



AmeriHealth Caritas<sup>™</sup>  
District of Columbia

# Healthy Now

FALL 2017

[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)

## Care Coaching

Wouldn't it be great to have someone dedicated to you and your health? Well, there is — AmeriHealth Caritas District of Columbia (DC) Care Coaches.

Your Care Coach can:

- Help you manage your health conditions
- Help you get the services and information you need
- Help you to better understand your health conditions, treatments, and medicines
- Stay in touch with the providers who care for you
- Check in to see how you're doing

Our Care Coaches can even help you with day-to-day needs. For example, if you need a ride to a doctor's appointment, we can find you transportation there and back. If you need help creating a meal plan on a budget, we can do that, too. We can even help you find clothing donations or help you fill out an application for affordable housing.

Don't miss out on getting the one-on-one care you need. Team up with a Care Coach today. All you have to do is call our Member Services department at **1-800-408-7511**.



We have partnered with [www.auntbertha.com](http://www.auntbertha.com) to help you find free or reduced cost services like housing, food, job training, and more. There are over 2000 programs in the DC area. Search today!

**Have questions?**  
Need help making an appointment? We can help. Call Member Services at **1-800-408-7511**.

# Health Plan Reminders

We know that life can be busy, but we don't want you to forget these important health services and reminders:

- You can renew your Medicaid coverage online at [www.dchealthlink.com](http://www.dchealthlink.com)
- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020, for fitness and healthy cooking classes
- Get rewarded for being healthy! Visit our website at [www.amerihealthcaritasdc.com/giftcard](http://www.amerihealthcaritasdc.com/giftcard) to learn more about how to earn a **\$25 gift card**.
- Get text\* reminders about your health and benefits and a **free "I am healthy" T-shirt**. Text **"iamhealthy"** to **85866** to sign up.

- If you need help getting to your medical appointments, call Member Services at **1-800-408-7511** to set up free transportation
- You have coverage for dental services. Call us at **1-800-408-7511** to find a dentist or make an appointment.
- Download our mobile app from the Google Play or Apple App Stores. Search for "AHCDC."
- If you're turning 19 years old, ask your pediatrician if you need to change to an adult primary care provider (PCP)

- Ask your pharmacist how to sign up for medicine reminders
- Instead of a three-month supply of birth control pills, you may ask your provider for a 12-month supply. This will save you time and trips to the pharmacy.
- We offer free interpretation and translation services. Visit [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com) to learn how to request language services.

*\*Standard text message and data rates may apply.*



Check out our health library, where you can watch videos, take quizzes, get recipes, and much more. Visit [healthlibrary.amerihealthcaritasdc.com](http://healthlibrary.amerihealthcaritasdc.com).



## It May Be Time to Renew Your Medicaid Coverage.

If you don't know if you need to renew, find out now. You don't want to risk losing your health benefits.

For more information or to renew, visit [www.dchealthlink.com](http://www.dchealthlink.com) or call **1-855-532 5465**. You can also get help from the DC Economic Security Administration (ESA). Their phone number is **202 727 5355**.

If you need help completing your renewal forms, we can help. Just call Member Services at **1 800-408 7511**.

# Teens, Are You on Track for a Healthy Life?

Most teens in the United States are healthy, according to the Centers for Disease Control and Prevention (CDC). But the American Academy of Family Physicians notes that what you do now affects your risk for heart disease, cancer, and stroke later in life.

As a young adult, you can do a lot to get healthy and have a healthy future. Here are some of the things you can do:

- **Get a checkup every year.** This major key to your health is recommended by the American Academy of Pediatrics (AAP). Your PCP will check your height, weight, and blood pressure. He or she may also talk to you about safe sex, depression, tobacco and smoking, alcohol use, and high cholesterol.
- **Get your shots.** Teens and college students still need vaccines, reminds the CDC. Ask your PCP if you should get vaccines for human papillomavirus (HPV), meningitis, or other diseases.
- **Know the issues.** If you have a chronic condition, like asthma, learn all you can about it. You may also want to learn about dental health, safe sex, healthy weight, dating violence, and sports injuries.

