

Your privacy is important

You share a lot of information with your doctor. PA Health & Wellness does all it can to protect your personal health information. In fact, federal law requires us to keep your records private.

You can read the full privacy notice in your participant handbook or on our website. Or you can call us at **1-844-626-6813** (TTY **1-844-349-8916**). We can send you a paper copy.

Know what's covered

PA Health & Wellness wants you to get the care you need, when you need it. We make decisions about the care to cover based on:

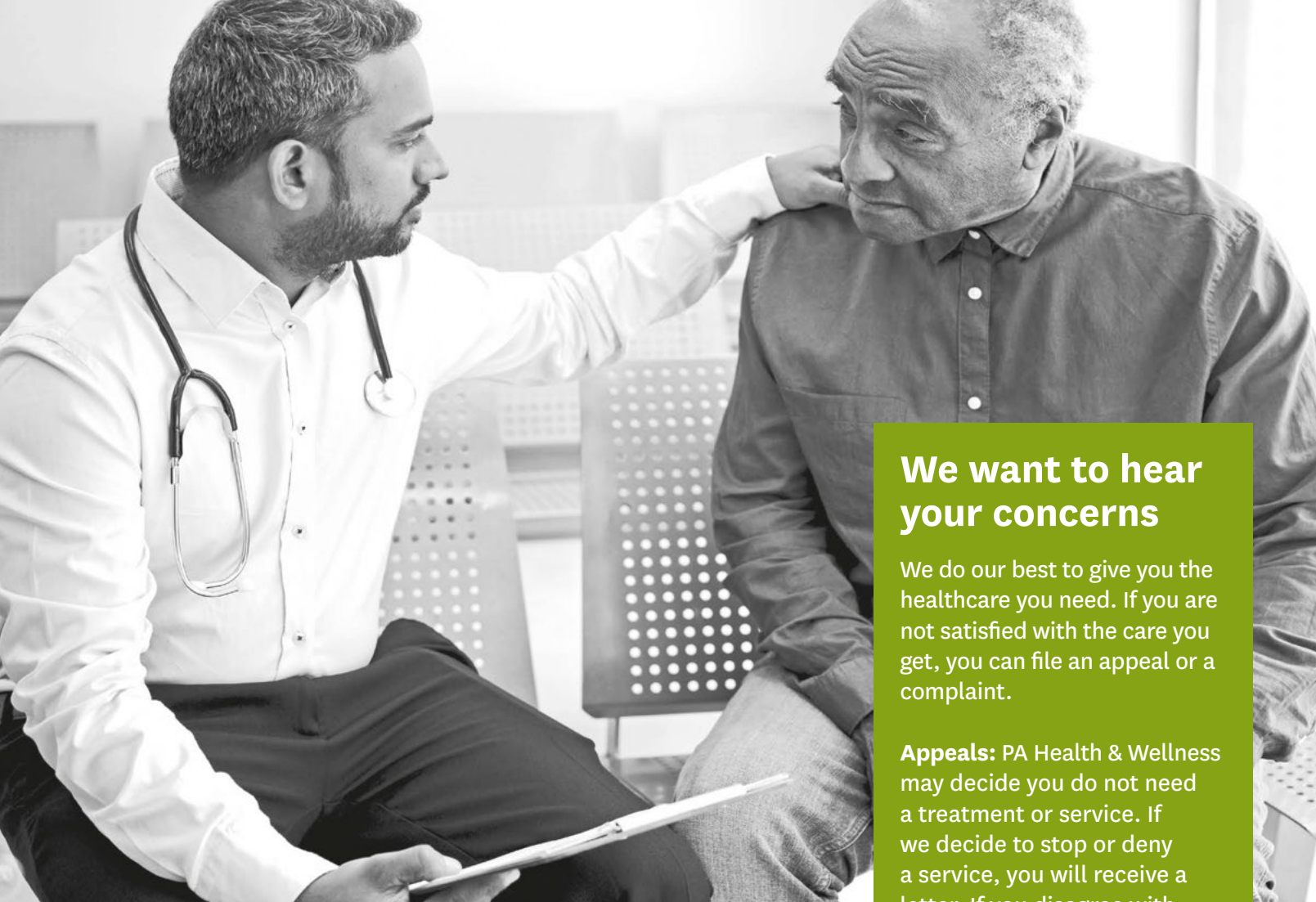
- If the service is needed
- If the service works well
- If the service is right for you

We do not make choices about care based on how much it costs. We also do not reward doctors or staff for saying no to care.

If you have a question about whether a medical service is covered, our Utilization Management (UM) Department can help you. UM may look at your records and talk with your doctor.

Call us at **1-844-626-6813** (TTY **1-844-349-8916**). Do you speak a language other than English? We have translation services to help you.





