

Member Health News



*A Member's Link to
Prestige Health Choice*



Are you ready to get healthier in 2018?

Whether you're 16 or 60, you can earn rewards. Just get a wellness exam or screening offered through our Healthy Behaviors program. When you do, you may be able to get a gift card worth \$10 to \$50.

Gift cards can be used at Walmart, Publix, or Subway. Each family member enrolled in Prestige Health Choice can earn up to \$50 in gift cards every year.

Using gift cards is easy. After you've completed a Healthy Behaviors program wellness exam or screening, ask your provider to help you fill out your Healthy Behaviors Completion Form. Then have them fax it to

Prestige Health Choice at
1-855-236-9281 or mail it to us at:

Prestige Health Choice
P.O. Box 7181
London, KY 40742

There's still time to participate in the 2017 Healthy Behaviors program. Start earning gift cards now!

To learn more about the Healthy Behaviors program, visit us online at www.prestigehealthchoice.com/member or call Member Services at **1-855-355-9800** (TTY/TTD **1-855-358-5856**), 24 hours a day, seven days a week.



Health Plan Accredited by



2017 ISSUE 4

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HEALTH CHOICE®

Leading the Way to Quality Care



How your pharmacy benefits work

Using your Prestige Health Choice pharmacy benefits is easy. Your provider will write you a prescription for medicine you need. Providers may refer to medicines on the preferred drug list (PDL). The PDL is available at www.prestigehealthchoice.com. The Changes Summary Report includes the latest changes made to the PDL. You can find the Changes Summary Report 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 prescription. If you have any questions or need help, call Pharmacy Member Services at 1-855-371-3963.

Prior authorization (pre-approval)

Your provider may need approval for some medicines. This includes medicines not on the PDL or that require prior authorization. Your provider will need to send us a prior authorization request form. We will review and let you and your provider know our decision.

If Prestige Health Choice 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.

Manage your health with the member portal

The Prestige Health Choice member portal is a secure website that helps you manage your care. Using the member portal is fast and easy. It lets you see your recent health history, learn about your health risks, and more.

If you haven't used the member portal before and would like to sign up, visit www.prestigehealthchoice.com. Click the **Members** tab, then **Sign in to the member portal**. Then click **Register** to get started.

When you log in to the member portal, you can:

- Stay up to date with your health history.
- Manage your medicines.
- Choose your primary care provider (PCP).
- Order a new member ID card.
- Get a snapshot of your health.
- Become your own health expert.

Need help? If you have questions about the member portal, call Member Services at 1-855-355-9800 (TTY 1-855-358-5856).



OPTUM is our new behavioral health vendor

Your emotional health is just as important as your physical health.

That's why we're letting you know about this change. Starting on January 1, 2018, Optum will manage your behavioral health care services.

We want to make it easy for you to take care of your emotional health. With Optum, you'll be able to access telehealth services. Telehealth services are virtual visits with a behavioral health care provider without going to

a provider's office. Optum also offers smartphone apps and online tools to help with your care.

By now, you should have received a letter about this change and what it means to you. If you have any questions or need help finding an Optum behavioral health provider, please call Member Services at **1-855-355-9800** (TTY/TDD **1-855-358-5856**), 24 hours a day, seven days a week.



What does the Utilization Management team do for our members?

Prestige Health Choice's Utilization Management team focuses on your care. The team includes nurses, Medical Directors, and pharmacists. They review requests made by our providers for authorization of services. The requests are reviewed to see if the services are medically appropriate or necessary. This means that a service is needed to find out what is wrong, take away pain, or prevent you from getting sick.

The medical necessity review is performed using:

- Nationally accepted medical guidelines.
- Medical information. This includes your Medicaid benefits and supporting clinical information from your provider.

Prestige Health Choice does not reward health care providers for denying, limiting, or delaying benefits or health care services. We also do not give incentives to our staff for making decisions about medically necessary services or benefits that result in more or less health care coverage and services.

If you have questions about your health, let us know. You can call the Nurse Call Line when you cannot reach your provider. The Nurse Call Line is available at **1-855-398-5615**, 24 hours a day, seven days a week.

