

Public transportation is available to Prestige Health Choice members

Public transportation is a great way to get to the health care services you need. It's simple.

Just call **1-855-371-3968** and the public transit team can help you. They will get the information on where you need to go to get your health care services, such as your doctor's office address and appointment date. They will help you get the bus passes quickly.

Why take the bus?

- It's a dependable ride.
- There are many good bus routes to choose from.
- You can pick the route you want to take to and from your appointments.
- You can use the pass for more trips, until it expires.
- If you are traveling with a child, or children, under 12 years old, you may get passes for them.
- Public transit offers access for people with disabilities.

You can relax on the bus and easily get to your location with less stress. Did you also know that people who use public transportation can be healthier because they walk more and increase their fitness level? Let's stay healthy!

Public transit systems in your area:

Fort Myers: LeeTran
Gainesville: Regional TS
Miami: Miami-Dade Transit
Orlando: Lynx
West Palm Beach: Palm Tran
Tallahassee: StarMetro
Tampa/St. Pete: HART
Pinellas: Suncoast TA

Call **1-855-371-3968** to learn more.



Information for Medicare dual-eligible members

I'm a dual-eligible (Medicare and Medicaid) member without Medicare Part D coverage. How does this affect me?

Prestige dual-eligible members with Medicare Part A and/or Part B are required to enroll in Medicare Part D for the primary coverage of their prescriptions.

There is help available to members who are not currently enrolled in a Medicare Part D program.

The Centers for Medicare & Medicaid Services' program, "Li-Net," which is Medicare's Limited Income NET Program, can help dual-eligible members who have Medicare without Part D and Medicaid get their medicine. The program is a temporary prescription coverage plan.

For more information about Medicare Part D, please call Medicare at **1-800-Medicare (1-800-663-4227)**, or visit medicare.gov. For immediate assistance with prescriptions, call Li-Net at **1-800-783-1307**.



Flu season and you

The seasonal flu vaccine (shot) protects against the influenza viruses that will be most common during the upcoming season. Flu vaccines cause antibodies to develop in the body about 2 weeks after vaccination. These antibodies provide protection against infection with the viruses that are in the vaccine.

Who should get vaccinated?

Everyone 6 months of age and older should get a flu vaccine early in the fall, before the flu season gets under way.

When should I get vaccinated?

A flu shot is needed because:

- The body's immune response from vaccinations declines over time.
- Flu viruses change. The formula of the flu vaccine is reviewed each year and sometimes updated to keep up with changing flu viruses. Flu vaccination should begin soon after vaccines become available, ideally by October. While seasonal influenza outbreaks can happen as early as October, flu activity is highest in January or later.

Does the flu vaccine work right away?

No. It takes about 2 weeks after vaccination for antibodies to develop in the body. That's why it's better to get vaccinated in the fall, before the flu season really gets under way, but vaccinations even as late as January or February can help.

Where can I get a flu vaccine?

Flu vaccines are offered in many locations, including providers' offices, community health centers, health departments, pharmacies, and even in some schools.

Call your PCP to schedule an appointment. If you need help or have any questions, call Member Services at **1-855-355-9800**.

Source: www.cdc.gov/flu/protect/keyfacts.htm

Did you know?

Prestige Member Health News is also available on our website. Visit www.prestigehealthchoice.com to find Member Health News, 2017 Issue 1, in English, Spanish and, Creole.



Checkups are important for healthy development

The early years of your child's life are very important for his or her health. Regular checkups with a primary care provider (PCP) can help find changes in your child's health before they become serious. If caught early, health problems are easier to treat.

Is it time for your child's checkup?
Call your child's PCP to schedule an appointment.

Children should have a health checkup at birth, and at three to five days for newborns discharged less than 48 hours after delivery, then again 1, 2, 4, 6, 9, 12, 15, 18, 24 and 30 months. Children and young adults ages 3 to 20 should have a checkup once a year.

