

Checkups are important for healthy development

The early years of your child's life are very important for his or her health. Regular checkups with a PCP can help find changes in your child's health before they become serious. If caught early, health problems are easier to treat.

Is it time for your child's checkup? Call your child's PCP to schedule an appointment.

Children and young adults should have a health checkup at:

- Birth.
- 3 – 5 days for newborns discharged less than 48 hours after delivery.
- At 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- 30 months.
- Once every year for ages 3 – 20.

You can also request a child health checkup at other times if you think your child needs it. If you have any questions or need help scheduling an appointment, call the Rapid Response and Outreach Team at **1-855-371-8072**.

Your member ID card

Always carry it with you.

Every member of Prestige gets a member ID card. When you get your member ID card, check to make sure everything on it is correct. If you have not received your member ID card or if it has been lost, please call Member Services at **1-855-355-9800**. We will mail you a new card.



Our Rapid Response and Outreach Team (RROT) supports you!

The RROT addresses urgent member needs. A team of care managers and non-clinical staff called care connectors work with providers and our Case Management team to coordinate member health needs.

The RROT is trained to help members identify and overcome barriers to achieving health goals. They answer questions about getting medications, supplies, and medical equipment. They can also help find a primary care provider (PCP) or specialist, and make provider appointments. Both care managers and care connectors are well informed of available community services and can help with obtaining these services. Members and providers are welcome to call for assistance.

What services do we offer?

- Locating PCPs and specialists.
- Scheduling appointments.
- Educating members on important health checkups.
- Processing forms received from non-participating providers treating new members who are under the 60-day continuity of care period.
- Identifying barriers to care.
- Arranging transportation and interpreter services.
- Completing health risk assessments, which helps identify high-risk and special-needs members with complex care needs, and making referrals to integrated health care management (case management programs).
- Referring pregnant members to our Bright Start® program.
- Coordinating durable medical equipment (DME) and home health care (HHC) services.
- Assisting members with obtaining medications at the pharmacy.
- Identifying members in need of behavioral health services. Members with more complex behavioral health needs are assisted by our nurses to coordinate services promptly.
- Identifying members who need dental services.
- Identifying care gaps (missing preventive health care services).
- Connecting members with community resources.
- Follow-up calls related to transition of care (members being discharged from hospital).



Contact us!

If you need support or have any questions, call **1-855-371-8072**.

Know your benefits

Prestige covers circumcisions for newborns during inpatient delivery stay, and for 90 days after birth at your provider's office.

| Birth to 90 days | 91 days after birth and older |
|--|---|
| No prior authorization is required. <ul style="list-style-type: none">• During initial inpatient hospital stay.• Provider's office. | Prior authorization is required. <ul style="list-style-type: none">• All places of service.• Subject to medical necessity. |

You can find detailed information about expanded benefits in your member handbook. You can also call Member Services at **1-855-355-9800**.

Zika virus: What you need to know

Zika virus is a disease you can get from being bitten by a mosquito carrying the virus or from having unprotected sex. It can cause mild symptoms like fever, rash, eye redness, and joint pain that lasts for about 1 week. Some people don't notice any symptoms. A blood test is the only way to confirm that someone has the virus. Not all mosquitoes carry the Zika virus. But a pregnant woman who gets Zika can pass the virus to her unborn baby. This can cause certain birth defects. That's why Zika should be taken seriously.

There is no vaccine or medicine to prevent the Zika virus. The best protection against the virus is to avoid getting mosquito bites during the summer:

- Wear long-sleeve shirts and long pants when outside.
- Use an insect repellent approved by the Environmental Protection Agency.
- Keep doors and windows closed or make sure there are properly fitting screens to keep mosquitoes out.
- Empty water that collects in things like planters, old tires, buckets, and pools so mosquitoes can't lay eggs in them.
- Avoid unprotected sex.

More cases of Zika virus are showing up in the United States. That's why everyone needs to know about the potential danger. If you are pregnant and think you have been exposed to Zika, call your provider. Please go to the Centers for Disease Control and Prevention's website for more information at www.cdc.gov and click on the box for Zika virus.

Prestige has added several insect repellent products to our approved over-the-counter (OTC) expanded benefits list. The products listed in the table have been added to the expanded OTC benefits list. For more information, call Member Services at **1-855-355-9800**.

| Product | Ounces | UPC |
|-----------------------------|---------|-------------|
| OFF! Family Care | 2.5 oz. | 46500710377 |
| OFF! Deep Woods | 4 oz. | 46500717642 |
| OFF! Deep Woods | 6 oz. | 46500018428 |
| OFF! Active | 6 oz. | 46500018107 |
| Cutter Skinsations | 6 oz. | 16500540106 |
| Cutter Backwoods | 6 oz. | 71121962805 |
| Repel Insect Sportemen | 6.5 oz. | 11423941375 |
| Repel Sportsmen Max Formula | 6.5 oz. | 11423003387 |

Summer medication safety

Medicines play an important role in helping us get well and stay healthy. Medicines are used to treat and manage symptoms of chronic conditions such as asthma or attention-deficit/hyperactivity disorder (ADHD). Medicines are generally safe, but follow these tips for using medication safely:

- Make sure the medicine of the person it is prescribed for has the correct name and medication listed.
- Take exactly the right amount of medicine at each dose as prescribed by your PCP.
- Store medicine out of sight and out of reach of children.
- Never share your medication with anyone.
- Discuss the dangers of using a medication without a prescription with your children.
- Always talk with your PCP or pharmacist if you have any questions regarding medication safety.
- Dispose of your medications properly — call your nearest pharmacy for recommendations.

If you or your child have a chronic condition such as asthma or ADHD, be sure you are getting your medications filled regularly, and the medicines are being taken as directed. Also, for ADHD, your child's doctor may prescribe a medicine that may help with behavior changes. Children who get a prescription medicine for ADHD will need a follow-up doctor visit within 30 days of beginning the medication. Your whole family should have a yearly well-visit and a follow up with his or her PCP for any illness or condition. Be sure your flu vaccine is on your back-to-school list of things to do.



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Health or wellness or prevention information
Información de salud o bienestar o preventiva

Do you need help to get to your health care appointments?

If getting to your appointment is a problem, please call toll-free at **1-855-371-3968**. They will assist you in the coordination of transportation for all covered services. You may also call Member Services at **1-855-355-9800** for help getting transportation.

Please remember:

- If you can, try to call at least 2 business days before your appointment to schedule your ride. You can schedule your ride as early as 30 days before your appointment.
- You will need to know your street address, city, and ZIP code for the location of your appointment.
- You must have your Prestige ID number when you call to schedule your ride.

If you have an emergency, please call **911** right away.



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.