

BEWELL

Tips and resources to support a healthy lifestyle | Volume 4 – 2020



AH-CHOO! ALL ABOUT THE COMMON COLD

HEALTHY
REWARDS

DIABETES:
ASSESS, PREVENT
& CONTROL IT

BREAKFAST:
START THE DAY
OFF RIGHT



Children's
Medical Services
Health Plan
— Operated by WellCare —

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BREAKFAST: START THE DAY OFF RIGHT

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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>

HEALTHY REWARDS



Our Healthy Rewards Program is meant to promote healthy behaviors. It includes activities that can help your child live a healthier life. Plus, your child can earn rewards when he or she completes them!*

GET REWARDED!

Earn a reloadable debit or gift card for healthy activities like:

- Taking your child to recommended wellness checkups
- Working with your child's providers to manage illness (like diabetes)
- Participating in and completing activities within the Smoking Cessation, Weight Loss or Substance Use Disorder programs

HOW DO WE PARTICIPATE?

It's easy! Log in to our secure member portal at <https://florida.wellcare.com/login/member> and select *Healthy Rewards* to:

- Tell us when your child has completed a qualifying healthy behavior
- See how your child is doing with his or her health goals
- Get useful health and wellness information
- Get health coaching for your child

LEARN MORE. If you have questions or want to enroll your child in any of these programs, please:

- Call us toll-free: **1-866-799-5321**
- Contact your **child's Care Manager**

*Rewards cannot be transferred. If your child leaves our plan, rewards may not be received.



DIABETES:

Assess, Prevent & Control It

1 in 3 people are at risk for diabetes.
It's the 7th leading cause of death in the U.S.

Diabetes is when your blood sugar is higher than normal. If it's not managed well, diabetes can lead to eye problems, nerve damage or kidney disease. There's not a cure, but you can prevent and treat it.



ASSESS IT:

Is your child at risk?

- Overweight
- Family history of diabetes



PREVENT IT:

Help your child take steps to prevent diabetes:

- Exercise more
- Lose weight
- Eat healthy



CONTROL IT:

Use these tips to keep your child's diabetes under control:

- Maintain regular doctor visits
- Eat healthy
- Stay active

Your child's doctor can help your child prevent or manage high blood sugar.
Talk to your child's doctor about diabetes at his or her next appointment.

SOURCE: Centers for Disease Control and Prevention, "Diabetes Fast Facts," retrieved from: <https://www.cdc.gov/diabetes/basics/quick-facts.html> and "Diabetes Risk Factors," retrieved from: <https://www.cdc.gov/diabetes/basics/risk-factors.html>



BREAKFAST: Start the Day Off Right

Breakfast is the most important meal of the day – especially for kids. Experts say kids who eat breakfast do better in school.

This time of year can be busy, but make sure your child gets a healthy start to his or her day. Here are some quick and easy ideas:

1 | THINK OUTSIDE THE (CEREAL) BOX.

- Reheat leftovers from the night before
- Mix up a smoothie with milk and fruit
- Grab a handful of nuts and dried fruit

2 | INCLUDE PROTEIN TO KEEP KIDS FULL.

- Try an egg, nuts, cheese or yogurt

3 | MAKE IT THE NIGHT BEFORE.

- Hard-boil eggs for an easy grab-and-go breakfast
- Cut up fruit or veggies so they're ready to add to a yogurt parfait or omelet

EASY BREAKFAST COMBOS

These healthy ideas take just minutes to put together. Older kids can even make them on their own.

TORTILLA ROLL-UP: Spread almond butter on a whole-wheat tortilla, add fruit and roll up.

BANANA POP: Dip a peeled banana in yogurt, then roll it in granola.

VEGGIE PIZZA TOAST: Top a piece of whole-grain toast with some cheese and your favorite sliced veggies.



Want to learn more? Talk to your child's doctor at his or her next appointment.

SOURCE: U.S. Food & Drug Administration, "Healthy Breakfasts for Kids: It's All About Balance," retrieved from: <https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm456060.htm>



AH-CHOO! ALL ABOUT THE COMMON COLD

Most adults get 2 or 3 colds each year, and kids get sick more often than that. Symptoms include sore throat, runny nose, coughing, sneezing, headaches and body aches.

ABOUT COLDS

Certain viruses cause colds. They are spread through:

- The air
- Close personal contact
- Contaminated surfaces

PREVENTION

Protect yourself and your child against cold viruses. Follow these tips:

- Wash your hands frequently
- Avoid touching your eyes, nose or mouth
- Keep your distance from others who are sick



The #1 reason people miss work and school is the common cold.

