

Earn rewards with Healthy Behaviors programs

Good health is important for you and your family. Prestige Health Choice's Healthy Behaviors programs can help you to improve your health and earn rewards at the same time. For each Healthy Behaviors program you complete, you will receive a gift card in the mail. Each program has a \$50 reward limit. If you qualify, there is no limit on how many programs you can complete.

There are many different Healthy Behaviors programs:

- Dental.
- Maternity.
- Postpartum.
- Well-child visits (ages 31 days to 15 months).
- Well-child visits (ages 3 to 6).
- Adolescent well-care visits (ages 12 to 21).
- Lead screening.
- Diabetes testing.
- Diabetes eye exam.
- Behavioral health follow up.
- Breast cancer screening.
- Cervical cancer screening.
- Weight loss.
- Smoking cessation.
- Alcohol and substance use recovery.

You will work with your provider to complete the programs. Your provider will sign off as you complete programs using the Healthy Behaviors Completion Form or Commitment Form. Forms can be found at www.prestigehealthchoice.com.

Contact us to learn more.

Please call Member Services toll free at **1-855-355-9800** (TTY **1-855-358-5856**) if you would like to learn more about the Healthy Behaviors programs.

Prestige mobile app

Download our mobile app today! The Prestige 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 select a new doctor or specialist?
- Been lost on your way to an appointment?
- Had a question about your benefits?
- Wanted to call Prestige, but could not find our phone number?

The Prestige 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 mobile app is available at no cost!*

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

*Standard messaging and data fees may apply.



Scan the Apple or Android code to download the app.

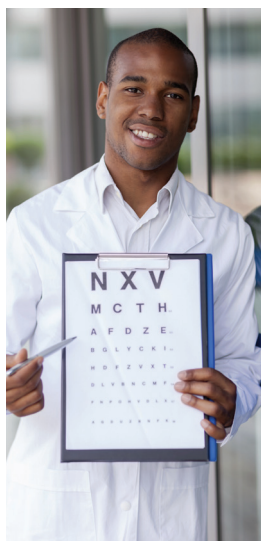


Checking for childhood vision problems

Eye screenings are an important part of a child's visit to the pediatrician's (child doctor) office. Pediatricians know how to correctly check a child's vision. Vision issues can sometimes go undiagnosed. Most children won't know that their eyes aren't working right, so parents, teachers, and caregivers may be the first to notice.

Watch for development milestones: Parents should be on the lookout for their child's vision-related milestones and report any abnormalities to their pediatrician. Here are key milestones:

- **Birth through one month:** An infant should be able to recognize objects from 8 to 12 inches away, and tell apart high-contrast colors.
- **3 months through 4 months:** Babies should be able to hold their gaze on objects that aren't moving, and follow objects with their eyes.
- **5 months through 8 months:** Babies should begin to develop depth perception and eye-body coordination, see objects in three-dimensional views, and begin to grasp objects.
- **9 months through 12 months:** Babies should be able to judge distances and throw objects with precision.
- **1 year through 2 years:** Babies should have developed a level of hand-eye coordination that allows them to play games such as hide-and-seek, and to play with hammer tools.



Get regular eye screenings: The American Optometric Association and American Academy of Ophthalmology recommend that a child has his or her first eye exam between 6 and 12 months. If the doctor doesn't detect any problems, the child should have another exam at 3 years old, and another before starting school.

Wear eye protection: Ultraviolet (UV) light protection is important from day one. Young children usually have larger pupils that take in more UV rays, which can damage the eyes. Strap-on sunglasses with UV protection are available for children who aren't ready for regular sunglasses.

Be proactive: Teach children good vision habits from an early age, such as the 20-20 rule for screen time. For every 20 minutes spent in front of the TV, computer, or tablet, take a 20-second break to let your eyes relax.

Work with your child's school: Children often take home the results of a vision screening that's been done at school. Know the testing dates and ask your child or the school nurse about the results. Also, teachers can help notice children's vision problems.

Source: Moira Burke, M.D., Medical Director of Premier Eye Care, More information about Premier is available at www.premiereyecare.net.

Your behavioral health care

We want our members to always feel their best. Prestige works with a behavioral health managed care organization, Beacon Health Options (BHO), to provide you with behavioral health services. BHO was formerly called Psychcare. You may see both names on behavioral health materials. Please note there are no changes to your benefits or the network, and no action is required.

Behavioral health care services you may need for you or your family:

- Individual, family, or group therapy.
- Individual and family assessments.
- Day treatment for adults and children.
- Evaluations.
- Treatment planning.
- Case management.
- Therapeutic behavioral on-site services.

Your primary care physician (PCP) can help you get the treatment you need. You should let your PCP know if you or someone in your family is having a behavioral health concern.

If you need help finding a behavioral health provider, call Prestige Member Services toll free at **1-855-355-9800** (TTY **1-855-358-5856**). Member Services can help schedule your next appointment.

