

CARE CONNECTION

FALL 2019

BUILDING HEALTHIER LIVES

Flu information

It's almost survey time

Download our mobile app today!

Hepatitis A is on the rise in Florida

Keep in touch!



Flu information

Protect yourself against the flu by getting a flu shot each year. Flu season usually starts in November and lasts through early March. Prestige Health Choice is here to help keep you from catching the bug.

Your primary care provider (PCP) can answer any questions you may have and talk with you about getting the flu shot.

Who should get a flu shot

Most people should get the flu shot. For some people, it is especially important. People who are at high risk or have certain health problems need to get a flu shot each year.

According to the Centers for Disease Control and Prevention (CDC), people at high risk for the flu include:

- Pregnant women and women up to two weeks postpartum.
- Children 6 months or older, but especially children younger than 2 years of age.
- Adults age 65 and older.
- People who live in nursing homes or other long-term care facilities.
- American Indians and Alaska Natives.

CDC guidelines say adults and children who have these conditions should also get a flu shot:

- Asthma.
- Blood, endocrine (diabetes), kidney, liver, or metabolic disorders.
- Chronic lung disease.
- Extreme obesity (body mass index [BMI] of 40 or more).
- Heart disease.
- Neurological and neurodevelopmental conditions.
- Weakened immune system due to disease or medicine (such as people with HIV or AIDS, cancer, or those on chronic steroids).
- Younger than 19 years of age who are on long-term aspirin therapy.

Scheduling a flu shot

Call your PCP or find a network pharmacy to get your flu shot. The flu shot is no cost for members. Remember, you cannot catch the flu from the flu shot. Each flu shot is good for only one year.

If you have questions, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

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 lets us know what our members think about our plan's health care providers. Starting in February 2020, we will begin mailing the survey to 2,500 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 2020 and run through May 2020. 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 today!

The Prestige Health Choice mobile app helps keep you up to date on your health care information.

Have you ever:

- Arrived at the doctor's office without your ID card?
- Had to choose a new doctor or specialist?
- Been lost on your way to an appointment?
- Wanted to call Prestige Health Choice but could not find our phone number?

The Prestige Health Choice mobile app can help!

The 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®.

The Prestige Health Choice mobile app is available at no cost to you!*

Don't have a smartphone? Manage your care and get health information from our member portal. Visit www.prestigehealthchoice.com to access the member portal.

For more information, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

*Standard messaging and data fees may apply.



Apple



Android

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

Hepatitis A is on the rise in Florida

The number of hepatitis A (hep A) cases is on the rise in Florida, with more than 2,500 cases reported this year. This is nearly 20 times higher than the rest of the country. The Florida Department of Health has declared a public health emergency to raise awareness and stop the virus from spreading. The best way to prevent hep A is by getting a shot.

Hep A is a liver infection caused by a virus that spreads through close bodily contact with a person infected with the virus and by eating food contaminated with the virus. The virus is spread through the stools (or poop) of those infected. The infection can be mild, lasting several weeks. It can sometimes cause liver failure and death.

You have a higher chance of getting hep A if you:

- Take care of a person or child who could be infected with the hepatitis A virus.
- Have been in close contact with someone who has hep A.
- Are homeless or have been homeless recently.
- Are a man who has sex with men.
- Have a blood-clotting disorder, such as hemophilia.
- Travel to countries where hep A is common.
- Have liver disease or have had a liver transplant.
- Use recreational drugs.

Symptoms of hep A in adults include:

- Fever.
- Fatigue (feeling tired).
- Loss of appetite.
- Nausea, vomiting, and diarrhea.
- Stomach pain.
- Light-colored loose stools.
- Joint pain.
- Jaundice (yellow tint on skin and eyes).

If you think you have been exposed to hep A, call your primary care provider (PCP) right away. You can prevent getting hep A by washing your hands often with soap and running water for at least 20 seconds.

If you have been exposed, you should get the hep A shot within two weeks. To find out how to get the shot, call your PCP, your County Health Department, or Prestige Health Choice Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Sources:

Florida Department of Health, Hepatitis A, "VEST," www.floridahealth.gov/diseases-and-conditions/vaccine-preventable-disease/hepatitis-a.

Centers for Disease Control and Prevention, Viral Hepatitis, "Hepatitis A Questions and Answers for the Public," www.cdc.gov/hepatitis/hav/afaq.htm#overview.

Protect yourself from hepatitis A.

Hepatitis A is on the rise in our area.



Get vaccinated.



Wash your hands.

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.



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 o swa enfòmasyon
konsènan sante ak byennèt

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Who should get a flu shot

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Hepatitis A prevention

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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 โปรดติดต่อหมายเลข บริการลูกค้าของเราที่หมายเลข **1-855-355-9800 (TTY/TDD 1-855-358-5856)** ได้ตลอด 24 ชั่วโมงทุกวัน สัปดาห์ละ 7 วัน หากภาษาหลักของคุณไม่ใช่ภาษาอังกฤษหรือต้องการติดต่อขอรับ บริการเสริมคุณสามารถเข้ารับความช่วยเหลือได้โดยไม่เสียค่าใช้จ่าย

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。