- **Ask for help if you need it.** Everyone goes through ups and downs. But if you feel sad all the time for more than a few weeks or feel anxiety that doesn't go away, talk to your PCP. These can be signs of depression or an anxiety disorder, according to the CDC. These are medical conditions just as real as any physical problem. Your PCP can provide treatment or point you in the right direction.
- **Ask questions.** During your PCP visits, ask plenty of questions. Take notes or ask your PCP to write down information for you. Don't be afraid to tell your PCP if you don't understand something.

- **Be open.** Be honest and open about your life. Remember that your most embarrassing health issues probably seem routine to your PCP. Don't be afraid to talk about where you live, family problems, sex, alcohol and/or tobacco use, your diet, and your sleeping habits.

And remember — your PCP respects your privacy. That means that he or she can't share any details with other people. The only times when your doctor cannot honor your privacy is when someone is hurting you or you are going to hurt yourself or someone else, according to the AAP.



## Do you have asthma?

Visit our Asthma Health Center to learn more about how to manage and cope with your condition. Visit [healthlibrary.amerhealthcaritasdc.com](http://healthlibrary.amerhealthcaritasdc.com) and click on "Health Centers."



# Prenatal Care for You and Your Baby

## Q. What is a prenatal visit?

- A.** “Prenatal” means “before birth.” So prenatal visits are the visits you make to your provider before your baby is born. Prenatal care is very important. It can help you have a healthy baby.

## Q. When should I start prenatal care?

- A.** As soon as you think you are pregnant, says the Academy of General Dentistry.

## Q. What happens at prenatal visits?

- A.** The first visit is usually the longest. Your provider will examine you and ask you about your health. He or she may also perform tests to be sure you and your baby are healthy. At other visits, your provider will check to see how you are doing and how your baby is growing.

## Q. When should I go to the dentist if I am pregnant?

- A.** See a dentist right away if it has been more than six months since your last checkup, says the U.S. Department of Health and Human Services. Be sure to tell your dentist you are pregnant. Your oral health affects both your health and your baby's

health. Gum problems in pregnancy may cause a baby to be born too small or too early.

## Q. Why do pregnant women often have gum problems?

- A.** Hormonal changes create a condition called pregnancy gingivitis. The condition affects most pregnant women to some degree, according to the Academy of General Dentistry. This gum problem can cause swelling, bleeding, redness, or tenderness in the gums. It can also develop into periodontal disease, a serious gum infection.

## Q. How does gum disease affect pregnancy?

- A.** Gum disease may be linked to low birth weight and premature birth, according to the U.S. Department of Health and Human Services. But studies are still underway to determine if there is a definite link. Nonsurgical treatment for gum disease is safe during pregnancy. It can improve gum health and lower the risk for pregnancy problems, as well as prevent tooth loss.

## Q. How can I avoid gum problems while I am pregnant?

- A.** Keep teeth clean — especially near the gums. Brush with a soft brush and a fluoride toothpaste at least two times a day or after each meal, if possible. Floss between your teeth one or two times a day.

## We want you and your baby to be healthy.

Women who are pregnant have special needs when it comes to dental care. Our Bright Start® program helps moms-to-be make healthy choices for themselves and their babies. Any member who is pregnant can be a member of Bright Start. Bright Start is **FREE**. Call our Bright Start program at **1 877 759-6883**.



Go to our online health library for more information about your pregnancy. Visit [healthlibrary.amerihealthcaritasdc.com](http://healthlibrary.amerihealthcaritasdc.com) and click on “Your Family” and then “Women’s Health.”

Call if you need help picking an OB/GYN or dentist. AmeriHealth Caritas DC covers additional dental care during pregnancy to keep your mouth and baby healthy.