As a Prestige Health Choice member, you have many rights and responsibilities



Prestige Health Choice is committed to treating our members with respect and dignity. Prestige Health Choice and its network of providers 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**).

Prestige Health Choice offers Disease Management and Complex Care Management programs

Prestige Health Choice offers two special programs to help you stay healthy: Disease Management and Complex Care Management. You do not need a referral for either of these programs.

Disease Management: As a member of Prestige Health Choice, you're automatically enrolled in our Disease Management program if you have one of these conditions:

- Asthma.
- Chronic obstructive pulmonary disease.
- Diabetes.
- Heart disease.

As a part of this program, you'll receive information in the mail. You can request a Care Manager to help you manage your health care needs.

Complex Care Management: If you have a serious health condition or multiple medical issues, you may be enrolled in our Complex Care Management program. This program provides you with more care to better manage your specific needs.

Our programs help you learn about your condition. A Care Manager is available to help you manage your care. We can also send you information about your specific health needs.

If you have questions about our health care management programs, let us know. Call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**), 24 hours a day, seven days a week. You can also talk with your PCP, specialist, or health care provider about your needs.



If you would like to work with a Care Manager

Call the Rapid Response and Outreach Team at **1-855-371-8072**, from 8 a.m. to 6:30 p.m., Monday through Friday, to self-enroll in a program.

You can also call Member Services at **1-855-355-9800**, 24 hours a day, seven days a week.

As a Prestige Health Choice member, you have the right to say you do not want to be a part of these programs. You can call us to let us know. It won't change your benefits or the way you are treated by Prestige Health Choice.

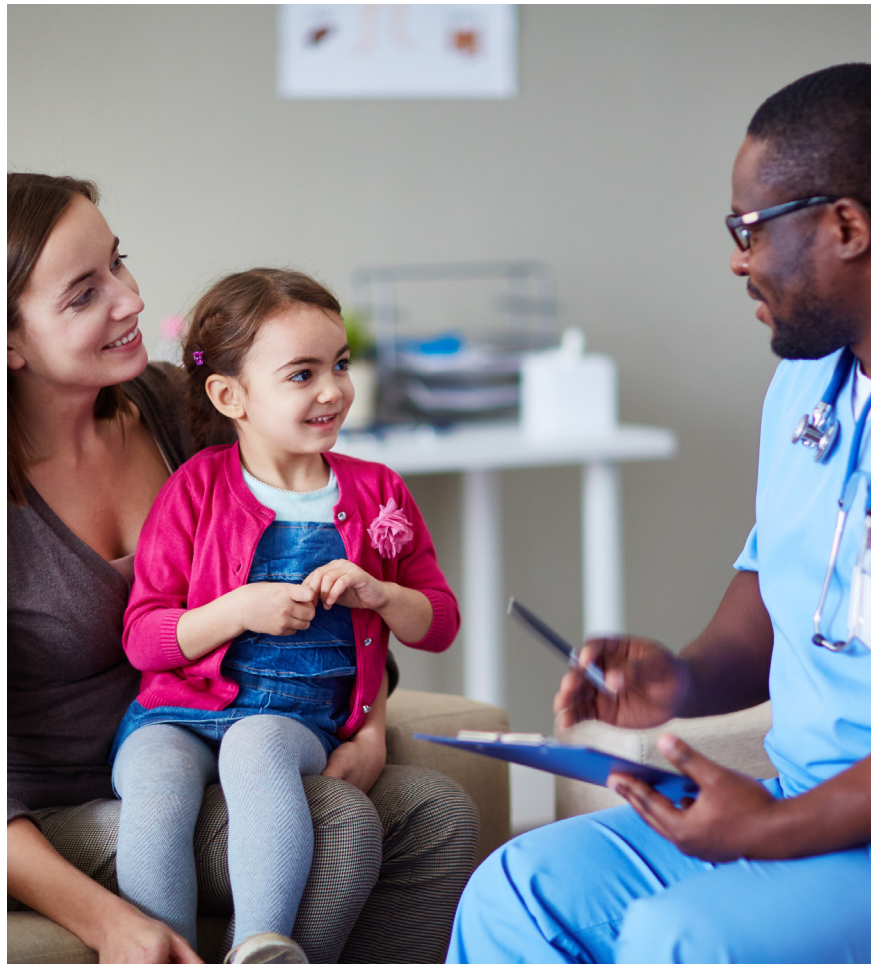


Has your child been tested for lead poisoning?

