

CARE CONNECTION

FALL 2020

BUILDING HEALTHIER LIVES

- What is telehealth?
- Get to know your PCP
- Coping with social isolation
- How to talk to kids about addiction
- Extra benefits to help you stay healthy

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What is telehealth?

Social distancing doesn't have to mean distancing from your provider! You may be able to connect with a medical or behavioral health care provider from the safety and comfort of your home with a telehealth appointment.

Telehealth means you can connect with a provider outside of the office.* Ask your provider if you can:

- Video chat with your provider through a computer, tablet, or smartphone.
- Text with your provider through a secure web portal.
- Talk to your provider by phone.



*Some providers may not offer these services.

What technology do I need for a telehealth appointment?

For an appointment with your provider by video, you'll need a computer, tablet, or smartphone with a camera, and an internet connection. There may be certain services that you can complete by phone instead (data usage fees may apply).

Get to know your PCP

One of the first things you will need to do when you enroll with Prestige Health Choice is choose a primary care provider (PCP). This can be a doctor, nurse practitioner, or a physician assistant. You will see your PCP for routine care, such as regular checkups or shots (immunizations), or when you are sick. Your PCP will also help you get care from other providers or specialists if needed. You can choose your PCP by calling Member Services. If you do not choose a PCP, we will assign a PCP for you.

To get care from your PCP, you should have your Prestige Health Choice member ID card on hand.

Don't have a smartphone? As a Prestige Health Choice member, if you qualify, you can get a smartphone* at no cost to you that can help you access telehealth services. The benefit also includes monthly data and minutes, unlimited text messaging, and calls to Prestige Health Choice Member Services at no cost to you. To find out more and apply for a smartphone, contact our partner **SafeLink** at **1-877-631-2550** and mention promo code **AMERIHEALTH**.

*Limit one per household; must be at least 18 years old to qualify.

Tips to help you get the most out of your telehealth session

Get ready. Find a quiet place and let others know you can't be disturbed.

Test your gear before the session begins to make sure you have good connectivity. Would you feel more comfortable wearing headphones or earbuds?

Come prepared with any questions, symptoms to share, and something to write down the doctor's recommendations.

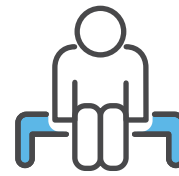


- Call your PCP at the number on your ID card.
- Your PCP's office will make an appointment for you.
- If you are a new member, you need to see your PCP. You should do this in the first 90 days that you are a member of the plan.

You may change your PCP by calling Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

Note: If you have Medicare, please call the number on your Medicare ID card for information about your PCP.

Coping with social isolation



Connecting with others is good for us. Getting in touch with people you trust is one of the best ways to reduce loneliness, boredom, anxiety, and depression. During those times we can't see others in person, we can sometimes connect in other ways.¹

Ways to keep in touch

Reach out to friends, family, and others who are meaningful to you, such as spiritual leaders or mentors. Talk about your experiences and feelings, and listen to theirs. Get in touch by keeping up with what's going on in the community and the world. Knowing about the same things that others know can help you feel more connected. However, if the news mostly adds to your stress, try to limit your time reading or listening to it.

Try these ways to get in touch. See which ways work best for you:¹

- Text message, email, call, or use social media to stay in touch with loved ones.*
- Use a video chat service, such as Skype or FaceTime, to hang out with friends and family "face to face."*
- Use online news, radio, and TV to keep up with what's going on around you.

Ways to relax and enjoy the moment

Finding ways to relax can also help us cope with being on our own:¹

- Relax your body. Set aside a regular time to take deep breaths, stretch, meditate, or pray, or do something else that calms you.
- Lift up your mind. Focus on positive moments and feelings of hope. Try keeping a journal. Each day, you can write down something that went well or that you appreciate.
- Pace yourself. If you do something stressful, try to do something fun after it. Reward yourself for hard tasks.

*Standard messaging and data fees may apply.

