

BEWELL

Tips and resources to support a healthy lifestyle | Volume 2 – 2020



WE WANT THE BEST FOR YOUR CHILD

**AUTISM
AWARENESS**

**GOOD HANDWASHING:
AVOID GETTING SICK &
SPREADING GERMS**

**LABCORP IS
HERE TO SERVE
YOUR CHILD**



**Children's
Medical Services
Health Plan**

— Operated by WellCare —



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CUCUMBER BLUEBERRY SALAD

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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>**

WE WANT THE BEST FOR YOUR CHILD

We are always working to improve the care you receive.



IN 2019, WE:

- Assigned you and your child a Care Manager
- Offered you and your child assistance
- Created programs to help with school and Early Steps
- Created a program to help with transition to adult medical care
- Started an asthma care program
- Worked with the state to enhance Medical Foster Care
- Conducted quality of life surveys

IN 2020, WE WILL:

- Continue what we have been doing
- Give you and your child more assistance
- Plan to offer education about certain conditions
- Work to make medical and behavioral care seamless
- Work to expand Telehealth services

WE ARE HERE TO SUPPORT YOU AND YOUR CHILD.

24/7 NURSE ADVICE LINE



Did you know we are here for you – anytime, anywhere?

It's possible through our 24-Hour Nurse Advice Line.

If you think your child needs care within 48 hours and you can't reach your child's doctor, call the 24-Hour Nurse Advice Line. A nurse will help you know what to do, whether it's:

- Schedule an appointment
- Go to urgent care
- Go to the emergency room

Find the 24-Hour Nurse Advice Line phone number on your child's CMS Health Plan ID card and page 2 of this newsletter. Save the number in your phone so it's there when you need it.



SICKLE CELL DISEASE

Sickle cell disease is an inherited red blood cell disorder. A sickle cell is a red blood cell that is c-shaped. It gets hard and sticky, and it dies early. This can lead to anemia.

When the sickle cells travel through the blood vessels, they can get stuck and clog the artery or vein. This can cause problems like strokes and infections.

A child inherits the disease if both parents have the gene. It's diagnosed with a simple blood test that's often given at birth.

Symptoms, Complications and Treatments

Signs of this disease usually start within the first year of life. Symptoms vary by person but may include:

- Swelling in the hands and feet
- Anemia
- Pain
- Infections
- Spleen inflammation

Your child's doctor may prescribe medication, such as:

- **Hydroxyurea:** treats complications of the disease
- **Endari:** helps reduce the number of episodes (only available to people over the age of 5)

The only cure for sickle cell disease is a stem cell or bone marrow transplant. However, transplants can have side effects. Work with your child's doctor and bring your child in for regular checkups. It can help control your child's symptoms.

SOURCE: Centers for Disease Control and Prevention, "What is Sickle Cell Disease?" retrieved from: <https://www.cdc.gov/ncbddd/sicklecell/facts.html> and "Complications and Treatment of Sickle Cell Disease," retrieved from: <https://www.cdc.gov/ncbddd/sicklecell/treatments.html>



AUTISM AWARENESS

You've probably heard of autism. But what exactly is it?

Autism is a developmental condition with the brain. It can affect language and social skills. It might make some people act a little different than most. People who have it usually start to show symptoms before age 3 and will have it throughout their lives.

Symptoms might include:

- Lack of eye contact
- Trouble interacting with others
- Delayed speech
- Body rocking or hand flapping

Manage it with:

- Behavioral changes
- Change in diet
- Medicine

Talk to your child's doctor if you think he or she might have autism.

Early treatment can help your child's development.

World Autism Awareness Day (WAAD) is held each year on April 2

It aims to put a spotlight on the hurdles that people with autism face every day.



Learn more about World Autism Day:

<https://www.autismspeaks.org/world-autism-awareness-day>

SOURCE: Centers for Disease Control and Prevention, "Autism Spectrum Disorder (ASD)," retrieved from: <https://www.cdc.gov/ncbddd/autism/signs.html> and "Treatment for Autism Spectrum Disorder," retrieved from: <https://www.cdc.gov/ncbddd/autism/treatment.html>



Always wash your hands before you:

- Eat
- Prepare food
- Touch your eyes or mouth

Always wash your hands after you:

- Use the toilet
- Change diapers
- Cough, sneeze or blow your nose
- Touch an animal or animal waste
- Handle pet food or pet treats
- Touch garbage

It's also important to wash your hands before and after you care for someone who's sick and before and after you treat a cut or wound.

