

# CARE CONNECTION

SPRING 2020

BUILDING HEALTHIER LIVES



**Help us help you stay healthy**

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# Health screenings for children of all ages

## Infants and toddlers (birth through 2 years)

Before leaving the hospital, your newborn will have many health screening tests. These tests help make sure your baby is OK. But tests don't stop after birth. In your baby's first year, a primary care provider (PCP) will need to check your baby's health and growth. Your baby's PCP is the doctor who can help you with your baby's health care needs. Your baby should see this PCP even when your baby is healthy. These healthy visits are called well visits. The baby should have six well visits by age 15 months. During these visits, the PCP should also make sure your baby's immunizations (shots) are up to date. All children ages 6 months and older need a flu shot each year. Your child should have most childhood shots and a blood lead screening before age 2.

## Toddlers and early childhood (ages 3 through 6 years)

In the toddler and preschool years, your child's PCP should watch their physical growth and developmental milestones. Your child will also grow socially and emotionally. Screenings are still important during these years. Your child needs a well visit and flu shot yearly. If your child needs help with speaking or moving their body, early therapies can help lead to better results later. Speech therapy and physical therapy may be available; please refer to your Member Handbook.

## School-age (ages 7 through 12 years)

Your school-age child could be at risk for the same health problems that adults have. Kids at this age can show early signs of diabetes (high blood sugar). They can also have high blood pressure or high cholesterol. Thankfully, screenings can alert us to these risks. Teaching kids healthy habits can help stop these problems early. Immunizations (shots) are also important. They can prevent harmful diseases. Your child should have all preteen shots before age 13, and a flu shot yearly.



## Help us help you stay healthy

We want to help you stay as healthy as possible. This is why we ask you to complete a Health Risk Assessment (HRA) when you join Prestige Health Choice. The HRA will ask you about your health and lifestyle. Your answers will help us better assist you with your health care needs. This is especially important if you or your child has a medical condition like asthma or diabetes. It's also important if you are pregnant.

An HRA was included with your new member welcome packet. A postage-paid return envelope was also included, for your ease. If you cannot find your HRA, there are still three ways you can complete it:

- Download the form from [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com) and complete it. The form provides mail and fax information to return to us.
- Complete your HRA over the phone. Call the Prestige Health Choice Rapid Response and Outreach Team at **1-855-371-8072**.
- Call Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**). Ask that a new form be mailed to you.

Completing your HRA should only take a few minutes. Your information will be confidential. We will not share your HRA with anyone except your care team.

## Teens (ages 13 through 19 years)

The teen years can be a risky time for your child. Your child may be in new situations that put their health at risk. Drugs, alcohol, sex, and emotional issues can all affect your child's health. During visits, their PCP should check their general health and screen for these risks. When your child is age 16, their PCP should also screen for infections that don't usually have symptoms. Your teen will also need a flu shot each year.

Talk with your child's PCP about which well visits, screenings, and immunizations are right for your child. Children should get well-child visits once a year from birth through age 21. No-cost well-child visits include sports physicals. Please call Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**) for help with making an appointment.

## Preparing for hurricane season

Being prepared for hurricanes is part of living in Florida. The Florida Department of Health (FDOH) suggests getting ready for hurricanes before the season starts on June 1. This includes being ready to take care of your health.

FDOH has a guide to help you prepare. Here are some of the guide's tips:

- Have a plan for emergencies.  
FDOH suggests using the planning tool at <https://apps.floridadisaster.org/getaplan>.
- Know where to find shelter. Hurricane shelters are available for people who have no other place to go. The Florida Division of Emergency Management keeps a list of open shelters on its website at [www.floridadisaster.org/planprepare/shelters](http://www.floridadisaster.org/planprepare/shelters).
- Make a kit of things you might need in an emergency:
  - Water. Pack seven gallons for each person. This can last for a week.
  - Food. Pack canned food, snacks, and juices. Pick foods that have a long shelf life. Include any foods you need for a special diet.
  - Cooking tools. Include a manual can opener, fuel, paper plates, and utensils.
  - Pillows and blankets or sleeping bags.
  - Sturdy clothing and shoes.
  - Toiletries, cleaning supplies, and garbage bags.
  - First aid kit and medicines. Include written instructions for care, like medicine dosages. List any medical devices you need. Also list your doctors' names and contact information.
  - Battery-operated radio.
  - Flashlights with batteries.
  - Batteries for hearing aids or other devices.
  - Identification. Store important documents, like insurance and Social Security cards, in a waterproof container. Also consider saving them through an electronic method that you know is safe (for example, password-protected).
  - Cash. You may not be able to reach a bank or ATM.
  - Special items. Include any needed items for infants and seniors. Add items for individuals with special needs.
  - Items for pets. Pack identification and immunization records for your pets. Include their food and water, medicines, carrier, and muzzle and leash. Add photos of you and your pets together. This can help you show your ownership, if needed.
- Stay in touch. The State Assistance Information Line (SAIL) is a toll-free hotline. It gives information on emergency or disaster situations affecting Florida. You can call the SAIL hotline at **1-800-342-3557**.

