



AmeriHealth Caritas[™]
District of Columbia

WINTER 2017

Healthy Now

www.amerhealthcaritasdc.com

Find Joy in Simple Things This Holiday Season

The holiday season can easily pressure us to celebrate only things. Although shopping and gift giving can bring joy, so can the simple moments in life. Even if this is not the happiest time in your life, there are ways to find hope this holiday season — without spending money.

To start, take a moment to be thankful for what you already have. Write at least 1 thing each day that is good in your life. List the people who mean most to you and why. Then, try these simple ways to have a joyful holiday:

- **Get spiritual.** Spirituality can help you find meaning and inner peace.¹ It can be found through religion or even music or art. Research suggests that positive beliefs gained from spirituality can promote healing and help you cope better with stress or sadness.

- **Take your kids outside to play.** Bundle up and head to an ice skating rink or sledding hill for some family fun. Start a snowball fight in a nearby park. Watch the lighting of the big tree in town. Visit your local zoo for its holiday light show. Playtime reduces kids' stress levels and enhances their social skills.²
- **Volunteer.** A local soup kitchen or homeless shelter may need volunteers to hand out food or wrap donated gifts. You can offer your time to help. Giving back to others in your community can help lift your spirits and put your own hardships into perspective.³

¹American Academy of Family Physicians

²American Academy of Pediatrics

³American Psychological Association

Make a Phone Call

No time to see your primary care provider this holiday season? AmeriHealth Caritas District of Columbia (DC) is 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 meet them. This service is **free**.

We Care About You, We Care About Quality

AmeriHealth Caritas DC always wants to find ways to help our members get care and stay healthy.

As part of this, we have a Quality Improvement (QI) program. This program looks for ways we can serve you better. With the QI program, we can:

- Look for areas in our services that need to be better
- Create programs for members with special health care needs
- Reach out to members and teach them about health
- Work with providers to make our services better
- Keep an eye on the quality of care you get from AmeriHealth Caritas DC's medical, dental, vision, and pharmacy providers
- Ask members and providers how we can make our services better

We also check that the QI program is working. Information about our QI program can be found on our website at www.amerihhealthcaritasdc.com. You can also call Member Services at **1-800-408-7511** (TTY/TDD **1-800-570-1190**).

Visit Us Online

When you visit www.amerihhealthcaritasdc.com, you can find the latest information on:

- Your benefits
- The pharmacy program
- Prior authorizations
- Wellness programs

If you have questions, call Member Services at **1 800-408 7511**. TTY users can call **1 800-570-1190**.

Health Plan Reminders

We know 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
- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Ave. SE, Washington, D.C. 20020, for fitness and healthy cooking classes
- 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 the Rapid Response Team at **1 877 759-6224** 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 Store or Apple App Store. Search for "AHCDC."
- If you are 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
- Friendly reminder: Instead of a 3-month supply, you may ask your provider for a 12-month supply of birth control pills. This will save you time and trips to the pharmacy!
- You can find out about changes to your covered medications by visiting www.amerihhealthcaritasdc.com/member/eng/medicaid/benefits/pharmacy.aspx
- We offer free interpretation and translation services. Visit www.amerihhealthcaritasdc.com to learn how to request language services.

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



Kids Can Make New Year's Resolutions, Too

It is time to start a new calendar. This is a good time to involve your kids in a New Year's tradition: making resolutions. The fresh start that comes naturally in January can inspire your whole family to make healthy, positive changes. Just choose realistic goals that are appropriate for your child's age and development. Try these ideas!

Infants and toddlers: make playtime active.

Encourage playtime that involves little ones with the world around them. Building blocks or pots and pans are good items to try. Daily playtime like this can stimulate your child's creativity. Regular "talk time" between you and your child can help with language skills, too.

Preschoolers: help make healthy food.

