

# CARE CONNECTION

SPRING 2019

BUILDING HEALTHIER LIVES



Start your summer off right

Beat the heat

Good health is important for  
you and your family

Three tips for staying out  
of the hospital

Know where to go for  
medical care







## Start your summer off right

Here in Florida, summer activities often include visits to swimming pools or the beach. Sadly, the summer also signals an increase in drownings. Children ages 1 to 4 are at the highest risk of drowning. Most of these accidents occur in backyard swimming pools.<sup>1</sup>

### Here are 10 pool safety tips to help ensure kids' safety when poolside — whatever their age is:<sup>2</sup>

1. Do not leave a child unsupervised near water. This includes a pool, tub, bucket, or the ocean. Even if the child has a flotation device, an adult must be present.
2. Make sure at least one adult is always watching children in a pool. Teach guests and babysitters about pool hazards.
3. A pool should be surrounded by a fence at least 60 inches (5 feet) tall. The fence should have a self-closing, self-latching gate that opens away from the pool. Never prop open the gate.
4. Use a power-operated pool safety cover. Solar and floating pool covers are not safety covers.
5. Keep your phone with you at the pool in case you need to call for help. If you need to take a call, stay by the pool to watch any children there.
6. Learn cardiopulmonary resuscitation (CPR) and rescue breathing. Keep CPR instructions near the pool, along with a lifebuoy or shepherd's hook.
7. Drain wading pools and buckets when they are not in use. Do not leave water standing.
8. If a child is missing, check the pool right away. It is important to move quickly.
9. Remove toys from the pool area when not in use. Don't use pool tools that look like toys, such as chlorine dispensers.
10. Make sure children have swimming lessons. Even after learning to swim, children still need supervision.

# Beat the heat

Temperatures will start to get very high soon. Here are some tips to keep yourself and your loved ones safe.

- Drink plenty of water and other fluids.
- Use your air conditioning or visit places that are air conditioned. Go to a shopping mall or public library for a few hours.
- Wear the right clothing. Lightweight, light-colored, loose-fitting clothing is best when it's hot.
- Do not leave anyone in a parked, closed vehicle. This includes pets.
- Check on older adults and others at risk. Visit or contact them twice a day if possible. Look for signs of heat stroke or exhaustion.
- The Florida Department of Health can direct you to a local heat-relief shelter. Call them at **1-850-245-4444**.

Avoid getting sunburned. Summer is also when ultraviolet (UV) rays are at their strongest. This can lead to sunburns. Serious sunburns can increase your and your child's risk of skin cancer later in life. Everyone's skin needs protection from the sun's harmful UV rays whenever they're outdoors.<sup>3</sup>

- Keep your skin covered. Clothing that covers your and your child's skin helps protect against UV rays.
- Use sunscreen with at least 15 UVA (ultraviolet A) and UVB (ultraviolet B) protection every time you and your child go outside.

Prestige Health Choice wants you and your family to have a happy summer. We also want you to have a safe one. Keep these simple safety tips in mind this summer and all year long.



# Good health is important for you and your family

We want to help you reach your health goals. Prestige Health Choice's Healthy Behaviors programs can help you to improve your health and earn rewards at the same time. For every Healthy Behaviors program you complete, you'll receive a gift card in the mail\*. It's that easy.

