

HealthMatters

A quarterly newsletter just for FCC members

Flu Season Is Here, Protect Yourself

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 you can 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 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
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.



Storm Ready and Safe Preparing for Hurricane Season

Hurricane season runs from June 1st to November 30th and taking a little time to get ready in advance can make a big difference. Your health comes first and a little preparation can go a long way to helping you feel safer and avoid stress during a storm.

What can you do:

- **Stock up early:** keep water, easy-to-eat food, and basic supplies ready.
- **Keep medications ready and handy:** keep at least a week's supply in a waterproof bag.
- **Write down health information:** include medications, allergies, and doctor contacts.
- **Plan for medical needs:** arrange for medical devices or know where to go.
- **Protect important documents:** keep your ID, insurance papers, and any important documents in a sealed bag.
- **Know where to go:** if you need to leave quickly, know a safe place you can go.
- **Reach out to your care coordinator:** they are there to assist you and provide you with information and resources.

During a storm, remember to drink water, eat regularly, and stay cool. Check in with loved ones if you can.

We are here to support you. Taking these simple steps can help you feel more calm and prepared during this hurricane season.

StationMD

Call 1.877.782.8637



StationMD is a telehealth company dedicated to serving individuals with intellectual and/or developmental disabilities (I/DD). Their doctors are available **24 hours a day, 365 days a year**, for any medical matter including:

- Fever, vomiting, cough, congestion, & season illness
- Prescription refills & medication questions
- Urinary tract infections, diarrhea, & constipation
- Rashes, abrasions & minor burns
- Pink eye & allergies
- COVID-19 & flu symptoms
- Seizures, falls, & minor injuries
- Behavioral health issues
- Questions for a doctor & other health concerns

To start a StationMD telemedicine visit, call StationMD at 1-877-782-8637 and:

- A StationMD receptionist will collect patient information
- A StationMD technical assistant will help you complete patient check-in from your smart device
- The StationMD clinician will join you momentarily

TCare: The Caregiving Support for your Family!



Caring for a loved one can be challenging, but you don't have to do it alone! TCARE is a no-cost benefit from Florida Community Care that supports your family caregivers with tools and guidance when they need it most. TCARE helps your loved ones care for you!

With TCARE, caregivers get:

- Personalized care plans to reduce stress and stay organized
- Simple step-by-step help for daily challenges
- Support from trained caregiving experts
- Regular check-ins as your needs change
- 24/7 access to helpful resources

Help with everyday needs, like:

- Transportation Assistance
- Meals and Nutrition Guidance
- Home Maintenance Help
- Mental Health Resources
- Shopping and Daily Needs

TCARE connects your caregivers to the right support at the right time—making caregiving easier and more manageable.

Visit together.mytcare.ai/ltss or call **888.383.7074** to learn more and reach out to your Care Coordinator or Member Services to confirm if this included in your expanded benefits **1.833.322.7526 (or 711 for TTY).**

Meet Maria Devisme: ICMC Program Director, Care Coordination



Maria Devisme was born and raised in a suburb of Chicago and moved to Florida 13 years ago. She is the oldest of five children and the first in her family to attend college. She studied at Lewis University in Romeoville, Illinois, and graduated with a Bachelor of Arts in Human Services/Social Work. During her college years, Maria completed a field placement working with the intellectual and developmental disabilities (IDD) population at a recreational horseback riding facility and held a part-time job as a residential supervisor at a Community Integrated Living Arrangement (CILA), which served more than 90 adults with IDD diagnoses — prior to the inception of group homes.

Maria's professional career began right out of college as a social worker for Oak Forest Hospital, a teaching hospital and one of three hospitals operated by Cook County, Illinois. During her 20 years at Oak Forest Hospital — which offered various levels of care, including emer-

gency room (ER), intermediate care facility (ICF), skilled nursing facility (SNF), acute, rehabilitation and outpatient services — she had the opportunity to work at every level throughout her tenure. The hospital was originally known as a tuberculosis (TB) hospital before it evolved over time.

When Maria first joined, she worked in the ICF unit, which housed individuals — many with IDD diagnoses — who had transitioned from state-run hospitals. She worked closely with patients to ensure their needs were met and helped coordinate any necessary services. Other specialty areas included oncology, wound care, HIV/AIDS and ventilator units. After the hospital closed, Maria moved into nursing home admissions and marketing before transitioning to long-term care (LTC). She is proud to have been part of the implementation of LTC in Florida in 2013 as a supervisor, and then in 2024 became director of the IDD Pilot Program — which became an official statewide program in 2025 known as the Intellectual and Developmental Disabilities Comprehensive Managed Care (ICMC) Program.

Maria has always worked with populations that have struggled to obtain services and resources, and it has brought her great joy to assist people during their most vulnerable times — knowing that even the smallest efforts can make the biggest difference. In this new chapter of developing the ICMC case management team with Florida Community Care (FCC) and Independent Living Systems (ILS), she finds it the most rewarding work of her career, helping this special population pursue integration and independence.

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