/cancer/types/cervical-cancer/detection-diagnosis-staging/cervical-cancer-screening-guidelines.html>

American College of Obstetricians and Gynecologists (2021) Updated Cervical Cancer Screening Guidelines.

Weblink: <https://www.acog.org/clinical/clinical-guidance/practice-advisory/articles/2021/04/updated-cervical-cancer-screening-guidelines>

Center for Disease Control and Prevention (2023). Screening for Cervical Cancer.

Weblink: <https://www.cdc.gov/cervical-cancer/screening/index.html>

Mayo Clinic (2024). Cervical Cancer Symptoms and Causes.

Weblink: <https://www.mayoclinic.org/diseases-conditions/cervical-cancer/symptoms-causes/syc-20352501>

Mayo Clinic (2024). Cervical Cancer Diagnosis and Treatment.

Weblink: <https://www.mayoclinic.org/diseases-conditions/cervical-cancer/diagnosis-treatment/drc-20352506>

National Cancer Institute (2024). Cervical Cancer Screening.

Weblink: <https://www.cancer.gov/types/cervical/screening>

Seasons of Savings



PURCHASING FRUITS AND VEGGIES (By Season)

With prices rising at the supermarket, it's important to save money where you can. If you know which fruits and vegetables are currently in-season at the store, it can save you time, money, and taste buds. Nobody wants dull and expensive strawberries.

So we've compiled a general produce guide for you! You'll be able to see when prices are low and high for your favorite fruits and vegetables during the year.

Just remember, prices and availability change from region to region. Be sure to ask your local store or farmer's market when something is in-season.

Spring

- Pineapples
- Mangoes
- Cherries
- Apricots
- Strawberries
- Artichokes
- Rhubarb
- Broccoli
- Cauliflower
- Lettuce
- Zucchini
- Asparagus
- Spring Peas
- Okra

Summer

- Apricots
- Blackberries
- Blueberries
- Cantaloupe
- Cherries
- Cucumbers
- Green Beans
- Limes
- Peaches
- Plums
- Raspberries
- Strawberries
- Tomatoes
- Watermelon

Fall

- Apples
- Cantaloupe
- Mangoes
- Pomegranates
- Cranberries
- Pears
- Butternut Squash
- Eggplant
- Mushrooms
- Pumpkins
- Sweet Potatoes
- Broccoli
- Cabbage
- Turnips

Winter

- Grapefruit
- Lemons
- Oranges
- Tangerines
- Papayas
- Pomegranates
- Broccoli
- Brussels
- Sprouts
- Cabbage
- Cauliflower
- Mushrooms
- Sweet Potatoes
- Turnips
- Rutabagas

Year-Round

- Bananas
- Celery
- Potatoes
- Avocados
- Coconuts
- Leeks
- Olives
- Onions



Reporting Fraud, Waste, and Abuse

If you suspect fraud, waste, or abuse in the healthcare system, you should report it to someone who can investigate it.* Your actions may help to improve the healthcare system and reduce costs for our Participants, customers, and business partners. You can report suspected fraud, waste, or abuse in one of these ways:

PA Health & Wellness Anonymous and Confidential Hotline

1-866-685-8664

Pennsylvania Office of Inspector General

1-855-FRAUD-PA (1-855-372-8372)

Pennsylvania Bureau of Program Integrity

1-866-379-8477

Pennsylvania Department of Human Services

1-844-DHS-TIPS (1-844-347-8477)

Mail: Office of Inspector General

555 Walnut Street, 7th Floor, Harrisburg, PA 17101

Mail: Department of Human Services

Office of Administration, Bureau of Program Integrity,
P.O. Box 2675, Harrisburg, PA 17105-2675

Visit <https://www.PAHealthwellness.com/community/community-connect.html> or call 1-844-626-6813 (TTY: 711) to ask your Service Coordinator about community events, employment aid, Supplemental Nutrition Assistance Program (SNAP) benefits, & rides to medical appointments.

Participant Advisory Committee

You can help PHW with the way our health plan works. We have a Participant Advisory Committee that gives Participants like you a chance to share your thoughts and ideas with PHW. The group meets every 3 months. This gives you a chance to talk about your concerns with a variety of people. You also have a chance to tell us how we are doing. You may ask questions or share any concerns that you have about the delivery of services. Call Participant Services at 1-844-626-6813 (TTY: 711) if you would like to attend.

