

# Member Health News



*A Member's Link to  
Prestige Health Choice*



Health Plan Accredited by  
**AAAHC**



## Make the most of your PCP visit

We want to know how we are doing. Each year, we mail our members a survey. Your responses let us know what's important to you. This is your chance to tell us how you feel about our service.

Your input showed us what you like about Prestige Health Choice. But there are also areas where we can do better. One of these areas is how well our members and providers communicate with each other. During your appointment, make sure to ask your primary care provider (PCP) these questions:

- What is my diagnosis?
- What are my treatment options?
- Will I need any tests?
- What will the medicine you are prescribing do?
- How do I take the medicine?
- Are there any side effects to the treatment?
- Do I need to change my daily routine?

After your visit, find out what you are to do next. Always ask for written instructions. You can also ask for brochures or websites that can help you learn more.

## 2018 ISSUE 1

### Articles in this edition

- ▶ Our Care Managers are here for you
- ▶ Make the most of your PCP visit
- ▶ Understand your prescription drug benefit
- ▶ Florida food banks are your community resource
- ▶ Manage your health benefits with a mobile app
- ▶ Practice healthy heart habits all year long
- ▶ How to fight the flu
- ▶ Take action to fight flu
- ▶ Our Care Managers can coordinate your care

**Prestige**  
HEALTH CHOICE.  
*Leading the Way to Quality Care*

# Understand your prescription drug benefit

We want you to learn about your prescription drug benefit. We use a preferred drug list (PDL). This list shows what brand and generic medicines are available to you. The PDL contains important information about these medicines. This includes how and when to take a prescription medicine.

We share this list with your PCP. Our PDL is available online. It contains a list of all medicines we cover. If you are prescribed a medicine that's not on this list, ask your PCP about it. To view our PDL, visit our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).



## Florida food banks are your community resource

At Prestige Health Choice, care is the heart of our work. It's why we work with community partners — to help you.

One of our partners is Feeding Florida. Feeding Florida has a network of 13 food banks throughout the state. Each one offers programs and services to help you stay well. To learn more about them, visit Feeding Florida's website at [www.feedingflorida.com](http://www.feedingflorida.com).

Prestige Health Choice can provide language services for members who need them. We can put you in contact with bilingual staff or an interpreter. These services are free of charge. If you need written materials or services in a language other than English, let us know. Please call Member Services toll free at **1-855-355-9800 (TTY 711)**, 24 hours a day, seven days a week. Prestige Health Choice provides the following communication services for members and providers:

- TDD (telecommunications device for the deaf)/TTY (telephone typewriter, or teletypewriter) services for members who need them. TDD and TTY are electronic devices for text communication via a telephone line. These are used when one or more parties have hearing or speech difficulties.
- Language assistance for members to discuss utilization management issues.

Prestige Health Choice provides a separate phone number for receiving TDD/TTY messages or uses the state 711 relay services.







## Manage your health benefits with a mobile app

Now you can manage your benefits on the go. The Prestige Health Choice mobile app works on both Android smartphones and iPhones. It is available in English, Spanish, and Haitian Creole. Find what's important to you:

- **Coverage and benefits:** View your Prestige Health Choice benefits. Share this information with your PCP.
- **ID cards:** View your member ID card. Share it with your PCP or when picking up a prescription at your pharmacy.
- **Care reminders:** Track your personal health history. View all of your dates of care.
- **Provider search:** Locate network providers by specialty or name. Search by ZIP code and locate hospitals or urgent care centers\*.

Scan now to get your mobile app, or visit the [Google™ Play Store](#) or [Apple® App Store®](#).



Apple



Android

---

\*Requires location sharing enabled on your phone.

# Practice healthy heart habits all year long

Now is a great time to start practicing healthy heart habits you can use all year.

Blood pressure and cholesterol both affect your heart health. The higher your blood pressure is, the greater your risk of future health problems. If your blood pressure is high, it puts extra strain on your arteries and heart. When there is too much cholesterol in your blood, it builds up in the walls of your arteries. This can cause heart disease. When arteries become narrowed, blood flow to the heart is slowed down or blocked.

There are simple ways you can reduce your risk of developing heart disease as a result of high blood pressure or too much cholesterol.

- **Exercise:** The American Heart Association recommends 40 minutes of active aerobic exercise three to four times a week. Talk to your PCP about an exercise program that is right for you.
- **Diet:** Limit saturated fat, trans fat, sodium, red meat, sweets, and drinks with sugar. If you eat red meat, choose the leanest cuts available.



