

# 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.

### DCF Contact Information

[myFLfamilies.com/contact-us/dcf-inquiry](https://myFLfamilies.com/contact-us/dcf-inquiry)  
**(850) 300-4323**

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.

## Notification of Pregnancy, Support and Rewards Available!

FCC is here to help you plan your family, support you throughout your pregnancy, and provide care during your postpartum recovery. You're not alone—we're here for you every step of the way.

You may also be eligible to **earn rewards** for receiving routine care during and after your pregnancy. By completing any or all the activities outlined on the FCC website at [FCHealthplan.com/pregnancy-rewards](https://FCHealthplan.com/pregnancy-rewards), you can receive rewards in the dollar amounts shown.

If you have questions or need help getting started, call **Member Services at 1.833.322.7526 (or 711 for TTY)**.



## Complete Your Health Risk Assessment (HRA) Today!

Your Health Risk Assessment (HRA) is a quick and confidential way to help us better understand your health needs. By completing the HRA, you help Florida Community Care connect you with the right programs, benefits, and support to improve your health and well-being.

### How to complete your HRA:

- Call **Member Services at 1.833.322.7526 (or 711 for TTY)** and ask for an HRA Representative to complete it by phone or we can email a copy for you to complete and return to Member Services.
- We can also help you with finding a doctor, scheduling an appointment, and arranging transportation to your appointment, if needed.

The HRA only takes a few minutes, and your answers help ensure you receive personalized care and helpful resources. Completing your HRA is an important step toward getting the most out of your health plan. Call today!



### Expanded Benefits

What else can FCC help me with?

Expanded benefits are **extra goods or services** we provide 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 13: Managed Medical Assistance Services**).

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

## Continuity of Care (COC)

Continuity of Care (COC) is a benefit to help new Florida Community Care members transition to our Plan. If you are seeing a provider who is not in the FCC network, FCC will continue paying for those services.

### How long is the COC period?

120 days

### What services are included in COC for new Members?

Any previously prior authorized ongoing course of treatment, with any provider, including a provider who is not participating with Florida Community Care

### Are there services that may continue beyond the COC period?

Yes. Services that can continue after the COC period for new Members include:

- Prenatal and postpartum care – up to the postpartum visit
- Transplant services through the first-year post-transplant
- Oncology (radiation and/or chemotherapy) for the current round of treatment
- Full course of Hepatitis C treatment drugs

For assistance, please reach out to **Member Services at 1.833.322.7526 (or 711 for TTY).**



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) từ Thứ Hai đến Thứ Sáu, từ 8 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