

# HealthMatters

A quarterly newsletter just for FCC members

## Flu Season Is Here, Protect Yourself

Flu season runs from fall through early spring, and now is the perfect time to take steps to stay healthy. The flu can cause serious illness, especially for young children, older adults, pregnant women, and those with chronic conditions.

### What can you do:

- **Get your flu shot.** It's the best way to reduce your risk of getting sick or spreading the flu to others. Discuss what's best for you with your health care provider.
- **Wash hands often** with soap and water or use hand sanitizer when washing isn't available.
- **Cover coughs and sneezes** and avoid close contact with people who are sick.
- **Stay home if you feel ill** to help protect others.

Many flu symptoms—such as fever, cough, sore throat, body aches, and fatigue—can appear suddenly. If you have concerns or symptoms that worsen, contact your health care provider.

Taking small steps now can help keep you, your family, and your community healthier during this flu season.



### Need Transportation?

FCC Will Help You Get to Care

FCC will help Members (and a companion, as needed) get to and from **covered appointments and services** when other transportation is not available. This includes rides to routine care such as doctor visits, preventive services, therapies, dialysis, and other plan-covered services.

Rides may be provided by car, van, or other approved transportation based on your needs. Please note that rides may be **shared with other riders**, and scheduling at least **72 hours in advance** is preferred. To schedule a trip or for questions on the day of your ride, **please call Member Services at 1.833.322.7526** (or 711 for TTY).



## Need Help with Utilities, Food, Employment, Clothing, or Other Social Needs

FCC is Here to Help!

Florida Community Care Members can work with a **Community Resource Coordinator**, who is dedicated to connecting you with essential community resources to help meet your social needs.

To get started, call Member Services at **1.833.322.7526 (or 711 for TTY)** and ask to speak with a Community Resource Coordinator.

We look forward to working with you!



## Keep Your Contact Information Up to Date

Make sure FCC has your current contact information to avoid interruptions in your benefits and coverage. When your address, phone number, or email changes, notify **Florida Community Care** and the **Department of Children and Families (DCF)** and the **Social Security Administration (SSA)**, as applicable.

Not reporting changes right away could result in missed notices, delays, or loss of benefits. Updating your information helps ensure you continue to receive the care and services you need without disruption.

If you need help or have questions, please contact **Member Services at 1-833-322-7526 (or 711 for TTY)** for assistance.

## Back to the Community

### Talk to your Care Manager today!

For Florida Community Care Members currently living in a nursing facility who would like to return home or to a community setting, **help is available**. Living in the community can improve **independence, comfort, and quality of life**.

Your Care Manager and FCC's dedicated **Transition Team** can help coordinate services such as home care, medical equipment, housing supports, and community resources. We will make sure your transition is safe and successful.

Talk with your **Care Manager** to learn more about your options and get support every step of the way.



## Disease Management

### Florida Community Care can help!

Chronic diseases can have an impact on your quality of life. Unmanaged diseases add stress for you and your family.

With the support of your Care Manager, you can learn how to report and control your symptoms. By managing some of the causes, you can help prevent these diseases from getting worse.

Programs are available for the following chronic diseases:

- Asthma or Chronic Obstructive Pulmonary Disease (COPD)
- Cancer
- Dementia/Alzheimer's
- Diabetes
- Hypertension

To enroll in a disease management program, talk to your Care Manager today!



### Expanded Benefits

What else can FCC help me with?

Expanded benefits are **extra goods or services** we provide to you, free of charge. You can find a complete list of the Expanded Benefits in the Florida Community Care Member Handbook available at

**<https://fcchealthplan.com/members>**.

Be sure to review the Expanded Benefits applicable to the plan you are enrolled in (**Section 16: Long-Term Care Services**).

Call **Member Services at 1.833.322.7526 (or 711 for TTY)** for help using these additional benefits.

# Get Paid to Care for a Family Member

## Participant Direction Option (PDO)

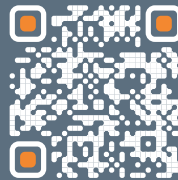
Family caregivers may be able to earn income for care they are already providing through the **Participant Direction Option (PDO)** program. This program gives you more control by allowing you to choose the workers who provide care in your home—including eligible family members.

Talk to your **Care Manger** today to learn more about the application process and approval timeline.



## To become an LTC member, the following steps must be completed prior to selecting an LTC Plan:

- 1 Screening
- 2 Eligibility
- 3 Enrollment



Scan to see the steps to become enrolled in the LTC Program.

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 gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al 1-833-322-7526. Si usa un TTY, marque 711. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte nimewo sèvis manm nou an nan 1-833-FCC-PLAN. Si w ap itilize TTY, rele 711, Lendi jiska Vandredi, 8 a.m. - 8 p.m.

Thông tin này có sẵn miễn phí bằng các ngôn ngữ khác. Vui lòng liên hệ với dịch vụ khách hàng của chúng tôi theo số 1-833-FCC-PLAN (1-833-322-7526, TDD/TTY

711) ở thành phố Hải Phòng, số giờ sáng đến 8 giờ tối.

Florida Community Care is a Managed Care Plan with a Florida Medicaid Contract.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact FCC. Limitations, co-payments, and/or restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change.

FCC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Enrollment Broker/Choice Counseling: 1.877.711.3662 — TDD: 1.866.467.4970