SOURCES: Centers for Disease Control and Prevention, "When & How to Wash Your Hands," retrieved from: <https://www.cdc.gov/handwashing/when-how-handwashing.html> and "Coronavirus Disease 2019 (COVID-19): How to Protect Yourself," retrieved from: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

GOOD HANDWASHING:

Avoid Getting Sick & Spreading Germs

Keep your and your child's hands clean – it's one of the most important things that can be done to avoid getting sick and spreading germs to others. When you wash your hands, you help prevent the spread of disease such as Coronavirus Disease 2019 (COVID-19) as well as seasonal flu. COVID-19 appears to spread mainly through touching contaminated surfaces or by close contact with others.

Take steps to protect yourself and others by washing your hands for at least 20 seconds. That helps to keep you, your child and others healthy.

Follow these 5 steps to get clean hands:

- 1 Wet your hands.
- 2 Apply soap and rub your hands together. Be sure to get all parts of your hands: the backs, between your fingers and under your fingernails.
- 3 Wash for 20 seconds or more. That's the amount of time it takes to sing the "Happy Birthday" song twice.
- 4 Rinse your hands.
- 5 Dry your hands.



LABCORP IS HERE TO SERVE YOUR CHILD

LabCorp provides our lab testing services. LabCorp:

- Is one of the world's largest clinical laboratories
- Has more than 230 patient service centers (PSC) in Florida

Your in-network lab benefits apply at any LabCorp PSC in the U.S.

LABCORP PATIENT™ PORTAL

With the LabCorp Patient Portal, you can easily and securely:

- View your child's lab test results
- Schedule an appointment
- And more

It's easy to use from your phone, tablet or desktop.



Sign up today. Go to <https://Patient.LabCorp.com>

FIND A LAB

To locate a patient service center:

- Visit www.LabCorp.com
- Call **1-888-LabCorp**
- Access LabCorp at select Walgreens

