

KID'S CORNER

Tips for families from Dell Children's Health Plan



The holiday season is a time for celebration and connection, but it can also bring stress, busy schedules and changes in routine.

At Dell Children's Health Plan we want to help you and your family stay healthy and feel your best through it all.



Healthy habits made easy

Why proper hand-washing is important during this festive time

Since the holidays often involve close contact with family and friends, smart hand-washing should be at the top of your and your child's list during the holidays. The simple act of washing your hands can keep you healthy and prevent the spread of respiratory infections and diarrhea.

Germs can spread from person to person or from surfaces to people if you or your child do the following with unwashed hands:

- ✓ Touch your eyes, nose and mouth
- ✓ Prepare or eat food and drinks
- ✓ Touch surfaces or objects that have germs on them
- ✓ Blow your nose, cough or sneeze into your hands and then touch other people's hands or common objects (such as the telephone, door handles or shopping carts)

Source: [cdc.gov/clean-hands/about/index.html](https://www.cdc.gov/clean-hands/about/index.html)



Help yourself and your loved ones stay healthy by washing your hands often, especially when you:

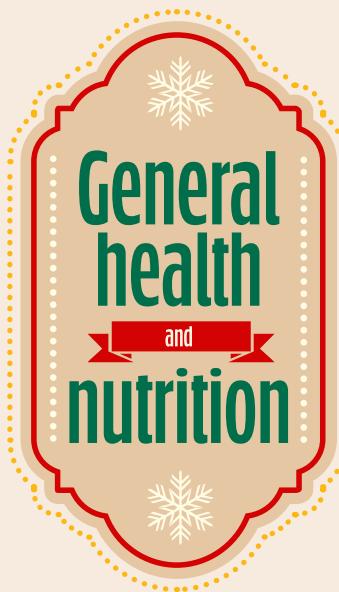
- ✓ Touch or serve food
- ✓ Eat or drink
- ✓ Put in or take out contact lenses
- ✓ Treat a cut, scrape, burn or blister
- ✓ Take care of someone who is sick
- ✓ Go to the bathroom or help someone else use the bathroom
- ✓ Change a diaper (don't forget to wash the baby's hands too!)
- ✓ Handle uncooked food, especially raw meat, poultry, fish or eggs
- ✓ Handle garbage
- ✓ Touch an animal, animal feed or animal waste
- ✓ Use public transportation
- ✓ Touch pets

Your health matters

Top 4 food prep tips to avoid Gastrointestinal (GI) issues

Nobody wants a bout of stomach upset during their day or week. Gastrointestinal (GI) issues like nausea, diarrhea and cramping are often caused by foodborne bacteria, viruses or cross-contamination in the kitchen. The good news? A few simple food safety habits can go a long way in keeping your meals safe and your stomach happy.

- ✓ **Clean:** Wash hands, surfaces and produce frequently.
 - ✓ **Hands:** Wash your hands with warm water and soap for at least 20 seconds before and after handling food, especially after touching raw meat, poultry, seafood or eggs.
 - ✓ **Surfaces and utensils:** Clean countertops, cutting boards, dishes and utensils with hot, soapy water. Consider using separate cutting boards for raw and ready-to-eat foods.
 - ✓ **Fruits and vegetables:** Rinse fresh produce under running tap water. Scrub firm produce, like melons, with a clean produce brush. Do not wash raw meat, poultry or eggs, as this can spread bacteria.
- ✓ **Separate:** Avoid cross-contamination by keeping raw meat, poultry, seafood and eggs separate from other foods during shopping, storage and preparation. Use separate cutting boards and plates for raw and cooked items.
- ✓ **Cook:** Cook foods to the proper internal temperature using a food thermometer to kill harmful germs. Minimum safe temperatures include 165°F (74°C) for poultry and leftovers, 160°F (71°C) for ground meats and 145°F (63°C) for steaks, chops and roasts (with a rest time).
- ✓ **Chill:** Refrigerate perishable foods right away. Bacteria grow fastest in the "danger zone" between 40°F and 140°F, so food should not be left out for more than two hours (or one hour if above 90°F). Keep your refrigerator at or below 40°F and your freezer at or below 0°F. Cool large amounts of leftovers quickly in shallow containers and thaw frozen food safely in the refrigerator, cold water or microwave.



- ✓ **Follow healthy eating patterns by including more plant-based foods, lean proteins and healthy fats while limiting salt, sugar and processed foods.**
- ✓ **Use healthy cooking methods such as steaming, broiling, grilling and roasting to retain nutrients, using minimal water when cooking.**
- ✓ **Maintain a healthy body weight by being mindful of portion sizes based on your individual needs and planning meals.**
- ✓ **Stay hydrated by drinking water as your primary beverage and limiting sugary drinks.**

Source: foodsafety.gov/food-safety-charts/safe-minimum-cooking-temperature



Announcing the winners of our Dell Children's Health Plan's t-shirt design contest!

We're excited to introduce the two talented winners whose designs stood out from the field of creative submissions. After careful consideration we're proud to announce:

Winner #1: **Hud Aborehab, age 6** (front side design)

Winner #2: **Braxton Hawkins, age 12** (back side design)

Both winning designs will be featured on our limited edition Dell Children's Health Plan T-shirts, available soon. We want to extend a big thank you to everyone who participated in this contest. We are so proud of the talent in our community.



Braxton Hawkins, age 12.
Back side drawing



Hud Aborehab, age 6.
Front side drawing

Congratulations to our artists!