You can also search our provider directory at www.prestigehealthchoice.com.



As a Prestige member, you have many rights and responsibilities

Prestige is committed to treating our members with respect and dignity. Prestige and its network of doctors and other providers of services do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of member rights and responsibilities, please visit www.prestigehealthchoice.com. This information is also available in your member handbook. If you do not have access to the internet or a member handbook, please call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

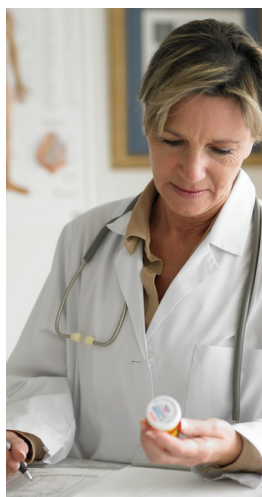
Steps to using your pharmacy benefits

Your provider will write a prescription for medicine to be filled by your pharmacist. Providers may refer to the preferred drug list for preferred formulary medicines. The preferred drug list is available on our website at www.prestigehealthchoice.com. The Changes Summary Report, which includes the latest changes made to the PDL, can be found at ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml.

There is no cost to you for covered prescriptions. Show your member ID card when you get your prescriptions. If you have any questions, call Pharmacy Member Services at **1-855-371-3963**.

What is prior authorization (pre-approval)? Your provider may request approval for a medicine that is not on the preferred drug list or needs prior authorization. Your provider will need to send Prestige a prior authorization request form. We will review the form and let you and your provider know if it is approved.

If Prestige does not approve the medicine, you will get a letter that will tell you why. The letter will tell you how to submit an appeal if you want to do so.



Early care for a healthy smile

Here are some quick tips for the health of your child's teeth:

- Remember to see a pediatric dentist when the first tooth appears, no later than your child's first birthday.
- Baby teeth are important. They help children speak clearly and chew naturally, and form a path that permanent teeth can follow when they are ready to come in.
- Your child should visit the dentist every six months, unless the dentist wants to see your child more often.
- Use a soft toothbrush and fluoride toothpaste. Help your child brush his or her teeth two times each day for two minutes each time. Your child should also floss one time each day.
- Do not forget mouth guards for your children in sports activities.

Do you need help finding a dentist?

Visit www.prestigehealthchoice.com to find a dentist in our network. You may also call **1-855-371-3962**, or Member Services at **1-855-355-9800** for more information.



Why missing a dose of your medicine is a bad idea.

Most people miss their medicine at least 25 percent of the time. That means you may only be taking your medicine for nine months out of every year. What would happen if you only bathed or brushed your teeth nine months a year? Think about your own medicine. Do you remember to take it every day? Are you sure?

I feel fine, why do I need to take my medicine?

Many conditions are silent because you cannot feel how they are hurting your body. If you have high blood pressure or high cholesterol, you may feel fine. But these conditions are hurting your insides and raise your risk for heart attack, stroke, and blindness. A few weeks after you start a medicine you may start to feel better and want to stop your medicine. However, most people who stop their medicine too soon become sick again.

How can I remember to take my medicine?

- Take your medicine with something else you do every day, like having a cup of coffee or brushing your teeth.
- Use a pillbox. If you take medicine in the morning and at night, use two pillboxes.
- Set an alarm on your phone to ring every morning. If you have a smartphone, search for "medicine reminder" and you will find many apps you can try that do not cost anything.
- Use a pocket calendar to mark off the days or times you need to take your medicines.
- If your pharmacy offers auto-refills, ask them to turn this on for you so you do not have to remember to call in your refill each month.

Your PCP can help, but only you can take care of your health. Remembering to take your medicines every day is a big first step to having better health.

Pregnant? Give your baby a smart start.

Text **MAMA** to **85886** to join the Keys to Your Care program. Join today! We will send you helpful text messages during your pregnancy, and for the first 15 months after your baby is born.

Don't have access to texting? Call Bright Start® at **1-855-371-8076** to join Keys to Your Care.



HEALTH CHOICE®

Leading the Way to Quality Care

11631 Kew Gardens Ave.
Ste. 200
Palm Beach Gardens, FL 33410

Health and wellness or prevention information

Información de salud y bienestar o preventiva

Enfòmasyon prevansyon ak enfòmasyon konsènan sante ak byennèt



Need information in other languages?

Prestige is committed to serving all of our members. If you need medical information or information about your services and benefits in a language other than English, please call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**). We can help. We use interpreters for any language you may need. Our written materials can also be requested in other languages. You can call and request that the materials be translated in the language you read.

Did you know?

Prestige Member Health News is also available on our website. Visit **www.prestigehealthchoice.com** to find Member Health News, Issue 2, in English, Spanish, and Creole.

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.

Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele sèvis kliyan nou an nan nimewo **1-855-355-9800** oswa **1-855-358-5856** pou moun ki pa tande byen, 24 sou 24, 7 sou 7.