

CARE CONNECTION

FALL 2018

BUILDING HEALTHIER LIVES

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you think

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It's almost survey time

Making sure you are satisfied with the care you receive is important to us. That's why we want to let you know about Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys.

CAHPS surveys focus on members' experiences with Prestige Health Choice network providers. Starting in February 2019, the CAHPS survey will be mailed to nearly 2,500 Prestige Health Choice members. Members who are unable to complete and mail back the paper survey will be able to respond to a telephone survey. The telephone survey will begin in mid-April 2019 and run through May 2019.*

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. Thank you!

*Not all health plan members will be mailed the CAHPS survey.

Care management

Prestige Health Choice has nurse Care Managers who can help our members. They are trained to help members with special needs or medical problems. Examples of special needs are long-term illnesses, injuries, or pregnancies.

Prestige Health Choice Care Managers can perform the following services:

- Provide a complete health evaluation.
- Help you understand what type of medical care you will need to manage your health.
- Help arrange for any prescription medications, home health equipment, or other medical supplies you may need to manage your health.
- Arrange for health care transportation.
- Find medical specialists.
- Connect you to community resources.

Our goal is to help you get the care you need to stay as healthy as possible. If you think you could benefit from care management, let us know. Please call the Rapid Response and Outreach Team at **1-855-371-8072 (TTY 1-855-358-5856)**.



Flu season lasts longer than you think

There's still time to get your flu shot! According to the Centers for Disease Control and Prevention, flu activity peaks between December and February. Flu activity can last as late as May.¹

Flu vaccination has important benefits. It can reduce illnesses, provider visits, and missed work and school due to flu.² It can also keep you from going to the hospital with the flu. The flu vaccine has also been shown to be life-saving in children. In fact, a 2017 study showed that flu vaccination can greatly reduce a child's risk of dying from flu.³

Prestige Health Choice covers flu shots at no charge to health plan members. Please speak with your primary care provider (PCP) about which type of flu vaccine is best for you.

Before you get your flu shot, remember:

- There are different flu shots for people of different ages. Everyone should get the right vaccine for their age.

- There are some flu vaccines that are approved for people as young as 6 months old.
- Some vaccines are approved only for adults.
- Pregnant women and people with chronic health conditions should get flu shots.

Talk with your PCP before getting the flu shot. He or she can help decide whether a flu shot is right for you, and determine which one is best for you. Let your PCP know if:

- You have an allergy to eggs or any of the ingredients in the vaccine
- You ever had Guillain-Barré syndrome (a severe paralyzing illness, also called GBS). Some people with a history of GBS should not get this vaccine.
- If you are not feeling well before or after getting the flu shot.



Make healthier vision a New Year's resolution

January is Glaucoma Awareness Month. Get your new year off to a healthy start by learning about glaucoma and what you can do to reduce your risk of vision loss.

It is estimated about 2.2 million Americans have glaucoma.⁴ In its early stages, glaucoma usually has no symptoms. This makes glaucoma very dangerous. By the time you notice a change in your vision, it may be too late. The disease may have already caused permanent vision loss.

If you have type 2 diabetes, it is important for you to get an eye exam with either an optometrist or an ophthalmologist every year. You and your provider can work together to reduce the risk of vision loss due to glaucoma. Good communication is important. Here are some questions you can ask during your next eye exam:

- What eye disease or condition do I have?
- What caused it?
- How will this affect my vision now and in the future?
- Should I watch for any particular symptoms?
- When should I notify you if they occur?
- How can I take care of my eyes?
- Where should I go if I have an emergency?

Be sure you understand your provider's answers. If you don't understand, ask questions until you do. Here are tips for talking with your provider:

- Ask your provider to write down all of your instructions. Repeat what they said to make sure you understood everything.
- If you have an eye disease, ask for brochures to learn more about your condition.
- If you still have questions, ask where you can get more information.
- Remember you can also ask your nurse or pharmacist about your eye condition or treatment.