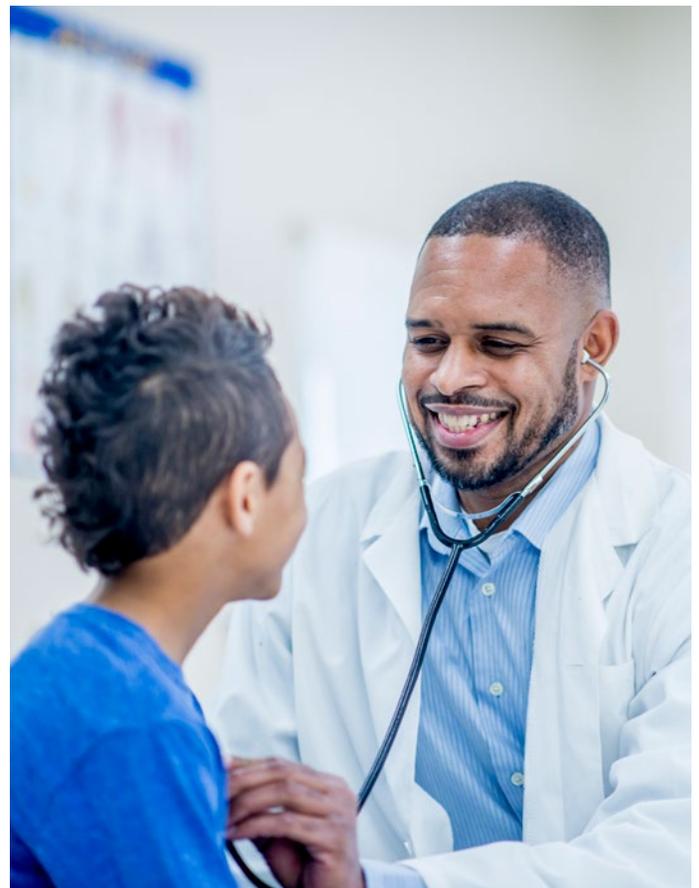
Prestige Health Choice's Healthy Behaviors programs include:

- Maternity.
- Postpartum.
- Well-child visits (ages 31 days to 15 months).
- Well-child visits (ages 3 to 6 years).
- Adolescent well-care visits.
- Adult access to preventive or ambulatory services.
- Lead screening.
- Diabetes testing.
- Diabetes eye exam.
- Behavioral health follow-up.
- Breast cancer screening.
- Cervical cancer screening.
- Weight loss program.
- Smoking cessation program.
- Alcohol and substance use recovery program.

## Contact us to learn more

Contact us if you would like to learn more about our Healthy Behaviors programs. Call Member Services toll free at **1-855-355-9800 (TTY 1-855-358-5856)**. You can also visit us online at **[www.prestigehealthchoice.com](http://www.prestigehealthchoice.com)**.

\*Members may enroll in more than one Healthy Behaviors program (if they qualify). Members can receive a reward of up to \$50 per program, per year. Members may only join each Healthy Behaviors program one time per year. Member rewards cannot be used for alcohol, tobacco, gambling (including lottery), drug (except over-the-counter drug), firearm, or ammunition purchases. We will send rewards after we verify members have completed qualifying healthy behaviors.



# Three tips for staying out of the hospital

No one wants an unplanned hospital trip. Fortunately, adopting a few healthy habits can help keep you feeling your best — and increase your chances of staying out of the hospital.

## 1. Take your medicines as directed.

Take the right dose of each medicine at the right time. Taking your medicine correctly helps control chronic conditions. These include conditions like asthma, diabetes, and high blood pressure. Medicine can reduce symptoms, prevent further problems, or sometimes slow your disease. Here are some tips that may help:

