

# BEWELL

Tips and resources to support a healthy lifestyle | Summer 2019



## THE FLU: WHAT YOU NEED TO KNOW

**THE HPV VACCINE:  
PROTECT KIDS  
AGAINST CANCER**

**DEVELOPMENTAL  
DISABILITIES &  
YOUR CHILD**

**COMMUNITY  
CONNECTIONS**



**Children's  
Medical Services  
Health Plan**

— Operated by WellCare —

# PAGE 8

## MEMBER RIGHTS & RESPONSIBILITIES

### IN THIS ISSUE

**3** DEVELOPMENTAL  
DISABILITIES & YOUR CHILD

**4** THE HPV VACCINE: PROTECT  
KIDS AGAINST CANCER

**6** THE FLU: WHAT YOU  
NEED TO KNOW

**8** MEMBER RIGHTS &  
RESPONSIBILITIES






**9** MEMBER INFORMATION  
UPDATE

**10** FISH FRENZY PUZZLE  
MEXICAN LASAGNA

**11** COMMUNITY CONNECTIONS  
CLICK OR CALL FOR THE LATEST  
DRUG COVERAGE UPDATES  
ALWAYS TALK WITH YOUR DOCTOR

### NUMBERS TO KNOW

#### We're just a phone call (or click) away!

-  Customer Service: **1-866-799-5321** (TTY 711)  
(Monday–Friday, 8 a.m. to 7 p.m.)
-  Nurse Advice Line: **1-800-919-8807**  
(24 hours a day/7 days a week)
-  24-hour Behavioral Health Crisis Line:  
**1-888-491-5252** (24 hours a day/7 days a week)
-  MTM Transportation: **1-844-399-9469**  
(Monday-Friday, 7 a.m. to 7 p.m.)
-  Visit <https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS>



FISH FRENZY ANSWER KEY  
Puzzle on page 10

# DEVELOPMENTAL DISABILITIES & YOUR CHILD



## Developmental Disabilities:

### What are they?

They are conditions that start when your child is growing. They affect how your child functions every day. Your child may have problems that affect:

- Their body
- The way they learn
- How they act
- How they talk, hear or see

**1 in every 6 kids**  
has a developmental disability. Most  
of these conditions will be life-long.

Some common developmental disabilities include:

- ADHD
- Autism
- Hearing or vision loss
- Learning disabilities
- Intellectual disabilities

### What causes them?

Experts don't know what causes most developmental disabilities, but some things could play a role, including:

- Genetics
- Drinking or smoking during pregnancy
- Problems during birth
- Injury or infection after birth

### How are they diagnosed?

Your child's doctor will do screenings that assess your child's progress.

### How can I help my child?

Make sure to take your child in for regular checkups. If there's a problem, early intervention can help. Talk with your child's doctor about his or her progress, and speak up if you have any concerns.

Your child can still live a full, healthy life with a developmental disability.

SOURCE: Centers for Disease Control and Prevention, "Facts about Developmental Disabilities," retrieved from: <https://www.cdc.gov/ncbddd/developmentaldisabilities/facts.html>

# THE HPV VACCINE:

## Protect Kids Against Cancer



### HPV stands for human papillomavirus

#### Why should my child get the HPV vaccine?

HPV is a common virus. It's spread through sexual contact. Each year, around 14 million people get HPV. The virus can lead to several types of cancer, including:

- Cervical, vaginal and vulvar cancer in women
- Penile cancer in men
- Anal cancer
- Cancer of the back of the throat

The HPV vaccine helps protect against these cancers.

*SOURCE: Centers for Disease Control and Prevention, "HPV Vaccine is Cancer Prevention," retrieved from: <https://www.cdc.gov/vaccines/parents/diseases/hpv-basics-color.pdf>*



### **When should my child get the vaccine?**

Experts recommend kids get vaccinated at age 11 or 12 with a series of shots. The vaccine works best at this age, since it helps protect kids before they are exposed to the virus.