* You may remain anonymous if you prefer. All information received or discovered by the Special Investigations Unit (SIU) will be treated as confidential, and the results of investigations will be discussed only with persons having a legitimate reason to receive the information (e.g., state and federal authorities, corporate law department, market medical directors or senior management).



Community
HealthChoices



For people age 65 and older who are eligible for Medicare and Medicaid, **Wellcare by Allwell** is our Dual Special Needs Program. Our Wellcare by Allwell plans include comprehensive healthcare coverage with support you can count on.

To learn more, call Participant Services at 1-844-626-6813 (TTY 711).

Statement of Non-Discrimination

PA Health & Wellness complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). PA Health & Wellness does not discriminate on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, Medical Assistance (MA) status, income status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap.

PA Health & Wellness:

- 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)
- 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 PA Health & Wellness at 1-844-626-6813 (TTY 711).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income, status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap, you can file a grievance with:

1557 Coordinator

PA Health & Wellness
1700 Bent Creek Blvd. Ste. 200
Mechanicsburg, PA 17050
(833) 236-9679 (TTY 711)
Fax: 866-388-1769
PHWComplaintsandGrievances@PaHealthWellness.com

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
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at PA Health & Wellness website: <https://www.pahealthwellness.com/non-discrimination-notice.html>.

Language Assistance



English:

If you, or someone you're helping, has questions about PA Health & Wellness, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-626-6813 (TTY: 711).

Spanish:

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de PA Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-626-6813 (TTY 711).

Chinese Mandarin:

如果您，或是您正在協助的對象，有關於 PA Health & Wellness 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-844-626-6813 (TTY 711)。

Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về PA Health & Wellness, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-626-6813 (TTY 711).

Russian:

В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования PA Health & Wellness вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-626-6813 (TTY 711).

Pennsylvania Dutch:

Vann du, adda ebbah's du am helfa bisht, ennichi vragen hott veyyich PA Health & Wellness, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-844-626-6813 (TTY 711).

Korean:

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 PA Health & Wellness 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-626-6813 (TTY 711)로 전화하십시오.

Italian:

Se lei, o una persona che lei sta aiutando, avesse domande su PA Health & Wellness , ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami il 1-844-626-6813 (TTY 711).

Arabic:

إذا كان لديك أو لدى شخص تساعدك أسئلة حول PA Health & Wellness، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-844-626-6813 (TTY 711).

Language Assistance, continued

French:

Si vous-même ou une personne que vous aidez avez des questions à propos d'PA Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-844-626-6813 (TTY 711).

German:

Falls Sie oder jemand, dem Sie helfen, Fragen zu PA Health & Wellness hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-626-6813 (TTY 711) an.

Gujarati:

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, PA Health & Wellness વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-844-626-6813 (TTY 711) ઉપર કોલ કરો.

Polish:

Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów PA Health & Wellness, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-844-626-6813 (TTY 711).

French Creole (Haitian Creole):

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou PA Health & Wellness, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-844-626-6813 (TTY 711).

Mon-Khmer, Cambodian:

ប្រសិនលោកអ្នកឬ នរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី PA Health & Wellness អ្នកមានសិទ្ធិ ទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមនិយាយទៅកាន់អ្នកបកប្រែ ភាសាលេខ 1-844-626-6813 (TTY 711).

Portuguese :

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o PA Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-626-6813 (TTY 711).

Your managed care plan may not cover all your health care expenses. Read your Participant handbook carefully to determine which health care services are covered.



Our Community. Our Health.

Established to deliver quality healthcare in the state of Pennsylvania through local, regional, and community-based resources.

1-844-626-6813 (TTY: 711)
PAHealthWellness.com

Find us on Facebook & LinkedIn

  @PA Health & Wellness



Share your thoughts!

Leaving a Google Review is a fast and easy way to share your positive feedback with your community.

Visit our Google listing and click on "Write A Review." Whether it is a few words or a detailed experience, your review would be greatly appreciated.

Want to compliment a doctor?

Tell us about your experience. Email:

ParticipantAdvisoryCommittee@PAHealthWellness.com

All testimonials will remain anonymous.





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Ste. 200
Mechanicsburg, PA 17050

Health and Wellness or
Prevention Information

2025 | Q1 BULLETIN

Your healthy source for living well.



WHOLE
you

