



AmeriHealth Caritas
District of Columbia

SUMMER 2016

Healthy Now

WWW.AMERIHEALTHCARITASDC.COM

Do You Know Your Diabetes Numbers?

When it comes to diabetes, numbers count. Here's a guide to 3 numbers that everyone with diabetes should know.

1 Hb A1c (also called A1c). This blood test shows how well your blood sugar is controlled. A blood sugar test that you take every day measures your blood sugar at that moment. But the Hb A1c shows how well your blood sugar was controlled during the last 2 to 3 months. This helps you know if your treatment plan is working.

The details: An Hb A1c below 7% is a common goal. Your doctor may set your goal above or below this. Be sure to get tested at least 2 times a year.

2 Blood pressure. Your blood pressure numbers show your blood vessel health. High blood pressure makes your heart work harder. It raises the risk for heart attack, stroke and kidney disease. Controlling your blood pressure is important.

The details: A healthy blood pressure is 120/80 ("120 over 80") or lower. High blood pressure is 140/90 or higher. Blood pressure between 120/80 and 140/90 is "early high blood pressure." Get your blood pressure checked at every health care visit.

3 Cholesterol and triglycerides. These numbers tell you if blood fats are in the healthy range. Abnormal levels lead to fatty deposits in the arteries and raise your risk for heart attack and stroke.

The details: Get tested every 5 years or as often as your doctor recommends. The American Diabetes Association says most people with diabetes should aim for these numbers:

- LDL ("bad") cholesterol: below 100 mg/dl
- HDL ("good") cholesterol: above 40 mg/dl for men and above 50 mg/dl for women
- Triglycerides: below 150 mg/dl

Sources: American Diabetes Association,
National Diabetes Education Program

What You Need to Know About Blood Pressure

HIGH BLOOD PRESSURE MEANS

that your heart is working too hard at pumping your blood. High blood pressure also means that you are more likely to have a heart attack, kidney disease or a stroke.

You can't usually tell if you have high blood pressure—you need to have your doctor check it. From the age of 18 to 39, you should have your blood pressure checked every year.

There is a higher chance that you have high blood pressure if you:

- Are older than age 65
- Are African-American
- Have parents or grandparents who have high blood pressure

Do any of these apply to you? If so, ask your doctor if you should have your blood pressure checked more often.

How to keep blood pressure normal

- Lose weight if you are overweight
- Exercise for at least 30 minutes every day
- Add less salt (sodium) to your food, and don't eat a lot of foods that have salt added to them
- Have **no more than 2** alcoholic drinks a day for men and 1 a day for women

And remember: Smoking, like high blood pressure, makes you more likely to have a heart attack or stroke. If you smoke, quit!

High blood pressure and care management

If you have high blood pressure, AmeriHealth Caritas District of Columbia (DC) has a Care Management Program to help you manage your health. This program will assign you a care coach. Your care coach will help you get the care you need to keep your blood pressure under control. He or she will also help you make healthy choices. Your care coach will call you every few weeks to check on you and make sure you are meeting your health goals.

To learn more about joining the **Care Management Program**, call Member Services at 202-408-4720 or toll-free at 1-800-408-7511 (TTY 1-800-570-1190).

When Do You Need to Go to the Emergency Room?

THE EMERGENCY ROOM (ER) IS A BUSY PLACE.

It does not treat patients on a “first come, first served” basis. They have to handle the most serious problems first. Using the ER only when you need to can help you avoid a long wait.

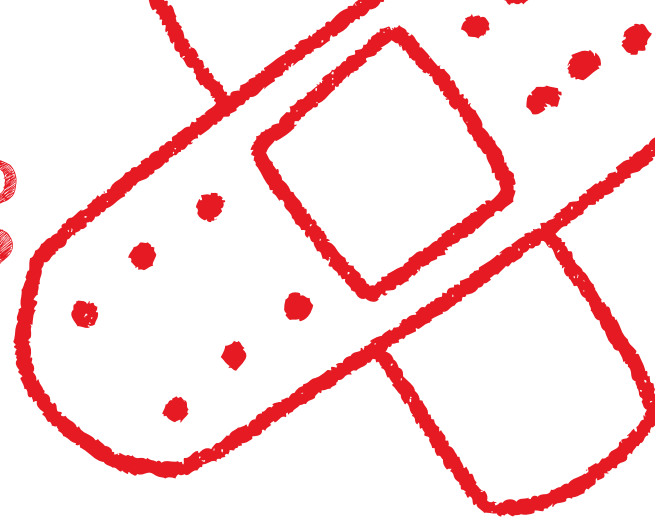
Here are some tips to help you know when to go to the ER or when other kinds of care will do just fine.

Check in with your regular doctor

When possible, make your doctor your first choice. See him or her when you need treatment for chronic (something you have had for a long time) conditions or for preventive care like vaccines and check-ups. This helps you build a relationship with your doctor.

