

CARE CONNECTION

WINTER 2021

BUILDING HEALTHIER LIVES

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Make use of telehealth

Social distancing doesn't have to mean distancing from your provider! You may be able to connect with a medical or behavioral health care provider from the safety and comfort of your home with a telehealth appointment.

Telehealth means you can connect with a provider outside of the office.* Ask your provider if you can:

- Video chat with your provider through a computer, tablet, or smartphone.
- Text with your provider through a secure web portal.
- Talk to your provider by phone.

*Some providers may not offer these services.

Need a smartphone?

As a Prestige Health Choice member (if you qualify), you can get a smartphone* at no cost to you that can help you use telehealth services. The benefit also includes monthly data and minutes, unlimited text messaging, and no-cost calls to Prestige Health Choice Member Services.

To find out more and apply for a smartphone, contact our partner **SafeLink** at **1-877-631-2550** and mention promo code **AMERIHEALTH**.

*Limit one per household, must be at least 18 years old to qualify.



It's good to ask questions

Most of us may feel nervous or confused at times when talking to a health care provider. You may want help making sense of your health information. It's good to ask your provider questions.

Here are some good questions to ask:

- What is my health problem?
- What do I need to do?
- Why do I need to do this?
- Does this medicine have any side effects?

Write down your questions and ask them when:

- You see a doctor, nurse, pharmacist, or other health care provider.
- You are getting ready for a health test or procedure.
- You pick up your medicine.



Health information can be hard to understand. If you don't understand something, ask your provider to say it again. Your provider is there to help you. Asking questions helps you take care of your health.

Source: "Be More Engaged in Your Healthcare," and "The Ten Questions You Should Know," Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services, www.ahrq.gov/questions/be-engaged/index.html and www.ahrq.gov/questions/10questions.html.



Take care of your mental health

During hard times, it's normal to feel nervous or sad. The COVID-19 pandemic has brought about many changes this year, and most of us have felt plenty of stress and worry. We may not know how to handle these feelings or help our loved ones.

These are normal feelings during a hard time. Taking care of your mental health, sometimes called behavioral health, is as important as taking care of your body. Symptoms of mental health issues can be different for each person, so it's important to know how you feel and act throughout the day.

Look for these signs of distress:¹

- Feelings of fear, anger, sadness, worry, or numbness.
- Changes in eating, energy, or sleep.
- Trouble focusing.
- Headaches, body pains, stomach problems, or skin rashes.
- More use of alcohol, tobacco, or other drugs.
- Worsening of chronic health problems.

If you or your loved one has these signs, it is important to ask for help. With that first step, you will learn you are not alone.

Tips to keep you healthy and help raise your spirits¹

- Take care of your body. Take deep breaths or stretch. Try to eat well-balanced meals. Exercise, get plenty of sleep, and avoid alcohol and substance use. Talk with people you trust. Share how you feel.
- Try activities of quiet thought, like meditation. You can search online for tools to help you relax.
- Find arts to enjoy, such as painting, photography, reading, writing, or music. You can make your own or enjoy the works of others. You can find free online classes or check the public library.
- Get in touch with your body through walking, dance, or other movement around your house or yard. Remember to talk to a health care provider before starting an exercise program.

You can get help now

If you or someone you know shows signs of distress for many days or weeks, get help. We cover many different types of services that can help with issues you may be facing. Call Behavioral Health Member Services at **1-855-371-3967** for more information or help finding a provider.

¹“COVID-19 (Coronavirus Disease) Coping with Stress,” Centers for Disease Control and Prevention, National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases, Last updated December 11, 2020, <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>.

Help prevent childhood asthma attacks

Asthma symptoms can come and go. The good news is you can help your child learn to prevent asthma attacks.

One way is to get to know your child's asthma triggers, or things around them that can set off or "trigger" an asthma attack. Different people have different triggers. Some common asthma triggers are:¹

- Smoke. This includes cigarette and cigar smoke.
- Air pollution. This is when the air outside becomes dirty from plant pollen, car exhaust, factories, or other matter.
- Mold.
- Pets.
- Cockroaches. Their droppings can trigger an asthma attack.
- Exercise that makes your child breathe much faster.

Help your child learn to notice their triggers so they can stay away from them. Your child's provider can give you the best medicine and treatment plan for your child. If your child uses an inhaler, make sure they take it with them when they go out.

Exercising with asthma

If your child has asthma, it's good to keep them active as their provider advises. Try to always check the air quality. On days when the air quality is poor, playing indoors may help avoid some asthma attack triggers.

Encourage your child to start playing slowly, warming up first. If your child gets out of breath when running and playing, remind them to stop and take a breather.



Teach your child that their body may try to warn them about an asthma attack. Knowing the warning signs may help your child learn when to take a break.

