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NUMBERS TO KNOW

We’re just a phone call (or click) away!

CALL CUSTOMER SERVICE:
1-866-334-7927
TTY: 711
Monday–Friday, 8 a.m. to 7 p.m.

NURSE ADVICE LINE:
1-800-919-8807
24 hours a day/7 days a week

24-Hour Behavioral Health Crisis Line
1-855-606-3622
Or visit
www.wellcare.com/Florida

WORD SEARCH SOLUTION
Puzzle on page 10
the HPV VACCINE

WHY DOES MY CHILD NEED THE HPV VACCINE?
This vaccine protects against most of the cancers caused by HPV. HPV is a very common virus. It’s spread through sexual contact.

About 14 million people, including teens, are infected with HPV each year. It can cause several types of cancer, including:
- Cervical, vaginal and vulvar cancers in women
- Penile cancer in men

WHEN SHOULD MY CHILD GET THE VACCINE?
Experts recommend the HPV vaccine for boys and girls at age 11 or 12. The HPV vaccine works best at this age, and it helps to protect kids before they are exposed to the virus.

The HPV vaccine is a series of shots given over several months. Make sure your child gets all of the shots in the series. Make an appointment for the remaining shots before you leave the doctor’s office.

AH-CHOO!

ALL ABOUT THE COMMON COLD

The #1 reason people miss work and school is the COMMON COLD. Most adults get 2 or 3 colds each year, and kids get sick more often than that.

GET YOUR FLU SHOT
It’s one of the easiest ways to stay healthy. You’ll protect yourself and your family from the flu.

Call your doctor or visit your pharmacy today.

PREVENT IT
You might assume colds are a fact of life. But there are ways to protect yourself. Follow these tips to reduce your risk of getting a cold:

✓ Wash your hands frequently with soap and water
✓ Don’t touch your eyes, nose or mouth unless you’ve washed your hands
✓ Keep your distance from others who are sick

PROTECT OTHERS
Keep your family and friends healthy. If you have a cold, stay home. Also be sure to:

✓ Avoid shaking hands or kissing others
✓ Cough or sneeze into your sleeve or a tissue
✓ Wash your hands after you cough, sneeze or blow your nose

WHEN TO SEE A DOCTOR
A cold typically lasts 7–10 days. But if your symptoms last longer than that, call your doctor.

SUBSTANCE USE DISORDER

SUBSTANCE USE DISORDER IS THE MISUSE OF:
- Illegal drugs
- Alcohol
- Prescription medication, including pain and sleeping pills

8.5% of AMERICANS have a substance use disorder

Substance use disorder can lead to addiction. It happens when you can’t stop using the drug or substance. Addiction actually changes your brain. That’s why it can be so hard to quit.

WARNING SIGNS of Substance Use Disorder:
- You try to quit but can’t
- You have to use more to get the same feeling
- You’ve been arrested or stayed in the hospital due to your drug or alcohol use

If you or someone you know is using drugs or has a drinking problem, get help. Talk to your doctor about programs available in your area.

YOUR HEALTH
Want to live a healthy lifestyle? Smart eating, fitness and sleeping habits are all it takes.

HEALTHY EATING PLAN

✓ Fill up on vegetables, fruits, whole grains, and fat-free or low-fat dairy products
✓ Include lean meats, poultry, fish, beans, eggs and nuts
✓ Limit sodium, saturated and trans fats, added sugars and alcohol
✓ Control portion sizes

HEALTHY FITNESS PLAN

Get moving to see the most benefits:

✓ Health benefits start with as little as 1 hour of exercise/week
✓ Reduce the risk of many chronic diseases with a total of 2 ½ hours/week of moderate-intensity exercise, such as brisk walking

HEALTHY SLEEPING PLAN

✓ Studies show a relationship between lack of sleep and obesity
✓ A common myth is that you can learn to get by on little sleep with no negative effects
✓ Get enough quality sleep at night – it’s vital for mental health, physical health, quality of life and safety

TALK TO YOUR DOCTOR ABOUT HEALTHY CHOICES THAT ARE RIGHT FOR YOU.