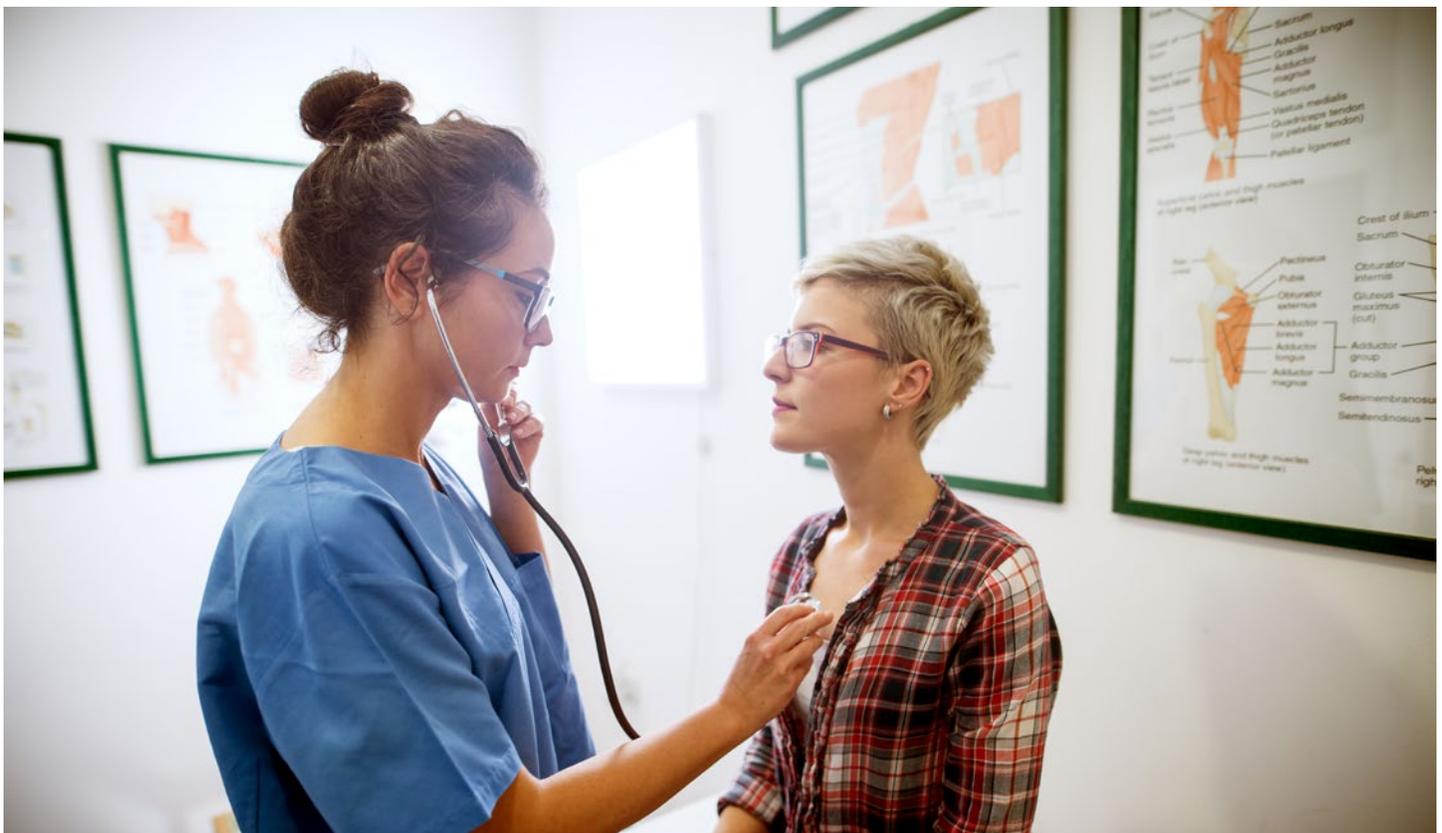
- Ask your primary care provider (PCP) or pharmacist if you have any questions about your medicines.
- Use a pill container to keep track of your medicines. Be sure to refill it on the same day and time each week.
- Use timers to remind you to take and refill your medicines.

## 2. Talk with your provider.

Your PCP is your partner in good health. Be sure to keep him or her up to date about your health conditions. Mention any new or unusual symptoms and ask questions if you don't understand your treatment plan.

## 3. Keep up with preventive care.

Routine preventive care can find problems early, when they're easier to treat. These include tests such as mammograms and colon cancer screenings. Ask your PCP what preventive care you need. You should also keep up with your vaccines. Get a flu shot every year.



# Know where to go for medical care

If you're sick or injured and need medical care, do you know where to go? Going to the right place means receiving the tests and care that you need when you need it. In some cases, it can even save your life. Here's how to know where you should go.

## Emergency room

You have a serious or potentially life-threatening medical condition, such as:

- Bleeding that doesn't stop.
- Seizure.
- Difficulty breathing or shortness of breath.
- Chest pain.
- Fainting, dizziness, or weakness.
- Sudden or severe pain.
- Coughing or vomiting blood.
- Persistent vomiting or diarrhea.
- Head injury with loss of consciousness, confusion, or vomiting.
- Allergic reaction.
- Fractured or broken bone.

**Call 911 in a medical emergency.  
Don't try to drive.**

## Urgent care

You have a nonemergency medical issue that could be treated in your PCP's office, but the office is closed. Other issues that can be treated at urgent care include:

- A cut that might need stitches.
- Sharp or persistent pain in your abdomen.
- Blood in your urine.
- Flu.
- Earache.
- Animal or insect bite.

## Your PCP

You need routine medical care or have a minor illness or injury that's not an emergency.

This is to help you learn about your health condition. It is not to take the place of your health care provider. If you have questions, talk with your provider. If you think you need to see your provider because of something you have read in this information, please contact your provider. Never stop or wait to get medical attention because of something you have read in this material.

