

CARE CONNECTION

SUMMER 2018

BUILDING HEALTHIER LIVES



August is National Immunization Awareness Month.

If you have a chronic condition, complex case management may be able to help.

Prestige Health ChoiceSM believes in giving our members access to quality care.



August is National Immunization Awareness Month

Check your children's vaccine records. Make sure they are up to date on all of their shots before they return to school.



It's back-to-school season. Kids across Florida are getting their school supplies and backpacks ready. Parents should be getting ready for school too. Make sure your children have all their shots. Getting immunizations is important and can protect children from serious illness. There are vaccines for diseases like polio, measles, whooping cough, and chickenpox. Some shots may be required by the school before your child can attend.

Florida requires all children to be up to date on immunizations before going to school. Make sure your child is ready with these tips:

- Your child needs a completed Florida Certification of Immunization Form (DH 680 form). This shows he or she has had the required shots.
- Keep your children's immunization records up to date. Store them in a safe place.
- Check your children's immunization records. Schedule a visit to their primary care provider (PCP) now so you can get in before school starts.
- Ask your child's PCP for copies of their immunization record if you don't have it. You can also get it from the Florida Department of Health at **www.floridahealth.gov**.
- Let your child care provider know when your child gets a shot.
- Visit the Centers for Disease Control and Prevention website to learn more about vaccines. Go to **www.cdc.gov/vaccines** for more information.



Immunizations are an important part of a healthy pregnancy

If you are pregnant, immunizations can protect you and your baby. Vaccinations for the flu and whooping cough can help keep your baby safe.

As an expecting mother, there are several things you should know about immunizations:¹

- Getting shots helps both you and your baby. You can pass antibodies on to your unborn child. This can help them fight off disease.
- Infants are at the greatest risk of influenza and pertussis (whooping cough) during the first months of life. As newborns, they are too young to get shots. Getting flu and pertussis shots while pregnant is the best way to protect them.
- Some vaccines wear off over time. It is recommended that pregnant women get the flu and pertussis immunizations during each pregnancy.

Source:

1. "Communication Toolkit: Pregnant Women," National Public Health Information Coalition, <https://www.nphic.org/niam-pregnantwomen> (accessed June 28, 2018).

Immunizations are important for teens and preteens, too

As children grow, their health needs change. Preteens and teens may need shots as they get older. They may need booster shots for old immunizations, or new vaccines.

Here are some things to know about shots for growing kids:¹

- Some childhood vaccines wear off over time. A booster tetanus, diphtheria, and pertussis (Tdap) vaccine is important to continue protecting against these illnesses.
- Preteens and teens may be more exposed to different diseases, like meningococcal disease or human papillomavirus. These can be very dangerous and even cause some types of cancer. Getting shots can help protect against these diseases.
- People of all ages should get a flu shot each year. This includes preteens and teens. The flu virus changes over time, so it is a good idea to get a new shot each year.

Source:

1. "Communication Toolkit: Preteens & Teens," National Public Health Information Coalition, <https://www.nphic.org/niam-preteensteens> (accessed June 28, 2018).

Utilization management can keep you safe

We use utilization management tools to make sure the prescribed medicines you take are safe. These tools include prior authorization, quantity limits, step therapy, and drug reviews.

Prior authorization

Prior authorization is required for some medicine. This means that specific criteria must be met before a drug is covered.

Quantity limits

Quantity limits are applied to certain medicines. They are based on the approved dosing limits established during the Food and Drug Administration (FDA) approval process. Quantity limits are applied to the amount of medicine given for each prescription.

Step therapy

Step therapy requires you to try certain medicines before getting a different one. If the first medicine doesn't work, we may then cover another drug for your condition.

Drug utilization management reviews

Prestige Health Choice conducts drug utilization management reviews for all of our members. We do this to help ensure members get safe and effective care. This is important for members who get prescriptions filled by more than one provider. If Prestige Health Choice finds a problem during a utilization management review, we will work with your provider to correct it.

About our utilization management program:

- Utilization management decision-making is based only on appropriateness of care and services and existence of coverage.
- Prestige Health Choice doesn't reward providers or employees for denying coverage.
- Utilization management decision-makers don't get financial incentives to encourage decisions that result in underutilization.
- Interpreters are available free of charge to assist members who need language services. Call Member Services to request assistance at 1-855-355-9800 (TTY 1-855-358-5856).



If you have a chronic condition, complex case management may be able to help

Are you living with a serious and/or chronic health condition? If so, you might be eligible for complex case management. Complex case management provides specialized care and support services to members in need. It can help members cope with multiple medical needs and improve their overall quality of life.

Complex case management is offered at no cost to members who qualify and are living with a chronic condition. Diabetes and cardiovascular disease are two examples of chronic conditions.

There are several ways you can enroll in complex case management:

- You can ask your PCP to refer you.
- You or your caregiver can also call our Rapid Response and Outreach Team. A specially trained Care Manager will speak with you and discuss options with you or a family member. Call the Rapid Response and Outreach Team at **1-855-371-8072 (TTY 711)**.
- You can call our Nurse Call Line. They will help to refer you. The Nurse Call Line is available 24 hours a day, seven days a week. Call **1-855-398-5615 (TTY 711)** to learn more.
- If you are in the hospital, the hospital discharge planner can refer you before you leave.

