

# Member Health News



*A Member's Link to  
Prestige Health Choice*



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## 2017 ISSUE 3

### Articles in this edition

- ▶ Download the Prestige mobile app today
- ▶ Your behavioral health care
- ▶ What is ADHD?
- ▶ How your pharmacy benefits work
- ▶ Do you need specialty pharmacy services?
- ▶ Zika virus: What you need to know
- ▶ Tips on improving pain
- ▶ Need a ride? Transportation services are available
- ▶ Staying cool, staying safe: Kids and pool safety
- ▶ Reward your good health
- ▶ Help control your diabetes
- ▶ Facts about women's health
- ▶ Did you know?
- ▶ Accessing non-Medicaid benefits
- ▶ Need information in other languages?



## Your behavioral health care

We want our members to feel their best. Prestige works with a behavioral health managed care organization to provide you with behavioral health care services.

Behavioral health care services you may need for you or your family include:

- Individual, family, or group therapy.
- Individual and family assessments.
- Day treatment for adults and children.
- Evaluations.
- Treatment planning.
- Case management.

- Medication management.
- Therapeutic behavioral on-site services.

Your primary care provider (PCP) can help you get the treatment you need. You should let your PCP know if you or someone in your family is having a behavioral health concern.

If you need help finding a behavioral health care provider, call Prestige Member Services toll free at **1-855-355-9800** (TTY **1-855-358-5856**). Member Services can help schedule an appointment. You can also search our provider directory at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).



# What is ADHD?

It can be hard for many children to stay quiet, sit still, or stay focused on one task. But for some children, it can be so hard that it causes problems for them at school, at home, and even when they are playing with other children. This could be a sign that a child has a condition called attention-deficit/hyperactivity disorder (ADHD).

Signs of ADHD usually show up in childhood, and the condition can last into adulthood. It affects each child differently. The child's behavior may even change as he or she grows older.

Some common signs of ADHD include:

- Trouble paying attention to details, following instructions, or finishing tasks.
- Not being able to sit still long enough to finish eating meals or doing homework.
- Needing to move around all the time, such as running, jumping, and climbing.
- Acting out on impulse, grabbing things, or not wanting to wait to take a turn at doing something.



## Help is available

If you think your child might have ADHD, talk with your child's PCP. This is an important first step to find out if the issues are due to ADHD. Your child's PCP can tell you what steps to take.

Right now, there is no cure for ADHD. But there are good treatment options to help children with ADHD. For example, medicines and behavioral therapy — sometimes used together — can help children control their behavior at home, in school, and when playing with other children.

## Make some changes at home and school

There are ways you can help your child outside of the doctor's office, too.

- Be supportive. Be sure to praise your child whenever he or she is behaving well or showing improvement. Set clear rules for your child to follow. Try not to punish your child every time he or she breaks a rule. You may have a hard time staying patient, but remember, this is also hard for your child.
- Be understanding. Instead of becoming upset with your child, offer help. Show your child how to make positive decisions and changes.
- Talk to your child's teachers. This will help the teachers understand and support your child and find ways to better manage ADHD symptoms. Sometimes, special education services are available for children with ADHD.
- Educate yourself. There are many resources, such as books and videos, to help parents better understand ADHD and develop skills to help their children.

Source:  
[www.cdc.gov/ncbddd/adhd/facts.html](http://www.cdc.gov/ncbddd/adhd/facts.html)



# How your pharmacy benefits work

Your provider will write a prescription for medicine to be filled by your pharmacist. Providers may refer to medicines on the preferred drug list (PDL). The PDL is available on our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com). The Changes Summary Report includes the latest changes made to the PDL. You can find the Changes Summary Report at [ahca.myflorida.com/medicaid/Prescribed\\_Drug/pharm\\_thera/fmpdl.shtml](http://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 or need help, call Pharmacy Member Services at 1-855-371-3963.

## Prior authorization (pre-approval)

Your provider may request approval for a medicine that is not on the PDL or needs pre-approval. This is called prior authorization. Your provider can 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 appeal our decision if you want to.





# Do you need specialty pharmacy services?

Prestige has chosen PerformSpecialty® to provide specialty pharmacy services to our members.