Understand urgent care

If your doctor’s office is closed or if you are not able to get an appointment, visiting a clinic or an urgent care (immediate care) center is a good option. Urgent care centers usually are open on nights and weekends. Ask your doctor to recommend a clinic or center near you.



Urgent care (immediate care) centers can treat problems such as:

- Minor cuts that require stitches
- Animal bites
- Nausea
- Rashes
- Flu and colds

When timing is everything: Emergency care

Some symptoms need emergency care.

These include:

- Difficulty breathing
- Fainting or sudden dizziness
- Chest pain or pressure lasting 2 minutes or more
- Uncontrolled bleeding
- Coughing or vomiting blood
- Sudden or severe pain
- Changes in vision
- Confusion or changes in mental status or ability to speak



Get Medical Advice at Anytime!

You can call our 24/7 medical advice line to get expert advice from a medical professional.

You can call this line to:

- Get treatment options when you are sick
- Find an urgent care center
- Get a ride to the doctor

Call 1 877 759-6279 to get care now.

Your Privacy is important to us. We recently updated our Notice of Privacy Practices, this notice tells you how we use your information. Please visit www.amerihealthcaritasdc.com to read the updated notice. If you have questions about how we keep your information safe, or would like to have a copy mailed to you, please call Member Services at 1-800-408-7511. For the hearing impaired, call 1-800-570-1190.

Practice Pool Safety

A POOL CAN BE A GREAT PLACE TO ENJOY A NICE DAY.

Just make sure that you and your family keep these safety tips in mind:

- Keep a cell phone near the pool in case of emergencies.
- Hold babies when they are in the water.

Inflatable armbands are swimming aids, not flotation devices.

- Clear the pool area of toys when you leave. Young children can drown when they fall into a pool while reaching for a toy such as a ball.

- Enroll children in a swimming class with a certified instructor.

Still, even when kids know how to swim, parents should supervise them while they are playing in or near water.

- Never leave a child alone near water, even the bathtub.

Children can drown in as little as 2 inches of water.

It's easier for you and your family to enjoy a day of swimming when you make safety a top priority.

Do you need help finding a safe pool or swim lessons in your neighborhood? Contact the DC Department of Parks and Recreation at **202-673-7647** or visit their website at **www.dpr.dc.gov**. They are located at 1250 U Street NW, Washington, DC 20009.

Health Plan Reminders for You!

Don't forget these important health services and reminders:

- For fitness and healthy cooking classes, visit our Member Wellness Center at 2027 Martin Luther King Jr. Ave. SE, Washington, DC 20020.
- Call Member Services to set up free transportation to get to your medical appointments.
- **New!** I am healthySM Rewards Program. Call **1-877-759-6224** to get information.
- You have coverage for dental services! Call Member Services to make an appointment.
- Download our mobile app from the Google Play or Apple App stores. Search for AHDCDC.
- Renew your Medicaid coverage online at **www.dchealthlink.com**.
- Turning 19 years old? Ask your pediatrician (doctor) if you need to change to an adult doctor.
- Medicaid members can use our online video counseling service. Visit **www.breakthrough.com/amerihealthcaritasdc** for more information.
- Ask your pharmacist how to sign up for medicine reminders.
- We offer free interpretation and translation services.
- AmeriHealth Caritas DC doctors and nurses are part of our Utilization (you-ti-li-zay-shun) Management (UM) team. They review and make decisions about the care your doctor says you need. You can call Member Services to reach our UM department.
- Log in to the Member Portal to request a new member ID card, change your doctor, get a snapshot of your health status and more.

Questions? Call Member Services at **1-800-408-7511** (TTY/TDD **1-800-570-1190**).
Need more information?
Visit **www.amerihealthcaritasdc.com**.



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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



If you need this information in English, contact Member Services by calling 202-408-4720 or 1-800-408-7511, 24 hours a day.

Si necesita esta información en español, comuníquese con Servicios al Miembro llamando al 202-408-4720 o 1-800-408-7511, las 24 horas del día.

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إذا احتجت إلى هذه المعلومات باللغة العربية، يرجى الاتصال بفريق خدمة الأعضاء على الرقم 202-408-4720 أو الرقم 1-800-408-7511، وذلك على مدار الساعة.

Si vous avez besoin de ces renseignements en français, veuillez contacter les Services aux membres en appelant au 202-408-4720 ou au 1-800-408-7511, 24 heures sur 24.

如果您需要用中文獲得此資訊，可每天 24 小時致電 202-408-4720 或 1-800-408-7511，聯絡會員服務部。

Se necessitar estas informações em Português, entre em contato com o Serviços para Associados ligando para 202-408-4720 ou 1-800-408-7511, 24 horas por dia.