

# CARE CONNECTION

WINTER 2020

BUILDING HEALTHIER LIVES

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# The new coronavirus: what you need to know

A new strain of coronavirus has been confirmed in the United States. It is the virus in the news that originated in China. Here are some important things you should know:

## What is a coronavirus?

A coronavirus is a viral infection that affects the respiratory (breathing) system. You may have heard of other coronaviruses like MERS and SARS.

## What is this new coronavirus called?

Some are calling it the Wuhan coronavirus because it was first detected in Wuhan, China. But there have also been confirmed cases of this virus in the United States.

## What are the symptoms?

Symptoms for this coronavirus can include:

- Runny nose.
- Headache.
- Cough.
- Sore throat.
- Fever.
- Lower respiratory issues.

It's important to note these symptoms can also occur with other viral upper respiratory infections, like the flu.

## How do coronaviruses spread?

Coronaviruses can live in the air and on surfaces. That means it can spread like many other viruses, like the flu. Sneezing, coughing, and personal contact with an infected person can put you at risk.

## What can I do to help prevent the coronavirus?

As of now, there are no vaccines for coronaviruses. But there are other things you can do to help prevent illness:

- Wash your hands regularly with soap and warm water.
- Disinfect surfaces in your home and workplace.
- Avoid touching your face, nose, and mouth.
- Cover your face with a tissue when you sneeze or cough.
- Keep your distance from people who are sick.

## What do I do if I think I'm getting sick?

If you think you are getting sick, call your primary care provider (PCP). He or she can help determine what condition you have and the best way to get better. In case of an emergency, call **911**.

## Where can I get more information?

For up-to-date information on the coronavirus, visit [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

Source  
"Coronavirus Infections," MedlinePlus, <https://medlineplus.gov/coronavirusinfections.html>.



## Autism awareness

April is Autism Awareness Month. Now is the perfect time to show your support and learn more about autism spectrum disorder.

### What is autism spectrum disorder (ASD)?

ASD is a range of health conditions related to brain development. It can impact a person's social skills, behaviors, and communication. ASD affects people in different ways. Some people with ASD are highly functional and need little support. Others can have severe learning disabilities. These may include trouble interacting with others or trouble with speaking. People with these symptoms may need daily support.

### Signs and symptoms

To diagnose ASD, doctors must study a child's development and behavior. The main symptoms of ASD are:

- **Challenges with social communication.** These challenges can be verbal or nonverbal. For example, a child with ASD might not make eye contact with others or show facial expressions. They might also speak in tones of voice that differ from the context of their speech. Some people with ASD may not speak at all.

- **Repeating behaviors.** These can vary greatly across ASD. Some people repeat body movements such as rocking or running back and forth. Other behaviors may include lining up objects or touching things over and over. Some people with ASD also need strict routines such as traveling the same route every day.

### Screenings

It's important to take your child to regular provider appointments. Providers can test for developmental delays and other conditions. You can prepare for these appointments by making a list of your child's behaviors and behavior changes. If you have any questions, don't be afraid to ask.

### Awareness and support

If your child has ASD, there is a lot of support available for you and your family. Learning about ASD can help you better understand your child and their behaviors. To find support in your area, talk with your child's provider or call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

#### Sources

"What Is Autism?" Autism Speaks, <https://www.autismspeaks.org/what-autism>.

"What Are the Symptoms of Autism?" Autism Speaks, <https://www.autismspeaks.org/what-are-symptoms-autism>.

# How your pharmacy benefit works

We offer covered prescription medicines at no cost to you. Using your pharmacy benefit is easy. Your provider will write a prescription for the medicine you need. Then, you take your prescription to a pharmacy that is in our network and show your Prestige Health Choice member ID card to the pharmacist.

To find a network pharmacy, visit our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com) or call Pharmacy Member Services at **1-855-371-3963**.

Your provider must refer to medicines on the preferred drug list (PDL) when he or she writes your prescription. The PDL is inclusive of limits, restrictions, and preferences. You can find the PDL on the Agency for Health Care Administration (AHCA) website at [www.ahca.myflorida.com/Medicaid/Prescribed\\_Drug/pharm\\_thera/fmpdl.shtml](http://www.ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml). You can also learn about updates and changes to the PDL in the Changes Summary Report, which is on the same page as the PDL.

Your provider may need to get approval from us before you fill a prescription. This is called prior authorization. Your provider should send us a prior authorization request if needed. We will review it and let you and your provider know our decision. If we do not approve the prescription, you will get a letter that will tell you why. If you disagree with our decision, the letter will also tell you how to submit an appeal if you want to.



## Swimming lessons benefit enrollment begins April 1

Water safety is important to us in Florida. That's why Prestige Health Choice offers a swimming and water safety lesson benefit for our members ages 6 months to 12 years. The plan will pay up to \$200 per child directly to a Plan-approved agency or certified instructor.

We will begin accepting calls to enroll in the swimming lessons benefit on April 1, 2020, and continue through April 30, 2020. When you call us, we can help you find an approved swimming lesson location near you. We can only enroll 1,000 children, and enrollment is first-come, first-served. Members who receive the benefit can register for swimming lessons during the 2020 calendar year. Be sure to call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** and enroll your eligible child as soon as April begins!

# Your rights and responsibilities

As a Prestige Health Choice member, you have many rights and responsibilities. For example, you have the right to be treated with respect. You also have the right to take part in choices about your health care. For a full list of member rights and responsibilities, please visit our website at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com). This information is also in your Member Handbook. If you cannot view the Member Handbook online, please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. We will mail you a print copy if you request one.

If you are new to Prestige Health Choice, we will send you the following information about your health benefits. You can request this information at any time by calling Member Services:

- A list of benefits and services included 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.
- How and where to get primary care services.
- How to get specialty care or behavioral health 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, and 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.

Our website also has other important information. Visit us at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com) to read your Member Handbook or to 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.

## 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.

# Earn rewards through Healthy Behaviors

We want to help you reach your health goals. Prestige Health Choice's Healthy Behaviors programs can help you 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.
- 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.

## Learn more

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

\*You may enroll in more than one Healthy Behaviors program (if you qualify). You can receive a reward of up to \$50 per program, per year. You may only join each Healthy Behaviors program one time per year. Rewards cannot be used to buy alcohol, tobacco, gambling (including lottery tickets), drugs (except over-the-counter drugs), firearms, or ammunition. We will send rewards after we verify you have completed qualifying healthy behaviors.

## Choosing a primary care provider (PCP)

Your PCP can be a doctor, nurse practitioner, or a physician assistant. You will see your PCP for regular checkups, shots (immunizations), or when you are sick. Your PCP will also help you get care from other providers or specialists. This is called a referral. You can choose your PCP by calling Member Services.\* The name and contact information for your PCP is on your Prestige Health Choice member ID card.

You can choose a different PCP for each family member, or you can choose one PCP for the entire family. If you do not choose a PCP, we will assign a PCP for you and your family. You can change your PCP at any time by calling Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

\*If you have Medicare, please contact the number on your Medicare ID card for information about your PCP.

## 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)**.

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 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。



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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