



# WHOLE you



2022 Summer 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 will: see the 2021 CAHPS survey results and learn about the new 2022 program changes, get tips on how to get a good night's rest and stay hydrated, ways to keep yourself healthy, and when to call 988 versus 911 in an emergency.

**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

## You Spoke. We Listened.

Thank you for participating in the 2021 CAHPS Home and Community Based Services Survey. The CAHPS Home and Community-Based Services Survey is designed to assess the experiences of adult Medicaid beneficiaries who receive long-term services and support from State HCBS programs. Your feedback is very important to PA Health & Wellness. Below is a snapshot of the survey results:

### 2021 Results

#### Improvement from previous year ▲



#### Overall Rating and Recommendation Service Coordinator

(Based on Individual Questions)

5.0% Increase from 2020 on both measures



#### Service Coordinator is Helpful

2.9% Increase from 2020



#### Choosing Services that Matter

1.8% Increase from 2020



#### Planning your Time and Activities

0.6% Increase from 2020

#### Areas for Improvement ▼



#### Personal Safety and Respect

0.6% Decrease from 2020



#### Staff are Reliable and Helpful

1.2% Decrease from 2020



#### Staff Listen and Communicate Well

1.3% Decrease from 2020



#### Transportation to Medical Appointments

1.9% Decrease from 2020

Based on the 2021 Home and Community Based Services Survey results, we made some changes to ensure we are meeting your unique healthcare needs.

### New Programs and Changes in 2022



#### Employment Assistance Postcard Mailings



#### Enhanced Service Coordinator Training



#### Advanced Communication with Medical Transportation Vendor



#### Utilizing Community Connect to Plan your Activities



#### Monthly Housing Memos to Increase Awareness of Housing Services



#### Outreach and Education on Supplemental Nutrition Assistance Program (SNAP) Benefits

Visit the PA Health & Wellness website <https://www.pahealthwellness.com/community/community-connect.html> or speak with your PHW Service Coordinator to find more information about community events, employment assistance, Supplemental Nutrition Assistance Program (SNAP) benefits, and transportation to medical appointments.

# WHOLE you

## A Good Night's Rest

Jumping into your bed after a long day is a great feeling. Sleep is one of our body's most important functions. Yet people around the world still struggle to get enough hours of sleep.

**Not getting sleep can increase your risks for things like obesity, heart disease, and bad mental health.** But it does not have to be this way. By using good habits, it is possible to get better sleep. Following these tips will get you back on track to getting those hours you need.

**Create a routine:** If you create calming habits, your body will recognize the pattern and know that it is time to sleep. That way your mind can move into a state of rest. Try going to bed and waking up at the same time, having the same drink each night, taking a nightly bath, or reading a book before bed.

**Quiet down:** Make your bedroom as relaxing, comfortable, and dark as you can. Turn off electronic devices like televisions and phones. And look into using white noise. There are plenty of free white noise apps you can use on your phone. Anything that will keep your room relaxing.

**Watch what you eat and drink:** Before bed make sure to not consume large meals, caffeine, tobacco, or alcohol. Try not to go to sleep hungry or stuffed, as the discomfort from either might keep you up in the night. And products like caffeine and alcohol can affect the quality of your sleep.

**Exercise during the day:** Get some exercise. Being active during the day can help you fall asleep more easily at night. But do not work out close to bedtime as it can keep you up.



# WHOLE you

## Drink Up!

**Water plays a major role in the human body.** Having enough of it is key for your health. Everyone knows to drink water, but it can be hard for people to stay hydrated. That is why we have these tips to help you get enough water every day.

**Mix it up:** If you do not like the taste of water or want some variety, there are ways for you to spice it up. You can use a flavor enhancer, add some fresh fruit, or mix in a bit of fruit juice. There are also flavored water options available from the store. And think about getting some carbonated water if you want something like soda.

