



## Don't Give Up the Flu Fight

During this chilly time of year, flu and other respiratory viruses continue to spread around the United States. Symptoms can range from mild to severe, such as, fever, sore throat, runny nose and much more.

Did you know? An estimated [nine million](#) illnesses, four million medical visits, and over 100,000 hospitalizations were to blame for last year's flu season.

There are some simple steps that will give you another layer of defense against the flu. A good way to start is by washing your hands, cleaning surfaces, eating nutritious food and [exercising](#).

Additionally, one of the best ways to prevent the flu is with the flu vaccine. Don't forget that it's a covered benefit for Texas Children's Health Plan members. Call your primary care provider to make an appointment today!



## Upper Respiratory Infection? Skip the ER!

Many infections can affect your child's health, especially when it is cold and damp. The most common are [Upper Respiratory Infections \(URIs\)](#).

URI symptoms can range from mild to severe. Most mild symptoms such as runny nose, low fever, and dry cough can be treated at home. If your child has more severe symptoms like a high fever or difficulty breathing, seek immediate medical attention.

Call your child's doctor to help you understand the treatment options. You can also reach out to our 24-Hour Nurse Help Line or schedule an online visit through [Texas Children's Anywhere Care](#). When symptoms are severe and are seeking immediate medical attention, find an urgent care clinic near you.

Visit [texaschildrenshealthplan.org/skip-the-wait](https://www.texaschildrenshealthplan.org/skip-the-wait) for more information.



## Brush Up on Oral Health!

February kicks off National Children's Dental Health Month. It's time we all brush up on the importance of oral health.

Why? Early childhood tooth decay has become the most common chronic childhood disease. In fact, children with oral health problems are **THREE** times more likely to miss school due to dental pain.

Tips for maintaining your child's oral health:

- Children ages 2-6 should **brush twice a day** using a pea-size amount of fluoride toothpaste. **Begin flossing** as soon as your child's teeth touch.
- **Don't give your child milk and/or juice right before bed.** Sugars left on your child's teeth at night can cause tooth decay.
- Schedule your child's **routine dental check-ups every six months.**

Did you know your child's Medicaid or CHIP plan comes with dental benefits?

Visit [YourTexasBenefits.com](https://www.YourTexasBenefits.com) or call 2-1-1 to learn more about your child's dental care options.



## Remember to take the annual CAHPS Survey!

The National Committee for Quality Assurance (NCQA) requires health plans, including Texas Children's Health Plan, to conduct an annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey as part of the NCQA accreditation requirements.

The purpose of the CAHPS Survey is to understand more about members' satisfaction in receiving quality healthcare.

The survey, sent out via a third party, is completely anonymous and sent at random. **Please note: Surveys will be sent out via mail, and not all members will be sent the survey. Do not worry if you do not receive a survey.**

If you receive, or have received, the survey, please make sure to complete it as the data collected will help us continue improving our method of care.

## Got your renewal packet? Respond quickly!

Almost everyone with Medicaid coverage will need to renew their plan each year, so keep an eye on your mail and email inbox for a notice from Texas Health and Human Services Commission (HHSC).

Act quickly when you receive your renewal packet from HHSC! You will need to submit your information back to HHSC even if nothing has changed. Otherwise, you might lose your coverage.

Log into your profile on [YourTexasBenefits.com](https://www.YourTexasBenefits.com) to renew online or learn more at [texaschildrenshealthplan.org](https://www.texaschildrenshealthplan.org).

## Upcoming Events

Texas Children's Health Plan hosts many fun, family FREE events! Visit [www.texaschildrenshealthplan.org/events](https://www.texaschildrenshealthplan.org/events) to see what is coming up next. See you there!

## Helpful Links

- [Find a doctor near you](#)
- [Get medical advice 24/7 with our Nurse Help Line](#)
- [Have a question? Call us!](#)
- [Get a ride to the doctor's office or drug store](#)
- [Community resources](#)
- [Join a Member Advisory Group](#)
- Member Handbooks
  - [CHIP](#)
  - [STAR](#)
  - [STAR Kids](#)

## Get in Touch!

What do you think of this newsletter? Have a topic you'd like to hear more about? Let us know by taking a short survey!

[Take Survey Here](#)



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