Keeping calm for kids

In stressful times, kids and teens often look to adults for clues on how to respond. When parents and caregivers react to stress with calm and confidence, they may help children do the same.²

Here are some ways to reassure your child or teen during a troubled time:²

- **Talk with them about what's going on.** Answer their questions. Share facts in a way they can relate to.
- **Let them know it's OK to feel upset.** Share with them how you deal with your own emotions. This way, they can learn how to cope from you.
- **Stick to routines.** Create some structure for house chores and other tasks. But also give your child or teen some time for fun activities.
- **Limit the time they spend with the news.** This includes news on social media. Children may not understand what they hear, and this can be frightening.
- **Set an example.** Kids may learn how to cope by watching you be your best possible self. Treat yourself and your family in a healthy way. Eat well, exercise, take breaks, and get enough sleep. Connect with your loved ones. This shows young people how to handle stress.

¹ "Taking Care of Your Behavioral Health – Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak," Substance Abuse and Mental Health Services Administration (SAMHSA), <https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>.

² "Coping with Stress," Centers for Disease Control and Prevention, https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html.

How to talk to kids about addiction



One in four children in the United States has a family member with a substance use disorder, according to SAMHSA. For these children, home life can be chaotic, scary, lonely, and full of conflict and broken promises.

Talking to kids about substance use can be hard, but it's very important. Without information, kids may think the conflict and problems at home are their fault. It's never too early to explain the negative effects of substance use to a child. In fact, to support the large number of kids and their families dealing with substance use disorder, *Sesame Street* has even introduced a puppet whose mom is in recovery.

Tailor your message to the age, maturity, and comfort level of the child. These guidelines can help:

- Choose one person in the family, such as a parent or grandparent, to give the child the facts so they don't have to listen to gossip and rumors. Help the child express and sort through his or her feelings. Let them know it's OK to ask that person questions and bring their concerns to them. Be careful not to place any blame on the person who has substance use disorder.
- Explain addiction in a way the child can understand. You might start with the child experiencing a troubling event, such as, "You know how Dad is loud when everyone else is quiet?" or "Remember when Grandma was acting strangely at dinner?"

- **Children under age 10:** You might explain that addiction to alcohol or drugs is a brain disease. People who use alcohol and drugs might lose control over how they act, and do and say things they usually wouldn't.

Just like we don't blame people for having a disease like diabetes or cancer, we don't place blame on people who have a brain disease like addiction. These people are not able to stop drinking or using drugs without special help from people trained to treat their disease.

- **Tweens and teens:** Be open, honest, and direct, and give details if the tween or teen asks for them. Try not to lecture or speak down to teens, or they may tune you out.

The National Association for Children of Addiction suggests teaching the "**Seven Cs**:"

1. I didn't **cause** it. It can be very powerful for a child to hear that a loved one's substance use is not the child's fault. It lets the child be a kid again.
2. I can't **cure** it.
3. I can't **control** it.
4. I can help take **care** of myself by
5. **Communicating** my feelings,
6. Making healthy **choices**, and
7. **Celebrating** me.

Research shows substance use disorder is genetic, so children from families in which loved ones have struggled with substance use are at greater risk of using these substances themselves. Give kids healthy living and coping skills as a helpful form of prevention.

You can find more information about substance use disorder and how to talk about it on the **National Association for Children of Addiction's** website at www.nacoa.org.

Help is available now

Prestige Health Choice offers our members several substance use disorder treatment options. Call Behavioral Health Member Services at **1-855-371-3967** for more information.

Sources

National Association for Children of Addiction (NACOA), "Kit for Kids," accessed November 4, 2019, <https://nacoa.org/wp-content/uploads/2019/03/Kit-for-kids-NACoA-2019.pdf>.

National Association for Children of Addiction (NACOA), "The Seven Cs," accessed November 4, 2019, <https://nacoa.org/resource/the-7cs>.

National Institute on Drug Abuse, "Genetics: The Blueprint of Health and Disease," accessed January 5, 2019, www.drugabuse.gov/publications/drugfacts/genetics-epigenetics-addiction.

Extra benefits to help you stay healthy!



Prestige Health Choice offers our members all of the standard Medicaid benefits plus extra benefits,* including:

- **Rewards**, such as gift cards, for completing qualifying healthy behaviors.
- **No-cost smartphone**, including monthly data and minutes, unlimited text messaging, and calls to Member Services at no cost to you.
- **Access to members-only technology resources** such as our mobile app and texting, as well as a searchable website to find no-cost or reduced-cost local services for food, job training, and more (data and messaging fees may apply).
- **Swimming lessons** for qualified members at approved locations.
- **Doula services** given by providers who are trained in childbirth and give support and education to pregnant members.
- **Art therapy**, which includes creative activities such as drawing and painting, as part of your treatment.
- **Pet therapy** for certain situations while you are in the hospital.
- **Massage therapy** for adults.
- **Nutritional counseling** for information on what foods are good for you and your health condition.