Children who want to show their independence usually do so at the lunch or dinner table. Most picky eaters improve over time — but you can help make sure your little one gets the nutrients he or she needs. Assign preschoolers small jobs in the kitchen and praise their efforts. Most kids will not say no to a dish they helped prepare.

School-age kids: play a sport at least 3 times a week.

Support your growing child's sports dreams. The odds of getting a scholarship or major-league contract might be slim. But playing sports boosts fitness, develops motor skills, and teaches teamwork. Plus, kids who started after-school physical activities in kindergarten were better students and leaders by fourth grade, a new study suggests.¹

Teens: sleep more.

As many as 1 in 4 teens navigates life sleep-deprived.² The result? Poorer school performance, weight gain, car accidents, depression, and reckless behaviors, including substance use. Most teens need 9 hours a night. Help yours get it by keeping bedrooms dark and cool and limiting caffeine and naps to morning hours.

¹American Journal of Health Promotion

²Pediatrics

Get an Annual Exam

We know getting care fast is important to you. It is important to stay up to date with your annual checkup. This can help make getting specialist care easier. If you need help scheduling your exam, call Member Services at 1 800-408 7511 (TTY/ TDD 1 800-570-1190).



Why High-Risk Groups Need the Flu Shot

The effects of the flu are worse for some people than others. There are groups of people who have a higher risk for flu-related problems. These problems include pneumonia, bronchitis, infections, and worsening of existing illnesses. This can lead to a hospital stay. It can even risk your life.

A yearly flu shot lowers these risks. It is important to get a flu shot if you fall into any of the groups below. Here is why:

Young children: Thousands of young children in the United States go to the hospital each year with the flu.¹ Children younger than age 2 and those with health conditions such as asthma, diabetes, severe heart disease, and weakened immunity are at especially high risk.²

Older adults: Up to 85 percent of flu-related deaths and 70 percent of flu-related hospitalizations happen to people ages 65 and older.³ This is because the immune system declines with age.

Pregnant women: Pregnancy causes changes in your immune system. It also affects your heart and lungs. These changes boost the risk for serious problems related to flu.⁴ Flu puts you at risk for the early birth of your baby. A flu shot during pregnancy is safe for you and your baby. It also protects your child for the first few months after birth.

People with existing health issues: The flu can worsen other health problems.⁵ You may have worse asthma attacks more often if you have the flu. Your risk for death from flu is 3 times higher if you have diabetes. And you have a higher risk for a heart attack or stroke if you have heart disease.

People in long-term care: Adults and children in nursing homes are at high risk for the flu and other problems. This is due to a weak immune system.

