

## Helping members reach goals with Healthy Behaviors programs

Good health is important to all of us. Most primary care providers (PCPs) have different types of treatment and screenings that help us find health problems. We want you to be in the best health and will encourage you to reach your goals! Prestige offers rewards for completing Healthy Behaviors programs. You can get more information and join by calling Member Services at **1-855-355-9800**. Rewards range from \$10 to \$50 gift cards, depending on the programs you complete. Healthy Behaviors programs have limits on how many gift cards you can earn. Gift cards are non-transferable.

Prestige now offers 8 different Healthy Behaviors programs:

- Weight loss.
- Quitting tobacco.
- Alcohol and substance use recovery.
- Maternity.
- Well-child visits.
- Diabetes testing series.
- Behavioral health follow up.
- Dental (Prestige's newest program addition).

Each program has a form that must be filled out and signed by you and your PCP. Once you have finished all of the required services for a program, you can mail the form back using the prepaid envelope provided in your welcome letter. You may also fax the completed form to **1-855-236-9281**. All completed forms must be returned to Prestige by December 31, 2016, unless an extension applies. We will send you a letter at the end of the year to let you know if an extension applies to the program you join.

Please contact Member Services at **1-855-355-9800** and **TTY/TDD 1-855-358-5856**, 24 hours a day, 7 days a week for more information. Please check our website at **[www.prestigehealthchoice.com](http://www.prestigehealthchoice.com)** for more information about each Healthy Behaviors program.

## Your pharmacy benefits

Prestige has partnered with PerformRx<sup>SM</sup> to provide you with pharmacy benefit management services. PerformRx is replacing WellDyne as the pharmacy benefit manager (PBM) for Prestige.

Prestige has a large network of pharmacies in Florida. To find a pharmacy, you can access our online provider directory at **[www.prestigehealthchoice.com](http://www.prestigehealthchoice.com)** or call **1-855-371-3963** to find a participating pharmacy in Florida that is close to your home.

There are changes to the pharmacy network. If you currently get your prescriptions from a pharmacy that is not in the network after December 1, 2016, you will be able to continue filling prescriptions at that pharmacy for at least 60 days from the effective date of December 1, 2016.

You should have received a replacement member ID card in the mail. The new member ID card will be effective December 1, 2016.

If you have any questions, contact Member Services at **1-855-355-9800**.



## Facts about women's health

### **Getting a yearly Pap test can save a woman's life. True.**

A Pap test helps detect cervical cancer. This type of cancer can usually be prevented if precancerous cervical lesions are found by a Pap test and treated. Cervical cancer can usually be cured if it is found and treated early. About half of the women in the United States who develop cervical cancer have never had a Pap test. Regular Pap tests decrease a woman's risk of getting cervical cancer because they can find problems at early, treatable stages.

### **Every woman has some risk of getting breast cancer.**

*True.* About 85 percent of women who get breast cancer do not have family histories of the disease. Getting older is the biggest single risk factor for breast cancer. For those women who do have a family history of breast cancer, your risk may be higher than normal. Discuss your family history with your PCP so that you know your level of risk. Mammography (breast scan) is the best method to detect breast cancer early. If you are age 40 or older, get screened every 1 to 2 years. If you are younger than 40 years and have a history of breast cancer in your family, talk with your PCP about how often you should have an exam.

Call Prestige Member Services at **1-855-355-9800** if you need help with scheduling your well-women screenings.

## Did you know?

### **Your PCP can screen for chlamydia with a simple**

**urine test.** Chlamydia is a common sexually transmitted infection (STI). The highest rates of chlamydia are in young people between 15 to 24 years of age. About 6 percent to 10 percent of these adolescents and young women test positive for chlamydia. It is common for people who are infected with chlamydia to have no symptoms, or very mild symptoms. Women may have a burning sensation during urination, abnormal discharge, or bleeding between menstrual periods. Men may have a burning sensation during urination or discharge. Chlamydia can damage young women's reproductive organs and lead to problems such as infertility or difficulty carrying a pregnancy.

You should get tested for chlamydia 1 time a year if you have a new sex partner or if you have more than 1 sex partner. Keep in mind that any sexually active person can become infected with chlamydia by having sex. Chlamydia can also be passed from an infected mother to her infant during vaginal childbirth.

Talk to your PCP about whether you should be screened for other STIs. If you experience any unusual symptoms, let your PCP know as soon as possible.

## Importance of vaccinations

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses. While there are many different flu viruses, a flu vaccine protects against the viruses that research suggests will be most common. Flu vaccination can reduce flu illnesses, doctor visits, missed work and school, as well as prevent flu-related hospitalizations.

