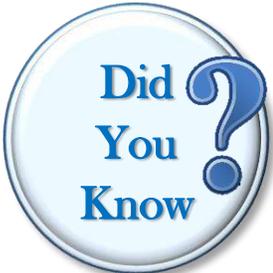




# Enrollee Newsletter

JUNE 2017  
Volume 2, Issue 3

## Community Care Plan, 'the health plan with a heart'



### Enrollee Services is here to help you!

They handle many types of calls. Please call if you have any needs below.

They can be reached at 1-866-899-4828 / TTY/TDD 1-800-424-0328 from Monday through Friday, 8:00 a.m. to 7:00 p.m. ET.

- ♥ Are you unhappy with something at Community Care Plan? Call Enrollee Services to file a complaint.
- ♥ Are you curious about our Quality Improvement Program? Call Enrollee Services for more information, including our Member Rewards Program.
- ♥ Do you have an idea that will help to make CCP better? We want to hear from you. To be a part of our Member Advisory Panel, call Enrollee Services.
- ♥ Do you disagree with a decision that CCP made? Call Enrollee Services to file an appeal.
- ♥ Need a case manager? Call Enrollee Services to get connected with one.

### CCP, the healthplan with a heart, wants you to know these important facts:

- ♥ Decision making at CCP is based ONLY on appropriateness of care and service, and existence of coverage.
- ♥ Community Care Plan does not reward practitioners, or other individuals for issuing denials of coverage.
- ♥ At CCP our decisions are not connected to any financial incentive. Our staff is not encouraged to make decisions that result in underutilization.
- ♥ You can see our quality rates and compare health plans. Go to : <http://www.floridahealthfinder.gov/HealthPlans/Search.aspx?p=5>. This link can also be found on our website under the Enrollees section. Go to: <http://www.ccpcare.org/> and click enrollees. Click on the link for performance of health plans in your area.
- ♥ To see our member survey results please visit: <http://www.ccpcare.org/enrollee/enrollees-surveys>

### Opioid Phone Line

Are you dealing with addiction to pain medication? Someone is available 24 hours a day to help.

- ♥ Get general information
- ♥ Recognize signs of abuse
- ♥ Learn about treatment options
- ♥ Talk to someone who can help



All calls are private. Call 1-800-424-4782.

*This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828 / TTY/TDD, 1-800-424-0328, 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 1-866-544-2673 TTY/TDD 1-800-424-0328 de Lunes a Viernes desde las 8:00 a.m. a 7:00 p.m.*

Source: <https://www.cdc.gov/zika/fs-posters/index.html> \*Ensure the mosquito repellent is registered with the Environmental Protection Agency. Do not use repellent on children younger than 2 months old. Do not use products with oil of lemon eucalyptus or para-menthane-diol on children younger than 3 years old. Always consult your physician before making any changes to your lifestyle or healthcare routine.

# Pregnancy Corner



## Zika Symptoms

- Fever
- Rash
- Joint Pain
- Red Eyes

If you have these symptoms, tell your doctor right away.



## Household Items that Hold Water

- Tires
- Buckets
- Planters
- Toys
- Pools
- Trash containers

## About the Zika Virus

A mosquito bite can give you Zika. Zika is a virus that can hurt your pregnancy. The virus during pregnancy can cause birth defects. Your baby could be born with microcephaly. This is a serious birth defect of the brain. Other defects of the eyes and hearing have been reported.

Zika virus can be transmitted through sexual contact. Use condoms or avoid having sex.

## Ways to Protect Your Family

- ♥ Dump standing water around your house. Mosquitos lay their eggs in water. Turn over or cover all outdoor things that can hold water.
- ♥ Use window and door screens.
- ♥ Wear long sleeved shirts and long pants.
- ♥ Use mosquito repellent.\* Pregnant and breast feeding women can use repellent safely if the instructions on the label are followed.
- ♥ Use mosquito netting.
- ♥ Protect yourself during sex. Use a condom.

## CCP Offers Free Mosquito Repellent

- ♥ Go to any in-network pharmacy that carries one of the covered mosquito sprays
  - ♥ Pick out one of the covered sprays listed and bring it to the pharmacy counter
  - ♥ Present your CCP insurance card
  - ♥ The pharmacy will provide the covered spray at no cost to you
  - ♥ You can get 1 bottle per household per month
- 
- Repel Sportsmen Max, 40% Spray
  - Repel Sportsmen, 25% spray
  - Cutter Skinsations, 7% spray
  - Off Active, 15% spray
  - Off Deep Woods, 25% spray
  - Off Familycare, 15% powder spray
  - Off Deep Woods Dry, 25% spray
  - Cutter Backwoods, 25% spray

If you have any questions, please call our Member Services Department at : 1-866-899-4828 /TTY/TDD 1-800-424-0328.

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