

# 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 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 your hands often** with soap and water, or use hand sanitizer when washing isn't available.
- **Cover coughs and sneezes.** 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.



## 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 manager:** 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.

## Staying Connected: Community Life While Living in an ALF or SNF

Moving into an assisted living facility or skilled nursing facility is a big change, but it doesn't mean leaving your community behind, it just means finding new ways to stay part of it.



Here are some ways to stay engaged:

- **Join group activities that interest you.** This can be anything from book club, arts and crafts, music, exercise classes, or game nights. These are great ways to meet others and form friendships.
- **Attend events hosted by your facility.** Movie nights, holiday parties, or group outings are a great way to connect with others.
- **Volunteer to help** with activities or events to connect through shared experiences.
- **Stay in touch** and keep regular contact with family and friends for support through phone calls, video chats, or regular visits.
- **Share in mealtimes** by sitting with others and enjoying a conversation along with your meal.

Making connections and staying active supports both your happiness and health, while making your new community truly feel like home.



## 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.mycare.ai/ltss](https://together.mycare.ai/ltss) or call **888.383.7074** to learn more or reach out to your Care Manager or Member Services for more information **1.833.322.7526 (or 711 for TTY).**

## Meet Tatiana Pita:

### Vice President of Care Management

Tatiana Pita is the Vice President of Care Management for Florida Community Care (FCC) and Florida Complete Care (FC2) with extensive experience in the field of care management, particularly in long-term care for the elderly and disabled adults.

Before joining FCC five years ago, Tatiana held the role of Vice President of Case Management at United HomeCare Services, a non-profit organization providing home health and community care services in South Florida.

During her tenure there she played a pivotal role in various programs including the Aged and Disabled Adults (ADA), Assisted Living Waiver (ALW) and the Nursing Home Diversion which ultimately transitioned into the SMMC Program.

She served as the Administrator of the Nursing Home Diversion program since its inception in 2004 and served as the Administrator of the Licensed and Medicare-Certified Home Health

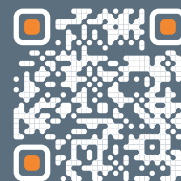
Agencies, giving her the opportunity to understand the individual care process from both care management and service delivery perspectives.

Tatiana's dedication to the field is backed by a 23-year journey during which she has honed her skills and expertise in the long-term care space. Her medical degree from the University of Havana, Cuba, further enhances her ability to contribute meaningfully to the well-being of those she serves.



## 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) từ Thứ Hai đến Thứ Sáu, từ 8 giờ sáng đến 8 giờ tối.

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