

# CARE CONNECTION

WINTER 2019

BUILDING HEALTHIER LIVES



**Giving babies a healthy start in life**

**Important news about  
your dental benefits**

**February is American Heart Month**

**Attention new  
health plan members**



# Giving babies a healthy start in life

All newborn babies deserve a healthy start in life. That is why we offer our Bright Start® Maternity Program. Bright Start gives special case management services to at-risk members who are pregnant. The program helps lower the risk of issues with pregnancy. This helps mothers deliver healthy, full-term infants.

Low-risk pregnant members receive:

- Material about pregnancy.
- Education about preparing for delivery.
- Information on how to access a Care Manager with any questions.

High-risk pregnant members receive case management interventions by a Care Manager, including:

- Coordinating members' care through telephonic outreach.
- Identifying any potential barriers to getting care.
- Encouraging appropriate prenatal healthy behaviors.

The Prestige Health Choice Bright Start program includes the following support services:

**Doula services** — Doulas offer nonmedical birth or post-birth support. They provide emotional and physical support as needed for our high-risk pregnant members. This includes:

- Childbirth education and preparation.
- Support during labor.
- Breastfeeding support after the baby is born.

**Keys to Your Care® texting outreach** — This program uses text messaging to motivate our pregnant members. It helps them to get routine care and stay on track with healthy habits during pregnancy. After delivery, members will still receive text messages or phone calls about their health. They'll also get reminders about the need for regular newborn care visits for 15 months.

Bright Start is available at no cost to all pregnant members. For more information or to enroll, call **1-855-371-8076**.



Prestige Health Choice offers members more ways to give their babies a healthy start. Our Healthy Behaviors program rewards members for making healthy choices. These include having prenatal and postpartum visits.

**Maternity visits:** Pregnant members may be able to get a \$50 Walmart gift card reward. Members must go to at least 10 of 13 prenatal visits and one postpartum visit. The postpartum visit must be 21 to 42 days after birth. Members must have given birth to a child on or between November 6, 2018, and November 5, 2019.

**Postpartum visit:** Members who recently gave birth may be able to get a \$20 Walmart gift card reward. Members must go to a postpartum visit 21 to 42 days after birth. Members must have given birth to a child on or between November 6, 2018, and November 5, 2019. (Not available for members who complete the Maternity reward program.)

Call us to learn more about our Healthy Behaviors programs. Contact Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

# Important news about your dental benefits

Your dental benefits are through the Statewide Medicaid Managed Care (SMMC) Florida Dental Health Program. Each person in your family who has dental benefits through this program is assigned to a primary dental provider. There are three approved dental health plans in the Florida Dental Health Program. They are:

- DentaQuest of Florida.
- LIBERTY Dental Plan.
- MCNA Dental.

You will receive a Florida Dental Health Program member ID card in the mail. It will have the name of your primary dental provider. It will also have your member ID number and a toll-free phone number for the dental plan.

If you have any questions about accessing your dental benefits, please let us know. Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. We can help you access your dental benefits.



## Swimming lesson enrollment begins April 1

Water safety is important to us in Florida. That's why Prestige Health Choice offers swimming and water safety lessons for children ages 6 months to 12 years. The plan will pay up to \$200 per child directly to an agency or certified instructor.

We will begin accepting calls to enroll in swimming lessons on April 1, 2019, and continue through April 30, 2019. We can only enroll 1,000 children, and enrollment is first-come, first-served. Be sure to call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** and enroll your child as soon as April begins!



## February is American Heart Month

Heart disease — and the conditions that lead to it — can happen at any age. The top three risk factors for heart disease are high blood pressure, high cholesterol, and smoking. Half of all Americans have at least one of these three risk factors.<sup>1</sup>

February is American Heart Month. It is the perfect time to learn about the steps you can take now to help your heart. Here are four ways to take control of your heart health:

- **Don't smoke.** Smoking is the leading cause of preventable death in the United States. Tobacco use causes nearly 6 million deaths each year. Current trends show that tobacco use will cause more than 8 million deaths annually by 2030.<sup>2</sup>

- **Manage health conditions.** Work with your health care team to manage your conditions. This is important for high blood pressure and high cholesterol. This includes taking any medicines you have been prescribed.
- **Make heart-healthy eating changes.** Eat food low in trans fat, saturated fat, added sugar, and sodium (salt). Try to fill at least half your plate with vegetables and fruits. Aim for low-sodium options.
- **Stay active.** Get moving for at least 150 minutes a week.

You can make healthy changes to lower your risk of developing heart disease. For American Heart Month this February, make healthy habits you'll keep all year long.