Everyone 6 months of age and older should get a flu vaccine as soon as the current season's vaccines are available. People at high risk of serious flu complications include young children, pregnant women, people with chronic health conditions like asthma, diabetes or heart and lung disease, and people 65 years and older. Children younger than 6 months are at high risk of serious flu illness, but are too young to be vaccinated. People who care for infants should be vaccinated instead.

### **Take everyday preventive actions to stop the spread of germs:**

- While sick, limit contact with others as much as possible to keep from infecting them.
- If you are sick with flu-like illness, the CDC recommends that you stay home for at least 24 hours after your fever is gone, except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine.)
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.
- Talk to your children's PCP or other health care professional to make sure they get the vaccinations they need.





## Are you pregnant or thinking of having a baby?

The Bright Start® program helps you stay healthy when you are pregnant so that your baby has a healthy birth. The Bright Start program gives you important information about:

- Taking your prenatal vitamins.
- Visiting your PCP or OB-GYN for your prenatal and postpartum appointments.
- Eating right.
- Staying away from drugs, alcohol, and smoking.
- Visiting your dentist so you can keep your teeth and gums healthy.

Call Prestige at **1-855-371-8076** to learn more about the Bright Start program. We can help you during your pregnancy and postpartum (the time after you have your baby) to make sure you stay healthy after your baby is born.

Prestige encourages all pregnant members to see an OB-GYN or a nurse midwife as soon as you think you are pregnant and to keep all your appointments. The healthier you are through your pregnancy, the healthier your baby will be.

## Has your child been tested for lead poisoning?

It is important to get your toddler tested for lead poisoning before age 2. Even if your child seems healthy, he or she may have unsafe levels of lead in their blood.

### How does my child get lead poisoning?

Lead poisoning is caused by swallowing or breathing pieces of lead or lead dust. You and your family may be surrounded by lead, but you may not know because you cannot smell, taste, or see it. Lead could be found in the paint, water, toys, and dust and in the ground around your home.

Talk to your child's PCP about the signs and risks of lead poisoning.

## How to partner with your PCP

Many people are happier with their health care if they share responsibility with their PCPs. Your PCP is an expert in medical care, but you are the expert on yourself. Often there is more than 1 choice for diagnosing or treating a condition. When you are a partner with your PCP, you can help decide what is best for your values, beliefs, and lifestyle. You will also feel more confident about carrying out the chosen treatment.

### Build a relationship

- Find a PCP with whom you think you can build a long-term, comfortable relationship. It is important to find a PCP who will support this partnership.

### Be an active participant

- Listen carefully to what your PCP says.
- Ask questions. If you do not understand something, ask the PCP or nurse to repeat it in a different way.
- Ask for instructions. Before you leave the PCP's office, make sure you know what to do to care for yourself.

### Be honest

- If your values, beliefs, fears, or concerns might interfere with a treatment your PCP suggests, talk to him or her about it. There may be other choices available.
- If you do not intend to take a prescribed medicine or follow a recommended treatment plan, say so.
- If you are using complementary treatment, such as acupuncture, or you are taking herbal supplements, let your PCP know. To be a good partner, your PCP has to know what is going on.

### If you are telling your PCP about a health problem, here are some important questions to ask:

- What is my diagnosis and what might happen next?
- Do I need medicine? How much and how often? What side effects should I watch for?
- How should I care for myself at home (for example, eating, sleeping, exercise)?
- Should I have any concerns about being able to carry out my part of the treatment?
- Where can I get information about this problem or treatment?
- What symptoms should I watch for?
- When should I call to report symptoms?
- What is the best way to contact my PCP? When is the next time I should contact my PCP?





HEALTH CHOICE®

Leading the Way to Quality Care

9250 NW 36<sup>th</sup> Street  
5<sup>th</sup> Floor  
Doral, FL 33178

Health and wellness or prevention information

Información de salud y bienestar o preventiva

Enfòmasyon prevansyon ak enfòmasyon konsènan sante ak byennèt

## Language assistance services

We provide free (no cost to you) language assistance services.

**Would you like to read information in a different language?**

We can send you materials in your language at no cost to you. **Do you need help switching to a PCP who speaks your language?** We can help you choose a PCP. **Did you know we offer free (no cost to you) interpretation services for your PCP appointments?** We can have an interpreter help you over the phone or in person.

We can help! Please call Member Services at **1-855-355-9800** for more information.



## Need a different language?

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

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

Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele sèvis kliyan nou an nan nimewo **1-855-355-9800** oswa **1-855-358-5856** pou moun ki pa tande byen, 24 sou 24, 7 sou 7.