

CARE CONNECTION

SPRING 2018

BUILDING HEALTHIER LIVES



How your pharmacy benefit works for you

Don't forget to visit your PCP soon

Earn rewards for getting healthy





See how utilization management works for you

Our Utilization Management (UM) team is made up of many different types of health care professionals. This team focuses on helping you get high-quality care in a cost-effective manner. UM nurses, Medical Directors, and pharmacists focus on your care and well-being. When they review a provider's request to authorize a service, they decide if it is medically appropriate or necessary.

Providers request services to find out what is wrong, take away pain or prevent you from getting sick. We want you to know that:

- We make decisions based on:
 - If care and service is appropriate.
 - If coverage exists.
- We do not reward network providers for denying, limiting, or delaying benefits or health care services.
- We do not give our employees rewards for making health care decisions that can result in members using fewer benefits.

You have rights and responsibilities

We do our best to treat our members with respect and dignity, and do not discriminate based on race, sex, religion, national origin, disability, age, or sexual orientation. Neither should network providers. For a full list of member rights and responsibilities, please visit our website at www.prestigehealthchoice.com/member-eng/informationforyou/rights-and-responsibilities. This information is also in your Member Handbook. If you cannot view the Member Handbook online, please call Member Services at **1-855-355-9800 (TTY 711)**. We will mail you a print version upon request.



How your pharmacy benefit works

Using your pharmacy benefit is easy. Your provider will write a prescription for medicine you need. He or she may refer to medicines on the preferred drug list (PDL). 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. You can view the Changes Summary Report on the same page as the PDL.

We offer covered prescription medicines at no cost to you. Just show your Prestige Health Choice member ID card to the pharmacist at a network pharmacy. To find a network pharmacy, visit our website at www.prestigehealthchoice.com/member/eng/find-provider or call Pharmacy Member Services at **1-855-371-3963**.

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. The letter will tell you how to submit an appeal if you want to.

Health Plan Accredited by



If you are new to Prestige Health Choice, we will send you the following information about your health benefits. Current members receive this information every year:

- A list of benefits and services included in your health plan.
- A searchable PDL. The PDL includes medicines covered by Prestige Health Choice.
- A copayment reference guide. This will show which charges members must pay and any restrictions on getting care outside Prestige Health Choice's service area.
- How to get language services. These services are free.
- How to submit a claim for covered services.
- How to find providers in our network.
- How and where to obtain primary care services.
- How to get specialty care or mental health services.
- How to get care after normal business hours.
- How to get care in an emergency, including when to go to the emergency room or use 911 services.
- How to get care when you are out of town.
- How to report fraud and abuse, and how to make complaints and appeals.

Our website also has important information. Visit our website at www.prestigehealthchoice.com to read your Member Handbook or to find a provider. Please call Member Services at **1-855-355-9800 (TTY 711)** if you want this information mailed to you.

Eat right to protect your sight

May is Healthy Vision Month. You can have an eye exam to check for common eye problems. If you haven't had an eye exam in a while, schedule one now. Remember, healthy vision starts with you.

Here are nine ways you can protect your vision¹

1. Get regular eye exams to check for common problems. If you haven't had an exam in a while, schedule one now.
2. Wear sunglasses that block 99 percent to 100 percent of ultraviolet (UVA and UVB) rays.
3. Know your family's eye health history. Some diseases are passed down from family members.
4. Stay at a healthy weight.
5. If you smoke, quit.
6. Give your eyes a break. If you spend a lot of time in front of a TV or computer, every 20 minutes, look 20 feet away for 20 seconds.
7. Wash your hands before taking out your contacts to avoid infection.
8. Eat plenty of dark leafy greens and fish like salmon or trout.
9. Practice workplace eye safety.

1. "Simple Tips for Healthy Eyes," National Eye Institute, accessed April 16, 2018, <https://nei.nih.gov/healthyeyes/eyehealthtips>.



Nutrition is an important part of good eye health. Here's a spinach-rich recipe to support healthy eyes.

Whole Wheat Penne Topped With Spinach and Gorgonzola

You will need:

- 10 oz. uncooked whole wheat pasta
- Olive oil cooking spray
- 1 1/2 cup yellow onion, diced (~ 1 medium onion)
- 3 large cloves of garlic, minced
- 1/2 cup chicken broth
- 3 Roma tomatoes, chopped (~2 cups)
- 1 (6-ounce) bag fresh baby spinach
- 1/3 cup fresh basil, chopped, or 1 teaspoon dried basil
- Salt and pepper to taste
- 2/3 cup crumbled gorgonzola cheese
- 1/3 cup pine nuts (optional)

Directions:

1. Cook pasta according to package directions, without salting water.
2. While pasta is cooking, spray a large, non-stick frying pan with cooking spray. Heat over medium-high heat. Add onions, then stir and cook until slightly transparent, approximately five minutes. Add garlic, stir, and cook for another minute. Add broth and let simmer for three minutes. Add tomatoes, toss, and simmer for two minutes. Add spinach and basil, then cook and stir for approximately two minutes, or until leaves wilt.
3. Remove from heat and salt and pepper to taste.
4. Drain pasta and add to spinach mixture. Thoroughly toss. Serve on a platter and top with gorgonzola and pine nuts.

