



WHOLE you



2022 Spring Bulletin

Your healthy source for living well.

Welcome to another brand-new issue of *Whole You*, a newsletter from PA Health & Wellness.

In this issue, you'll learn the difference between the Doctor's office, urgent care clinic, and emergency room, tips for taking control of your high blood pressure, how to stay up-to-date on your preventive screening exams, learn about My Health Pays[®] rewards, tips for Spring wellness, and find out why you may want to schedule a Retinal eye exam!

Thank you for being our Participant, and for taking care of the whole you!

Participant Advisory Committee

You can help PA Health & Wellness with the way our health plan works. We have a Participant Advisory Council that gives Participants like you a chance to share your thoughts and ideas with PA Health & Wellness. 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/TDD 711) if you would like to attend.



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).

WHOLE you

Emergency Room? Urgent Care Clinic? Doctor's Office?

Where to Go When an Unexpected Injury or Illness Occurs

Sometimes choosing where to go for medical care can be confusing, especially if an injury or illness occurs late at night or on a weekend.

Generally, there are three options to choose from:

Doctor's Office: Your doctor should be your first call in non-emergency situations. A benefit of going to your doctor's office when you are sick is that your doctor already knows your medical history, allergies, and medications.

Emergency Room: The best choice for all life-threatening events such as heart attacks, strokes and serious injuries. Emergency Rooms are open around the clock and usually attached to hospitals in the event you will need ongoing care.

Urgent Care: Walk-in clinics can treat a variety of illnesses and injuries that require medical attention but are not life-threatening. This is a great option when your doctor is unavailable for an appointment. These clinics are usually open 7 days a week.

The first step in deciding who to see when the unexpected injury or illness occurs is to ask yourself, "Is this a life-threatening medical emergency or something less serious?". **If you think that you are having a medical emergency, always call 911 or go immediately to the nearest Emergency Room.**

If you need assistance with choosing a doctor, please reach out to your PHW Service Coordinator, or call PHW Participant Services: 1-844-626-6813 (TTY 711). We would be happy to help you!

EMERGENCY ROOM

- Difficulty breathing
- Chest pain or stroke
- Loss of consciousness
- Poisoning
- Significant bleeding
- Traumatic injury
- Choking
- Head, neck, or spinal injury
- Seizures
- Severe burns
- Broken bones

URGENT CARE CLINIC

- When your doctor is unavailable, and the ER is not necessary
- Small cuts that may require stitches
- Flu, bad colds, COVID
- Minor sprains and muscle pulls
- Fever and headache
- Sinus infections
- Ear infections
- Minor eye injuries

DOCTOR'S OFFICE

- Non-emergent situations
- Preventive care services
- Routine bloodwork
- Flu, bad colds, COVID
- Follow up from urgent care or ER visits
- Health education
- Ongoing care for chronic illness

WHOLE you

Living with High Blood Pressure?

It's important to have your blood pressure checked regularly by your primary care provider (PCP). If your doctor has informed you that you have high blood pressure or hypertension, it is very important to have regular primary care provider (PCP) follow-up visits to focus on your blood pressure treatment plan. High blood pressure usually has no symptoms, but over time, it can lead to serious complications, including stroke, heart attack, heart failure and chronic kidney disease.

Take control of your blood pressure by: Scheduling your blood pressure check-up appointments every 3 months

- Follow-up in 1 month after medication change

Lifestyle changes are KEY

- Lose weight or maintain a healthy body weight
- Get regular physical activity
- Reduce salt in your diet
- Limit alcohol and tobacco use
- Manage your stress

Take your medications as prescribed

- Don't stop your medications
- If you have side effects, call your provider

Track your blood pressure at home or at local health fairs

- Call your provider with the results, especially if you having trouble meeting your goals



We, at PA Health & Wellness, are here to help you get the care and treatment you need.

Call Participant Services at 1-844-626-6813 (TTY 711) if you need help:

- Finding a primary care provider
- Need help making an appointment
- Have questions about your benefits

WHOLE you

Preventive Screening Exams

Have you heard the phrases, “what you don’t know can’t hurt you” or “ignorance is bliss?” When it comes to your health, they aren’t true; knowing is better!

Most of us have been focusing over the past two years on the health threat of COVID-19. Unfortunately, many of us during these times have put off scheduling our regular preventive exams and screening tests. By knowing where you stand, your health care provider can treat a condition before it leads to more serious health problems.

Are you up-to-date on these important health screenings?

What	Who	How Often*	Why
Preventive care visit	All adults	Yearly	Receiving services and counseling helps to maintain health & manage chronic conditions
Blood pressure check	All adults	At Least Yearly	Identifying high blood pressure (hypertension) early leads to prompt treatment. There are no symptoms of high blood pressure.
Cholesterol blood test	Adults with diabetes or heart disease All other adults	Yearly Every 2-4 years	Managing high cholesterol can decrease risk of heart disease or complications from heart disease
Hgb A1c blood test	Adults with diabetes	Every 3-6 Months	Knowing average blood sugar levels helps you & your provider manage your diabetes
Retinal or dilated eye exam	Adults with diabetes	Yearly	Detecting eye problems early can provide treatment options before vision loss occurs
Kidney urine test	Adults with diabetes	Yearly	Detecting kidney problems early can provide treatment options before kidney damage occurs
Dental exam	All adults	Twice a year	Maintaining good oral health & discovering problems early can prevent more painful oral conditions
Full-body skin exam	All adults	Yearly	Early detection of skin cancer
Prostate exam	Men aged 55-69	Every 2-3 years	Early detection of enlarged prostate or prostate cancer
Mammogram	Women aged 50-74	Every 2 years	Early detection of breast cancer
Pap smear or HPV test	Women aged 21-64	Every 3 years	Early detection of cervical cancer
Colonoscopy	Adults aged 50-75	Every 10 years	Early detection of colon cancer
Fecal occult blood test	Adults aged 50-75	Yearly	An alternative to colonoscopy for colon cancer screening

*Your health care provider may advise testing more frequently

WHOLE you

Earn and Use Rewards with *my*healthpays[®]

Your health insurance gives you important benefits. But did you know you can also earn rewards?

