

The Importance of Asking Questions

If doctor and pharmacy visits leave you confused, you are not alone. Medical words are often very hard to understand. It is important to ask your doctor, nurse or pharmacist questions so you can understand how to take care of your health, prepare for medical tests and take your medicines the right way.

The questions you may want to ask will depend on whether your doctor gives you a diagnosis, recommends a treatment, medical test or surgery, or gives you a prescription for medicine.

Possible questions could include:

- What is my diagnosis?
- What are my treatment options?
What are the benefits of each option?
What are the side effects?
- Will I need a test? What is the test for?
What will the results tell me?
- What will the medicine you are prescribing do? How do I take it?
Are there any side effects?
- Why do I need surgery? Are there other ways to treat my condition? How often do you perform this surgery?
- Do I need to change my daily routine?

Sometimes we may not fully understand the answers we are given and that is OK. Let your doctor, nurse or pharmacist know if you still don't understand what you need to do. They want you to get the information you need to care for your health. To help remember questions or instructions, try writing them down or bringing a friend or family member with you. If you think of more questions after your visit, write them down and call your doctor to talk about them. When in doubt, always ask questions. It is your right as a patient.

Source: Agency for Healthcare Research and Quality



Quick Tips for Members

Prestige is happy to have you as a member. We want you and your family members to be healthy. Here are some quick tips:

1. Your Member ID Card

Every Prestige member gets a member ID card. When you get your member ID card, check to make sure everything on it is correct. You should carry it with you at all times. Show your ID card whenever you get services from doctors, hospitals, pharmacies and other Prestige providers. If you have not received your card or need a replacement, call Member Services at **1-855-355-9800**.

2. Choosing a provider

When you join Prestige, you must choose a doctor from the Prestige provider directory to help you get health care. This doctor is your primary care physician (PCP). To find out more about providers listed in the directory, call Member Services or go online at www.prestigehealthchoice.com to search the provider directory.

3. Pharmacy Member Services

Your doctor will write you a prescription. You must pick the medicine up at a pharmacy that is part of the Prestige network. You can go to our website at www.prestigehealthchoice.com. Go to “Members” and then go to “Find a doctor or pharmacy.” If you have any questions, call Pharmacy Member Services at **1-855-371-3963**.

4. Annual wellness visits and preventive screenings

Be sure to schedule your annual wellness visits and screenings with your doctor. These are available at no cost. Sign in to the Prestige member portal at www.prestigehealthchoice.com to help manage your health services.

5. Get help to manage health problems

Prestige has a case management program to help you better manage health problems. This is a service for members with special needs or who need help. Examples of special needs are long-term illnesses, injuries and pregnancies. Programs include management of asthma, chronic obstructive pulmonary disease (COPD), diabetes, heart disease, and sickle cell disease. Call Member Services at **1-855-355-9800** to get more information about these programs.

6. Extra help with health-related issues or benefits

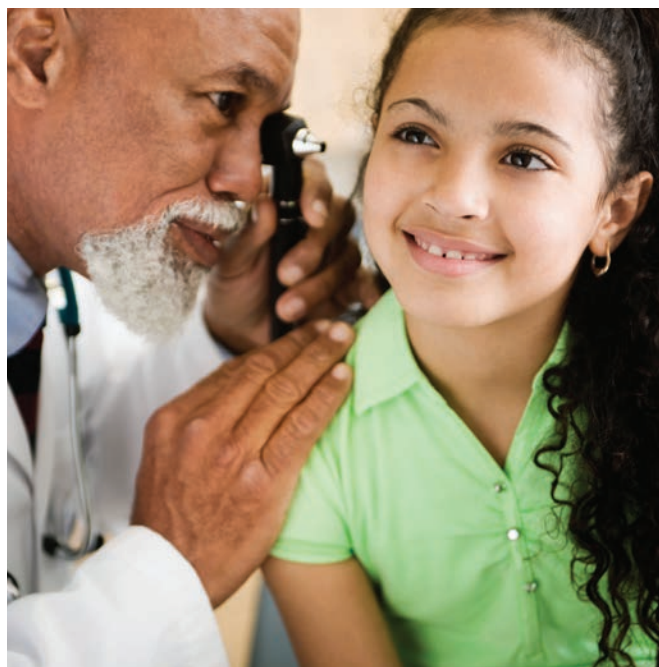
The Rapid Response Outreach Team helps members with health-related issues by answering questions and helping solve any problems. They can help schedule doctor appointments, find transportation options and remind you when important health tests are due. You can call the Rapid Response Outreach Team at **1-855-371-8072** from 8:00am until 6:30pm EST, Monday–Friday.

7. 24-Hour Nurse Call Line

Prestige members have access to a 24-hour Nurse Call Line. A nurse will listen to your health care problems and help you make good health care decisions. The next time you are sick, hurt, or need health information, call **1-855-398-5615** twenty-four hours a day, seven days a week.

8. Has your personal information changed?

Call Member Services at **1-855-355-9800** if you have moved or any personal information changes.



Reaching Health Goals

Healthy Behaviors programs reward you for reaching different health goals. We want you to be in the best health and will encourage you to take steps toward healthy living. When you complete a Healthy Behaviors program, Prestige will send you a reward.

Being overweight can raise the risk for many diseases, including heart disease, type 2 diabetes, and some types of cancer. Many of these risks can be controlled with a healthy lifestyle, proper nutrition and support. You can find out more information on how to reach your different health goals by calling Prestige Member Services.



The Weight Loss Healthy Behaviors program can help provide a customized learning and action plan based on your personal health assessment. If your doctor says that you have a body mass index (BMI) of 35 or more, you may qualify to participate in the program.

The Diabetes Healthy Behaviors program rewards members who complete their diabetes annual eye exam. We will also reward you for completing the following diabetes series:

- Hemoglobin (HbA1C) blood test
- LDL (“bad cholesterol”) screening
- Kidney disease screening

To join these or other Healthy Behaviors programs, please call Prestige Member Services at **1-855-355-9800**.

Important Numbers

It’s important to talk to your doctor about the tests listed in the chart. Get to know your numbers and understand your test results.

Disease State	Test	Normal	Needs Improvement
Heart mg/dl	Total Cholesterol	Below 200	Over 200
	LDL Cholesterol	Below 100	Over 130
	HDL Cholesterol	40-60	Men: Under 40 Women: Under 50
	Triglyceride (fasting)	Below 150	Over 150
Diabetes	Hemoglobin A1C (%)	6%	Over 7%
	Fasting Plasma Glucose Levels mg/dl	70-99	Over 110%
Hypertension	Systolic Blood Pressure	Below 120	Over 120
	Diastolic Blood Pressure	Below 80	Over 80
Obesity	Body Mass Index	18.5-24.9	Over 24.9



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Health or wellness or prevention information
Información de salud o bienestar o preventiva

Do you need help with a ride to your medical appointment?

We can help! For non-emergency transportation, you can call our transportation vendor to schedule a ride at **1-855-371-3968**. If you have any questions, call Member Services at **1-855-355-9800**.

For emergency transportation, please call **911**.



This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800** and TTY/TDD at **1-855-358-5856**, twenty-four hours a day, seven days a week (24/7).

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese con nuestro número de Servicio al Cliente al **1-855-355-9800** y TTY/TDD al **1-855-358-5856**, las 24 horas del día, los siete días de la semana (24/7).