For a complete list of locations, visit www.LabCorp.com/Walgreens

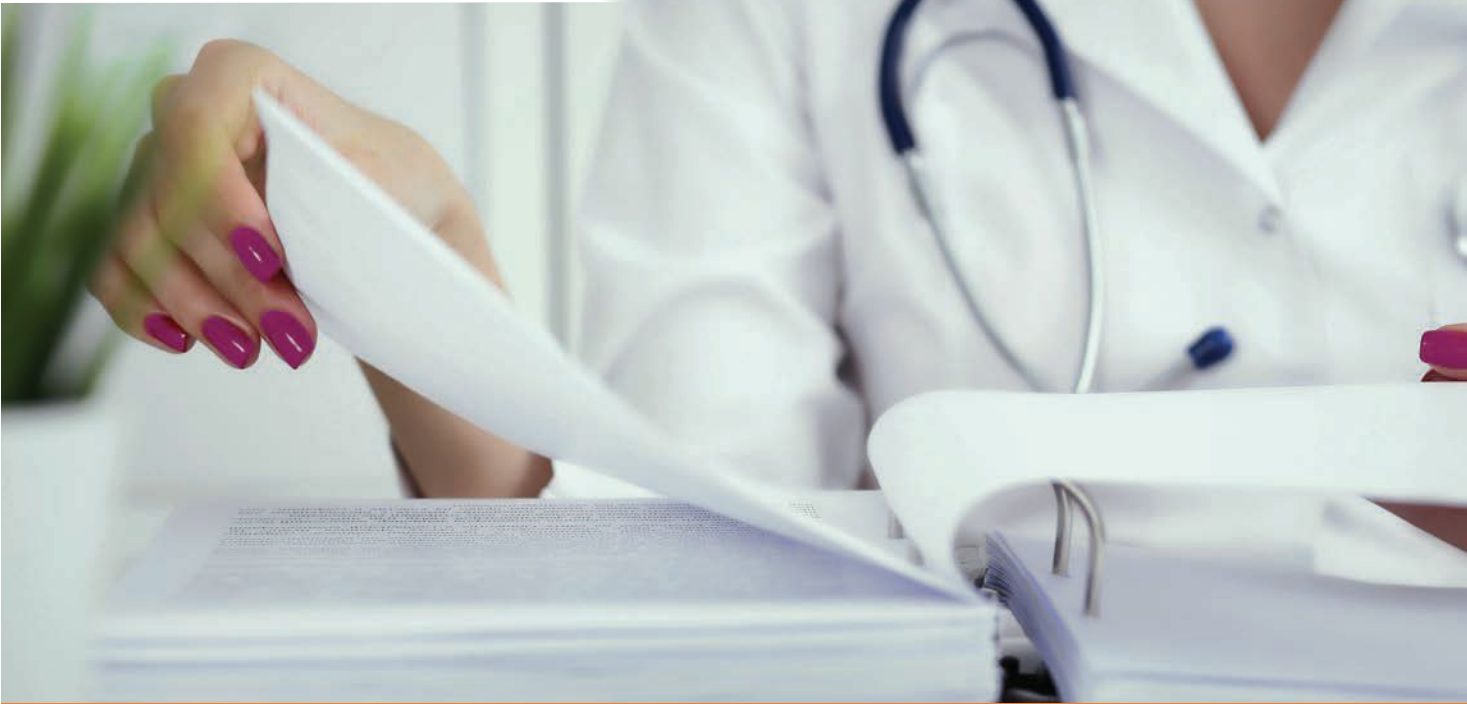
APPOINTMENTS

You can even schedule your child's appointment online. It's a way to help reduce your wait. To set up your appointment:

- 1 Visit www.LabCorp.com.
- 2 Click on **Labs & Appointments**.
- 3 Follow the on-screen instructions.

BILLING

Have questions about a bill? We're here to help. Call Customer Service using the phone number on page 2 of this newsletter.



HOW CARE MANAGEMENT CAN HELP YOU AND YOUR CHILD

Care Management helps you and your child with health care or social needs. Our care managers are Registered Nurses (RNs), Licensed Clinical Social Workers (LCSWs) or other licensed health professionals who can help you and your child with issues such as:

- Care planning that is tailored to your needs
- Care coordination
- Scheduling appointments and laboratory tests
- Medication adherence
- Coordination with service providers, including arranging transportation
- Linking you and your child to community or other support services as needed



We're here to help you and your child!

Call Customer Service to learn more. The phone number is on page 2 of this newsletter.

This program is available at no cost to you. Plus, you'll have access to a licensed health professional Monday–Friday from 8 a.m. to 7 p.m.



CUCUMBER BLUEBERRY SALAD

Serves: 4

This light and fruity salad is perfect for springtime. Make it a meal: top with grilled chicken or fish and serve with a slice of whole-grain bread.

INGREDIENTS

Dressing:

- 1 ½ T. olive oil
- 2 T. balsamic vinegar
- 1 T. lime juice
- 1 tsp. sugar
- ¼ tsp. salt
- ⅛ tsp. pepper

Salad:

- 4 cups arugula or spinach
- 1 cucumber, chopped
- 1 cup fresh blueberries
- ¼ red onion, thinly sliced
- ¼ cup feta cheese
- 2 T. chopped walnuts

DIRECTIONS

- 1 Whisk dressing ingredients together in a large bowl.
- 2 Add salad ingredients and toss to coat.

SOURCE: ChooseMyPlate, "Cucumber Blueberry Salad," retrieved from: <https://www.choosemyplate.gov/recipes/myplate-cnpp/cucumber-blueberry-salad>

CHILDHOOD ARTHRITIS

What is it?

Arthritis doesn't just affect adults – kids can get it, too. It's called juvenile arthritis.

The most common type is juvenile rheumatoid arthritis. It can cause permanent damage to the joints. Kids who have it may have a hard time walking or getting dressed. The disease can affect any child. Experts don't know what causes it, and there is no cure.

What are the symptoms and signs?

Symptoms may come and go, including:

- Trouble with daily activities
- Not eating as well
- Tiredness
- Pain or swelling in the joints
- Rash
- Fever

How is it diagnosed?

Doctors confirm the disease with X-rays, lab tests and an exam. The specialist that usually sees patients with this disease is the pediatric rheumatologist.

SOURCE: Center for Disease Control, "Childhood Arthritis," retrieved from: <https://www.cdc.gov/arthritis/basics/childhood.htm>



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.

Community Connections

Services Beyond Health Care

You and your child want to live the best life possible. 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 the chance to make the best life for their family. 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 your child needs.

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

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.