### Sources:

1. "Unintentional Drowning Deaths in the United States, 1999–2010," Centers for Disease Control and Prevention, November 6, 2015, <https://www.cdc.gov/nchs/data/databriefs/db149.htm>.
2. "Pool Safety Tips," National Drowning Prevention Alliance, <http://ndpa.org/resources/safety-tips/pool-safety-tips>.
3. "Health Effects of UV Radiation," United States Environmental Protection Agency, <https://www.epa.gov/sunsafety/health-effects-uv-radiation>.

Prestige Health Choice provides aids and language translation services free of charge to people with disabilities or whose primary language is not English. This includes qualified interpreters and information written in other languages. If you need these services, call Member Services at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 hours a day, seven days a week.



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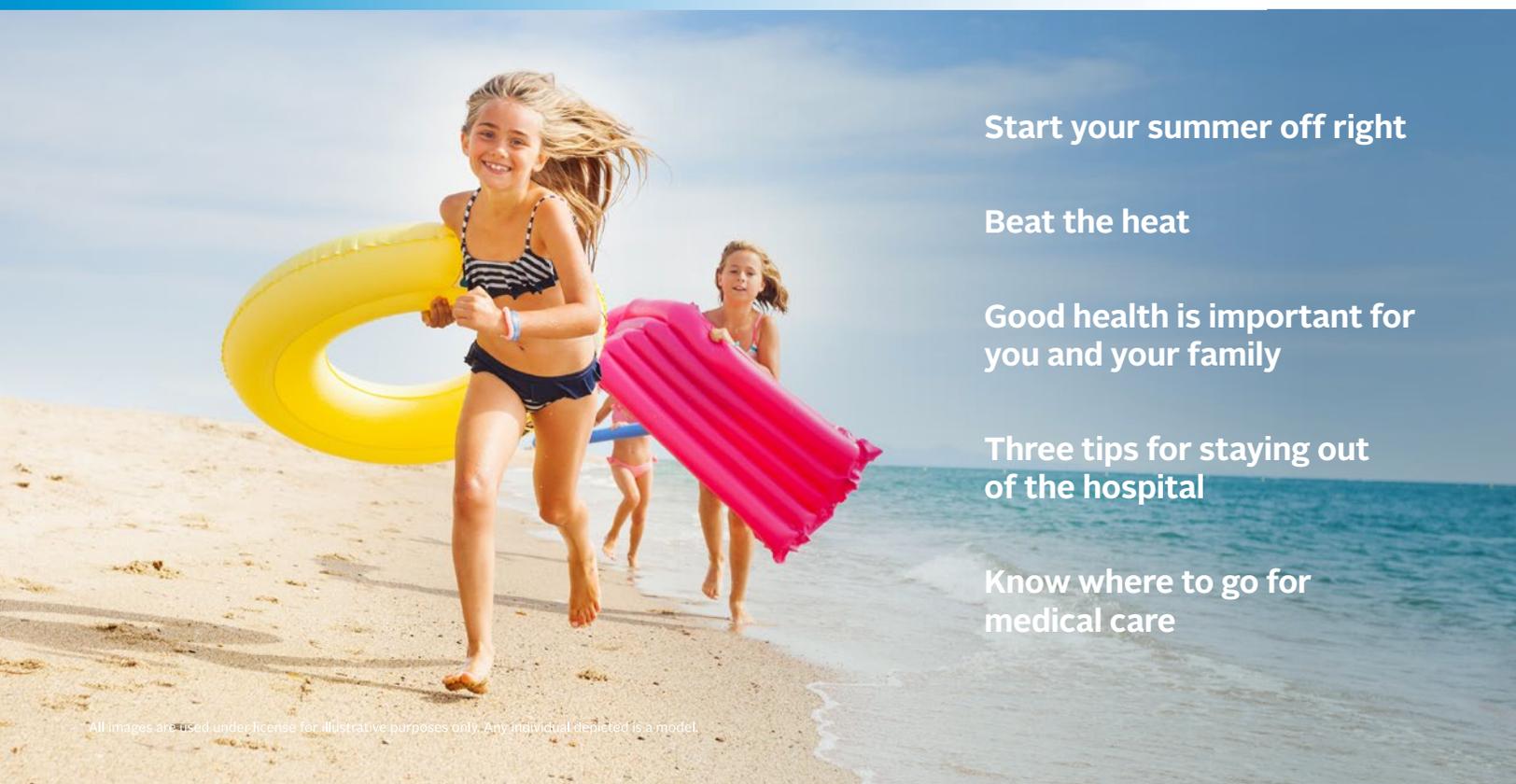
Health and wellness or prevention information  
Información de la salud y el bienestar o preventiva  
Enfòmasyon prevansyon oswa enfòmasyon  
konsènan sante ak byennèt