If you need a new doctor or need help making an appointment, please call Customer Service.

MEMBER
RIGHTS & RESPONSIBILITIES

As a WellCare member, you have certain rights. There are also some things you’re responsible for.

YOU HAVE THE RIGHT TO:

- Receive information about our organization and its services, practitioners and providers
- Receive information about member rights and responsibilities
- Be treated with respect and dignity
- Have your privacy protected
- Participate with practitioners in making decisions about your health care
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost and benefit coverage
- Voice complaints or appeals about the plan or the care it provides
- Make recommendations regarding the plan’s member rights and responsibilities policy

YOU HAVE RESPONSIBILITY TO:

- Supply information needed for the plan and its doctors to provide you with care
- Follow agreed-upon plans and instructions for care
- Understand your health problems
- Help set treatment goals with your doctor

YOU MAY HAVE MORE RIGHTS AND RESPONSIBILITIES.

Find a complete list in your Member Handbook. As always, we wish you good health.

CLICK or CALL for the Latest Drug Coverage Updates

Want to find the latest about the drugs we cover? Stop by our website, www.wellcare.com/florida. You’ll find our Preferred Drug List (PDL). You can learn about drugs we’ve added or removed. You’ll also find changes to any drug requirements or coverage limits. You can also call us for updates.
Keep up to date with your health plan. Check our website often for new content. Go to the website listed under “Numbers to Know” on page 2 of this newsletter. There you’ll find the Member Handbook. It contains information on:

**BENEFITS:**
- Exclusions from coverage
- Pharmacy benefit information
- Co-payments and other charges you might be responsible for
- Benefit restrictions about out-of-network and out-of-service areas
- Information about doctors who are in our network

**SERVICES:**
- Primary care services
- Specialty, behavioral health and hospital services
- After-hours care
- Emergency care – when to call 911 or go to the emergency room

**HELP:**
- How to get coverage when you’re out of the service area
- How to file complaints
- How to file appeals
- How to file claims

**OTHER:**
- Language assistance
- How we evaluate new technology

**NEED A PRINTED COPY?**
Call to request a handbook or other member materials. You can also ask for another format. Let us know if you need a different language, large print or audiotape. There is no charge for this service.

Find our contact info and hours under “Numbers to Know” on page 2 of this newsletter. If you leave a voice mail message after hours, we’ll call you back within 24 business hours.
**STATIN MYTHS**

**MYTH:** Statins can cause muscle damage.

**TRUTH:** Statins can cause mild muscle pain. Talk to your doctor if your pain is severe. Your doctor will keep an eye on your symptoms.

**MYTH:** Statins can cause diabetes.

**TRUTH:** Statins can raise blood sugar. But it’s still good for diabetics to take a statin since they can lower cholesterol and protect the heart.

**MYTH:** Statins can cause dementia.

**TRUTH:** Recent studies have not seen a link. Some studies suggest statins may even reduce the risk of Alzheimer’s disease.

STAY AHEAD OF BREAST CANCER: GET SCREENED

Finding breast cancer early can help save your life.

It’s important to take care of your health. That includes getting recommended cancer screenings. Breast cancer is the most common cancer in American women, except for skin cancers. There is a 1 in 8 chance that a woman will develop breast cancer in her lifetime.

A mammogram is a breast X-ray test. It looks for changes that may be signs of breast cancer. A mammogram can help to find breast cancer early, when it is easier to treat. Breast cancer does not always have symptoms when the tumor is small. That’s why women should get screened. Screening mammograms are a covered benefit from your health plan.

Talk to your health care provider about your risk for breast cancer. Ask which breast cancer screening plan may be right for you.

OCTOBER is BREAST CANCER AWARENESS MONTH
Please share this message with all your friends and family.


ALWAYS TALK WITH YOUR DOCTOR

CALL 911 or go to the nearest emergency room.

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor’s advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by Staywell. Also, Staywell does not guarantee any health results. You should review your health plan or call Customer Service to find out if a service is covered.
Health and wellness or prevention information

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-334-7927 (TTY: 711).
