

BEWELL

Tips and resources to support a healthy lifestyle | Fall 2019



PROTECT YOUR CHILD FROM HEPATITIS A

**PREVENT LEAD
EXPOSURE**

**EAR INFECTIONS:
PREVENTION AND
TREATMENT**

**MEDICATIONS &
YOUR CHILD'S
BEHAVIORAL HEALTH**



**Children's
Medical Services
Health Plan**

— Operated by WellCare —



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THREE-BEAN CHILI

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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>



PREVENT LEAD EXPOSURE

Did you know exposure to lead could lead to problems with how your child learns or behaves?

Lead poisoning can be prevented. But lead hazards are everywhere, and it can be hard to tell what's dangerous and what's not.

SOURCES OF LEAD

A child's environment is full of lead. Children are exposed to lead from many sources, including:

- Paint (from 1978 or earlier)
- Gasoline
- Toys

Kids can be exposed to lead through air, food, water, dust and soil. Although there are many sources of lead poisoning, lead-based paint is the most widespread and dangerous for young kids.

GET TESTED

Many kids with high levels of lead in their blood show no symptoms, so it's important to get tested. Talk to your child's doctor if you think your child has been in contact with lead. The doctor will test your child's blood for lead levels.

PREVENT IT

Help prevent lead exposure in the future. Talk to your child's doctor about ways to keep your child safe from lead.

SOURCE: Centers for Disease Control and Prevention, "Childhood Lead Poisoning," retrieved from: https://www.cdc.gov/nceh/lead/factsheets/Lead_fact_sheet.pdf

4 TIPS FOR **FOOD SAFETY**

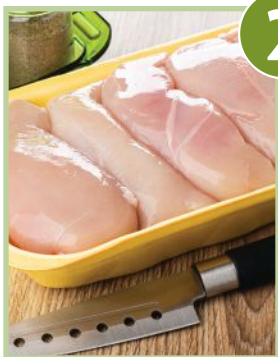
Help protect your family from food poisoning. Follow these tips:



1

CLEAN HANDS AND SURFACES.

- Wash your hands and your child's hands before and after you prepare food and before and after you eat.
- Always rinse fruits and vegetables before you eat them.
- Wash dishes and countertops with hot, soapy water.



2

SEPARATE RAW MEAT FROM OTHER FOOD.

- Use separate cutting boards for raw meat, poultry and fish.
- At the store, keep raw meat and seafood separate from other groceries in your cart.
- Separate raw meat, poultry, fish and eggs from other foods in the fridge. Make sure anything with juices is in a container that doesn't leak.



3

COOK FOODS ALL THE WAY THROUGH.

- Always use a food thermometer to make sure foods are done. Check the temperature on all meats – and even when reheating leftovers.
- If food isn't hot enough, the bacteria can make you sick.



4

KEEP COLD FOODS COLD.

- Set your fridge to 40°F or colder.
- Always refrigerate food within 2 hours of cooking.
- Thaw frozen foods in the fridge, in cold water or in the microwave. Do not thaw foods on the counter.

SOURCE: Centers for Disease Control and Prevention, "Four Steps (Clean, Separate, Cook, Chill) to Food Safety," retrieved from: <https://www.cdc.gov/foodsafety/keep-food-safe.html>



EAR INFECTIONS:

PREVENTION AND TREATMENT

What are they?

There are two different kinds of ear infections:

SWIMMER'S EAR:

an infection in the ear canal

MIDDLE EAR:

a virus or bacteria causes fluid to build up in the ear

Causes & Prevention

Several things can lead to an ear infection – but there are ways to prevent it.

INJURY TO THE EAR: Don't put objects in the ear.

A VIRUS FROM A COLD THAT PRODUCES FLUID IN THE EAR: Get a yearly flu vaccine.

CIGARETTE SMOKE: Don't smoke around your kids.

BACTERIA: Help lower the risk of your baby getting an ear infection by breastfeeding until he or she is 6 months old.