Nutritional information (per serving): 300 calories, 25 percent fat (8.3 g total, 2.8 g saturated), 57 percent carbohydrate (43 g), 18 percent protein (13.5 g), 8 mg cholesterol, 8.6 g fiber, 27 mg vitamin C, 1.33 mg vitamin E, 271 mg sodium.

Source: "Recipes for Healthy Eyes," American Optometric Association, accessed April 16, 2018, <https://www.aoa.org/patients-and-public/caring-for-your-vision/diet-and-nutrition/recipes-penne>.

Safety tips for hurricane season

This year's hurricane season starts on June 1. It's right around the corner. So take the time now to prepare for your family's safety.

Stock up on supplies. Start by building a basic emergency kit. Here are some items to keep on hand:

- Water — one gallon per person per day for at least three days.
- Household chlorine bleach and a medicine dropper to disinfect water.
- Food — at least a three-day supply that doesn't need refrigeration. Avoid foods that will make you thirsty. Consider peanut butter, canned tuna, dried fruits, and meal replacement shakes.
- Manual can opener for food.
- Battery-powered or hand crank radio.
- Flashlight and extra batteries.
- First aid kit.
- Whistle to signal for help.
- Fully charged cell phone and a backup battery.

Get your family ready. Go over your emergency plan with your family. Keep checking for updates about the storm. Watch TV, listen to the radio, or check online. Listen for disaster sirens and warning signals. Pack important documents (like wills or passports) with you.

Pets need plans, too. Make evacuation plans that include your pets. Pets left behind during or after a hurricane can get injured or become lost. It is your responsibility as a pet owner to find out what kinds of shelters and assistance are available in your area to accommodate pets.

Be medically prepared. Make a list of all your prescription medicines. Plan to have at least a 30-day supply so you will not run out. If you or a family member receives home health care or needs electricity for life support, make emergency plans in advance with your PCP. Have a cooler and ice available for any medications you keep in the fridge. Keep your Prestige Health Choice member ID card and Social Security card nearby.

Sources: "What to Do Before the Tropical Storm or Hurricane," National Weather Service, accessed April 16, 2018, <http://www.nws.noaa.gov/om/hurricane/plan.shtml>.

"Basic Disaster Supplies Kit," Ready.gov, accessed April 16, 2018, <https://www.ready.gov/build-a-kit>.



Don't forget to visit your PCP soon!

Prestige Health Choice wants you to stay healthy. One of the easiest ways to do so is by scheduling a preventive care visit with your primary care provider (PCP) during the first six months of every year. From flu shots and screenings to physical exams, preventive care helps you stay as healthy as possible.

Preventive care includes regular checkups, screenings, and immunizations (shots). This type of care may also help you catch a health problem before it becomes serious. Talk to your PCP about what care is right for you.

Ten reasons why vaccines aren't just for kids

According to the National Foundation for Infectious Disease, your need for immunizations doesn't end when you become an adult. Immunity from childhood vaccinations can wear off, and you may be at risk for new and different diseases. Here are ten reasons you should keep up with your vaccines as an adult:

1 **Vaccine-preventable diseases haven't gone away.**

Viruses and bacteria that we vaccinate against that cause illness and death still exist. Without the protection of vaccines, we could see more disease outbreaks and more severe illnesses.

2 **Vaccines can help keep you healthy.**

The Centers for Disease Control and Prevention recommends getting vaccinations through your whole life. They can protect against many infections. When you skip vaccines, you can leave yourself vulnerable to illnesses such as shingles, pneumococcal disease (pneumonia), influenza (flu), human papillomavirus (HPV), and hepatitis B.

3 **Vaccines are as important to your overall health as diet and exercise.**

Like eating healthy foods, exercising, and getting regular checkups, vaccines play a vital role in keeping you healthy. They are one of the simplest, safest, and most convenient preventive care measures available.

4 **Vaccination can mean the difference between life and death.**

Vaccine-preventable infections are dangerous.

5 **Vaccines are safe.**

Vaccines go through careful testing just like other medicines to make sure they are safe for you.

