

CARE CONNECTION

SUMMER 2021

BUILDING HEALTHIER LIVES

New name, same benefits!

Telehealth

**How to talk with your provider
about your mental health**

Care Management programs

**Learn about your health
benefits**

Keep in touch!

**Earn rewards for
Healthy Behaviors**

**Download our mobile app
at no cost to you**



New name, same benefits!



Prestige Health Choice is excited to announce that on July 1, the Prestige Health Choice name will change to AmeriHealth Caritas Florida. We will send you a new ID card with the new AmeriHealth Caritas Florida name soon. Don't worry; nothing else is changing. Only our name and website address will change.

If you have any questions, call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**). This is the same phone number as before, found on the back of your ID card. Thank you for choosing us, AmeriHealth Caritas Florida, as your health plan!

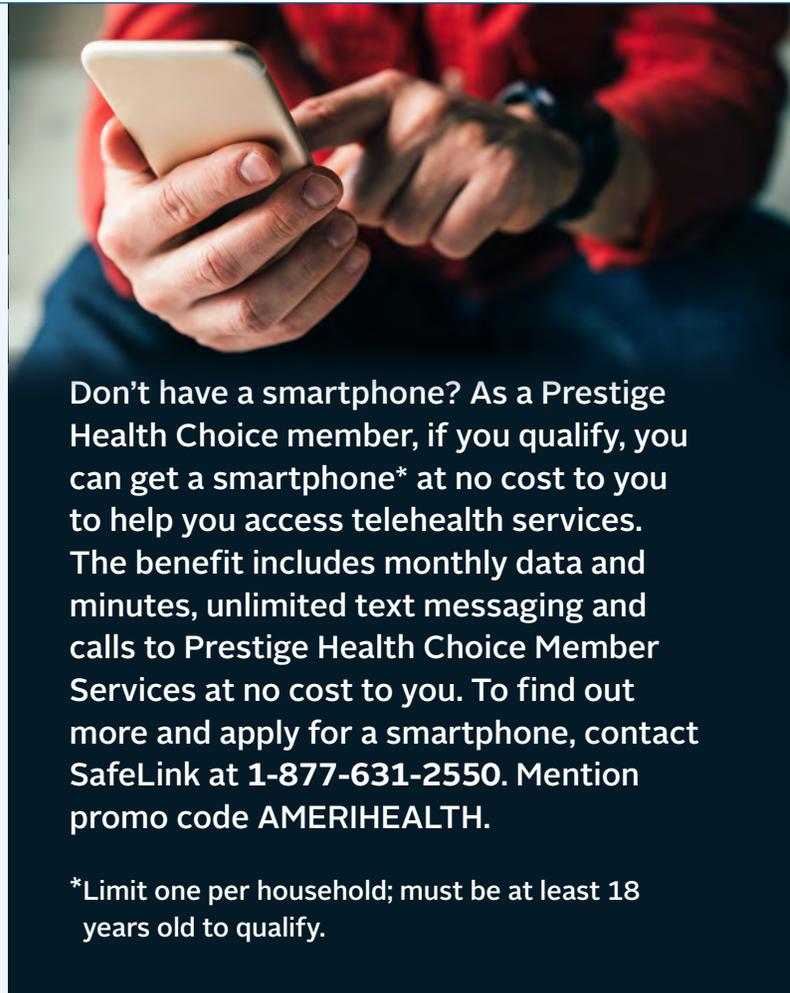
Make use of telehealth

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.



Don't have a smartphone? As a Prestige Health Choice member, if you qualify, you can get a smartphone* at no cost to you to help you access telehealth services. The benefit 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 SafeLink at **1-877-631-2550. Mention promo code **AMERIHEALTH**.**

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

How to talk with your provider about your mental health

When your body isn't well, you go to see your primary care provider (PCP). But what if your mind isn't feeling quite right? Your PCP should hear these concerns, too.

Make an appointment ASAP

Your provider can do a full exam to see if your symptoms are caused by an underlying health condition. Your PCP may refer you to a mental health professional, such as a psychologist. You can also get behavioral health services from a Prestige Health Choice network provider without a referral. Behavioral Health Member Services is here for you. Call **1-855-371-3967** to learn more or get help finding a provider.

In an emergency, such as if you are thinking of harming yourself or others, go to the emergency room right away.

Be honest and open

Many Americans live with mental illness. Don't be afraid to tell your provider how you feel.

Be specific about symptoms

Tell your PCP everything you can. Tell them about symptoms that you think might not be related to mental health. For each symptom, talk about:

- How often it occurs.
- How severe it is.
- If you've had it before.
- When it started.

Ask questions

A conversation with your PCP is a two-way street. Speak up if you have any questions about what they are saying.



Care Management programs

How to sign up for Care Management programs

Prestige Health Choice has Care Managers to help you get and stay 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.

These programs are at no cost to you. To join one, ask your PCP to refer you. Or you can refer yourself. You can learn more about how to enroll:

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

Understanding Care Management

Our Care Management services aim to:

- Help you and your family manage certain medical conditions you may have.
- Boost your health by helping you take charge of your health care.
- Help reduce costs.

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 help provide information, schedule appointments, and arrange rides.