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## **Discrimination is against the law**

Prestige Health Choice complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Prestige does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Prestige:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact Prestige at **1-855-355-9800 (TTY 1-855-358-5856)**. We are available 24-hours, 7 days a week.

If you believe that Prestige has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- Grievance and Appeals, PO Box 7368, London, KY 40742. **1-855-371-8078 (TTY 1-855-371-8079)**, Fax: **1-855-358-5847**.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, Prestige Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019 (TDD 1-800-537-7697)**

Complaint forms are available at:  
**<http://www.hhs.gov/ocr/office/file/index.html>**.

English: This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 hours a day, seven days a week. If your primary language is not English, or to request auxiliary aids, assistance services are available to you, free of charge.

Spanish: Esta información está disponible en otros idiomas de forma gratuita. Póngase en contacto con nuestro número de servicios al cliente al **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, las 24 horas del día, los siete días de la semana. Si su idioma principal no es el inglés, o necesita solicitar ayudas auxiliares, hay servicios de asistencia a su disposición de forma gratuita.

Haitian Creole: Enfòmasyon sa yo disponib gratis nan lòt lang. Tanpri kontakte ekip sèvis kliyan nou an nan **1-855-355-9800 (1-855-358-5856 pou moun ki pa tande byen yo)**, 24 è sou 24, sèt jou sou sèt. Si anglè pa lang manman w oswa si w ta renmen mande yon èd konplemantè, ou ka resevwa sèvis ki gratis pou ede w.

French: Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter notre équipe service clientèle au **1-855-355-9800 (1-855-358-5856 pour les malentendants)**, 24 heures sur 24, sept jours sur sept. Si l'anglais n'est pas votre langue maternelle ou si vous souhaitez demander une aide auxiliaire, des services d'aide sont gratuitement mis à votre disposition.

Russian: Эта информация доступна бесплатно на других языках и в других форматах. Звоните в Отдел обслуживания клиентов по тел. **1-855-355-9800 (TTY/TDD 1-855-358-5856)** — круглосуточно и без выходных. Если ваш родной язык не английский или вы хотели бы запросить дополнительную помощь, вы можете воспользоваться бесплатными услугами перевода.

Italian: Queste informazioni sono disponibili gratuitamente in altre lingue. Chiamate il nostro servizio clienti al numero **1-855-355-9800 (non udenti 1-855-358-5856)** 24 ore al giorno, sette giorni su sette. Se la vostra prima lingua non è l'inglese, o per richiedere attrezzature di supporto sensoriale, sono disponibili servizi d'assistenza, gratuitamente.

Vietnamese: Thông tin này có sẵn miễn phí ở các ngôn ngữ khác. Vui lòng liên lạc bộ phận dịch vụ khách hàng của chúng tôi theo số **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 giờ một ngày, bảy ngày trong tuần. Nếu ngôn ngữ chính của quý vị không phải là tiếng Anh, hoặc để yêu cầu các thiết bị trợ giúp bổ sung, thì quý vị có thể sử dụng miễn phí các dịch vụ hỗ trợ.

Portuguese: Estas informações estão disponíveis gratuitamente em outros idiomas. Por favor, entre em contato com o nosso serviço de atendimento ao cliente pelo número **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 horas por dia, sete dias por semana. Se o seu idioma principal não for o inglês, ou se você precisar solicitar recursos auxiliares para deficientes, os serviços de assistência estão disponíveis gratuitamente para você.

