



Summer 2020

## The Importance of Preventive Health Care

During the current pandemic, it can be tempting to see preventive health care visits or procedures as less important or even as threats to your health. But the purpose of preventive health care is to prevent any illnesses and the possible need for extensive treatment. In fact, routine checkups and visits to your doctor will help you stay healthy.

Everyone should see their doctor for a yearly visit. Your doctor can tell you which tests and procedures are recommended for you during this visit. Also, your doctor will tell you how you should follow up based on the results. See the list to the right for some examples to discuss with your provider.

It is important to schedule and keep appointments for preventive health care. Check with your doctor if the visit should be done in person or via a televisit. A televisit is when you can have a routine checkup with your doctor over the phone. If an in-person visit is needed, you should do so safely by following your provider's office-visit guidelines. For help making an appointment, you can call IlliniCare Health at **866-329-4701 (TTY: 711)**.

The American Academy of Family Physicians and the American College of Physicians has recommended that doctors switch to virtual care for most routine and preventive visits. However, children under two are an important exception to this rule. They should usually be seen in-person to keep their vaccination schedules up to date.

Ask your doctor if you need any of the tests below. IlliniCare Health members get rewards for completing these screenings and more. Learn more about our rewards program at [IlliniCare.com/rewards](https://IlliniCare.com/rewards).

- » Colorectal cancer screening
- » Cervical cancer screening
- » Breast cancer screening
- » Eye exam

Source: CDC

# The Benefits of Getting the Flu Shot

You should get a flu shot every year. Influenza is a serious illness that can lead to hospitalization and even death. Flu vaccines reduce the risk of getting the flu. And if you do get the flu, the vaccine will reduce the severity of your illness. The virus that causes flu changes every year, so you need to receive the latest vaccine.

When you get a flu shot, you protect not only yourself but those around you. It's quick, easy, and available to you at no cost. The best time to get it is by the end of October, before the beginning of flu season.

This year, it's likely that the virus that causes COVID-19 will spread right along with flu viruses. Healthcare systems could be overwhelmed treating both kinds of patients. Getting a flu shot can help prevent this from happening.

## Who should get a flu shot?

Just about everyone should get an annual flu vaccination. But some people run an even higher risk of health problems from the illness. They and those who live with them or care for them need the shot even more.

- » **PREGNANT MOMS:** Being pregnant can increase your risk of getting the flu, putting your unborn baby at risk, too. Studies show that if you get a flu shot, your newborn will have immunity too.
- » **CHILDREN AND FAMILIES:** Young children have a higher risk of flu-related health problems. Newborns are also at high risk but can't get the flu shot until they are six months old.
- » **PEOPLE WITH A CHRONIC CONDITION:** People with a weakened immune system are more likely to get very ill from the flu. They and their caregivers should be vaccinated.
- » **SENIORS:** Our immune defenses weaken with age. People who are 65 and older have a greater risk for complications from the flu.

Sources: CDC, IlliniCare Health



**Schedule a flu vaccine appointment today!**



Let us help. Call us at  
**1-866-329-4701**  
(TTY: 711).



Schedule an appointment  
at a [CVS near you](#).



Call your primary care  
provider.

[illinicare.com](http://illinicare.com)

We make updates to the member handbook throughout the year as needed. Please [click here](#) to read the most current version of your member handbook.

## Top 10 Fun Family Activities to Try During Quarantine

1. Bake your favorite dessert together or try a new recipe
2. Put on music and throw a family dance party
3. Play board games like Scrabble or Pictionary
4. Have an indoor scavenger hunt
5. Ride a bike or take a walk on a local trail
6. Watch a live webcam of the polar bears, elephants, giraffes and many more [animals at the San Diego Zoo](#)
7. Video chat with friends or family for story time
8. Make seasonal decorations, like leaves and pumpkins, to decorate for fall
9. Draw pictures to send to friends or family
10. Make popcorn and watch a movie together

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It's normal for you and your family to experience different feelings during quarantine. You can always speak to your doctor for suggestions on how to cope.



## Help Your Child Have a Successful Remote Learning Journey

Many students are learning remotely during all or part of the school day this year. That means using the Internet to attend classes and do assignments from home.

Remote learning can challenge students in a number of ways. They may miss going to school, where they can see their friends and engage in activities such as sports and crafts. It may be hard for them to sit for long periods of time or to have to manage technology in addition to the usual classroom tasks. These challenges may require parents to support their children in new ways.

### Five Ways I Can Help My Child Succeed While Remote Learning

- » **ENVIRONMENT:** Make sure your child has a learning space that is comfortable and free of noise and distractions.
- » **ENCOURAGEMENT:** Encourage your child to do his or her best work. Don't do the work for your child.
- » **SUPPORT:** If your child is struggling with remote learning, talk about it and offer help.
- » **EXPECTATIONS:** Remind your child to follow the teacher's rules for participating in remote learning.
- » **COMMUNICATION:** Communicate as needed with the teacher. Work on problems and solutions together.

Source: CDC



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- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters, and information written in other languages

If you need these services, contact IlliniCare Health at 1-866-329-4701 (TTY: 711).

If you believe that IlliniCare Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: IlliniCare Health, Attn: Complaints and Grievances, PO Box 92050, Elk Grove Village IL 60009-2050, 1-866-329-4701 (TTY: 711), Fax: 1-877-668-2076. You can file a grievance in person, or by mail, fax, or email. If you need help filing a grievance, IlliniCare Health is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/filing-with-ocr/index.html>.

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-329-4701 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-329-4701 (TTY: 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-329-4701 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-329-4701 (TTY: 711)。
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-329-4701 (TTY: 711) 번으로 전화해 주십시오.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-329-4701 (TTY: 1-866-811-2452).
Arabic	(رقم 1-866-329-4701 ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 711 هاتف الصم والبكم:)
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-329-4701 (телетайп: 711).
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-329-4701 (TTY: 711).
Urdu	خبردار: اگر آپ اردو بولتے ہیں، تو آپکے زبانکے لیے خدمات فتم میں دستیاب ہیں۔ کال کریں 1-866-329-4701 (TTY: 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-329-4701 (TTY: 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-329-4701 (TTY: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-329-4701 (TTY: 711) पर कॉल करें।
French	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-329-4701 (ATS: 711).
Greek	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-866-329-4701 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-329-4701 (TTY: 711).