Here are some signs to help your child notice:²

- Breathing too hard or too fast.
- Tightness in the chest.
- Wheezing or coughing.

The more you and your child know about asthma and triggers, the better you will be able to avoid them and help prevent an asthma attack. Make sure your child has an asthma action plan, and share it with any caregivers.

Sources:

¹"Asthma: Triggers and Management," American Academy of Allergy, Asthma & Immunology, Reviewed September 28, 2020 by Andrew Moore, <https://www.aaaai.org/conditions-and-treatments/library/asthma-library/asthma-triggers-and-management>.

²"Asthma — Get the Facts!" Centers for Disease Control and Prevention, Last reviewed December 7, 2020, https://tools.cdc.gov/podcasts/media/pdf/Kidtastics_Asthma_ENG.pdf.

"Don't Let Asthma Keep You Out of the Game," Centers for Disease Control and Prevention, Last reviewed December 7, 2020, https://tools.cdc.gov/podcasts/media/pdf/Kidtastics_Asthma.pdf.

If you have exhausted the limits of covered benefits you're receiving, you may call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** for assistance and resources to continue care.

How your pharmacy benefit works

- We offer covered prescription medicines at no cost to you. Using your pharmacy benefit is meant to be easy. Your provider will write a prescription for the covered medicine you need.
- You take the 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 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.

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.



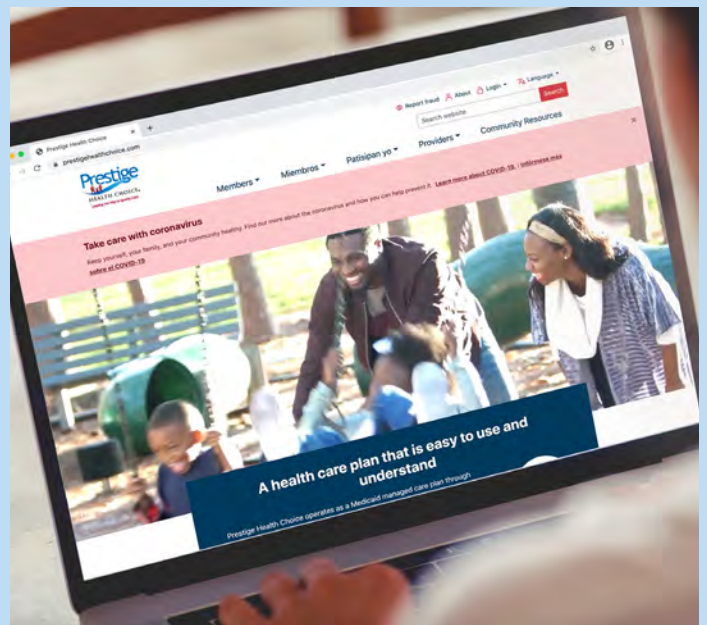
Visit our redesigned website

Based on research and feedback from members and providers, our new design is tailored just to you.

What's changed?

- Easier-to-use menus to help you find what you need faster.
- New design to highlight what is most important.
- Accessibility updates for our members with special needs and our providers who serve them.
- And more!

Your benefits and services have not changed. Only the look of our website has changed. Visit www.prestigehealthchoice.com.



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 1,000 of our members who are 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, 2021, and continue through April 30, 2021. 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 2021 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!

Earn rewards for Healthy Behaviors

Prestige Health Choice offers gift cards for completing certain health goals through our Healthy Behaviors programs. You (or your child) may enroll in one or more Healthy Behaviors program, if you qualify. Once enrolled, you can receive a reward of up to \$50 per program, per year. You (or your child) may join each Healthy Behaviors program you qualify for only once per year.

Visit our website at **www.prestigehealthchoice.com** to learn about the Healthy Behaviors programs our members can join. You can also call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.



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)**.



Need a ride? Transportation services are available

Prestige Health Choice can help you get to your doctor's appointments. You can get a ride by calling Prestige transportation services toll-free at **1-855-371-3968**.

If you need special help, such as a wheelchair, or need to bring a caregiver to your appointment, please tell us so the right service can be arranged for you.

A driver will pick you up within an hour of your appointment time. He or she will give you a card with his or her phone number. When your appointment is over, the same driver will pick you up within an hour of your call.

Your health care provider can also arrange your ride. You can call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**) if you have any questions or concerns about your ride.



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.

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.

For current information on coronavirus (COVID-19), please visit our website at www.prestigehealthchoice.com.



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 مجانًا. 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 หากภาษาหลักของคุณไม่ใช่ภาษาอังกฤษหรือต้องการติดต่อขอรับบริการเสริมคุณสมารถเข้ารับความช่วยเหลือได้โดยไม่เสียค่าใช้จ่าย

Japanese: この情報は他の言語でも無料を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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WINTER 2021

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