# Help for When Life's Problems Get in the Way

Everyone wants to be healthy. But what happens when life gets in the way? If you are struggling to make ends meet, don't have a stable place to live, are dealing with family problems, or more, you know that taking care of your health gets put on the back burner. You are not alone. And real help is available.

AmeriHealth Caritas DC understands that many of our members or their loved ones need help overcoming life problems. And we've put together resources that offer service and support. One way you can access this help is through your PCP's office.

**"I know I should be taking my blood pressure medicine, but it makes me feel strange. Who should I talk to?"**

**"I'm worried about my family's diet. The grocery store near us closed and we are eating more carryout. What are my options?"**

## Talk to Your PCP

At your next visit, your PCP may ask about any problems you might be facing – from not having enough money for food to troubles getting a ride to appointments. Talk to your PCP about what's going on. Be honest. AmeriHealth Caritas DC has partnered with your PCP to connect you with the tools and support teams you need.

## Start the Conversation

Don't be afraid to start the conversation too. Below are some examples of what you can say:

**"My sister just lost her job and could lose her apartment soon. She's stressed trying to make things work and isn't taking care of herself. How can I help her?"**

## Make a Phone Call

No time to see your PCP? AmeriHealth Caritas DC is still here for you. To get help right away, call our Rapid Response and Outreach Team at **1 877 759-6224**, Monday – Friday, 8 a.m. to 5:30 p.m. The team can address urgent needs that get in the way of your health and help you overcome them. The service is free to members.

Remember, many people have gone through hard times. And you can get through them, too. AmeriHealth Caritas DC truly cares about you. Let us help you get on a healthy path.

