



*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.

## Nutrition for a Healthier Life

PHW understands the importance of proper nutrition when maintaining health and independence. We offer a range of Home & Community-Based Services, including meal assistance, to help support you in living healthier.

### Home Delivered Meals:

Prepared meals delivered to Participants who cannot prepare or obtain nutritious meals for themselves.

### Nutritional Consultation:

Services to assist the Participant and the paid/unpaid caregiver in planning meals that meet your nutritional needs while avoiding problematic foods.

Get more from your health plan by using the services you need most. If you are interested in learning more about home delivered meals, nutrition consultations, or our other Home & Community-Based Services, call your Service Coordinator at 1-844-626-6813 (TTY: 711).



# Health Literacy

Health literacy is a person's ability to find, understand, and use information & services to make health-related decisions (NIH, 2021). Health literacy can help you prevent health problems. Through understanding, you can take actions that protect your health and the health of others. It can also help you manage your health, should a problem occur.

## Health literacy is important to everyone because we all have to take care of our health. It can affect your ability to:

- Make good decisions about your health.
- Get the medical care you need. This includes preventative care, which is the care you need to prevent disease.
- Take your medications correctly.
- Manage a disease, especially a chronic disease.
- Lead a healthy lifestyle. (*MedlinePlus, 2024*)

## Talk to your health care provider & be ready to ask questions. Take a few minutes to prepare for your office visit. Be sure to:

- Take your medications, including vitamins, non-prescription medicines, and any dietary or herbal supplements you use.
- Write your questions down ahead of time.

### When talking with your primary care provider:

- Explain any symptoms you may be having.
- Ask questions to make sure you understand what your health care provider is saying.
- If your health care provider recommends a test or treatment, ask them to explain it.



One of the most important things to remember about health literacy is that it helps you be able to talk to your health care provider and ask any questions you may have. If at any time you don't understand something, ask your health care provider to explain it in a way that you can understand it or write it down.



## Resources:

Agency for Healthcare Research and Quality (AHRQ), (2020). Be More Engaged in Your Healthcare.

<https://www.ahrq.gov/questions/be-engaged/index.html>

Centers for Disease Control (CDC) (2023). What is Health Literacy?

[https://www.cdc.gov/health-literacy/php/about/?CDC\\_AAref\\_Val=](https://www.cdc.gov/health-literacy/php/about/?CDC_AAref_Val=)

MedlinePlus (2024) Health Literacy. <https://medlineplus.gov/healthliteracy.html>


National Institutes of Health (NIH), (2021). Health Literacy.

<https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/health-literacy>

# Flu Vaccine: It's Not Too Late

## It's flu season again.

For some, the flu brings mild symptoms. For others, it can lead to serious illness or even death. The best way to protect yourself and loved ones from influenza is to get a vaccine **every year**. Hundreds of millions of Americans have safely received it for decades.

 Here are some key reasons to get an annual flu vaccine:

**It can save your life.** The flu vaccine helps stop sickness, trips to the doctor, and even going to the hospital.

**You won't get the flu from the vaccine.** Many people are afraid they might get the flu from receiving the vaccine, but it uses an inactive, non-infectious form of the virus.

**It reduces the severity of illness.** While people may still get sick after receiving a vaccine, it ensures that any flu symptoms are reduced.

**It helps protect pregnant women and their babies.** Getting vaccinated can help protect a mother's newborn baby before the child is able to get the vaccine themselves.

**Side effects are usually mild.** Soreness or swelling may occur where the vaccine was given. Some people get mild side effects like a headache, stuffy nose, or sore throat. These symptoms usually go away on their own.



**It is a preventive tool for chronic heart conditions.** Flu vaccination can help protect people with heart problems from having serious issues.

**There is a needle-free option.** Many people dislike needles. Chat with your provider to see if you can take the nasal spray flu vaccine.

**It's available almost anywhere.** Flu vaccines are offered in many doctor's offices and clinics. Some pharmacies, urgent care clinics, schools, colleges, and workplaces offer it too.

**It changes each year.** There are many strains of influenza. The CDC determines which ones are most likely to occur that year. A flu vaccine prepares our immune system to fight off certain strains more quickly.

**Protection won't last forever.** Protection from a flu vaccine gets weaker over time. Yearly vaccination is important.



Now that you know more about the flu, find out where you can get a flu vaccine by calling Participant Services at 1-844-626-6813 (TTY: 711).