Go to the Florida Department of Health website at [www.floridahealth.gov/newsroom/2019/05/052919-hurricane-preparedness.pr.html](http://www.floridahealth.gov/newsroom/2019/05/052919-hurricane-preparedness.pr.html) to see the full guide for being prepared.

Source: "Hurricane Preparedness," Florida Health, [www.floridahealth.gov/newsroom/2019/05/052919-hurricane-preparedness.pr.html](http://www.floridahealth.gov/newsroom/2019/05/052919-hurricane-preparedness.pr.html).

# Taking care of you

There are times when you may need to speak to a therapist or counselor. Some people seek counseling to help them cope with a situation, like losing a loved one. Others seek help for behavioral health issues or mental illnesses. This is common. Nearly one in five adults lives with a mental illness.<sup>1</sup>

Not sure if you or a loved one has a behavioral health problem? Look for one or more of these signs:<sup>2</sup>

- Eating or sleeping too much or too little.
- Smoking, drinking, or using substances more than usual.
- Having low or no energy. Being unable to do daily tasks. This can make it hard to go to work or school, or care for kids.
- Feeling numb, helpless, hopeless, or like nothing matters. Often feeling confused, forgetful, anxious, or angry.
- Having mood swings that cause problems in relationships. Fighting with family or friends.
- Having thoughts or memories that keep repeating in your mind.
- Hearing voices or believing things that are not true.
- Thinking of harming yourself or others.

Prestige Health Choice covers many types of services that can help with issues like these. You can call a behavioral health provider for an appointment. Someone is available at the numbers below to help you 24 hours a day, seven days a week. You do not need a referral from your PCP for behavioral health services.

Here are ways to find a behavioral health care provider:

- Call Behavioral Health Member Services at **1-855-371-3967** (TTY/TDD **1-888-877-5378**).
- Look at our provider directory. If you would like a provider directory mailed to you, please call Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**).
- Go to our website to search for a behavioral health care provider at **www.prestigehealthchoice.com**.

**If you are thinking about hurting yourself or someone else, call 911.** Or, go to the nearest emergency room (ER) or crisis stabilization center. You can go to one of these even if it is out of your Prestige Health Choice service area. Once you are safe, call your PCP if you can. Follow up with your PCP within 24 to 48 hours after you are discharged. If you get emergency care outside of your service area, we will plan to transfer you to a hospital or provider that is in our network. This transfer can happen after the emergency has passed.

<sup>1</sup> "Mental Illness," National Institute of Mental Health, <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml>.

<sup>2</sup> "What Is Mental Health?" MentalHealth.gov, <https://www.mentalhealth.gov/basics/what-is-mental-health>.

## Urgent care centers

Urgent care is for conditions that are serious but not emergencies. This is when you need help from a provider, but not in the ER. Urgent care centers are easy to access with quick services to meet your needs. So it can help to find out which type of care you need — before you need it.

Urgent care can help with other types of problems. Examples include:<sup>1</sup>

- Flu.
- Earaches.
- Rashes.
- Sprains.
- Back pain.
- Minor cuts and burns, minor broken bones, and minor eye injuries.

Which types of health problems need ER care? Check out our list at **www.prestigehealthchoice.com/member/eng/gettingcare/emergencies.aspx**.

If you are not sure which type of care you need, call your PCP first. Your PCP should be able to help you decide if you need to go to the ER, an urgent care center, or the PCP's office. If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at **1-855-398-5615**. If you do go to an urgent care center, be sure to call your PCP within 24 hours for a follow-up visit.

To find an urgent care center near you, click **Find a Doctor** on our website at **www.prestigehealthchoice.com**.

<sup>1</sup> "When to Use the Emergency Room — Adult," MedlinePlus, <https://medlineplus.gov/ency/patientinstructions/000593.htm>.

## Quest Diagnostics laboratory services

Quest Diagnostics is Prestige Health Choice's preferred outpatient lab provider. Please remember to visit a Quest Diagnostics Patient Service Center for all laboratory services.