It is important to get your toddler tested for lead poisoning before age 2. Even if your child seems healthy, he or she may have unsafe levels of lead in the blood.

How does my child get lead poisoning?

Lead poisoning is caused by swallowing or breathing pieces of lead or lead dust. You cannot smell, taste, or see lead but it could be around you. Lead could be found in paint, water, toys, dust, and in the ground around your home. Talk to your child's PCP about the signs and risks of lead poisoning.



Flu season and you

Getting your flu shot may be the most important step you can take this year to fight the flu. You can get your flu shot at most Prestige Health Choice network pharmacies. To find a network pharmacy, please use our online provider directory at www.prestigehealthchoice.com.

There is no cost to you for getting a flu shot.

Did you know that Prestige Health Choice also pays for adult vaccinations?

If you're at risk, Prestige Health Choice wants you to get vaccinated. If you are age 21 or older, please speak with your PCP to see if getting an adult shingles or pneumonia vaccine is recommended for you. Prestige Health Choice offers these vaccines at no cost to members when administered by a network provider.

Call your PCP to schedule an appointment. If you need help or have any questions, call Member Services at **1-855-355-9800**.



Early care for a healthy smile

It's important to care for your children's teeth from the moment their teeth start growing. Here are some quick tips for the health of your child's teeth:

- See a pediatric dentist when your child's first tooth appears. This should be no later your child's first birthday.
- Baby teeth are important. They help children speak clearly and chew naturally. Baby teeth form a path that adult teeth can follow when they are ready to come in.
- Your child should visit the dentist every six months. Your dentist may want 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.
- Get a mouth guard if your child plays 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 call Member Services at 1-855-355-9800.



Schedule your annual mammogram today

Annual mammograms can detect cancer early. This means treatment can start sooner before the disease spreads. If you are a Prestige Health Choice member ages 50 to 74, you can earn a \$10 gift card through the Healthy Behaviors program just for completing your mammogram. Call your PCP or gynecologist today. You don't need prior authorization.

Screening mammograms are offered to members at no cost.

If you need help scheduling your mammogram, call the Rapid Response and Outreach Team at 1-855-371-8072 (TDD/TTY 1-855-358-5856), 24 hours a day, seven days a week.

Early detection can make a difference!



Rate your provider and share your experience

Did you know that you can rate your provider? Visit www.prestigehealthchoice.com and click on **Find a Doctor, Drug, or Pharmacy**. Search for your provider's profile in the directory and click on the **Write Reviews** button. You will be asked to sign in to the Prestige Health Choice member portal. After you are signed in, you can rate your provider and leave a comment. A provider's average rating will show up in their profile.



Accessing non-Medicaid benefits

Prestige Health Choice can help coordinate your health plan benefits if you are dually eligible for Medicaid and Medicare or another third-party insurer. Call Member Services at **1-855-355-9800 (TTY/TDD 1-855-358-5856)**, 24 hours a day, seven days a week.

Need information in other languages?

Prestige Health Choice is committed to serving all our members. If you need medical information or information about our 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 have interpreters for any language you may need. We can also send you our written materials in other languages. You can call and ask for materials in the language you read.

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 annan nimewo **1-855-355-9800** oswa **1-855-358-5856** pou moun ki pa tandè byen, 24 sou 24, 7 sou 7.

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Member Health News

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Prestige Health Choice mobile app now available in Haitian Creole

The Prestige Health Choice mobile app is now available in English, Spanish, and Haitian Creole. The app can help keep you up to date on your health care. The mobile app is available for iOS and Android devices under the app name **PHC Mobile**. To get the mobile app, visit the Google™ Play Store or Apple® App Store. The Prestige Health

Choice 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.