Chinese Mandarin: 这些信息还免费以其他语言提供。请随时联系我们的客户服务电话 **1-855-355-9800 (TTY/TDD 1-855-358-5856)**，该电话每周 7 天、每天 24 小时全天候提供服务。如果您的母语不是英语，或者需要请求辅助设备，您可以免费获得援助服务。

Chinese Cantonese: 這份資訊還免費以其他語言提供。請隨時聯絡我們的客戶服務電話 **1-855-355-9800 (TTY/TDD 1-855-358-5856)**，該電話每周 7 天、每天 24 小時全天候提供服務。如果您的母語不是英語，或者需要請求輔助設備，您可以免費獲得援助服務。

Tagalog: Makukuha nang libre ang impormasyong ito sa mga iba pang wika. Mangyaring makipag-ugnay sa numero ng customer service sa **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 na oras sa isang araw, pitong araw sa isang linggo. Kung hindi Ingles ang inyong pangunahing wika, o upang humiling ng mga kagamitang pantulong, may matatanggap kayong libreng serbisyo sa pagsasalin sa wika.

Arabic:

يمكنك الحصول على هذه المعلومات بلغات أخرى مجاناً. لطلب مساعدات وخدمات إضافية يُرجى الاتصال بخدمة العملاء على الرقم **1-855-355-9800 (الهاتف النصي/للصم 1-855-358-5856)**، على مدار 24 ساعة في اليوم، سبعة أيام في الأسبوع. تتوفر لك خدمات لغوية مجانية إذا كانت لغتك الأساسية ليست الإنجليزية أو إذا طلبت مساعدات إضافية.

German: Diese Information wird kostenlos in anderen Sprachen angeboten. Bitte setzen Sie sich unter der Rufnummer **1-855-355-9800** (für TeleTypewriter/Telekommunikationsgeräte [TTY/TTD] **1-855-358-5856**) mit unserem Kundendienst in Verbindung, der Ihnen an sieben Tagen der Woche 24 Stunden lang zur Verfügung steht. Falls Englisch nicht Ihre Muttersprache ist, können Sie eine kostenlose Sprachhilfe nutzen.

Korean: 본 정보는 다른 언어로도 무료로 제공됩니다. 주 7일 하루 24시간 운영되는 고객 서비스 **1-855-355-9800 (TTY/TDD 1-855-358-5856)** 번으로 연락하시기 바랍니다. 영어가 모국어가 아니거나 장애인 보조 장치 및 서비스가 필요하신 경우, 무료로 지원 서비스가 제공됩니다.

Polish: Poniższa informacja jest dostępna bezpłatnie w innych językach i formatach. Prosimy o kontakt z Działem obsługi klienta pod numerem telefonu **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 godziny na dobę, siedem dni w tygodniu. Jeśli angielski nie jest Twoim pierwszym językiem lub w celu uzyskania dodatkowej pomocy, możesz korzystać z bezpłatnej obsługi w tym zakresie.

Gujarati: આ માહિતી મફતમાં અન્ય ભાષાઓમાં ઉપલબ્ધ છે. કૃપા કરીને અમારી ગ્રાહક સેવાના નંબર **1-855-355-9800 (ટીટીઆઇ/ટીડીડી 1-855-358-5856)**, દિવસમાં 24 કલાક, અઠવાડિયાના સાત દિવસો નો સંપર્ક કરો. જો તમારી પ્રાથમિક ભાષા અંગ્રેજી નથી, અથવા ઉપયોગી સાધનોની વિનંતી કરવા માટે, તમારા માટે સહાયક સેવાઓ નિ:શુલ્ક ઉપલબ્ધ છે.

Thai: ข้อมูลนี้สามารถใช้ได้ฟรีในภาษาอื่น ๆ โปรดติดต่อหมายเลขบริการลูกค้าของเราที่หมายเลข **1-855-355-9800 (TTY/TDD 1-855-358-5856)** ได้ตลอด 24 ชั่วโมงทุกวัน สัปดาห์ละ 7 วัน หากภาษาหลักของคุณไม่ใช่ภาษาอังกฤษหรือต้องการติดต่อขอรับบริการเสริมคุณสามารถเข้ารับความช่วยเหลือได้โดยไม่เสียค่าใช้จ่าย

Japanese: この情報は他の言語でも無料でご利用いただけます。年中無休で対応しておりますので、弊社カスタマーサービスのフリーダイヤル **1-855-355-9800 (TTY/TDD 1-855-358-5856)** までお問い合わせください。母国語が英語でない場合は、無料のサービスをご利用いただけます。