To learn more about these benefits, read the member handbook on our website at www.prestigehealthchoice.com, or call Member Services at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**.

*Qualifications and limitations vary by benefit.

For quick care, try an urgent care center

Not feeling well but can't get in to see your PCP? Try going to an urgent care center. At an urgent care center, you can generally see a health care provider faster than in the emergency room (ER). To find an urgent care center near you, click **Find a Doctor** on our website at www.prestigehealthchoice.com, or call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Check out this chart to see examples of when you should go to an urgent care center instead of the ER.

Remember!

If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at **1-855-398-5615**.

EMERGENCY ROOM	URGENT CARE
Broken bones	Cold or flu
Trouble breathing	Sprains or strains
Head injury	X-rays
Heart attack	Rashes and allergies
High fever	Back pain
Seizure	Vomiting



Our behavioral health vendor is changing

Prestige Health Choice cares about our members' health. That is why we are changing our behavioral health vendor. We will manage your behavioral health benefits in-house. This will help us to coordinate your physical and behavioral health benefits together, by the same team.



Beginning January 1, 2021, we will provide access to behavioral health services through the Prestige Health Choice network. Optum will no longer provide access to behavioral health services to our members.

Here are a few things to know about this change:

- Your coverage for behavioral health benefits and services will remain the same.
- You can still contact Behavioral Health Member Services at **1-855-371-3967**.
- You will not need a replacement Prestige Health Choice member ID card.

Be on the lookout for a letter with more information about this change. We're excited about this new way to meet your behavioral health needs!

It's almost survey time

We want to help make sure you are satisfied with the care you get. That's why we want to let you know about the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The CAHPS survey helps us know what our members think about our plan's health care providers. Starting in February 2021, we will begin mailing the survey to Prestige Health Choice members.* If you get a paper survey but cannot fill it in and mail it back, you can respond through a phone survey. The phone survey will begin in mid-April 2021 and run through May 2021. We want to know how you feel about the care you've gotten. If you are asked to take the CAHPS survey, please take the time to do so. We want to hear from you!



*Not all health plan members will be mailed the CAHPS survey.

Download our mobile app at no cost to you*

The Prestige Health Choice 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®.

*Standard messaging and data fees may apply.



Apple



Android

Scan the Apple® or Android™ code to download the app.

Search for help with GED programs, food, housing, and more!

Prestige Health Choice is dedicated to caring for the whole person. Let us help you find support in your community to help you get and stay healthy. Use the search tool on our website to find resources in your area like food, housing, and GED®

programs. Visit our website at www.prestigehealthchoice.com and click **Community Resources** to start your search. You can also call Member Services at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**.



Earn rewards for Healthy Behaviors

Prestige Health Choice offers gift cards for completing certain health goals through our Healthy Behaviors programs. You (or your child) may enroll in one or more Healthy Behaviors program, if you qualify. Once enrolled, you can receive a reward of up to \$50 per program, per year. You (or your child) may join each Healthy Behaviors program you qualify for only once per year.

Visit our website at www.prestigehealthchoice.com to learn about the Healthy Behaviors programs our members can join. You can also call Member Services at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**.



Keep in touch!

Have you moved or changed your phone number recently? Please be sure to let us know so that we can reach you with information about your health and benefits. If you need to update your contact information, call Member Services toll free at **1-855-355-9800 (TTY 1-855-358-5856)**.

For current information on coronavirus (COVID-19), please visit our website at www.prestigehealthchoice.com.

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 1-855-358-5856)**, 24 hours a day, seven days a week.



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 مجانًا. 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 หากภาษาหลักของคุณไม่ใช่ภาษาอังกฤษหรือต้องการติดต่อขอรับบริการเสริมคุณสมารถเข้ารับความช่วยเหลือได้โดยไม่เสียค่าใช้จ่าย

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。



Return Mail Processing Center
8171 Baymeadows Way West
Jacksonville, FL 32256

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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CARE CONNECTION

FALL 2020

BUILDING HEALTHIER LIVES



What is telehealth?

Get to know your PCP

Coping with social isolation

**How to talk to kids
about addiction**

**Extra benefits to
help you stay healthy**