Your child may need 2 or 3 shots depending on when they start the series. Make an appointment for the remaining shots before you leave the doctor's office or clinic.

### **Is the vaccine safe?**

Experts have monitored and researched the vaccine for 10 years. It's safe, effective and long lasting. Minor side effects could include headache, nausea or pain at the injection site. Experts say the benefits outweigh any possible side effects.

**Talk to your doctor to learn more.**

# THE FLU:

## What You Need to Know

### FLU BASICS

#### What is it?

The flu (also called influenza) is a contagious illness. A virus causes it and infects the nose, throat and lungs.

#### Is it common?

Anyone can get the flu. Millions of people get sick from the flu every year.

#### Is the flu serious?

Though the flu is often mild, it can also be severe. Thousands of kids are hospitalized because of the flu each year. Kids with asthma, diabetes or other health problems are at a higher risk of complications from the flu.

#### How does it spread?

It can spread through droplets expelled when coughing, sneezing or talking. You can also get the flu when you touch an object that has the flu virus on it then touch your mouth, eyes or nose.

#### What are the symptoms?

Common symptoms include:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache
- Chills
- Feeling tired

*SOURCE: Centers for Disease Control and Prevention, "The Flu: A Guide for Parents," retrieved from: <https://www.cdc.gov/flu/pdf/freeresources/family/flu-guide-for-parents-2018.pdf>*



## FLU PREVENTION

### How can I protect my child?

The best way is a yearly flu vaccine. The vaccine is especially important for young kids and children with long-term health problems. Caregivers of children at high risk of flu complications should also get the flu vaccine.

### Benefits of the flu vaccine include:

- Cuts the risk of getting sick in half
- Helps keep your child out of the hospital from flu complications
- Reduces your child's risk of dying from the flu by at least half
- If you do get sick, it will be a milder illness
- Helps protect other people who can't get the vaccine



Take your child to the doctor if you think he or she has the flu.

A photograph of a person with short dark hair, wearing a bright orange t-shirt, sitting in a red and blue wheelchair on a sandy beach. They are facing away from the camera, looking out at the ocean under a clear blue sky. The wheelchair has large, treaded wheels and a blue fabric backrest.

# MEMBER RIGHTS & RESPONSIBILITIES

As a Children's Medical Services (CMS) Health Plan member, you and your child have certain rights. There are also some things you are responsible for.

## YOUR RIGHTS:

- To receive information about CMS Health Plan, our services, practitioners and providers, and member rights and responsibilities
- To be treated with respect and dignity
- To have your child's privacy protected
- To help make decisions about your child's health care
- To discuss appropriate or medically necessary treatment options for your child's conditions, regardless of cost and benefit coverage
- To voice complaints or appeals about the plan or the care it provides
- To make recommendations regarding the plan's member rights and responsibilities policy

## YOUR RESPONSIBILITIES:

- To provide your child's health care plan, doctors and providers with the information they need to give your child the best care
- To follow plans and instructions for care that you have agreed upon with your child's doctor
- To understand your child's health problems
- To help set treatment goals that you and your child's doctor agree to

**You and your child may have more rights and responsibilities. See your child's Member Handbook for a complete list.**





# MEMBER INFORMATION UPDATE

Stay up to date on your child's health care. Check our website often for new information, member materials and more.



Visit <https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS>

## The Member Handbook contains information on:

- Benefits and services
- Exclusions from coverage
- Pharmaceutical management procedures
- Benefit restrictions about out-of-network and out-of-service areas
- Language assistance
- Filing claims
- Information about doctors in our plan
- Primary care services
- Specialty, behavioral health and hospital services
- After-hours care
- When to use **911** or go to the emergency room
- Getting coverage when out of the service area
- Filing complaints
- Filing appeals
- How we evaluate new technology

### Need a printed copy or other format?

Let us know how we can help. There is no charge for:

- A hard copy of the handbook, member materials or other information on our website
- Materials in other formats, such as another language, large print, Braille or audio CD

### Contact Customer Service

Our phone number and hours are listed on page 2 of this newsletter. If you leave a voice mail after hours, we'll return your call within 24 business hours.