## Ingredients

- 1 lb. ground skinless turkey breast, broken up
- 3 large carrots (peeled, sliced)
- 3 medium zucchini (sliced)
- 1 small onion (chopped)
- 1 28 oz. can of tomato sauce, no salt added
- 1 15 oz. can cannellini beans, no salt added (rinsed and drained)
- 2 medium garlic cloves (minced)
- 1 tbsp. dried Italian seasoning (crumbled)
- 1/2 tsp. salt
- 1/2 tsp. pepper
- 4 cups fat-free, low-sodium chicken broth



### Directions

In a large bowl, stir together all the ingredients except the broth. Put the soup into a 1 gallon resealable plastic freezer bag. Place the bag flat in the freezer. Then freeze.

### Directions for cooking

Thaw the bag overnight in the refrigerator. Pour the contents of the bag into a slow cooker. Pour in the broth, stirring to combine. Cook, covered, on low for eight hours, or until the turkey is no longer pink.

Recipe copyright 2017 American Heart Association. This recipe is brought to you by the American Heart Association's Healthy For Good™ movement. For more simple, quick, and affordable recipes, visit [www.heart.org/recipes](http://www.heart.org/recipes).

Calories  
per serving

**224**

Saturated fat  
per serving

**0.4 g**

Sodium  
per serving

**314 mg**



# How to fight the flu

The Centers for Disease Control and Prevention recommends a yearly flu shot for everyone 6 months old and older. Flu shots have important benefits. They can reduce flu illnesses and prevent flu-related visits to hospitals.

Prestige Health Choice offers flu shots at no cost. You can get them through your PCP or a network pharmacy. To find a network pharmacy, visit our website or call Member Services at **1-855-355-9800 (TTY 711)**, 24 hours a day, seven days a week.



## Take action to fight flu

1. Take flu medicines if your PCP prescribes them.
  - If you are at high risk for flu complications, talk to your PCP. People at high risk include:
    - Children younger than age 5, especially children younger than age 2.
    - Adults 65 years old and older.
    - Pregnant women.
    - Women up to two weeks postpartum.
    - Residents of nursing homes and long-term care facilities.
  - If you get sick with the flu, some medicines may help you feel better.
  - Ask your PCP for more information on medicines that can help you.
  - Even if you have gotten your flu shot this season, if you are at high risk, contact your PCP.
2. Take everyday actions to help prevent the spread of germs.
  - Try to avoid close contact with sick people if you can.
  - If you do get sick, limit contact with others as much as possible. This can keep them from getting sick.
  - Wash your hands often. Use soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Also, clean and disinfect surfaces and objects that may be contaminated with germs like the flu.
  - Avoid touching your eyes, nose, or mouth. Germs spread this way. Cover your mouth and nose with a tissue when you cough or sneeze.
3. Remember: It's not too late to get a flu shot!
  - There is still time to get protected from the flu. Ask your PCP about getting your flu shot.

## Update: New home care services vendor



On April 1, 2018, Coastal Care Services will become our new home care services vendor. Home care services include durable medical equipment, home health, and home infusion services. If you use home care services, you can continue to see your current provider through May 31, 2018. If you are pregnant and use home care services, you can continue to get pregnancy-related care until the end of your postpartum care. If you have questions, please call Member Services at **1-855-355-9800 (TTY 711)**, 24 hours a day, seven days a week.



# Our Care Managers can coordinate your care

Some members may need services not offered by Prestige Health Choice. These are known as carved-out services. They are offered through fee-for-service (FFS) Medicaid or other providers. If you qualify, our Care Managers can refer you to these services. They can coordinate your care.

Some examples of carved-out services include:

- **Prescribed pediatric extended care (PPEC).** This is skilled day care for up to 12 hours. It is covered by FFS. PPEC is for members from birth through age 20. It includes nursing services, personal care, developmental therapies, and caregiver training.
  - **iBudget home- and community-based services (HCBS).** HCBS lets members get care at home, instead of in an institution. To qualify, a member must have a serious physical disability or mental illness. This service is for members ages 3 and older.
  - **Medicaid-certified school match program services.** This provides medically necessary nursing care; medication administration; speech, physical, and occupational therapy; behavioral health services; and social work services. It is for children under age 21 in a school setting.
  - **Intermediate care facility services.** These are 24-hour care services at home for members of any age. Members must have both intellectual and developmental disabilities to qualify.
  - **Applied behavior analysis.** This service is for members under age 21 with a diagnosis of autism or autism spectrum disorder.
  - **Dental services.**
- To find out if you or a family member qualify for carved-out services, contact our Rapid Response and Outreach Team. Call toll free at **1-855-371-8072 (TTY 711)**, Monday through Friday, 8 a.m. to 6:30 p.m. You can also speak with your Prestige Health Choice assigned Care Manager.