PerformSpecialty will fill specialty medicines for Prestige members. Specialty medicines are drugs that have high costs and treat complex

conditions. They require extra support to make sure they are used correctly.

If you are getting a specialty medicine from another pharmacy in our network, we will send your prescription to PerformSpecialty for all future refills.

If you want to choose another pharmacy, or if you have questions, please call PerformRx at 1-855-371-3963.



## Zika virus: What you need to know

**What is Zika virus?** Zika is a disease you can get from being bitten by a mosquito carrying the virus. A pregnant woman who has Zika can spread the virus to her unborn baby. Zika can also be spread through unprotected sex with an infected person.

**What are the symptoms of Zika virus?** Zika virus may feel like the flu. The most common symptoms are fever, rash, joint aches, pink eye, and headache.

It can take up to one week for a person with Zika virus to notice any symptoms. A blood test is the only way to be sure that someone has the virus.

**Is there medicine to treat Zika?** No. There is no medicine or vaccine to treat the Zika virus.

**How can I protect myself from getting the Zika virus?** The best protection against the virus is to avoid getting mosquito bites and avoid unprotected sex.

Please go to the Centers for Disease Control and Prevention's website at [www.cdc.gov/zika](http://www.cdc.gov/zika) for more information.

### Over-the-counter (OTC) insect repellent list

Prestige covers several OTC insect repellent products. For more information, call Member Services at **1-855-355-9800**.

The coverage of OTC medicine is limited to \$50 per household per year. Source: [www.cdc.gov/zika](http://www.cdc.gov/zika)

Product	Ounces	UPC
OFF!® Family Care	2.5 oz.	46500710377
OFF! Deep Woods®	4 oz.	46500717642
OFF! Deep Woods	6 oz.	46500018428
OFF! Active®	6 oz.	46500018107
Cutter® Skinsations®	6 oz.	16500540106
Cutter Backwoods	6 oz.	71121962805
Repel® Sportsmen	6.5 oz.	11423941375
Repel Sportsmen Max	6.5 oz.	11423003387

# Tips on improving pain

If you are suffering from pain, your PCP may want you to take a strong kind of pain medicine called an opioid. Opioids include medicines like Norco® and Percocet®. Before you and your PCP decide what medicine to use, you should know about all your options. There are non-opioid OTC pain relievers available like Tylenol® and Advil®. Other options include physical therapy, yoga, and other kinds of mild exercise. You should talk to your PCP before you take any medicine or start any exercise program.

There are also pain relievers you can apply to your skin. Not all of them need a prescription from your provider. For example:

Non-prescription	Prescription
Aspercreme®	Lidocaine patch
Capsaicin	Voltaren® Gel

Depending on the type of pain you have, you and your PCP may talk about other kinds of pain relievers. These need a prescription from your provider. For example:

Neurontin®	Lamictal™
Lyrica®	Cymbalta®
Topamax®	Effexor®

## Need a ride? Transportation services are available

Prestige can help you get to your doctor's appointments. You can get a ride by calling Access2Care toll free at 1-855-371-3968.

If you need special help, like a wheelchair, or need to bring a caregiver to your appointment, please tell us so the right service is arranged for you.

A driver will pick you up within an hour of your appointment time. He or she will give you a card with his or her phone number. When your appointment is over, the same driver will pick you up within an hour of your call.

Your health care provider can also arrange your ride through their Access2Care account. You can call Member Services at 1-855-355-9800 if you have any questions or concerns about your ride.

### How to stay safe during your ride

Your safety is important to us. Prestige wants to get you where you need to go as quickly and as safely as possible. While you are using our transportation services, please make sure to follow these important safety guidelines:

- All passengers must use seat belts while being transported. Seat belts must be secured at all times.
- Any child under 8 years old or under 4'9" tall must be in a child safety seat or booster seat. A member's parent, guardian, or adult caregiver must provide and install a safety seat that complies with state law.
- There is no smoking in vehicles.

Remember to buckle up for safety anytime you are in a car, not just on a trip to a Prestige appointment.