# FISH FRENZY

There are a total of 13 differences between these two pictures. See if you can spot them all.



Answer key on page 2.

## MEXICAN LASAGNA

A spicy twist on traditional lasagna. Have kids help assemble the layers.

SERVES: 8

### Ingredients

- 10 6-inch corn tortillas
- 1 15-oz. can black beans
- 2 15-oz. cans diced tomatoes with garlic
- 1 ½ cups shredded cheddar cheese
- 10 oz. spinach
- 2 cups grilled chicken, diced
- 2 T. fresh cilantro (or 1 tsp. dried coriander)

### Directions

1. Coat a 9x13" pan with nonstick spray. Top with 3 tortillas.
2. Add beans, ½ can tomatoes and ½ cup cheese. Top with 3 tortillas.
3. Add ½ can tomatoes, spinach and ½ cup cheese. Top with 2 tortillas.
4. Add ½ can tomatoes and chicken. Top with 2 tortillas.
5. Add remaining tomatoes, cheese and cilantro.
6. Bake at 400° for 30 minutes.

# Community Connections

## Services Beyond Health Care

Want to live a better, healthier life? Our Community Connections program connects you to a wide range of services that help you and your child do just that.

## WellCare Community Connections is Here for You

Everyone deserves to live the best life possible. Yet a lot of things can affect your and your child's ability to do that. A phone call to our Community Connections Help Line can match you and your child with services. Plus it's here for both members and non-members. Our Peer Coaches will listen to your challenges. They can refer you to more than 490,000 social services – all over the country or right in your local area.

## Call to get the help you and your child need.

**1-866-775-2192 (TTY 711)**

## Program services vary depending on your and your child's needs, but may include:

- Financial assistance (utilities, rent)
- Medication assistance
- Housing services
- Transportation
- Food assistance
- Affordable childcare
- Job/education assistance
- Family supplies – diapers, formula, cribs and more



**CLICK OR CALL  
FOR THE LATEST DRUG  
COVERAGE UPDATES**

Want to find the latest about the drugs we cover? Stop by our website, <https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS/Pharmacy-Services>. You'll find our Preferred Drug List (PDL). You can learn about drugs we've added or removed. You'll also find changes to any drug requirements or coverage limits. You can also call us for updates to your child's health plan.

## ALWAYS TALK WITH YOUR CHILD'S DOCTOR

Always talk with your child's doctor(s) about the care that is right for your child. This material does not replace your child's doctor's advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by Children's Medical Services (CMS) Health Plan. Also, CMS Health Plan does not guarantee any health results. You should review your child's health plan or call Customer Service to find out if a service is covered.

**In an emergency, call 911 or go to the nearest emergency room, even if it is not in CMS Health Plan's network.**



P.O. Box 31370  
Tampa, FL 33631-3370

## BEWELL

---

### Health and wellness or prevention information

Children's Medical Services Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION:** If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-799-5321** (TTY **711**) Monday–Friday, 8 a.m. to 7 p.m.

**ATENCIÓN:** Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos sin costo para usted, que incluye materiales en otros idiomas, braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Llámenos sin cargo al **1-866-799-5321** (TTY **711**) de lunes a viernes de 8 a. m. a 7 p. m.

**ATANSYON:** Si lang matènèl ou se Kreyòl, nou ka fè tradiksyon an pou ou. Nou kapab ba w enfòmasyon yo tou sou lòt fòm ki pa koute ou. Sa gen ladan l literati ki ekri nan lòt lang, sou fòm Bray, fòm odyo, gwo karaktè epitou nou ofri sèvis entèprèt Langaj Siy Ameriken. Annik rele nou nan nimewo pou apèl gratis la. Ou ka kontakte nou nan nimewo **1-866-799-5321**. Pou TTY, rele **711**. Lendi-Vandredi, depi 8 a.m. jiska 7 p.m.