You can also ask for a child health checkup at other times if you think your child needs it. If you have any questions or need help scheduling an appointment, call the Rapid Response and Outreach Team at **1-855-371-8072**.



Evaluating new technology

Prestige regularly reviews the latest procedures, drugs, devices and methods to determine which will improve medical outcomes. Prestige uses criteria established to:

- Provide scientific analysis and opinions that advance the understanding of complex technology issues.
- Help in the development of medical policy.

For more information, please call Member Services at **1-855-355-9800**.

We pay attention to your care

Prestige Health Choice's Utilization Management team includes nurses, medical directors, and pharmacists. The team regularly reviews requests made by our providers for authorization of services. The requests are reviewed to determine whether the services that are being requested are medically appropriate. This process includes a review for medical necessity. This means that a medical service is needed to find out what is wrong, take away pain, or prevent you from getting sick.

The medical necessity review is performed using:

- Nationally accepted medical guidelines.
- Medical information, including your Medicaid benefits and supporting clinical information from your provider.

Prestige does not reward health care providers for denying, limiting, or delaying benefits or health care services. We also do not give incentives to our staff for making decisions about medically necessary services or benefits that result in more or less health care coverage and services.

You can call the Nurse Call Line when you cannot reach your provider or are away from home. The Nurse Call Line is available 24 hours a day, 7 days a week, at **1-855-398-5615** if you have any questions or concerns about your health.

How your pharmacy benefits work

Your provider will write a prescription for medicine to be filled by your pharmacist. Providers may refer to the preferred drug list (PDL) for preferred formulary medicines. The PDL is available on our website at **www.prestigehealthchoice.com**. The Changes Summary Report, which includes the latest changes made to the preferred drug list, can be found at **ahca.myflorida.com/medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml**. There is no cost to you for covered prescriptions. Show your member ID card when you get your prescriptions. If you have any questions, call Pharmacy Member Services at **1-855-371-3963** if you need help.

Prior authorization (pre-approval)

Your provider may request approval for a medicine that is not on the PDL or requires prior authorization. Your provider will need to send us a prior authorization request form. We will review and let you and your provider know our decision.

If Prestige does not approve the medicine, you will get a letter that will tell you why. The letter will tell you how to submit an appeal if you want to do so.



Diabetes control

When it comes to diabetes, there is no cure at the moment. The good news is that diabetes can be controlled by balancing the food you eat with exercise and medicine, if prescribed. This will help you manage your weight and control your blood glucose (or blood sugar). Blood glucose is the main sugar found in the blood and the body's main source of energy. If you have diabetes, you will need to check your blood sugar regularly. You should decide with your doctor how often.

One way to help you know if your treatment plan is working is to have your provider order an HbA1C blood test. This test shows how well your blood sugar was controlled during the last 2 to 3 months. For people without diabetes, the normal range for the HbA1C level is from 4 percent to 5.6 percent. HbA1C levels from 5.7 percent to 6.4 percent mean an increased risk of diabetes. Levels of 6.5 percent or higher mean diabetes.



Please call Prestige at **1-855-371-8072** if you need help with your diabetes care. We can also help with scheduling your appointments.



HEALTH CHOICE®

Leading the Way to Quality Care

11631 Kew Gardens Ave.
Ste. 200
Palm Beach Gardens, FL 33410

Health and wellness or prevention information

Información de salud y bienestar o preventiva

Enfòmasyon prevansyon ak enfòmasyon konsènan sante ak byennèt

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Don't forget! A random selection of our members will soon be receiving a bright yellow envelope in the mail that has our annual CAHPS survey. The CAHPS survey measures your satisfaction with our plan. There is a version that is for children, and a version that is for adults. Please complete and mail back the survey if you get one.

Prestige recently scored higher than the previous year for the adult survey in the "Rating of Specialist" category, from 78 percent to 83 percent. Prestige also scored higher than the previous year for the child survey in the "Getting Care Quickly" category, from 84 percent to 87 percent. Prestige wants you to be satisfied with your health plan.



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.