With the My Health Pays[®] rewards program, earning rewards is easy. You just complete healthy activities such as your yearly wellness exam, getting a flu shot or other annual screenings to protect your health.

When you complete a healthy activity, you'll earn dollar rewards. You can use them on things like:

- Everyday items at Walmart[®]
- Utilities
- Transportation
- Telecommunications
- Childcare Services
- Education
- Rent

Here are ways to earn My Health Pays rewards:

\$25 - Annual Breast Cancer Screening.
Age 50-74. One per calendar year.

\$25 - Annual Colorectal Screening.
Age 51-75. One per calendar year.

\$25 - Annual Cervical Cancer Screening.
Age 21-64. One per calendar year.

Your My Health Pays reward dollars are added to your rewards card after we process the claim for each activity you complete. If you are earning your first reward, your My Health Pays[™] Visa[®] Prepaid Card will be mailed to you.

This My Health Pays Rewards Visa Prepaid card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

If you have any questions or need more information, visit PAHealthWellness.com/Members/LTSS/Benefits-Services/Healthy-Rewards-Program.html or call Member Services at 1-844-626-6813 (TTY 711).



WHOLE you

Spring Wellness

Spring is here! The sun is shining, the birds are chirping, and we hope you'll get outside to enjoy some fresh air and exercise. We have included some tips to keep you happy and healthy before, during, and after enjoying the outdoors.

General Tips:

- Travel with friends and family.
- Apply sunscreen.
- Enjoy healthy snacks.
- Wear proper clothing.
- Let someone know where you're going. And tell them when you plan to return.
- Drink plenty of water. Bring a reusable water bottle so you can get refills.
- Check the weather forecast. Weather can change quickly. Getting caught in a thunderstorm can ruin an outing and be unsafe!

Preventing Tick Bites:

Ticks are the cause of Lyme disease, a bacterial infection that is preventable and can be treated early with antibiotics. Prevention is key! If you find a tick, remove it with tweezers.

- Apply Bug Spray
- Walk in the center of trails
- When you come inside:
- Check your body, clothing, and pets for ticks
- Shower after being outdoors

Hiking and Walking in the Woods:

Physical activity such as hiking lowers blood pressure 4-10 points. Plus, it is fun and the sights are beautiful!

- Hike with others and stay on the trail.
- Avoid days with extreme weather.
- Pace yourself.
- Bring a small first aid kit and your charged cellphone.
- Be aware of poisonous plants you may encounter.

Cycling:

Riding a bicycle has been shown to relieve stress, boost metabolism, lower blood pressure and strengthen the immune system.

- Wear a helmet that fits well
- Watch out for car doors!
- Ride during the day
- Wear bright clothes

Walking/Jogging:

Walking is one of the best ways to get and stay moving. When you put one foot in front of the other, you're taking steps to a healthy you. Walking can lower your chances of heart disease, stroke, and even cancer.

- Stay alert! Avoid wearing earphones.
- Avoid cotton socks. They can cause blisters.
- Carry a cellphone and whistle.
- Change up your route. This helps keep you alert and keeps it fun!

Swimming:

Water supports up to 90% of the body's weight. If you have weak ankles or knees and want to get moving, swimming is a great choice!

- Always swim with at least one other person.
- Swim only where there are lifeguards.
- Re-apply sunscreen after getting out of the water.
- Be aware of your surroundings.



WHOLE you

Do You Have Diabetes? Schedule a Retinal Eye Exam Today!

If you have diabetes, your blood sugar level may cause changes to the fragile blood vessels in the retina of your eyes. There are no early warning symptoms and this can lead to serious vision problems and blindness over time. The only way to catch problems early and prevent complications is by having a special eye exam called a retinal eye exam.

The test is not routinely performed when you go for vision exams and eyeglasses. It requires special equipment. You need to ask for a "Diabetes Retinal Exam." All participating vision providers can perform this test. Some primary care offices also have the equipment.

Don't wait! Schedule an appointment with a vision provider today.

- 1 It's quick, safe & painless
- 2 It's covered by your benefits
- 3 There is no need for special drops that cause blurriness

Visit the PA Health & Wellness website <https://www.pahealthwellness.com/members/ltss.html> to find a vision care provider in your region/county or contact Participant Services at 1-844-626-6813 (TTY 711) for assistance.



Need help finding a
vision care provider in
your region?

Contact Participant
Services at 1-844-626-
6813 (TTY 711)





300 Corporate Center Drive
Suite 600
Camp Hill, PA 17011

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

2022 Spring Bulletin
Your healthy source for living well.



WHOLE
you

