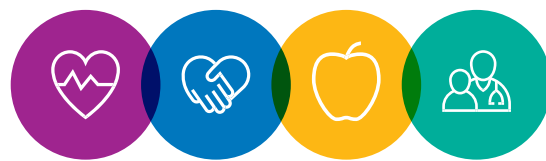


Health Coach



TIPS FOR A HEALTHIER LIFE

Help for the holiday blues

The holidays can be stressful. Shopping, social events, debt, and other pressures can lead to anxiety. This change from your everyday routine can cause you to neglect good nutrition. And you are more likely to skip exercise. Together, these factors can lead to holiday blues.



Call 1-800-424-1764 if you need help finding a behavioral health provider near you, or go to [MagellanAssist.com](https://www.magellanassist.com).

You can also call Member Services at 1-855-921-6284 for help.

Keeping the blues away

You might ease your holiday blues with something as simple as getting enough rest. Lack of sleep can cause cloudy thinking and irritability. It can also hamper your ability to deal with everyday stress.

Tips to ease the blues

If you have the holiday blues, try these tips:

- ✓ Limit alcohol intake.
- ✓ Stick to your normal routine as much as you can.
- ✓ Set a realistic budget and then stick to it.
- ✓ Set realistic goals and expectations.
- ✓ Don't label the season as a time to cure past problems.
- ✓ Don't be afraid to say no. Don't go to parties when you don't really have time. Don't take on events that will crowd your time. Don't overextend yourself. Don't spend time around people who add to your stress.
- ✓ Find time for yourself every day.
- ✓ Enjoy free holiday activities.
- ✓ Try to celebrate the holidays in a different way.

The holiday blues can be quite common, but if you are feeling especially down—for example, your sleep or your appetite is affected, or if your feelings persist after the holidays—contact your healthcare provider.

Source: Help for the Holiday Blues ([ascensioncaremanagement.com](https://www.ascensioncaremanagement.com))

What to do if you get a bill from your doctor



Members with Medicaid/CHIP should never get a bill for healthcare services. If you have Medicaid/CHIP and get a bill from a doctor or other health care provider, please call **1-855-749-7985**. Please have the bill ready when you call. If you have CHIP, you should only pay for copays if they apply for your family. Copay amounts are listed on the front of your Dell Children's Health Plan ID card. If you get a bill from a doctor or other health care provider for something else, please call **1-855-749-7985**.

It's flu season—time to get a flu vaccine!

The Center for Disease Control (CDC) recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses. Take everyday preventive actions that are recommended to reduce the spread of flu.

- ✔ Avoid close contact with people who are sick.
- ✔ If you are sick, limit contact with others as much as possible to keep from infecting them.
- ✔ Cover coughs and sneezes.
- ✔ Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- ✔ Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- ✔ Avoid touching your eyes, nose, and mouth. Germs spread this way.
- ✔ Clean and disinfect surfaces and objects that may be contaminated with viruses that cause flu.

Source: Preventive Steps (cdc.gov)



You can get a **\$25 gift card** for getting your annual flu vaccine! Restrictions and limitations apply. See your member handbook for more information.

Recertify your Medicaid benefits on time

The Health and Human Services Commission (HHSC) will send you a letter telling you it's time to renew your Medicaid benefits. Make sure to return your renewal packet on time.

You can also call 2-1-1, pick a language, and then select option 2, or you can go to **YourTexasBenefits.com** and click on Manage your account.

If you need help renewing your benefits, call us at **512-324-DCHP (3247)** or email us at **DCHPCommunityOutreach@ascension.org**.

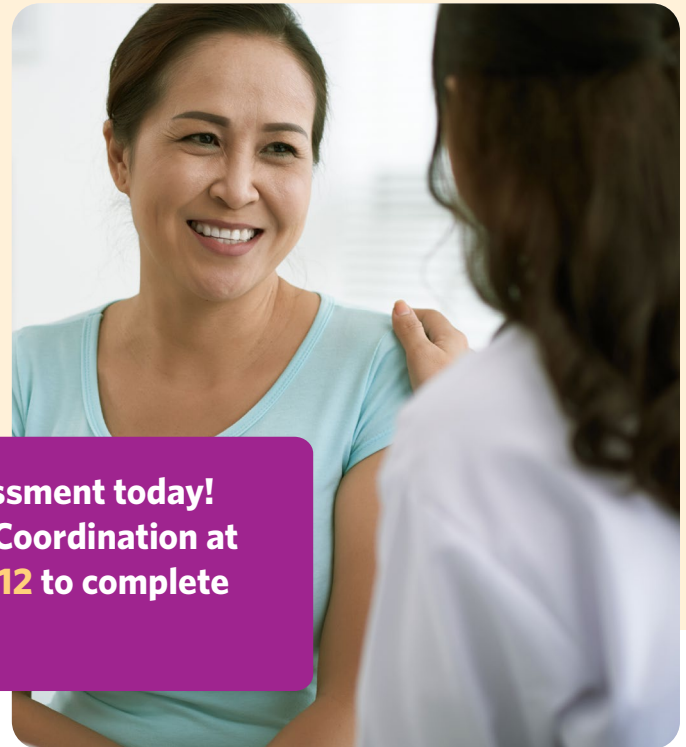


Service Coordination can help manage your condition

We can help if you have diabetes, depression, asthma or any other condition that requires special care.

Call Service Coordination at 512-324-3015 or 1-844-564-5212 for more information.

We also offer value-added services to help you manage these conditions.



Please fill out a health risk assessment today! Use the QR code or call Service Coordination at 512-324-3015 or 1-844-564-5212 to complete the health risk assessment.



Call our 24-hour Nurse HelpLine to talk to a nurse, anytime!

Call the Dell Children's Health Plan 24-hour Nurse HelpLine anytime to talk to a nurse. Our 24-hour Nurse HelpLine is available 24 hours a day, 7 days a week, 365 days a year.

Call **1-855-712-6700 (TTY 7-1-1)** to talk to a nurse for answers for your health care questions and help with getting the care you need, at no cost to you.



Do you know your member rights and responsibilities?

You can find your member rights and responsibilities online at **DellChildrensHealthPlan.com** or in your member handbook.

If you need a copy of your member handbook or if you have questions about how your health plan works, please call Member Services at **1-855-921-6284.**

Provider directories and member handbooks, newsletters and other resources are available online at **DellChildrensHealthPlan.com.**



Check out the Notice of Privacy Practices online

This document tells you how and when we use or share your health information. You can find the Dell Children's Health Plan Privacy Practices online at **DellChildrensHealthPlan.com** or in your member handbook.

If you need a copy of your member handbook or if you have questions about how we use your health information, please call Member Services at **1-855-921-6284.**

Dell Children's Health Plan will be closed on Christmas Day, December 25th and New Year's Day, January 1st

Our 24-hour Nurse HelpLine is available to help members anytime, including holidays. If you have questions or need help, call **1-855-712-6700**. If you are having an emergency, call 9-1-1.



Follow us on [facebook.com/DellChildrensHealthPlan](https://www.facebook.com/DellChildrensHealthPlan).

For a current list of events visit us online at [DellChildrensHealthPlan.com](https://www.DellChildrensHealthPlan.com).

