

## Your behavioral health care

We want our members to always feel their best. Prestige Health Choice (Prestige) works with a behavioral health managed care organization, Beacon Health Options (BHO), to provide you with behavioral health services. BHO was formerly called Psychcare. You may see both names on behavioral health materials. Please note there are no changes to your benefits or the network, and no action is required.

Behavioral health care services you may need for you or your family:

- Individual, family or group therapy.
- Individual and family assessments.
- Day treatment for adults and children.
- Evaluations.
- Treatment planning.
- Case management.
- Therapeutic behavioral on-site services.

Your primary care physician (PCP) can help you get the treatment you need. You should let him or her know if you or someone in your family is having mental health or substance or alcohol problems.

If you need help finding a behavioral health provider, call Prestige Member Services toll-free at **1-855-355-9800**, or TTY/TDD **1-855-358-5856**. Member Services is able to help schedule your next appointment.

You can also search our Provider Directory at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).



# Get to know Prestige — visit us online!

The more you know about Prestige, the better we can serve you and your family. You can access the Provider Directory to help you find a doctor in your area, review the Member Handbook, find important numbers and access your own Prestige account. To learn more, visit us at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com).

## Sign in to the member portal

### Member tools

You will find the information you need the most:

- Search for a doctor in your area using the Provider Directory.
- Find a pharmacy in our network.
- Access the member portal: review your benefits and personal health information.
- See which medicines are covered.

### Getting started

- Learn how to enroll.
- Read the Member Handbook.
- Find important phone numbers.

### Getting care

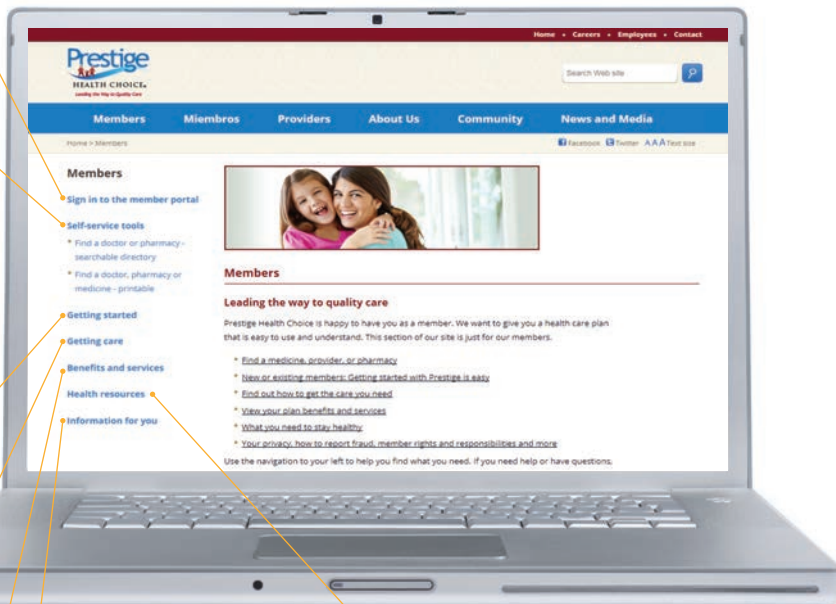
Do you know who to call or what you need so you can get care?

- Seeing your PCP.
- Seeing a specialist.
- Nurse Call Line.
- Emergencies and urgent care.

### Benefits and services

Find information about:

- Plan benefits.
- Mental health services.
- Medication benefits.
- Vision and dental benefits.



### Health resources

Find information about programs and services to help keep you healthy:

- Healthy Behaviors programs.
- Healthwise — Search our health library for information asthma, heart health and pregnancy. You can find there:
  - Easy-to-use health tools.
  - Information on your medications.
  - Checklists, diaries, charts, plans and self-tests to help you track your health.

### Information for you

- Member newsletters.
- Complaints, grievances and appeals.
- Member rights and responsibilities.
- Notice of privacy practices.
- Reporting fraud and abuse.

## Contact us

We are here to help you! If you have any questions about member information, call Prestige Member Services at **1-855-355-9800**, or TTY/TDD **1-855-358-5856**.



# Manage your health with the member portal

The Prestige member portal is a secure website that helps you manage your care. Using the member portal is a fast and easy way to see your recent health history, learn about your health risks and more.

**Get started today.** If you haven't used the member portal before and would like to sign up, visit [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com), click the Members tab, then on "sign in to the member portal." Click "Register" to get started.

When you log in to the member portal, you can:

- Stay up-to-date with your health history.
- Manage your medicines.
- Choose your PCP with a click.
- Order a new member ID card.
- Get a snapshot of your health.
- Become your own health expert.

Need help? If you have questions about the member portal, call Member Services.

## Learn about your pharmacy benefits

### Where can I get my prescription filled?

Your doctor will write you a prescription. You must pick the medicine up at a pharmacy that is part of the Prestige network. You can use any of our participating pharmacies. You can find a list of pharmacies online at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com) in the Prestige Provider Directory. You can also ask your pharmacist to see if your pharmacy is part of the Prestige network. There is no cost to you for some prescriptions. Show your member ID card when you get your prescriptions.

### Over-the-counter medicine

Prestige covers some over-the-counter medicine. Visit our website for a list of approved products.

### My doctor says I need a medicine that is not covered. Now what?

Your doctor may write a prescription for a medicine that is not covered by Prestige. Prestige covers medicines that work for most of the people in our health plan. If one of these covered medicines isn't right for you, we need to know why before you can get something else. Your doctor will need to send us a prior authorization (pre-approval) form.

### Pharmacy Member Services

If you have any questions, you can call Pharmacy Member Services toll-free at **1-855-371-3963**, or TTY/TDD **1-800-900-6570**. These numbers are also listed on the back of your member ID card.





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## Early care for a healthy smile

Here are some quick tips for the health of your child's teeth:



- Remember to see a pediatric dentist when the first tooth appears, no later than your child's 1st birthday.
- Baby teeth are important. They help children speak clearly and chew naturally, and to form a path that permanent teeth can follow when they are ready to come in.
- Your child should visit the dentist every 6 months, unless the dentist wants to see your child more often.
- Use a soft toothbrush and fluoride toothpaste. Help your child brush his or her teeth 2 times each day for 2 minutes each time. Your child should also floss 1 time each day.
- Do not forget mouth guards for your children in sports activities.

**Do you need help finding a dentist?** Visit [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com) to find a dentist in our network. You may also call **1-855-371-3962**, or Member Services at **1-855-355-9800**.

This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800** or TTY/TDD **1-855-358-5856**, 24 hours a day, 7 days a week.

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese con nuestro número de servicio al cliente al **1-855-355-9800** o TTY/TDD **1-855-358-5856**, las 24 horas del día, los 7 días de la semana.