Meet Sagrario Velasquez: Senior Customer Service Representative

Sagrario was born and raised in Pflugerville. She earned her Medical Assistant Certification in 2004 and has worked in customer service for over 20 years. Sagrario joined Dell Children's Health Plan in 2022 and will be celebrating 12 years with Ascension this November. Outside of work, she enjoys spending time with her family and teaching religious education at her church.

Sagrario is passionate about helping people and making sure members feel heard and supported. *"I enjoy Member Services because I like helping people and solving problems," she says. "It's rewarding to turn a difficult situation into a positive one and to leave someone feeling satisfied with their experience."*



Sagrario Velasquez
Senior Customer Service Representative

Staying healthy during the holidays, inside and out

The holiday season is a time of joy, connection and celebration, but it can also bring added stress and disrupted routines, especially for parents and children. Staying healthy isn't just about avoiding extra sweets or fitting in a workout, it's also about caring for your and your child's body, mind and emotional well-being.

Here are some simple tips to help you and your family enjoy the best of the holiday season:

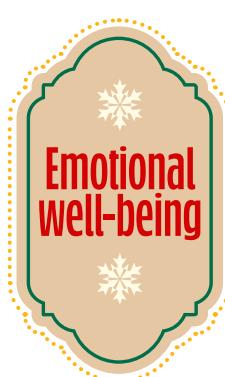


- ✓ Move when you can. A brisk walk after a meal, dancing to holiday music or playing with your kids all count.
- ✓ Holiday food is part of the joy, so enjoy it! Just try to stay aware of portion size and balance it with nourishing meals and fruits and vegetables.
- ✓ During this time, try to keep household routines the same. Stick to your child's usual sleep and mealtime schedules to help reduce stress.

*We offer memberships to Planet Fitness and participating YMCA locations. For more information, call **Member Services at 1-855-921-6284 (TTY 7-1-1)**.



- ✓ Set achievable goals. Trying to make everything perfect can lead to burnout. Remember, it's OK to say no, simplify plans or ask for help.
- ✓ Take mental time-outs. Even a couple minutes of deep breathing, meditation or quiet time can make a difference. When things feel overwhelming, listen to calming music or go for a walk.
- ✓ Take care of yourself and your child mentally. Children are affected by the emotional well-being of their parents and caregivers. Coping with stress successfully can help your child learn how to handle stress better too.



- ✓ Stay in touch with friends and family. Even a short call or message can lift your spirits and theirs.
- ✓ Remember that many children and adults experience a sense of loss, sadness or isolation during the holidays. It's important to be sensitive to these feelings and ask for help for you and your child if needed.

*If you or your child are experiencing any sadness or other symptoms that trouble you, reach out to your provider or call **Magellan at 1-800-424-1764 (TTY 7-1-1)** to speak to a behavioral health provider. You don't need approval. When you make an appointment, tell them you are covered by Magellan.

Recertify your Medicaid benefits on time

Don't lose your health care benefits! You could lose your benefits even if you still qualify. To keep your CHIP or STAR coverage, please complete these three steps:

- ✓ Log into YourTexasBenefits.com or download the Your Texas Benefits mobile app.
- ✓ Make sure your address and contact information are correct to receive important notices.
- ✓ Return any renewal packets or requests for information as soon as possible.

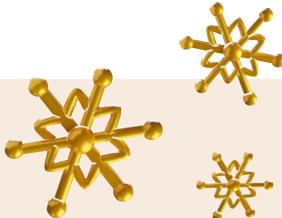
Need help renewing your CHIP or STAR Medicaid coverage? Schedule your appointment today!

Call **1-512-324-DCHP (3247)** or email DCHPCommunityOutreach@ascension.org for more information.

Did you know we offer rides at no cost when applying in person for Medicaid or renewing your CHIP or STAR coverage?

Call **1-844-867-2742 (TTY 7-1-1)** 24 hours a day, seven days a week. Or you can use the Access2Care app, available on the App Store or Google Play. See your member handbook for more information. *Restrictions and limitations may apply.*

GoManda is now available on Android



Dell Children's Health Plan is pleased to announce that GoManda will now be available on Android. For the past two years, we have partnered with GoManda to deliver an app for children ages 2 to 8 who have autism or speech delay to help with vocabulary skills.

To see if you qualify, please visit gomanda.com/free. We are excited about our partnership and would love for you to take advantage of this free offering! To learn more about GoManda, explore gomanda.com.

You can also call **Service Coordination at 1-512-324-3015 (TTY-7-1-1) or 1-844-964-3015 (TTY-7-1-1)** or email qualitymanagement@ascension.org. See your member handbook for more information. *Restrictions and limitations may apply.*

Stay connected!



**Did you get a text message from 83700?
It's safe to open text messages from Dell
Children's Health Plan!**

We know you get a lot of messages every day, but texts from Dell Children's Health Plan are safe, secure and meant to help you.

We'll never ask for personal details like your Social Security number or banking information. If you ever want to double-check that a text message is really from Dell Children's Health Plan, just call **Member Services at 1-855-921-6284 (TTY 7-1-1)**.

Upcoming events

- ✓ On November 21st the Autumn Carnival is taking place from 5:00 p.m. to 7:00 p.m. at Virginia L. Brown in Austin.
- ✓ On December 16th the Bluebonnet Trails Community Holiday and Resource Fair is taking place from 5:00 p.m. to 7:00 p.m. at the Hampton Inn and Suites in Bastrop.
- ✓ On December 18th Dell Children's Health Plan's 2nd Annual Jingle-bell Bash is taking place from 5:00 p.m. to 7:30 p.m. at Webb Middle School in Austin.

For more information email us at
DCHPCommunityOutreach@ascension.org