

CARE CONNECTION

SUMMER 2019

BUILDING HEALTHIER LIVES

**#LOL: Laugh out loud
for good health!**

**World Suicide
Prevention Day**

**Urgent care
centers**

**Measles: What
you need to
know about
the signs and
how to keep
from getting it**





#LOL: Laugh out loud for good health!

Whether laughing out loud or feeling silently amused, we can feel better and even lighter about life with a little humor. Humor is a great way to relax and improve your mood. It helps ease stress and lifts our emotions.

And it's not just in your head; a good laugh brings about changes in your body:

- When you laugh, your body takes in extra oxygen and releases endorphins.
- Your heart rate and blood pressure might go up and then quickly down again, causing a relaxed feeling.
- Laughing stimulates your organs and blood flow and helps relax muscles.
- Laughter helps your body release hormones that fight stress and pain, making it an immune system booster and natural pain reliever.

Source: "Laughter can benefit your physical and mental health," Michigan State University, https://www.canr.msu.edu/news/laughter_can_benefit_your_physical_and_mental_health.



Eight ways to lighten up and laugh

1. Watch a funny movie or TV show.
2. Call or spend time with a friend who makes you laugh and notices the funny side of life.
3. Have game nights with your family or friends.
4. Read or listen to something funny, such as a cartoon, radio show, or song.
5. Share funny jokes or stories with those around you.
6. Practice! Don't worry if you think you don't have a sense of humor — humor can be learned! Smile and then laugh, even if it's forced, and notice how you feel.
7. Go to a comedy club or comedy show.
8. Choose a few photos, cards, or quotes that make you giggle and place them where you'll see them often.

World Suicide Prevention Day

There are over 800,000 suicide deaths worldwide each year, according to the International Association for Suicide Prevention. This is the same as one suicide every 40 seconds. World Suicide Prevention Day is September 10th.

Prevention tips

Suicide is preventable. Learn the warning signs.

Talk about it if you're worried a person you care about is thinking of suicide. Talk to them and show you care. "You don't seem yourself" is a good start. Then ask questions about how they're coping and if they've thought about suicide.

Offer support and get help. Call the **National Suicide Prevention Lifeline at 1-800-273-TALK (8255)**, where anyone who needs help can talk to a trained crisis worker 24 hours a day, seven days a week. Help your friend or loved one get treatment. Someone who talks about suicide may need to go to a hospital until the crisis has passed.

Help is ready now

Prestige Health Choice believes that our members should always feel their best. If you are always feeling sad; not wanting to do the things that you used to enjoy; or are feeling worthless, hopeless, or helpless, please let us help you. Call Behavioral Health Member Services at **1-855-371-3967 (TTY 1- 888-877-5378)** and learn more about the benefits and services you can get.

If you are thinking about hurting yourself or someone else, call **911**.

Sources:

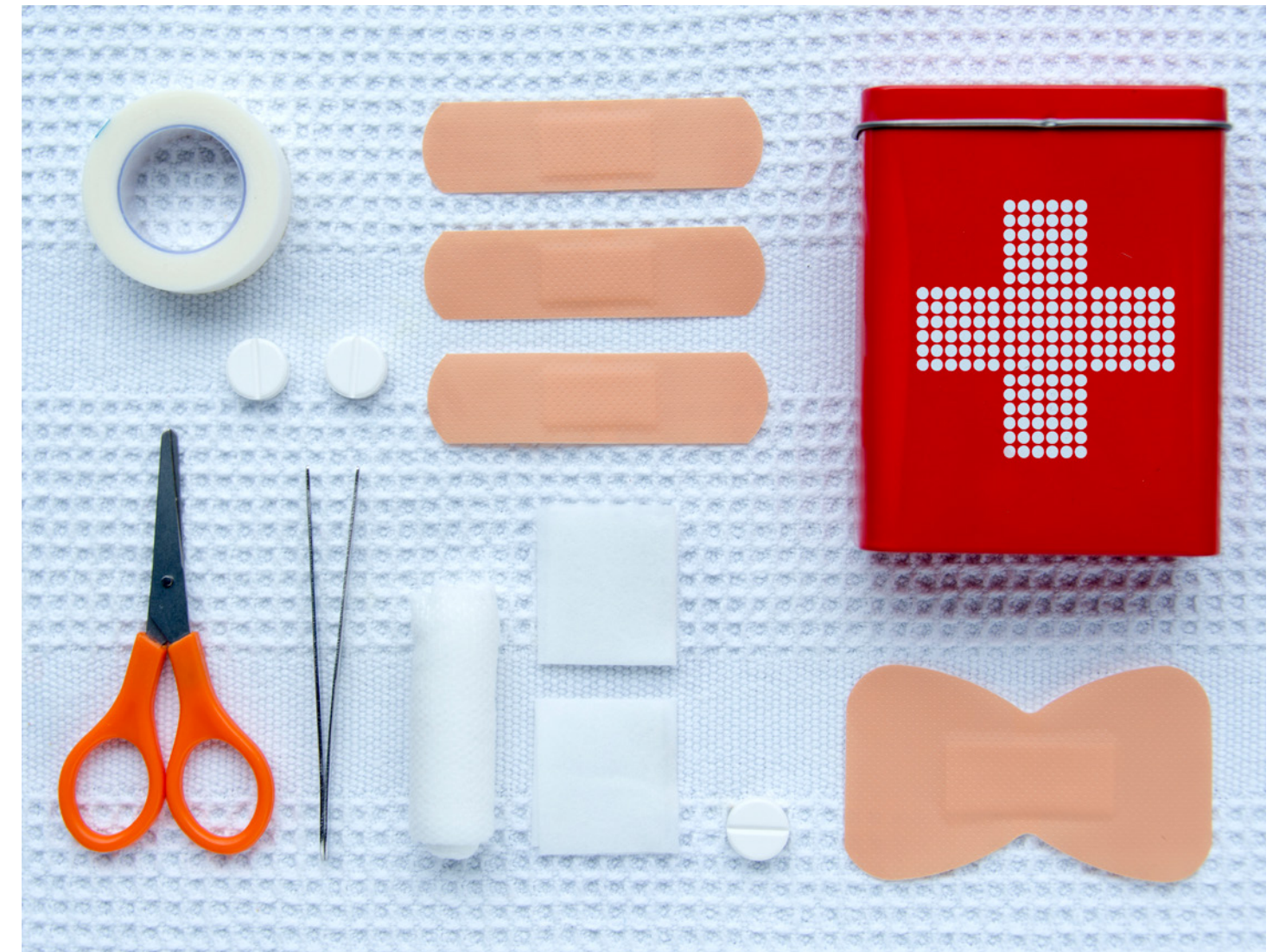
International Association for Suicide Prevention (IASP), Working Together to Prevent Suicide," www.iasp.info/wspd/pdf/2019/2019_wspd_brochure.pdf.

U.S. Department of Health & Human Services,"Suicidal Behavior," www.mentalhealth.gov/what-to-look-for/suicidal-behavior.



Need help?

There is support in your community to help you get and stay healthy. Prestige Health Choice is dedicated to caring for the whole person. There is a new search tool available on our website to help you find resources in your area like food, housing, and GED® programs. Visit our website at www.prestigehealthchoice.com and click on **Community Resources** to start your search.



Urgent care centers

Urgent care is for conditions that are serious but not emergencies. This is when you need help from a doctor, but not in the emergency room (ER). Some examples of problems that need urgent care:

- A cut that might need stitches.
- Sharp or steady pain in your belly.
- Blood in your urine.
- Flu.
- Earache.
- Animal or insect bite.

If you need urgent care, but you are not sure it is an emergency, call your primary care provider (PCP) first. He or she will help you decide if you need to go to the ER, your PCP's office, or a nearby urgent care center. If you cannot get in touch with 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, use the **Find a Doctor** feature on our website at www.prestigehealthchoice.com.

Measles: What you need to know about the signs and how to keep from getting it

This is the time of year when people are traveling for summer vacation. The Centers for Disease Control and Prevention (CDC) advises people to get a measles vaccination (shot) if they have not been vaccinated.

Measles is a virus that spreads very easily through the air when someone who has the virus coughs or sneezes. Signs of the virus include fever, coughing, runny nose, red eyes, a sore throat, and body rash.

You can keep from getting the measles virus by getting a measles shot. The measles shot is given with the shot for two other diseases, mumps and rubella. This is why it is called the “MMR” shot. You should get two doses of the MMR shot for it to work best.

The CDC advises:

- Infants ages 6 months through 11 months get one dose of the MMR shot before traveling.
- Children ages 12 months and older get two doses at least 28 days apart.
- Teens and adults who have not had measles or have not had the shot get two doses at least 28 days apart.
- People traveling outside of the United States get all of their shots at least two weeks before leaving the country.

Call your PCP if you have questions about the shot. If you think you have been around the measles virus, or if you have signs of the virus, call your PCP right away.

Measles is on the rise in the United States. You need to know the health risks for people who are not vaccinated. Please visit the CDC’s website at www.cdc.gov/measles for more information.

Source:
“Measles (Rubeola),” Centers for Disease Control and Prevention, May 13, 2019, <https://www.cdc.gov/measles/>.



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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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 ઉપયોગીસાધનોની 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。