



Member Newsletter

July 2018

Volume 3, Issue 3

Community Care Plan, “the health plan with a heart”

Keep your kids safe this summer with these pool and playground tips from the American Academy of Pediatrics.

Pool Safety

- Parents should watch their kids near a pool.
- Kids under age 5 should have an adult giving “touch supervision.”
- Touch Supervision is being within one arm length of a kid near the pool.
- Use a life-jacket instead of a pool floatie.
- Kids over one year of age may be at a lower risk for drowning if they have swimming lessons.
- Two resources for swim lessons are:
 - SWIM Central: 10 free 30-minute water-safety classes over a two-week period, taught by certified water-safety instructors 954-357-SWIM (7946) SWIMCentral@Broward.org
 - Water Smart Broward: The Children’s Services Council of Broward County has partnered with Broward County’s SWIM Central program to provide a coupon with a value of \$40 to help off-set the cost of swimming instruction for children. For pool locations and to request your coupon, please call 954-467-4700 or visit: www.watersmartbroward.org/swim-instruction/swim-coupon/

Sunscreen Tips

- Use sunscreen labeled “Broad-Spectrum.”
- Sunscreen should have an SPF of 15-50.
- Sunscreen should cover all areas on the body that are exposed.
- Use sunscreen 15-30 minutes before going outside.
- Reapply every 2 hours.

<https://healthychildren.org/English/news/Pages/Summer-Safety-Tips-Sun-and-Water-Safety.aspx>
<https://healthychildren.org/English/news/Pages/Summer-Safety-Tips-Staying-Safe-Outdoors.aspx>
<https://healthychildren.org/English/safety-prevention/at-play/Pages/Sun-Safety.aspx>

Playground Safety

- Parents should watch their kids while they are playing.
- The summer heat can make the playground very hot.
- Make sure slides are cool, so your child does not get burned.
- Always wear shoes while playing.
- Swing seats should be made of soft materials.
- Check the playground to make sure there are no loose parts that could hurt your child.

To find a playground near you, visit: www.broward.org/PARKS/THINGSTODO/Pages/Playgrounds.aspx



Always consult your physician before making changes to your lifestyle or healthcare routine. This information is available for free in other languages. Please call Member Services at 1-866-899-4828 Monday – Friday 8:00am – 7:00 pm EST. For hearing impaired assistance call: TTY/TDD 1-855-655-5303. Si usted necesita esta información en Español llame al 1-866-899-4828 TTY/TDD 1-855-655-5303 de Lunes a Viernes desde las 8:00am a 7:00pm EST. Si ou vie resewva enfomeseyon sa en Kreyol rele nimewo telefon sa 1-866-899-4828 TTY/TDD 1-855-655-5303 Lendi jiska Vandredi de 8:00am a 7:00pm EST.



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Did You Know?

Community Care Plan (CCP) provides information online to help you understand your health benefits and how to use them. Visit www.ccpcares.org/healthinfo for information on the topics below. Want a paper copy of this information? Please call Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303.

- Language Assistance and TTY Services
- Important Contact Information
- Your Rights and Responsibilities
- How to Access and Use Your Plan Benefits
- Our Utilization Management Procedures, which include:
 - Services Requiring Authorization
 - New Technology Information
 - Services Not Covered by CCP
 - What to Do if You Get a Bill
- How to Find a Network Provider (Provider Directory)
- Primary and Specialty Care Information, which includes:
 - Choosing a Primary Care Physician (PCP) for You or Your Child
 - Changing Your PCP
 - Appointment Scheduling, Wait Times, and Other Standards
 - Patient-Centered Medical Home Information (PCMH)
 - Transitioning from Pediatric to Adult Care
 - Specialty Care
 - Getting After-Hours Care
 - Getting Care When You Are Out of the Service Area
- Behavioral Health Benefits
- How to Get Urgent, Hospital, or Emergency Care
- Our Quality Management Program, which includes:
 - Member Satisfaction Survey Results and Improvement Plan
- Your Prescription Drug Benefits
- Population Health Programs
- Online Claims and Benefits Information, which includes:
 - How to Access your Claims Information
 - How to Request a New ID Card
 - How to Change your PCP
- How to File a Complaint, Grievance, or Appeal

This information is available for free in other languages. Please contact our member service number at 1-866-899-4828/TTY/TDD, 1-855-655-5303, Monday through Friday from 8:00 a.m. to 7:00 p.m. ET. Esta información está disponible gratis en otras lenguas. Por favor, contacte a nuestro departamento de servicio al cliente al 1-866-899-4828 TTY/TDD 1-855-655-5303 de Lunes a Viernes desde las 8:00 a.m. a 7:00 p.m. Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte departman sèvis manm nou an nan 1-866-899-4828 TTY/TDD 1-855-655-5303 Lendi jiska Vandredi de 8:00 am a 7:00 pm EST.

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