Sodium levels can affect blood volume and blood pressure. Eating too much sodium may raise blood pressure and cause you to retain fluid. If you want to limit sodium in your diet, a common target is to eat less than 1,500 milligrams of sodium per day. Here are some tips to lower your sodium levels.<sup>3</sup>



## Change your eating habits to lower sodium intake

| Instead of eating this:   | Try eating this:   |
|---|--|
| Smoked, cured, salted, or canned meat, fish, or poultry, including: <ul style="list-style-type: none"> <li>• Bacon.</li> <li>• Cold cuts.</li> <li>• Ham.</li> <li>• Frankfurters.</li> <li>• Sardines.</li> <li>• Caviar.</li> <li>• Anchovies.</li> </ul> | Fresh or frozen: <ul style="list-style-type: none"> <li>• Beef.</li> <li>• Lamb.</li> <li>• Pork.</li> <li>• Poultry.</li> <li>• Fish.</li> <li>• Eggs and egg substitutes.</li> </ul> |
| Canned entrees, such as ravioli, SPAM®, and chili   | Low-sodium canned fish (drained) or water- or oil-packed canned fish or poultry  |
| Regular and processed cheese, cheese spreads and sauces, and cottage cheese   | Low-sodium cheeses, cream cheese, ricotta cheese, and mozzarella   |
| Pizza, croutons, and salted crackers  | Unsalted popcorn, chips, and pretzels  |
| Olives; pickles; sauerkraut and other pickled vegetables; and vegetables made with ham, bacon, or salted pork   | Fresh and frozen vegetables without sauces, low-sodium canned vegetables, sauces, and juices   |
| Salted butter or margarine  | Mayonnaise   |

This information is for educational purposes only. It is not intended to replace the advice of your health care provider.

# Help us keep you healthy

We want to help you stay as healthy as possible. This is why we ask you to complete a Health Risk Assessment (HRA). It includes questions about your health and lifestyle. Your answers will help us better assist you with your health care needs.

An HRA was included with your new member welcome packet. A postage-paid return envelope was also included for your convenience. If you cannot find your HRA, there are still three ways you can complete it:

- Download the form from **www.prestigehealthchoice.com**, complete it, and fax it back to us at **1-855-236-9281**.
- Complete your HRA over the phone. Call the Prestige Health Choice Rapid Response and Outreach Team at **1-855-371-8072**.
- Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** and ask that a new form be mailed to you.

Completing your HRA should only take a few minutes. Your information will be confidential. We will not share your HRA with anyone except your care team.



We want you to be happy with the care you receive from our providers. Do you understand what your health care providers are telling you? Are you able to get an appointment with a specialist quickly? Does your provider take the time to explain to you why you should or shouldn't take a certain medicine?

In the coming weeks, you may get a survey in the mail. It is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. This survey includes questions about the quality of care you receive and your experiences with our network providers. Health plan members are randomly selected. Not all health plan members will get a survey.

If you get a CAHPS survey in the mail, please take a moment to complete it. What you have to say is important. If you are not able to mail back the paper survey, you may have another chance to respond. There will be telephone surveys in mid-April.

We want to know how you feel about the care you've received. If you are asked to respond to a CAHPS survey, please take the time to do so.



# Attention new health plan members

Prestige Health Choice includes important health plan information as part of the new member welcome kit we mailed you. This included an Authorization for Disclosure of Health Information form, a Health Risk Assessment questionnaire, a member contact form, and a Personal Representative Request form. These documents can help us better plan for your care.

That’s why we are asking you to fill out these forms if you haven’t done so already. Please mail or fax your completed forms to:

Prestige Health Choice  
P.O. Box 7181  
London, KY 40742  
Fax number: **1-855-236-9281**

You can also download these forms from the Prestige Health Choice website. If you have questions, let us know. Please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Sources:

1. “Heart Disease: It Can Happen at Any Age,” Centers for Disease control and prevention, accessed December 21, 2018, <https://www.cdc.gov/features/heartmonth/index.html>.
2. “Smoking & Tobacco Use,” Centers for Disease Control and prevention, accessed December 21, 2018, [https://www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/fast\\_facts/index.htm](https://www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/index.htm).
3. “Cut Down on Sodium,” Office of Disease Prevention and Health Promotion, accessed December 21, 2018, [https://health.gov/dietaryguidelines/2015/resources/DGA\\_Cut-Down-On-Sodium.pdf](https://health.gov/dietaryguidelines/2015/resources/DGA_Cut-Down-On-Sodium.pdf).

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/TDD 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 oswa 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 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。