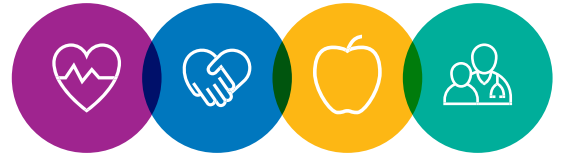


Health Coach





TIPS FOR A HEALTHIER LIFE

How to ease allergies this spring


After a long winter, spring is finally here! Flowers are blooming and we are enjoying longer and warmer days. Spring also brings pollen in the air, which causes spring allergies for some people. You may experience some uncomfortable symptoms including a runny nose and itchy red eyes.

You can take steps to reduce your allergy symptoms and reduce your exposure to pollen as much as you can:

- ✓ Limit outdoor activities early in the morning between 5:00 a.m. and 10:00 a.m., when pollen is most common.
- ✓ Keep car windows closed when traveling.
- ✓ Don't hang bedding or clothing outside to dry.
- ✓ Wear sunglasses and a hat to keep pollen out of your eyes and hair.
- ✓ Keep windows closed at night and use air conditioning. This cleans, cools and dries the air.



Dell Children's Health Plan members can get an allergy-free mattress and pillow covers to help control asthma symptoms when enrolled in the asthma management program.



Source: healthlibrary.ascensioncaremanagement.com/Search/85,P00030

What to do when you have an asthma attack

It's scary when you are having an asthma attack, and it can be hard to know what to do. If you are having an asthma attack:

- ✓ Follow your asthma action plan. It tells you what to do when asthma flares up. **Scan the QR code** or visit dellchildrenshealthplan.com/what-to-do-when-sick to download an asthma action plan.
- ✓ Call the doctor or the **24-hour Nurse HelpLine at 1-855-712-6700 (TTY 7-1-1)** for advice. If the doctor's office is closed, leave a message and someone will call you back.
- ✓ If you cannot breathe, go to the nearest emergency room or call **9-1-1**. A severe asthma attack (also called an exacerbation) is a medical emergency.



Scan the QR code to download an asthma action plan

Get the flu shot every year. The flu can make asthma worse.

To help avoid trips to the emergency room for the flu, make sure to get a flu shot every year. **Members get a \$25 reward for getting an annual flu shot.**

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

What is Disease Management?

Disease Management is an important part of our service coordination programs.

The goal of disease management is to ensure our members fully understand their condition. With the help of disease management, members are able to manage their conditions and prevent avoidable trips to the emergency room or the hospital. Disease management also helps members develop an action plan.

An action plan includes steps to take if symptoms suddenly become worse. The service coordination team also helps members with chronic conditions like asthma, diabetes or heart problems. A service coordinator works with members to prevent longer term complications, so that you and your children can maintain good health for a long time to come.

Have a plan for sick days if you have a chronic condition like asthma or diabetes. Your doctor or service coordinator can help you make a sick day plan for you or your child. Disease Management is available at no cost to members who have chronic conditions.

If you would like to connect to our programs, please call us at **512-324-3015 (TTY 7-1-1), toll-free 1-844-964-3015 (TTY 7-1-1)** or email at dchp-cm@ascension.org.



Dell Children's Health Plan has some fun upcoming events for you and your kids!

Last month Dell Children's Health Plan hosted the movie Dog Man at Cinemark Cedar Park. Thank you to our members for making Dog Man the most attended member appreciation movie event so far! With 335 members, we had fun meeting families, eating popcorn and watching the movie.



Check out these upcoming events!

On April 17th, the **Health and Wellness Night** will take place at Frost Elementary School from 5:00 p.m. to 6:30 p.m.

On April 19, the **Easter Eggstravaganza** will take place at the Lockhart Little League Sports Center from 8:00 a.m. to 2:00 p.m.

On April 26, the **Kid Fest** will take place at the Northeast Early College Prep from 9:00 a.m. to 1:00 p.m.

We hope to see you and your family there! For more upcoming events, check out our website at DellChildrensHealthPlan.com/events.



MyStrength offers tools for better health

MyStrength is an online tool for members to learn to reduce stress, chronic pain, anxiety, depression, substance use, and more. Dell Children's Health Plan offers myStrength at no cost to members age 13 and older.

To get help through myStrength:

- ✓ Visit mystrength.com or download the myStrength mobile app. You can also call **1-800-945-4355 (TTY 7-1-1)**.
- ✓ Select Sign up
- ✓ Use access code **DCHP**
- ✓ Complete a brief personal profile

Do you need an interpreter?

We can help in many different languages and dialects, including Spanish.

If you need help talking to your doctor in your native language, you can get an interpreter over the phone or in-person at no cost.

If you need an interpreter, call **Member Services at 1-855-921-6284 (TTY 7-1-1)** at least two days before your appointment.



Your opinion matters and we need your help!

Dell Children's Health Plan wants to hear from you!

Every year, we send a survey to some of our members to get feedback on your health care services. When you answer questions on the survey, you are letting us know how well we take care of you. If you are randomly chosen to get the survey, you will be able to complete it through the mail, by phone or online. We want you to complete it in a way that works best for you!

Your answers help us make changes that improve care for you and for others who use Dell Children's Health Plan. We need you to tell us what problems you've had when using your Medicaid so we can fix them.

Some of the questions ask about the care you get from your doctor. Do they have an appointment available when you or your child needs care? Do they take time to listen to you? Did you feel the staff was sensitive to your cultural needs? Other questions ask you about your health plan. Were forms from the health plan easy to fill out? Was it easy to get special medical equipment for your child if they needed it?

Press Ganey helps us send out this survey so you may see their name on the envelope. It will take less than 20 minutes to complete. ***We know your time is valuable, and we appreciate your feedback!***



Member resources are available online

View, download or print the most current provider directories and member handbooks online at DellChildrensHealthPlan.com. You can also get these materials in another language or format by calling Member Services at 1-855-921-6284 TTY 7-1-1).



Follow us on facebook.com/DellChildrensHealthPlan. For a current list of events visit us online at DellChildrensHealthPlan.com.

For more information email us at dchp-CM@ascension.org

