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FLORIDA
COMMUNITY CARE 



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Florida Community Care Spring 2022 Member Newsletter

HURRICANE PREPAREDNESS TAKES TIME AND THOUGHT



General Tips

- Talk with your support network about how to stay in touch.
- Keep phone numbers for doctors and family in a sealed waterproof bag.
- Pack hearing aids and dentures in an emergency kit.
- Ask someone in your support circle to keep you up to date.
- Wear a medical alert bracelet with information about healthcare needs.
- If you must evacuate, take your medical devices in a waterproof bag.
- Have a 10-day supply of medicines along with copies of prescriptions.
- Take a list of all medicines and dosage.

Tips for People who are Deaf or Hard of Hearing

- Get a radio with text display. And a flashing alert.
- Get extra hearing-aid batteries. Protect them in a plastic bag.
- Use a pen and paper to talk with someone who does not know sign language.
- Have access to TTY.

Tips for People who are Blind or Have Low Vision

- Carry a picture of your family members to help others connect you with them.
- Mark emergency supplies with Braille labels or large print.
- Keep a list of emergency supplies on a flash drive. Or make an audio file. Keep it in a plastic bag where it is easy to find.
- Keep a Braille device in an emergency supply kit.

Tips for People with a Mobility Disability

- Make sure devices that use electricity or batteries are working. Keep your batteries in a waterproof bag.
- Keep an emergency supply kit in a backpack.
- Show others how to operate your wheelchair. Have a lightweight, manual chair as a backup.
- Keep an extra cane or walker.

Tips for People with a Mental Health Condition

- Be ready to provide information. Write it down. Keep it with you. For example: "I have a mental health condition. I may become confused in an emergency. Please help me find a quiet place. I will be okay soon."

HURRICANE KITS

It is important to create a kit of supplies that you can take with you if you must leave your home. This kit is also useful if you stay in your home but have a loss of power.

If you prepare your kit ahead of time, you can reduce your stress. Leave your kit items in a bag that you can easily take with you.

Recommended supply kit items include:

- Non-perishable food (enough to last at least 3 days)
- Water (enough to last at least 3 days)
- First-aid kit (include any prescription medication you may need)
- Personal hygiene and sanitation items
- Flashlights (have extra batteries)
- Battery operated radio (have extra batteries)
- Waterproof container with important documents
- Manual can opener
- Lighter or matches
- Books, magazines, or games for recreation
- Cooler and ice packs



Steps to Protect Against Extreme Heat

Tips to Stay Safe

It is important to know how to stay safe in hot weather. Here are some steps to follow:

Today's seniors are active. There is no better time to be active than the summer months. However, as temperatures rise, so do the risk of heat stress.

Extreme heat can be dangerous for anyone. But older adults are more vulnerable to the effects of heat. Exposure to heat can lead to serious illness or even death in older adults. It is a leading cause of preventable death in the United States. Of preventable heat-related deaths, seniors account for 40%.

As people age, their bodies cannot cool down as well as when they were younger. Elderly people may not feel as hot when temperatures are extremely high. And they are less likely to feel thirsty when their bodies need water. In older people, the signal indicating thirst does not work as well as it does in younger people. They may not feel thirsty. As a result, they may become dehydrated.

Stay Cool Indoors. Stay in an air-conditioned place. If you do not have air-conditioning at home, take a cool shower. Or place cool towels around your head, neck, and under your arms.

Skip the stove. Using your stove and oven heat up your living space. And hot meals add heat to your body. When hot, limit the use of the stove and oven. Cold foods like salad and fresh fruit are healthy options.

Drink Plenty of Fluids. Drink fluids, regardless of how active you are. Do not wait until you are thirsty to drink. If your liquid intake is limited, eat cold fruits that contain a high amount of water. Examples include apples and watermelon. *If your doctor limits the amount you drink or has you on water pills, ask how much you should drink when the weather is hot. Do not drink sugary or alcoholic drinks. They may cause you to lose body fluid. Avoid very cold drinks because they can cause stomach cramps.*

Replace Salt and Minerals. Heavy sweating removes salt and minerals from the body that need to be replaced. A sports drink can replace what you lose when you sweat.

Use a Buddy System. Ask a friend or relative to check on you twice a day during a heat wave.

Pace Yourself. Cut down on exercise during the heat. If you are not used to exercising in the heat, start slowly and pick up the pace gradually. If being in the heat makes your heart pound and leaves you gasping for breath, STOP all activity. Get into a cool area or into the shade. Rest, especially if you become lightheaded, confused, or weak.

Wear Sunscreen. Sunburn affects your body's ability to cool down. It can make you dehydrated. If you must go outdoors, protect yourself from the sun. Put on sunscreen. Wear a hat and sunglasses too.

Schedule Outdoor Activities Carefully. Try to limit your outdoor activity to when it is coolest, like morning and evening hours. Rest often in shady areas so that your body has a chance to recover. Stay out of the sun during the warmest part of the day.

Wear Appropriate Clothing. Choose lightweight, light-colored, loose-fitting clothing

Check your local news for extreme heat alerts.



MEMBER RIGHTS

As a member of Florida Community Care, you are entitled to certain rights and responsibilities. You can find a copy of the information in the Member Handbook as well as on the website at

<https://fcchealthplan.com/member-resources/>

HEALTH PLAN REMINDERS

Is transportation offered? How do I get a ride to my doctor's appointment?

Yes, transportation to medical appointments and program services are offered at no cost. Please call FCC Member Services at 1-833-FCC-PLAN (322-7526).

Does FCC provide enrollee materials in other languages?

Yes, FCC provides enrollee materials in other languages. Please call FCC Member Services at 1-833-FCC-PLAN (322-7526) for requests.

Are there any health and wellness programs that are offered by FCC?

FCC has three healthy behaviors programs – weight loss, substance abuse, and smoking cessation. Please speak with your Care Manager or call FCC Member Services at 1-833-FCC-PLAN (322-7526) to learn more about these programs.



Non-Discrimination Notice. Florida Community Care believes in equal opportunity and affirmative action. We comply with all applicable Federal civil rights laws. We do not discriminate because of age, race, ethnicity, religion, mental or physical disability, national origin, marital status, sexual orientation, sex, genetic information, gender, gender identity, health status, claims experience, medical history, or source of payment. We do not discriminate in the enrollment of members, the delivery of covered services or items, or the credentialing or contracting of providers. FCC will not tolerate employees or providers that discriminate. For more information or if you have concerns about discrimination or unfair treatment, call the Department of Health and Human Services Office for Civil Rights at 1-800-368-1019 (TTY 1-800-537-7687) or our local Office for Civil Rights. If you have a disability and need help with access to care, call Member Services at 1-833-FCC-PLAN. If you use TTY, call 711, Monday-Friday, 8 a.m.-8 p.m., Eastern Time. If you have a concern, such as a problem with wheelchair access, Member Services can help.

*The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change.

For more information, contact Florida Community Care at 1-833-FCC-PLAN (TTY 711 or 1-866-467-4970). This information is available for free in other languages. Please contact our customer service number at 1-833-FCC-PLAN or TTY 711, Monday to Friday 8am to 8pm. Esta información está disponible gratis en otros idiomas. Por favor, póngase en contacto con nuestro número de Servicios para Miembros a 1-833-FCC-PLAN o TTY 711, de lunes a viernes de 8 a.m. a 8 p.m.