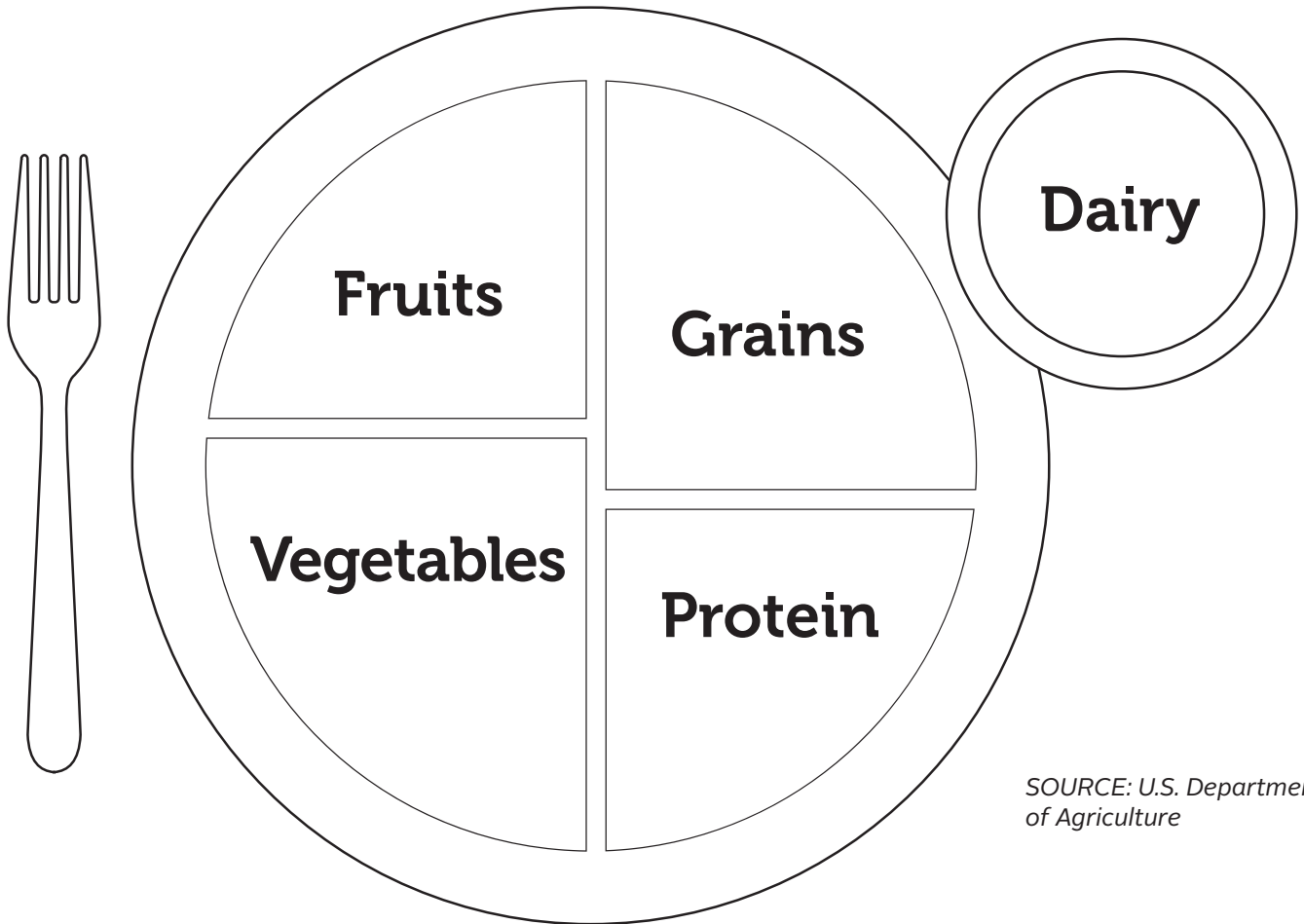


# How Long It Takes to See Your PCP

As an AmeriHealth Caritas DC member, you should see your PCP at least one time a year. Children under 3 should see their PCPs more frequently. Your PCP's office must give you an appointment within a certain number of days after you call. The table below shows how long it will take to get an appointment. Please call **202-408-4720** or **1-800-408-7511** (TTY/TDD 1-800-570-1190) if you cannot get an appointment during these time periods.

Type of visit	Your condition	How long it takes to see your PCP
<b>URGENT VISIT</b>	<ul style="list-style-type: none"> <li>You are hurt or sick and need care within 24 hours to avoid getting worse, but you don't need to see a provider right away</li> </ul>	Within 24 hours
<b>ROUTINE VISIT</b>	<ul style="list-style-type: none"> <li>You have a minor illness or injury or you need a regular checkup, but you don't need an urgent appointment</li> </ul>	Within 30 days
<b>FOLLOW-UP VISIT</b>	<ul style="list-style-type: none"> <li>You need to see your PCP after a treatment you just had to make sure you are healing well</li> </ul>	Within one to two weeks, depending on the kind of treatment
<b>ADULT WELLNESS VISITS</b>	<ul style="list-style-type: none"> <li>You are having your first appointment with a new provider</li> <li>You are due for a regular adult checkup</li> <li>You are due for a prostate exam, a pelvic exam, a PAP smear, or a breast exam</li> </ul>	Within 30 days or sooner if necessary
<b>NON-URGENT APPOINTMENTS WITH SPECIALISTS (by referral)</b>	<ul style="list-style-type: none"> <li>Your PCP referred you to see a specialist for a non-urgent condition</li> </ul>	Within 30 days
<b>NON-URGENT CHILD EPSDT OR HEALTHCHECK CHECKUPS</b>	<ul style="list-style-type: none"> <li>Your child is due for an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) or HealthCheck checkup</li> </ul>	Initial checkup: within 60 days of enrolling in AmeriHealth Caritas DC. Additional checkups: within 30 days of due dates for children under age 2; within 60 days of due dates for children age 2 and older.
<b>IDEA (EARLY INTERVENTION) ASSESSMENTS</b>	<ul style="list-style-type: none"> <li>Tests (assessments) for children up to age 3 at risk of developmental delay or disability</li> </ul>	Within 30 days of enrolling in AmeriHealth Caritas DC