We want to hear your concerns

We do our best to give you the healthcare you need. If you are not satisfied with the care you get, you can file an appeal or a complaint.

Appeals: PA Health & Wellness may decide you do not need a treatment or service. If we decide to stop or deny a service, you will receive a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing.

Complaints: Are you unhappy with care you got or how you were treated by the plan or a provider? You can file a complaint, also called a grievance.

Appeals and complaints must be sent within certain time frames. Review your participant handbook or call Participant Services at **1-844-626-6813 (TTY 1-844-349-8916)** to learn more.

Know your stroke risk

Are you at risk for stroke? Here are some of the risk factors you may be able to control:

- Having high blood pressure, diabetes, artery diseases, irregular heartbeat and other heart diseases or sickle cell disease
- Smoking cigarettes
- Eating a diet high in saturated fat, trans fat and cholesterol
- Not getting exercise

Here are some stroke risks you cannot control:

- Being over age 55
- Being a woman
- Having a family history of stroke
- Having a history of prior stroke or heart attack
- Being African-American

You can learn more about stroke at **strokeassociation.org**.

Get started on quality care

Choose a primary care doctor (PCP) today, so you can get care when you need it. Visit **PAHealthWellness.com** to search our provider directory. Questions? Call us at **1-844-626-6813 (TTY 1-844-349-8916)**.

What are preventive health guidelines?

Preventive care is care that helps you stay healthy. It can keep you from getting sick, and it can find problems early, when they are easier to treat. Preventive care includes flu shots, well-child visits, cancer screenings and other types of care.

Preventive health guidelines help participants and providers. The guidelines tell providers what tests and treatments participants may need. For instance, the guidelines advise providers to check adults for high blood pressure. They say when to give tests for cancer. Guidelines can also help participants make healthcare decisions.

Who creates the guidelines? Government bodies and groups such as the American Heart Association. They look at the latest studies to decide if guidelines need to change.

Health plans adopt guidelines based on the health needs of participants. Plans also use guidelines to help them meet quality measures.

PA Health & Wellness regularly reviews and updates the guidelines it uses. You can learn more about our preventive health guidelines at PAHealthWellness.com.



Health screenings for women

What are health screenings? They are tests that can save your life. They look for medical problems like cancer. Health screenings can find diseases early, when they are easier to treat.

Here are four health screenings for women. Have questions? Talk to your provider about the screenings you may need.

Disease	Screening	Details
Breast cancer	Mammogram	Testing often begins at age 40 or 45. Repeat every year.
Cervical cancer	Pap test	Testing begins at age 21 for women who are sexually active. Repeat every three years or as recommended.
Colon cancer	Stool test or colonoscopy	Testing usually begins at age 50. Repeat every one to three years for stool tests, every 10 years for colonoscopy.
Sexually transmitted infections like HIV and chlamydia	Pap test and/or blood test	Women who have sex should be tested regularly.

PA Health & Wellness
300 Corporate Center Drive
Camp Hill, PA 17011
PAHealthWellness.com

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How can we **help you?**

PA Health & Wellness can help you in many ways. We can help you:

- Find a doctor.
- Make health appointments.
- Get a copy of your participant handbook.
- Get a ride to your appointments (for participants with transportation as a covered benefit).

Questions? Call Participant Services at **1-844-626-6813**
(TTY **1-844-349-8916**).

Drink it up

Are you drinking enough water? If you don't drink enough, you may get dehydrated. That can cause unclear thinking. Your body may overheat. You could get constipated. Over time, you could get kidney stones.

Drinking water is the healthiest way to stay hydrated. Sports drinks and juices contain sugar. They are often high in calories.

Most people get the water they need from drinking. You can also get water from eating fruits and other foods.

About 80 percent of the water we need comes from beverages. The rest comes from food. Experts say women should get about 11 cups of water every day. Men should get about 16 cups every day.



Getty Images



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. 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, 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/TDD 1-844-349-8916).

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:

Grievance and Appeals Coordinator

PA Health & Wellness

300 Corporate Center Drive

Camp Hill, PA 17011

1-844-626-6813 (TTY/TDD 1-844-349-8916)

Fax: 1-844-873-7451

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, PA Health & Wellness 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, DC 2020

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916)。

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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

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 얘기 하기 위해서는 1-844-626-6813 (TTY/TDD 1-844-349-8916)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 l' 1-844-626-6813 (TTY/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916) 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/TDD 1-844-349-8916) ઉપર કૉલ 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/TDD 1-844-349-8916).

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/TDD 1-844-349-8916).

Mon-Khmer, Cambodian:

ប្រសិនលោកអ្នកឬ នរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី PA Health & Wellness អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមនិយាយទៅកាន់អ្នកបកប្រែតាមលេខ1-844-626-6813 (TTY/TDD 1-844-349-8916)

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/TDD 1-844-349-8916).