

# Health Coach



TIPS FOR A HEALTHIER LIFE

## Protecting your child from RSV

RSV is a virus that can cause respiratory infections in people of all ages. RSV illness happens more often in the winter and early spring. RSV symptoms often start mild, like a cold. They can lead to coughing and wheezing. But in some children, like preterm babies, RSV can be more serious.



### Symptoms of RSV:

- ✓ **Stuffy or runny nose**
- ✓ **Fever**
- ✓ **Cough**
- ✓ **Wheezing**
- ✓ **Fast breathing**
- ✓ **Trouble breathing**
- ✓ **Flaring of nostrils or straining of the chest or stomach while breathing**
- ✓ **Turning blue around the lips and fingertips**
- ✓ **Trouble eating, drinking or swallowing**

### How to protect your child from RSV

RSV spreads easily when a person with the virus coughs or sneezes. A person can get RSV by touching something with the virus on it. It spreads quickly in group settings, such as daycare and schools.

To help protect your child from RSV infection:

- ✓ Make sure your child does not have close contact with sick people.
- ✓ Clean your hands before and after caring for your child. Ask other caregivers to wash their hands often.
- ✓ Cover your mouth and nose when you cough or sneeze. Ask other people to do the same.
- ✓ Don't put your child in childcare with a lot of children during their first winter.
- ✓ Breastfeed your child, if possible.

Source: Protecting Your Child from RSV ([ascensioncaremanagement.com](http://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**.

## Protect against flu: Caregivers of infants and young children

Children younger than 5 years old—especially those younger than 2—are at higher risk of developing serious flu-related complications. Make sure to:

- ✓ Get a flu vaccine, and make sure that other caregivers and all household members aged 6 months and older also get vaccinated each year.
- ✓ Keep yourself and the child away from people who are sick as much as you can.
- ✓ Cover your nose and mouth with a tissue when you cough or sneeze—throw the tissue away after you use it and wash your hands.
- ✓ Wash your hands or use an alcohol-based hand cleaner often, especially after you cough or sneeze.
- ✓ Try not to touch your eyes, nose or mouth.
- ✓ Clean and disinfect frequently touched surfaces.

Source: Protect Against Flu: Caregivers of Infants and Young Children (cdc.gov)



**Dell Children's Health Plan offers rewards for eligible members who get their flu vaccine.**

**\$25 gift card for over-the-counter products for getting the full series of flu vaccine, ages 6-24 months**

**\$25 gift card each year for getting the flu vaccine for members age 3 and older**

**Restrictions and limitations apply. See your member handbook for more information.**



## GoManda app helps children with autism develop vocabulary skills

Dell Children's Health Plan has partnered with GoManda to offer their GoManda app to members with autism or speech delay to build vocabulary comprehension skills. The app is free for Dell Children's Health Plan members under age 8. For more information, call Member Services or email [qualitymanagement@ascension.org](mailto:qualitymanagement@ascension.org). A referral is required. *Restrictions and limitations apply.*

## 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](http://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](mailto:DCHPCommunityOutreach@ascension.org).



# Service Coordination can help manage your child's condition

We can help if your child has diabetes, ADHD, 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.



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