We post a list of medicines covered by our plan on our website. This is called the drug formulary. This list helps your PCP or other providers prescribe medicines for you. To see the most current information on our drug formulary, visit us online at **www.prestigehealthchoice.com/member/eng/find-provider**.

Steps to using your pharmacy benefits

Your provider may write a prescription for medicine to be filled by your pharmacist. Providers may refer to the preferred drug list (PDL) for preferred formulary medicines. The PDL 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 **http://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 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 PDL or needs prior authorization. Your provider will need to send Prestige Health Choice a prior authorization request form. We will review the form and let you and your provider know if it is approved.

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.

Swimming tips to stay safe

Swimming is a great form of exercise. Here in Florida, we can swim just about all year long. Pools are great places to have fun. Tragically though, more than 300 children under the age of 14 drown in swimming pools and spas each year.¹

Stay safe when in or around water. Here are some tips to keep you and your family safe:²

- Only swim in areas with lifeguards present.
- Use the buddy system. Always swim with someone else. Don't let anyone swim alone.
- If family members can't swim, ask them to take swimming lessons. Swim classes for all ages may be available in your area.
- Never leave a young child alone near water. **An adult should always be present when children are swimming.**
- Have children who can't swim wear life jackets or flotation devices when poolside.
- Teach your children safe pool behavior. Tell them not to run or play rough near pools.

Sources:

1. "Know the Facts: Fatal Child Drownings," PoolSafety.gov, <https://www.poolsafely.gov/know-the-facts-fatal-child-drownings/> (accessed June 27, 2018).
2. "Water Safety," American Red Cross, <http://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety> (accessed June 27, 2018).
3. "Steps of Healthy Swimming," Centers for Disease Control and Prevention, <https://www.cdc.gov/healthywater/swimming/swimmers/steps-healthy-swimming.html> (accessed June 27, 2018).



You or a family member can get sick if germs contaminate the water

Here are some easy steps to avoid getting a recreational water illness:³

- Does the pool look clean? If the pool is not well maintained, it may be more likely to spread germs. Make sure you are clean before entering the pool. Don't bring body fluids or dirt into the water with you.
- Check the pool's latest inspection results. Inspection results will let you know if the water is safe to swim in. You should have access to these results.
- You should be able to see the pool drain clearly.
- Make sure the drain covers are not broken.
- The pool's pH levels should be between pH 7.2 and 7.8.
- The pool should have a chlorine or bromine concentration of at least 1 part per million.



Prestige Health Choice believes in giving our members access to quality care

Prestige Health Choice has a mission to help people get care, stay well, and build healthy communities.

Our Quality Improvement team supports this mission. We look for ways we can better serve our members by:

- Finding ways to improve our medical and preventive services.
- Helping members get needed care and health education.
- Offering disease management and preventive care.
- Bringing care to where our members are, and connecting them to care they need.
- Watching the quality of care given to members by our providers. This includes medical, dental, vision, and pharmacy services.
- Creating programs for members with special health care needs.

If you would like to learn more about our Quality Improvement program, please call Member Services at **1-855-355-9800**.

Reminders:

- If your child will be turning 18, he or she will need to change from a pediatrician (child's provider) to an adult PCP. To find an adult PCP, use our Find a Provider tool on our website at **www.prestigehealthchoice.com**. You can also call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.
- If you are a new health plan member, please schedule a visit with your PCP within the first 90 days of enrollment. If you do not have a PCP, we can help you find one. Visit our website at **www.prestigehealthchoice.com**. You can also call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.



See what's new online

We want to make it easy for you to get more out of your health plan. You can learn about your benefits, read about new services, and find a new provider on our website. Visit us online at **www.prestigehealthchoice.com**.

Some recent updates include:

- Behavioral health updates. Learn how to get behavioral health services, explore your treatment options, or find a behavioral health provider online.
- Information on drug recalls. Find prescription drugs that have been recalled in 2017 and 2018 or find links to the FDA website.
- Important information on Healthwise. Get information online about health conditions and diseases.
- Flu information. Learn how to take steps to protect yourself and your family from the flu.
- Member health and wellness. Learn where to get a mammogram, how to find a provider through our online provider directory, and other important health and wellness information.

Manage your health online with the member portal

Our online member portal gives you control over your care. Sign up today to take advantage of our helpful health tools. If you already use the member portal, you should visit again. There are great new features to help you manage your health.

The member portal gives you the power to manage your care:

- Stay up to date with your health history. Stay on top of your health. Track your past claims and health services. See the prescriptions you've filled in the last two years.
- Manage your medicines. Don't let an empty prescription bottle be your reminder. We can send you an electronic notice when your medicines need a refill.
- Check your claims status. Keep track of your health care costs, learn the cost of your last appointment, and check where your claims are in the approval process.
- Find a provider with a click of the mouse. You can use the member portal to pick a PCP or find a specialist instantly.
- Order a new ID card. If you lose your ID card or need a replacement, you can request a new one online.
- Get a snapshot of your health. You have unique health needs. Complete a short online health assessment to learn about them, and learn your health risks. Pick up health tips just for you.
- Become your own health expert. Explore thousands of health information articles geared to help you live a healthier life.

Are you ready to unlock your full health potential? Sign up. Log on. Stay connected. Go to **www.prestigehealthchoice.com** today to join.

Prestige Health Choice provides free of charge aids and language translation services 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)**, 24/7.



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
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