All Prestige Health Choice members should get an annual eye exam. This is very important for members living with diabetes. If you need help making an appointment with an eye care professional, let us know. Please call our Rapid Response and Outreach Team at **1-855-371-8072 (TTY 1-855-358-5856)**, Monday through Friday, from 8 a.m. to 6:30 p.m. We can make an appointment for you.

If you are living with type 2 diabetes, you are at risk for developing glaucoma. The American Diabetes Association reports people with diabetes are 40 percent more likely to suffer from glaucoma than people without diabetes.⁵



Nutritional tips for good eye health

If you're living with glaucoma, a healthy diet is critical to good eye health⁶. Many health care professionals believe that antioxidants contribute to good health by reducing the risk of damage to cells. These include lutein, zeaxanthin, beta-carotene, omega-3 fatty acids, zinc, and vitamins A, C, and E.

A balanced diet is best created with a variety of proteins, dairy, fruits, and vegetables. Here are seven foods to support good eye health.

- 1. Fish.** Fish, particularly salmon, can be a great food for eye health. Salmon and other fish have omega-3 fatty acids. These are “healthy” fats. Omega-3 fatty acids can contribute to visual development and the health of the retina in the back of the eye.
- 2. Eggs.** Eggs are a great food to eat for eye health. Egg yolks contain vitamin A, lutein, zeaxanthin, and zinc, which are all vital to eye health.
- 3. Almonds.** Almonds, like other nuts and seeds, are good for eye health. Almonds contain vitamin E. This vitamin guards against unstable molecules that target healthy tissue.
- 4. Dairy.** Milk and yogurt contain vitamin A as well as zinc. Vitamin A protects the cornea while zinc helps bring that vitamin to the eyes from the liver.
- 5. Carrots.** Like egg yolks, carrots have vitamin A and beta-carotene. Vitamin A and beta-carotene help the surface of the eye and can also help prevent eye infections.
- 6. Kale.** Kale contains many important vitamins, nutrients, and minerals. It's very good for eye health. Kale has the antioxidants lutein and zeaxanthin, also found in eggs and other foods. Other vegetables high in lutein are red peppers and spinach.
- 7. Oranges.** Oranges are rich in vitamin C. Vitamin C helps promote healthy capillaries, gums, teeth, and cartilage, as well as the absorption of iron. Almost all cells of the body depend on it, including those of the eye. Vitamin C also supports the health of blood vessels in the eye.



Dental services update

If you live in Region 9 or Region 11, the way you get dental services has changed. Beginning on December 1, 2018, you will now get dental services through one of three dental plans participating in the Statewide Medicaid Managed Care program.

- **Region 9:** Indian River, Martin, Okeechobee, Palm Beach, or St. Lucie counties.
- **Region 11:** Miami-Dade or Monroe counties.

These dental plans are DentaQuest of Florida, Liberty Dental Plan of Florida, and MCNA Dental. You now must receive all scheduled (non-emergency) dental services through one of these dental plans.

Regular dental visits can reduce the risk of gum disease and tooth decay. If you need help with enrolling in a dental plan, our Rapid Response and Outreach Team can help. Please call **1-855-371-8072 (TTY 1-855-358-5856)**.

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.

Sources:

1. "The Flu Season," Centers for Disease Control and Prevention, accessed October 30, 2018, <https://www.cdc.gov/flu/about/season/flu-season.htm>.
2. "What are the benefits of flu vaccination?" Centers for Disease Control and Prevention, accessed November 8, 2018, <https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>.
3. "CDC Study Finds Flu Vaccine Saves Children's Lives," Centers for Disease Control and Prevention, accessed November 8, 2018, <https://www.cdc.gov/media/releases/2017/p0403-flu-vaccine.html>.
4. "Glaucoma," National Institutes of Health, accessed October 30, 2018, <https://report.nih.gov/nihfactsheets/ViewFactSheet.aspx?csid=92>.
5. "Eye Complications," American Diabetes Association, accessed October 30, 2018, <http://www.diabetes.org/living-with-diabetes/complications/eye-complications>.
6. Natalie Silver, "7 Best Foods for Healthy Eyes," Healthline, February 9, 2017, <https://www.healthline.com/health/eye-health/best-foods-for-eyes>.



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