6 **Vaccines won't give you the disease they are designed to prevent.**

You cannot catch a disease from a vaccine. Some vaccines contain dead virus cells, and it is impossible to get the disease from them.

7 **Young and healthy people can get very sick, too.**

Infants and the elderly are at a greater risk for serious infections and complications in many cases. But vaccine-preventable diseases can strike anyone. If you're young and healthy, getting vaccinated can help you stay safe.

8 **Vaccine-preventable diseases are expensive.**

An average flu illness can last up to 15 days. This means missed work days.

9 **When you get sick, your family is at risk, too.**

A vaccine-preventable disease that might make you sick for a week or two could prove deadly for your children, grandchildren, or parents if it spreads to them. When you get vaccinated, you're protecting yourself and your family.

10 **Your family and coworkers need you.**

In the United States each year, millions of adults get sick from vaccine-preventable diseases, causing them to miss work and leaving them unable to care for those who depend on them, including their children and/or aging parents.

Source: "10 Reasons To Be Vaccinated," National Foundation for Infectious Diseases, accessed April 16, 2018, <http://www.adultvaccination.org/10-reasons-to-be-vaccinated>.

Emergency room or urgent care center: Which one should you go to?

Your health and safety is very important to us. You do not need approval from Prestige Health Choice to get care in an emergency. A hospital cannot turn you away. It's the law. But if you do go to the emergency room, please call your PCP for a follow-up visit within 24 hours.

Emergency room 101

- In 2011, there were about 136.3 million emergency room visits in the United States.¹
- The most common reason people went to the emergency room was stomach and abdominal pain.²
- In 2013, the average cost of a visit to the emergency room for over 8,000 patients across the country was \$2,168.³

Go to the emergency room for	Go to an urgent care center for
Broken bones, displaced joints	Symptoms that come on gradually
Deep cuts that require stitches	Sprains
Head or eye injuries	Sore throats
Sudden changes in mental state	Urinary tract infections
Fainting or loss of consciousness	Rashes without fever
Bleeding that won't stop	Mild asthma
Vaginal bleeding with pregnancy	Animal bites
Repeated vomiting	Pink eye
Serious burns	Earaches
Seizures without a previous diagnosis of epilepsy	Not being able to get a same-day appointment with your PCP

1. Richard Niska et al., "National Hospital Ambulatory Medical Care Survey: 2007 Emergency Department Summary," Centers for Disease Control and Prevention, doi:10.1037/e587172010-001.

2. Ibid.

3. Lindsay Abrams, "How much Does it Cost to Go to the ER?" *The Atlantic*, February 28, 2013, <https://www.theatlantic.com/health/archive/2013/02/how-much-does-it-cost-to-go-to-the-er/273599/>.

Earn rewards for getting healthy

Did you know that your health benefits include our Healthy Behaviors Program? We offer members \$10, \$20, \$30, and even \$50 gift cards from Subway, Publix, and Walmart just for completing any of our fourteen Healthy Behaviors programs. These include:

- Smoking Cessation Care Management Program.
- Weight Loss Care Management Program.
- Alcohol or Substance Use Care Management Program.
- Behavioral Health Follow-Up Visits.
- Diabetes Screenings.
- Diabetes Eye Exams.
- Maternity Visits.
- Postpartum Visits.
- Well-Child Program.
- Adolescent Well-Care Visits.
- Dental Program.
- Lead Screening.
- Breast Cancer Screening.
- Cervical Cancer Screening.
- Adult Access to Preventive or Ambulatory Services.

Everyone can benefit from practicing healthy behavior. Programs are offered at no cost to Prestige Health Choice members. Learn more about our Healthy Behaviors Program online at www.prestigehealthchoice.com/member/eng/healthresources/healthy-behaviors. You can also call Member Services to enroll at **1-855-355-9800 (TTY 711)**.



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 o swa enfòmasyon
konsènan sante ak byennèt

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Good health depends on good communication

It's OK to ask questions during a visit with your PCP. Asking questions can actually help you get better care. Talking with your PCP builds trust. It can also lead to better results, quality, safety, and satisfaction.

One of the best ways to communicate is by asking questions. A simple question can help you feel better and take better care of yourself. Here are some questions you can ask your PCP during your next visit.¹

1. What is the test for?
2. How many times have you done this procedure?
3. When will I get the results?
4. Why do I need this treatment?
5. Are there any alternatives?
6. What are the possible complications?
7. Which hospital is best for my needs?
8. How do you spell the name of that drug?
9. Are there any side effects?
10. Will this medicine interact with medicines that I'm already taking?

1. "The 10 Questions You Should Know," Agency for Healthcare Research and Quality, accessed April 16, 2018, <https://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/10questions.html>.