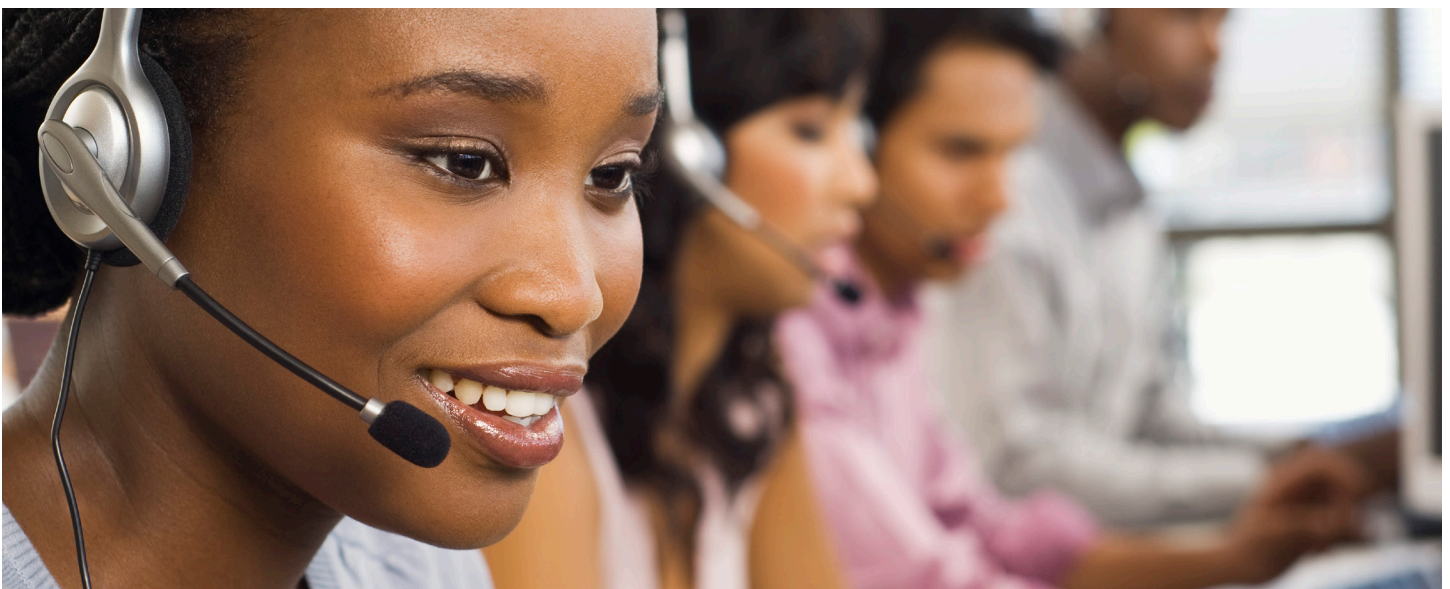
This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800** or TTY/TDD **1-855-358-5856**, 24 hours a day, 7 days a week.

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 tande byen, 24 sou 24, 7 sou 7.

All images are used under license for illustrative purposes only. Any individual depicted is a model.

PRES\_1815470





HEALTH CHOICE®

*Leading the Way to Quality Care*

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

---

Health and wellness or prevention information  
Información de la salud y el bienestar o preventiva  
Enfòmasyon prevansyon oswa enfòmasyon  
konsènan sante ak byennèt

# Member Health News



*A Member's Link to  
Prestige Health Choice*

## Our Care Managers are here for you

Your health is unique. If you're living with diabetes, a cardiovascular disorder, or other chronic condition, you may qualify for complex care management. If you qualify, you can enroll at any time. You also can stop at any time. To find out how you could benefit from this, you can:

- Ask your primary care provider (PCP).
- If you're leaving a hospital, ask your discharge planner.
- If you already have a Care Manager, ask him or her.
- Call our Rapid Response and Outreach Team toll free at **1-855-371-8072 (TTY 711)**, Monday through Friday, 8 a.m. to 6:30 p.m.