PROTECT OTHERS

Keep your family and friends healthy. If you or your child has a cold, stay home. Also:

- Avoid shaking hands or kissing others
- Cough or sneeze into your sleeve or a tissue
- Wash your hands after you cough, sneeze or blow your nose
- Disinfect surfaces you touch



WHEN TO SEE A DOCTOR

A cold typically lasts 7–10 days. If your symptoms last longer than that, call your doctor. Always get help right away if your child is younger than 3 months and has a fever.

The flu shot can also help protect you, your child and others from getting the influenza virus. **Talk to your child's doctor about getting his or her flu shot.**



NOTICE OF PRIVACY PRACTICES

The law says we must protect your child's health information. Our Notice of Privacy Practices states how we may use this data. It also tells you how you may use your child's rights to:

- Access your child's health information
- Control your child's health information



REVIEW OUR NOTICE OF PRIVACY PRACTICES ONLINE AT
<https://www.wellcare.com/en/Florida/Corporate/Legal>

You may also ask us for a copy. To do this, call Customer Service. The phone number and hours of operations are listed on page 2 of this newsletter.

If we change our privacy policies, we will post a new notice on our website. We will also mail a notice of the changes to you and your child when the law says we must.

PLAN BENEFITS & SERVICES

There are some things about your child's plan you should keep in mind.



YOUNG WOMEN'S VISITS

Your daughter can use our plan OB/GYNs for routine and preventive care. She can see an OB/GYN for one women's health visit each year without approval.

SPECIALIST VISITS

Your child has access to specialists for your child's condition and identified needs.

SECOND OPINIONS

Call your child's doctor if you want another take on his or her health. The doctor will ask you to choose a CMS Health Plan provider in your area. If there's not one, you will be asked to pick one that is not in the plan.

OUT-OF-NETWORK SERVICES

If we cannot provide a necessary and covered service to your child through a provider in our plan, we will cover that service from a provider not in our plan. We'll do this for as long as we are unable to provide the service through a plan provider. As always, there is no cost to you for the covered treatment your child needs. Prior authorization may be required.

FAIR TREATMENT

Our doctors must offer you and your child the same office hours as they do for patients with other insurance.

CONTRACTED SERVICES

All contracted services are open to you and your child 24 hours a day, 7 days a week, when medically necessary.

HEALTHIER PUMPKIN PIE

Serves: 9



INGREDIENTS

CRUST:

- 3 T. vegetable oil
- 1 T. water
- 2 T. brown sugar
- ¼ tsp. salt
- 1 cup quick-cooking oats
- ¼ cup ground almonds
- ¼ cup whole-wheat flour

FILLING:

- 1 egg
- 4 tsp. vanilla
- ¼ cup brown sugar
- ½ tsp. cinnamon
- ¼ tsp. nutmeg
- ¼ tsp. salt
- 1 cup canned pumpkin
- ⅔ cup fat-free evaporated milk

DIRECTIONS

1. Heat oven to 425°.
2. Mix crust ingredients together in the order shown. Roll dough into a 12-inch circle. Press into a 9" pie pan and bake for 8–10 minutes.
3. Turn oven down to 350°.
4. Mix filling ingredients in the order shown. Pour into baked pie crust. Bake 45 minutes or until inserted knife comes out clean.

SOURCE: National Heart, Lung, and Blood Institute, "Pumpkin Pie," retrieved from: <https://healthyeating.nhlbi.nih.gov/recipe/detail.aspx?linkId=13&cId=12&rId=195>

FLU SHOT MYTHS

The flu shot can help protect you and others from getting the influenza virus. Below are some common myths you might have heard about the flu vaccine.

MYTH	TRUTH
Flu shots can cause the flu.	It can take up to 2 weeks for the vaccine to work after receiving it. It is possible to get the flu in between that time.
You don't need to get a flu shot every year.	The vaccine changes every year because the flu virus changes each year.
Pregnant women, children and older adults should not get the flu shot.	Most people 6 months and older should receive a flu shot every year.

Talk to your child's doctor or pharmacist about getting the flu shot.

SOURCES: Centers for Disease Control and Prevention, "Misconceptions about Seasonal Flu and Flu Vaccines," retrieved from: <https://www.cdc.gov/flu/about/qa/misconceptions.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.

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.