A Care Manager is a registered nurse or behavioral health specialist who creates, tracks, and updates member care plans. Care Managers must have case management certification or two to three years of experience as licensed professionals.

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 physical health, behavioral 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.

How can members use these services?

You can work with a Care Manager and Care Connector 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.



Behavioral Health Care Management: Members with high behavioral health needs.

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 discharge.

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 for these programs.

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

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

Are members required to use these services?

No. You can say no to Care Management services when your Care Manager calls you.

You can opt out after already receiving these services by contacting your Care Manager. Or you can call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

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

If you need help finding a pediatric physical therapist, occupational therapist, speech therapist, or respiratory therapist, give us a call!

You can reach our Rapid Response and Outreach Team by phone or email:

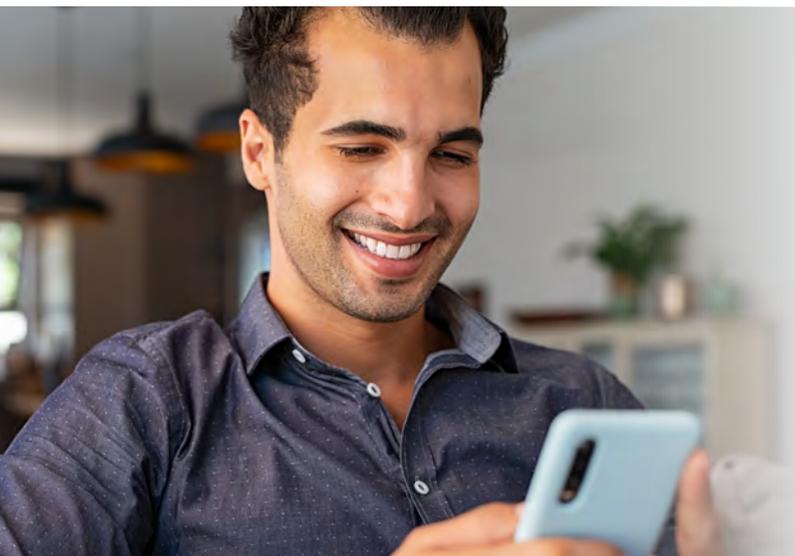
- Call Yalitsa at **1-855-464-8812** and press option 0. Then enter extension **1-305-101-0757**.
- Email DL-PHCPHCRapidResponseResearchTeam@amerihealthcaritas.com.

Learn about your health benefits

If you are a new or existing Prestige Health Choice member, we will let you know how to learn about your health benefits. You can ask about the following at any time by calling Member Services:

- A list of benefits and services included and excluded in your health plan.
- Evaluation of technology available to you as a covered benefit.
- How to use your pharmacy benefit.
- Information about copayments.
- How to get language services at no cost to you.
- How to submit a claim for covered services, if applicable.
- How to find doctors and other providers in our network. Our provider directory has information about practitioners and other providers including their address, phone number, specialty, and board certification status.
- How and where to get primary care services.
- How to get specialty care, behavioral health services, or hospital services.
- How to get care after normal business hours.
- How to get care in an emergency, including when to go to the emergency room or when to call 911.
- How to get care when you are out of town. Learn about any benefit limitations that apply to services you get outside of Prestige Health Choice's service area.
- How to report suspected fraud and abuse.
- Availability for an independent, external review of internal utilization management final determinations.
- How to make complaints and appeals.

This information is also available on our website and in the Member Handbook, along with other important information. Visit us at **www.prestigehealthchoice.com** to read your Member Handbook or find a provider. Please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** if you want this information mailed to you.



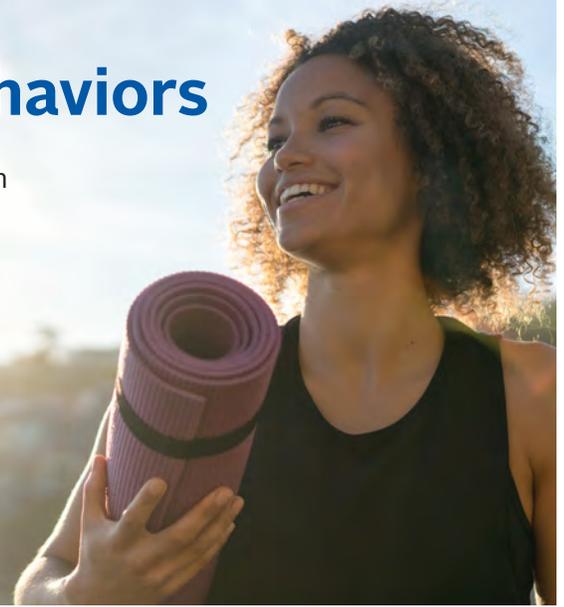
Keep in touch!

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 certain health goals through our Healthy Behaviors programs. You (or your child) may enroll in one or more Healthy Behaviors programs, if you qualify. Once enrolled, you can get 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 1-855-358-5856)**.



As a member, you have certain rights and responsibilities. You can read about these on our website at www.prestigehealthchoice.com. Or you can request a copy be mailed to you by calling Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

If you have exhausted the limits of covered benefits you're receiving, you may contact Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** for assistance and resources to continue care.

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 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.

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



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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