Source: [www.access2care.net](http://www.access2care.net)







## Reward your good health

Prestige's Healthy Behaviors programs can help you improve your health and earn rewards at the same time. There are several different Healthy Behaviors programs. For each program you complete, you will receive a gift card in the mail. Members can earn up to a \$50 reward per program. If you qualify, there is no limit on how many programs you can complete. You will work with your provider to complete the programs. Your provider will sign your Healthy Behaviors Completion Form or Commitment Form as you complete programs.

For a complete list of Healthy Behaviors programs and forms, please visit [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com). If you have any questions, please call Member Services toll free at **1-855-355-9800** (TTY **1-855-358-5856**).

## Staying cool, staying safe: Kids and pool safety

Swimming in a pool can be a lot of fun. It's a great way for kids to cool off, get some exercise, and enjoy the outdoors. But in the few minutes it takes to grab a towel in the house, get a snack, or answer a text message, a child can drown.

Keep pool time fun. Here are three important ways to help your kids stay safe.

- Supervise your kids.
  - An adult should always be watching when a child is in the pool.
  - Keep full attention on your child. Do not talk on the phone or water your garden.
  - An adult should be in the water and within arm's reach of any infant or toddler.
- Set up pool rules.
  - Do not run around the pool.
  - Put toys away when not using the pool.
  - Don't use electrical appliances near the pool.

- Don't use riding toys around the pool.
- Set up a pool fence and other barriers.
  - Barriers block children from the pool.
  - A fence should completely surround the pool or spa. The fence should be at least four feet high and have no footholds or handholds that a child could climb.
  - Have a well-maintained gate that closes and latches itself.

With these steps, you can help secure your pool and protect your children.

Sources: [www.floridahealth.gov/programs-and-services/prevention/drowning-prevention](http://www.floridahealth.gov/programs-and-services/prevention/drowning-prevention)

[www.healthychildren.org/English/safety-prevention/at-play/Pages/Swimming-Pool-Safety](http://www.healthychildren.org/English/safety-prevention/at-play/Pages/Swimming-Pool-Safety)



# Help control your diabetes

There is no cure for diabetes. But you can control your diabetes by balancing the food you eat with exercise and medicine your PCP prescribes. This will help you manage your weight and control your blood glucose (blood sugar). Blood glucose is the sugar found in your blood. It is your body's main source of energy. If you have diabetes, you should check your blood sugar regularly. Your PCP can help you decide how often to check it.

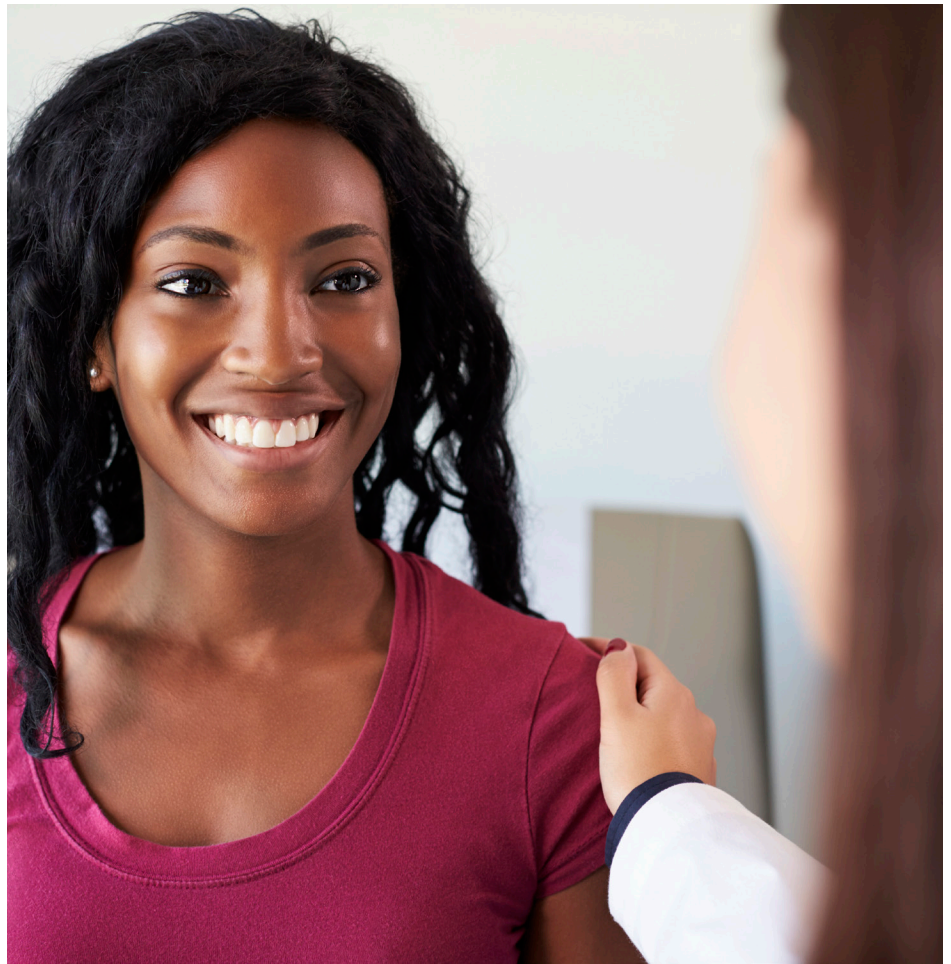
Your PCP may have you take an HbA1C blood test. This test shows how well your blood sugar was controlled during the last two to three months. This can help your PCP know if your treatment plan is working. For people without diabetes, the normal HbA1C level is 4 percent to 5.6 percent. HbA1C levels from 5.7 percent to 6.4 percent mean more risk for diabetes. A level of 6.5 percent or higher means you have diabetes.

