

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 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.

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.

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.

Brave Health: Simple, Virtual Mental Health Care When You Need It



Brave Health is a telehealth mental health provider that works with Florida Community Care to support our members. They offer therapy and medication management for individuals ages 13 and older.

They support members through a wide range of life stages and health challenges with care designed to be easy to access and tailored to each person's needs.

How to Sign up:

Ask your Care Manager or call Member Services 1.833.322.7526 (or 711 for TTY) for a referral or **call/text 305.902.6347** directly for an appointment.

What services do they offer:

- Medication Management to help manage symptoms and improve daily life.

- Individual Therapy to help build coping skills through methods to help with thoughts, feelings, and behavior.
- Group Sessions to support health management through shared support and skill building.
- Family and Couples Counseling to strengthen relationships and communication.

All you need:

- Complete all required forms ahead of time (have photo ID and proof of insurance ready)
- Set aside about 1 hour
- Choose a private, quiet space.
- Have good Wi-Fi or internet connection.

Call or Text Brave Health at
305.902.6347
for support today!

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 or call **888.383.7074** to learn more and reach out to your Care Manager or Member Services to confirm if this included in your expanded benefits **1.833.322.7526 (or 711 for TTY)**.



Disease Management

FCC Supports Your Health!

Chronic diseases can have an impact on your quality of life. Unmanaged diseases add stress for you and your family. By managing some of the causes, you can help prevent these diseases from getting worse and learn how to report and control your symptoms. Programs are available for the following chronic diseases:

- Asthma
- Diabetes
- Cancer
- Depression
- Human Immunodeficiency Virus (HIV)
- Chronic Kidney Disease (CKD)
- Dementia

To enroll in a disease management program, talk to your Care Manager or call 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