

KID'S CORNER



Tips for families from Dell Children's Health Plan

Start some healthy holiday traditions

You and your family can adopt some new traditions that may help ease the season's stress and make your holidays healthy and happy.

Physical health

- Make the holidays a family affair so you're not burdened with all the work.
- Continue to exercise.
- Limit your consumption of high-fat holiday treats.



Dell Children's Health Plan offers recreation programs to help keep your child active, including memberships to Planet Fitness, Boys & Girls Clubs, and Hays county YMCA locations. See your member handbook for details or call Member Services at **1-855-921-6284**.

Emotional health

Here are some ways to create new holiday traditions that will help level your emotions:

- Don't be afraid to scale down gift giving.
- If you can't be with your family, get out around people. Plan to be with friends or volunteer to help others who also may be separated from their families.



If you need help finding a behavioral health provider near you, call **1-800-424-1764** or go to **MagellanAssist.com**. You can also call Member Services at **1-855-921-6284** for help.

Happy and healthy kids

Here are some ways to make the holidays special for your children:

- Spend more time with your kids.
- Watch less TV and do more things as a family.
- Let your children help you decorate and bake, even if it means your creations aren't perfect.
- Teach your children that gifts don't have to be tangible. Let your children come up with their own ideas of what they can offer.



We want your family to stay safe this holiday season. New members can get a \$40 voucher for safety gear, like bike helmets, and more from the Dell Children's Simply Safety Centers. See your member handbook for more details or call Member Services at **1-855-921-6284**.





Important information to take to your child's doctor visits

- A list of your child's current medications with you.
- The names of other doctors your child sees.
- Ask the doctor to help set up a visit with a specialist, if necessary.
- Give the specialists your child sees the name and phone number of your child's primary care provider.
- Ask the specialist to send a summary of care to your child's primary care provider.
- Call Member Services at **1-855-921-6284** if you need help setting up an appointment. You can also ask about telehealth visits for your child or help getting a ride.
- Call the 24-hour Nurse HelpLine at **1-855-712-6700** if you have questions. You can also call your child's service coordinator, if they have one.



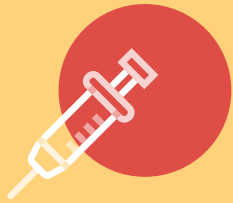
What to do if you get a bill from your doctor

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**.

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. A referral is required. Restrictions and limitations apply.





Get vaccinated against the flu!

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

- **\$25 for getting the full series of flu vaccine, ages 6-24 months**
- **\$25 each year for getting a flu vaccination, for members ages 3 or older**

Restrictions and limitations may apply.



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**.



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**.



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**.



Get care when your child's doctor's office is closed

Sometimes you need to see a doctor for injuries and illnesses that are probably not emergencies but need to be treated within 24 hours. If your doctor's office is closed and you need care within 24 hours, you can go to an urgent care center or after-hours clinic. You can get care for common illnesses like fevers, colds or flu, stomach problems, sinus problems, earaches or urinary tract infections, and injuries like strains, burns, cuts, bites or sprains.



For the most current list of our network providers, visit dellchildrenshealthplan.com and select "Find a Doctor".

If you are not sure where to get care, call our 24-hour Nurse HelpLine at **1-855-712-6700 (TTY 7-1-1)** to talk to a nurse for help.



Don't forget to follow us on facebook.com/DellChildrensHealthPlan for a current list of events or email us at DCHPCCommunityOutreach@ascension.org.



Obtenga atención cuando el consultorio del médico de su hijo esté cerrado

A veces necesita atención médica por lesiones y enfermedades que probablemente no sean emergencias, pero que deban tratarse dentro de las primeras 24 horas. Si el consultorio de su médico está cerrado y necesita atención médica, puede acudir a un centro de atención de urgencia o a un centro que atienda después de horas laborales. Puede recibir atención para enfermedades comunes como fiebre, resfriados o gripe, problemas estomacales, problemas sinusales, dolores de oído, infecciones del tracto urinario, y lesiones como torceduras, quemaduras, cortes, picaduras o esguinces.



Visite dellchildrenshealthplan.com y seleccione “Buscar un médico” para obtener la lista más actualizada de proveedores en la red.

Si no está seguro de dónde recibir atención, llame a la línea de ayuda de enfermería las 24 horas al **1-855-712-6700 (TTY 7-1-1)** para hablar con una enfermera.



No olvide seguirnos en facebook.com/DellChildrensHealthPlan para obtener una lista actualizada de eventos o escríbanos a DCHPCommunityOutreach@ascension.org.