Ear infections can also run in the family. Take steps to reduce your risk in other ways.

How are they treated?

There are several ways to treat an ear infection. The doctor may recommend:

- Ear drops
- Antibiotics
- Watchful waiting (waiting for the infection to clear on its own)
- Over-the-counter pain relievers (acetaminophen and ibuprofen)

Should my child see a doctor?

Call your child's doctor if he or she has:

- A fever (102.2° F or higher)
- Discharge or fluid
- Symptoms that last for more than 2–3 days

SOURCE: Centers for Disease Control and Prevention, "Preventing and Treating Ear Infections," retrieved from: <https://www.cdc.gov/antibiotic-use/community/downloads/Preventing-and-Treating-Ear-Infections-H.pdf>



PROTECT YOUR CHILD FROM HEPATITIS A

Hepatitis A is on the rise in Florida.
The good news is you can protect your child.

WHAT IS HEPATITIS A?

Hepatitis A is a virus that infects the liver. It can lead to serious liver problems.

HOW DOES IT SPREAD?

It spreads through the feces (poop) of people who have the virus. If a person with the virus doesn't wash his or her hands after going to the bathroom, the germs can transfer to objects, food, drinks or drugs. When these things are shared, other people can get the virus.

HOW CAN YOU PROTECT YOUR CHILD?

There is a vaccine for hepatitis A. It has been part of the routine childhood immunization schedule in the U.S. since 2005 and is a covered vaccine for CMS Health Plan members. Talk to your child's health care provider or call your county health department if you have questions about the vaccine.

Handwashing can also help stop the spread. Wash your hands after you use the bathroom—alcohol-based hand sanitizers **do not** kill the hepatitis A virus. Use soap and warm, running water and wash for at least 20 seconds.

WASH YOUR HANDS BEFORE YOU: prepare or work with food and before eating.

WASH YOUR HANDS AFTER YOU: use the bathroom; touch public surfaces; change a diaper; cough, sneeze or use a tissue.



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.



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/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.



THREE-BEAN CHILI

Serves: 4

TIP: look for low-sodium or no-salt-added canned beans and tomatoes.

INGREDIENTS

- | | |
|--|---|
| 2 T. olive oil | 15½-oz. can black beans |
| 1 cup chopped onion | 15½-oz. can kidney beans |
| ½ cup chopped celery | 15½-oz. can pinto beans |
| 1 cup chopped veggies
(try carrots, peppers, corn
and/or zucchini) | 2 cans (14½ oz. each) diced
tomatoes |
| | 1 T. cumin |
| | 1 T. chili powder |

DIRECTIONS:

1. Drain and rinse the beans.
2. Heat the oil over medium. Add onion. Stir about 5 minutes.
3. Add remaining veggies. Cook and stir for 5 minutes.
4. Add beans, tomatoes and spices. Bring to a boil.
5. Cover, reduce heat and simmer 10-20 minutes.

SOURCE: National Heart, Lung, and Blood Institute, "Three-Bean Chili With Chunky Tomatoes," retrieved from: <https://healthyeating.nhlbi.nih.gov/recipe/detail.aspx?linkId=11&cld=15&rld=42>

MEDICATIONS & YOUR CHILD'S BEHAVIORAL HEALTH

Make sure your child takes their medication the way it's prescribed. Along with therapy, it can help your child feel better. When your child takes medications such as antidepressants, remember:

- It can take up to 4 weeks for your child's mood to improve
- Your child should not stop taking their medication even if they feel better, unless your child's doctor tells him or her to change
- Some medications need to be stopped slowly to prevent withdrawal effects
- It's helpful to use a pillbox or alarm to remind you and your child to take their medication
- It's best that they take their medication at the same time every day

Questions?

Talk to your child's doctor or pharmacist if:

- Your child has side effects
- You have concerns about your child's medication
- You do not see improvements in your child's mood or other behavioral health condition

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 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.