**Use a reusable bottle:** Bring a reusable bottle wherever you go. Keeping that bottle around is more than just convenient. Your bottle will work as a reminder to drink. If you see the bottle in your room or in your bag, you will be constantly reminded to hydrate.

**Don't wait:** If you feel thirsty, you are already dehydrated. Try to make a drinking routine within your everyday tasks. You can have a glass after every meal, before going to bed, or every time you go to the bathroom. What's important is that you steadily drink water throughout the day.



Mix  
it up

Don't wait  
till you're  
thirsty

# WHOLE you

## September is Healthy Aging Month

Healthy Aging Month is here. **Decisions we make impact our health as time goes on.** Smart choices now can save you time, money, and heartache in the future. So here are some helpful tips to keep you feeling your best.

**Skincare is Healthcare:** Our skin is a vital part of our health. No matter your skin color, be sure to wear sunscreen when you plan to be outside for a long time. Sunscreen helps shield against harmful UV rays, sunburns, and skin cancer. You can also help by regularly washing your face and moisturizing. Putting these into your routine will help reduce acne and early skin aging.

**Don't Skip Brushing:** People assume that a decline in dental health always happens as you age. But in reality, you can protect yourself from things like gum disease and tooth loss. Brushing your teeth and flossing daily are the best places to start. Regular cleanings are also very important.

**Protecting Your Sight:** When it comes to your eyes, it is crucial to protect them from harsh light. Sun exposure may lead to an increased risk of cataracts. Make sure to cover your eyes by wearing sunglasses outside. Wearing a hat can also boost your eye protection.

**Keep Your Heart Healthy:** The risk of getting heart diseases goes up with age. So keeping your heart in its best condition is key for your health. Make sure you have annual checkups with your doctor, even if you feel healthy. Exercise regularly, eat healthy, and manage your stress to help your heart.



Protecting  
Your Sight



Don't Skip  
Brushing



Keep Your  
Heart Healthy




Skincare is  
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## Top 6 Things You Can Do to Maintain Good Oral Health

Here are six ways you can improve your oral health:

- 1 Brush your teeth thoroughly twice a day with a fluoride toothpaste.
  - 2 Be sure to floss daily between your teeth to help remove dental plaque.
  - 3 Visit your dentist at least twice a year, even if you have no natural teeth or have dentures.
  - 4 Do not use any tobacco products. If you are a smoker, consider making a plan to quit.
  - 5 Avoid sugary drinks and acidic foods.
  - 6 If you have diabetes, be sure to maintain control of the disease. This will decrease risk for other complications, including gum disease. Treating gum disease may help lower your blood sugar level.
-  If you need help making an appointment, please call Participant Services 1-844-626-6813.



Did you know that you  
can request a dental kit?

Call Participant Services  
if you'd like one:  
1-844-626-6813

# WHOLE you

## The 988 Suicide & Crisis Lifeline



### The 988 Suicide and Crisis Lifeline is available for you and your family.

The 988 Lifeline connects you to mental health crisis support. You can call, text, or chat 988 for help 24/7. When you use 988 it is private and at no cost. The three-digit code is available to anyone having a mental health crisis.

You can use 988 for yourself or a loved one. A crisis counselor will be there to help. They will listen to you. They will work with you to understand how your problem is affecting you. They can share resources for additional help.



### Call 988 for:

- Thoughts of suicide
- Ongoing anxiety or depression
- Concerns about use of alcohol or drugs
- Thoughts of hurting yourself or others



### Call 911 for:

- Someone's life is in danger
- Overdose
- Emergency medical help
- Fear for your safety or someone else's

Using the 988 Lifeline connects you to someone right away. For help with a mental health crisis:

- Dial 988 to talk (many languages)
- Text 988 for texting (English only)
- Chat by visiting: <https://suicidepreventionlifeline.org/chat> (English only)

Your mental health is important. PA Health & Wellness can help you find a mental health provider to help you manage your mental health at 1.844.626.6813 (TTY 711).



300 Corporate Center Drive  
Suite 600  
Camp Hill, PA 17011

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