# Access to Good Jobs for All

October is National Disability Employment Awareness Month

We celebrate the talent of those we serve and their contributions to America's workplaces and spaces each day. This year's theme affirms commitment to ensuring people with disabilities have access to good jobs, every month of every year.



## Want to share YOUR story?

If you're working, in school, actively seeking work, or retired, we want to celebrate you!

Want support finding a good job, getting assistance with training or increasing your skills, understanding your benefits, or advancing in the workplace? Contact us! We can help!

Contact either of the following if you would like to share your story or request support:



**Participant Services:**

1-844-626-6813 (TTY: 711)



**Service Coordinator:**

[Information@PAHealthWellness.com](mailto:Information@PAHealthWellness.com)





Scan the code to view our **Employment page with events, resources, and more:**

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



## Remember:

- You have employment rights as an individual with a disability.
- You can request a reasonable accommodation at any time, from application to years on the job.
- You can choose to disclose a disability at any time and choose the level of disclosure, as well as to whom.
- Supports and services are available to help you navigate your employment journey, as well as help when you have a job. This can include benefits counseling and on-site and off-site support - from helping you explore reasonable accommodation possibilities, to organization on the job, and more!

---

## Additional Resources:

- **Success Stories**

<https://choosework.ssa.gov/success-stories>

- **Benefits Counseling Guide**

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

- **Competitive Integrated Employment Hub**

<https://www.dol.gov/agencies/odep/program-areas/cie/hub/families>

- **Senior Community Service Employment Program (SCSEP)**

<https://www.aging.pa.gov/aging-services/employment/Pages/default.aspx>



## Self-Directed Personal Assistance Services (PAS)

As a Participant of PHW, you have a number of Home & Community-Based Service options, including PAS. PAS can help you with daily activities, such as meal preparation, dressing, and bathing. It can also include household chores, laundry, cleaning, and grocery shopping. This helps you to be more actively involved in your community and increases your independence.

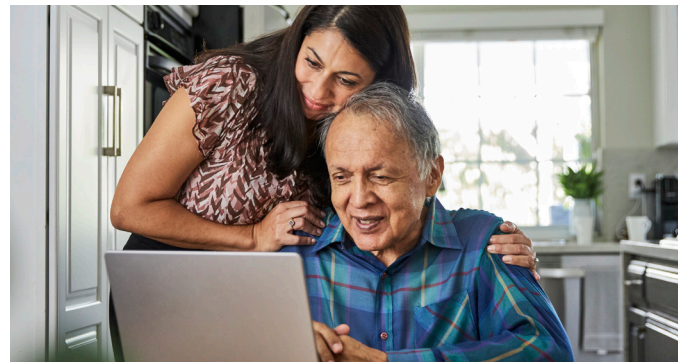
**Did you know that you can direct your own services with the help of PHW or Services My Way\*? These are called Participant-Directed Services.**

### With Participant-Directed Services, you can:

- Hire someone you know or trust to be your direct care worker.
- Choose how and when the services authorized under your Person-Centered Service Plan are delivered.
- Maintain a budget and determine worker pay for your authorized services.

### With Participant-Directed Services, you are the boss and in charge of your care.

To learn more about Participant-Directed Services, talk to your Service Coordinator. Together, you can build a plan for the services that are best for you. They can also help you with paperwork and gathering the information you will need to get Participant-Directed Services.



\*The Services My Way Program offers Participants in the Community HealthChoices (CHC) program more choice, control, and flexibility over the services they receive by offering Participant directed services as an alternative to traditional personal care services.

If you would like to direct your services, equipment or supplies, while maintaining a budget, you can do this through Services My Way. This will assist in your safety, productivity and independence while living in your home and becoming an active member of your community.

## 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 talk with your PHW Service Coordinator to find more information 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](mailto:ParticipantAdvisoryCommittee@PAHealthWellness.com)

All testimonials will remain anonymous.





PRSR STD  
U.S. Postage  
Paid  
Eureka MO  
Permit #40



1700 Bent Creek Blvd.  
Ste. 200  
Mechanicsburg, PA 17050

Health and Wellness or  
Prevention Information

2024 | Q4 BULLETIN

Your healthy source for living well.



WHOLE  
*you*