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

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Sources: [www.cdc.gov/diabetes](http://www.cdc.gov/diabetes)

[www.diabetes.org](http://www.diabetes.org)



## Facts about women's health

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

True. A Pap test helps to find cervical cancer. This type of cancer can be prevented or cured if caught early by a Pap test and treated. About half of the women in the United States who get cervical cancer have never had a Pap test.

### 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 risk factor for breast cancer. Women who do have a family history of breast cancer are at higher risk. Discuss your family history with your PCP

so that you know your level of risk. A mammogram (breast X-ray) is the best method to find breast cancer early. If you are age 40 or older, get screened every one to two years. If you are younger than age 40 and have a history of breast cancer in your family, talk with your PCP. You may need to get screened more often.

Call Prestige Member Services at **1-855-355-9800** for help with scheduling your well-woman screenings.

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Source: [www.cancer.org/cancer/breastcancer](http://www.cancer.org/cancer/breastcancer)





## 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 ages 15 to 24. About 6 percent to 10 percent of these young people test positive for chlamydia. People with chlamydia may 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 in pregnancy.

You should get tested for chlamydia one time a year if you have a new sex partner or if you have more than one sex partner. 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 have any unusual symptoms, tell your PCP as soon as possible.

Source: [www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm](http://www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm)



## Accessing non-Medicaid benefits

Prestige can help coordinate your health plan benefits if you are eligible for both Medicaid and Medicare or another third-party insurer. Call Member Services today at **1-855-355-9800 (TTY 1-855-358-5856).**

## Need information in other languages?

Prestige is committed to serving all our members. If you need medical information or information about our services and benefits in a language other than English, please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. We can help. We have interpreters for any language you may need. We can also send you our written materials in other languages. You can call and ask for materials in the language you read.

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 annan nimewo **1-855-355-9800** oswa **1-855-358-5856** pou moun ki pa tandè byen, 24 sou 24, 7 sou 7.

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# Member Health News



*A Member's Link to  
Prestige Health Choice*

## Download the Prestige mobile app today

The Prestige Health Choice (Prestige) mobile app can help keep you up to date on your health care information. The mobile app is available for iPhone and Android smartphones under the app name "PHC Mobile." To get the mobile app, visit the Google™ Play Store or Apple® App Store. The Prestige mobile app is available at no cost.\*

If you have any questions, please call Member Services at **1-855-355-9800** (TTY/TDD 1-855-358-5856).

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\*Standard messaging and data fees may apply.