To find a center near you, please visit <https://appointment.questdiagnostics.com/patient/confirmation> or call 1-866-697-8378.

## How to sign up for Care Management programs

Prestige Health Choice has Care Managers to help keep you healthy. Our Care Management programs help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for conditions like asthma, pregnancy, heart problems, and diabetes.

To join one of these programs — provided at no cost to you — ask your PCP to refer you, or you can refer yourself. You can find more information:

- On our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).
- In your Member Handbook.
- By calling Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**).



## Understanding Care Management

Our Care Management services are designed to help you and your family manage certain medical conditions you may have. They also help avoid duplicating services and help reduce costs. This program aims to improve your health through services that help you take charge of your health care.

### What services do we provide?

Care Managers can:

- Be in touch with you by phone, two-way texting, or both. This helps them provide you with chronic condition management support, health education, and care coordination.
- Identify barriers to your care.
- Help you with medicines, medical equipment, and supplies.
- Identify and address health and social risks.
- Arrange rides to your medical appointments.
- Connect you to health care services and community resources.
- Develop a care management plan for you.

### Who is involved?

- A **Care Connector** is a nonclinical specialist who assesses members for care management needs. Care Connectors reach out to help in members' care. They provide administrative support, schedule appointments, provide educational resources, and arrange rides.
- A **Care Manager** nurse is a registered nurse who creates, tracks, and updates members' care plans. Care Manager nurses must have case management certification or two to three years of experience as licensed professionals.

## How can members use these services?

You can use our Care Manager and Care Connector services to:

- Get help with obtaining medicines or medical equipment.
- Find health providers or specialists.
- Get health education to better understand your condition(s) and adopt a healthy lifestyle.

## Who qualifies for Care Management programs?

- **Bright Start® maternity program:** Members who are pregnant. Pregnant members at high risk may also qualify for Care Management.
- **Chronic Condition and Disease Management:** Members with chronic medical conditions. Examples of these are asthma, diabetes, chronic obstructive pulmonary disease (COPD), and cardiovascular disease.
- **Complex Care Management:** Members with multiple physical and behavioral health conditions.
- **Rapid Response and Outreach Team:** Members with urgent and immediate care needs.
- **Transition Care Management:** Members who are hospitalized, but are preparing for being discharged.

Caregivers and providers can refer members to these Care Management programs. You can also refer yourself. You do not need a referral from someone else to access the programs.

Some members have complex care needs or might need a higher level of care than they currently receive. In these cases, the member or their provider can request these services by calling:

- The member's Care Manager.
- Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**).

## Are members required to use these services?

No. You can opt out or refuse Care Management services when your Care Manager calls you.

You can opt out after already receiving these services by contacting your Care Manager, or by calling Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**).

For other questions, call the Rapid Response and Outreach Team at **1-855-371-8072** (TTY/TDD **1-855-371-8073**). You can also talk with your provider about Care Management services.

## 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.

Prestige Health Choice can provide language services for members who need help talking about their health care. We can put you in contact with bilingual staff or an interpreter. These services are provided at no cost to you. If you need written materials or services in a language other than English, just let us know. Please call Member Services toll free at **1-855-355-9800** (TTY/TDD **1-855-358-5856**), 24 hours a day, seven days a week.

Prestige Health Choice provides these communication services for members and providers who need them:

- TDD (telecommunications device for the deaf) or TTY (telephone typewriter, or teletypewriter). TDD and TTY are electronic devices for text communication on the phone. Use these when one or more parties have hearing or speech difficulties.
- Language assistance to discuss utilization management.

## New to Prestige Health Choice?

We are always here to help. Whether you are new to Florida Medicaid managed care or are coming from another health plan, we want to help you receive the services you need.

Please let us know the health services you will need to continue. Our Rapid Response and Outreach Team can help you transition your care. You may call them at **1-855-371-8072** (TTY/TDD **1-855-358-5856**).

**For current information on coronavirus (COVID-19), please visit our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).**



## 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**).

## Earn rewards for Healthy Behaviors

Prestige Health Choice offers gift cards for completing 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 only once per year.

Visit our website at **[www.prestigehealthchoice.com](http://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**).



## **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を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

SPRING 2020

BUILDING HEALTHIER LIVES



- Help us help you stay healthy
- Health screenings for children of all ages
- Preparing for hurricane season
- Taking care of you
- Urgent care centers
- How to sign up for Care Management programs
- Understanding Care Management

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