SOURCE: U.S. Department of Agriculture

### Juicy Ladybug Treats

#### Ingredients

- 1 ripe apple
- 1/2 cup chocolate chips
- 1 tablespoon peanut butter

#### Directions

1. Wash your apple.
2. Have an adult cut your apple in half and remove the core.
3. Place the apple on a plate with the skin facing up.
4. Dip the chocolate chips into the peanut butter.
5. Place the chocolate chips on the apple wherever you like to make your ladybug's spots.



## Discrimination is against the law

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas District of Columbia does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas District of Columbia:

- Provides free aids and services for people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free (no-cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact AmeriHealth Caritas District of Columbia at **1-800-408-7511** (TTY/TDD **202-216-9885** or **1-800-570-1190**). We are available 24 hours a day.

If you believe that AmeriHealth Caritas District of Columbia 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 Member Services in the following ways:

- By phone at **202-842-2810** or toll-free at **1-866-842-2810**
- In writing by fax at **202-408-8682**
- By mail at AmeriHealth Caritas District of Columbia, Member Services Grievance Department, 200 Stevens Drive, Philadelphia, PA 19113

If you need help filing a grievance, AmeriHealth Caritas District of Columbia Member Services 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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.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** (TTY/TDD **1-800-537-7697**)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call 1-800-408-7511 (TTY/TDD: 202-216-9885 or 1-800-570-1190).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Amharic: ማሳሰቢያ: አማርኛ መናገር የሚችሉ ከሆን፣ ከከፍተኛ ነጻ የሆነ የጥንቅቅ ድጋፍ አገልግሎት ይቀርባል። በስልክ ቁጥር 1-800-408-7511 (TTY/TDD: 202-216-9885 ወይም 1-800-570-1190) ይደውሉ

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالجان. اتصل برقم 1-800-408-7511 (رقم هاتف الصم والبكم 202-216-9885 أو 1-800-570-1190).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique sont à votre disposition sans frais. Appelez le 1-800-408-7511 (ATS/ATME : 202-216-9885 ou 1-800-570-1190).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: 1-800-408-7511 (TTY/TDD: 202-216-9885 或 1-800-570-1190)。

Portuguese: ATENÇÃO: Se você fala português, estão disponíveis para você serviços de assistência linguística, sem nenhum custo. Ligue para 1-800-408-7511 (TTY/TDD: 202-216-9885 ou 1-800-570-1190).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-408-7511 (TTY/TDD: 202-216-9885 или 1-800-570-1190).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-408-7511 (TTY/TDD: 202-216-9885 hoặc 1-800-570-1190).

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-408-7511 (TTY/TDD: 202-216-9885又は1-800-570-1190)。まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-408-7511 (TTY/TDD: 202-216-9885 혹은 1-800-570-1190). 번으로 전화해 주십시오.

Yoruba: ÀKÌYÈSÌ: Bí o bá nso Yorùbá, àwọn iṣẹ iranlọwọ èdè wà fún o l'òfẹ́. Pe 1-800-408-7511 (TTY/TDD: 202-216-9885 tabí 1-800-570-1190).

Thai: โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการผู้ช่วยด้านภาษา โดยไม่มีค่าใช้จ่าย กรุณาติดต่อที่หมายเลข 1-800-408-7511 (TTY/TDD: 202-216-9885 หรือ 1-800-570-1190).

German: ACHTUNG: Wenn Sie Deutsch sprechen, ist Sprachunterstützung für Sie kostenlos verfügbar. Rufen Sie 1-800-408-7511 (TTY/TDD: 202-216-9885 oder 1-800-570-1190).



**AmeriHealth Caritas**  
District of Columbia

[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)

5400ACDC-16243



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.