¹Centers for Disease Control and Prevention

²American Academy of Pediatrics

³U.S. Library of Medicine

⁴Centers for Disease Control and Prevention

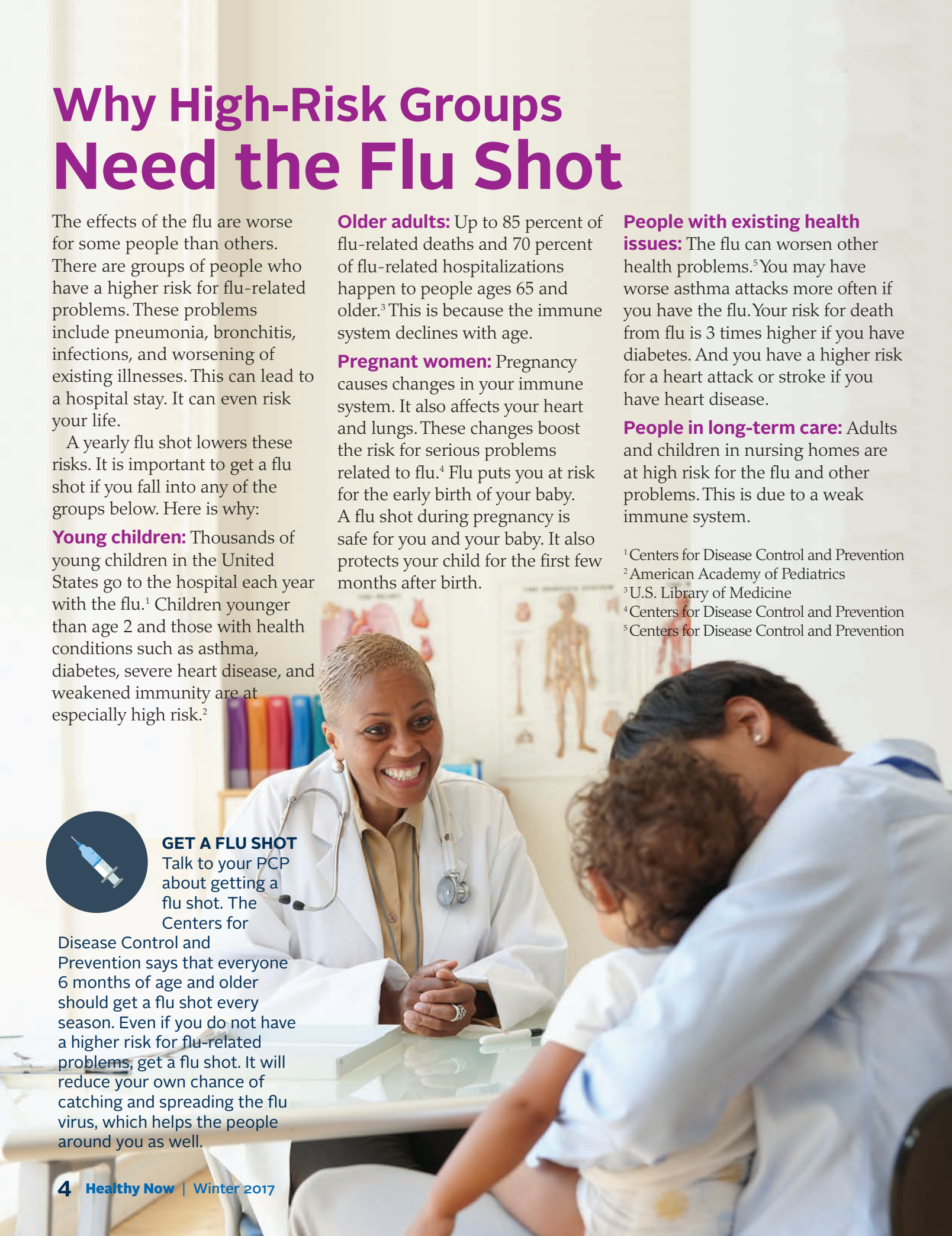
⁵Centers for Disease Control and Prevention



GET A FLU SHOT

Talk to your PCP about getting a flu shot. The Centers for

Disease Control and Prevention says that everyone 6 months of age and older should get a flu shot every season. Even if you do not have a higher risk for flu-related problems, get a flu shot. It will reduce your own chance of catching and spreading the flu virus, which helps the people around you as well.



Practice Good Hygiene to Ward Off Germs



Everyone knows the misery of having a cold or the flu — the sneezing, coughing, fever, and body aches. These respiratory infections are no fun for anyone.

What can you do to protect yourself? Be sure you get a flu shot each year. Then work to keep the bugs away by practicing good hygiene.



First Line of Defense: Keep Hands Clean

Washing your hands keeps germs from spreading. The Centers for Disease Control and Prevention recommends washing them before, during, and after you prepare food and after you use the bathroom, change a child's diaper, touch garbage, or pet an animal.

Don't be hasty when you wash your hands. Lather up with soap

and water and scrub for about 20 seconds — the time it takes to sing the "Happy Birthday" song. Don't forget the backs of your hands, between your fingers, and under your nails.

When soap and water aren't available, use an alcohol-based sanitizing hand gel.

Hand sanitizers don't kill as many germs, but they can help in a pinch.

Drugstores carry small containers that are handy for stashing in a purse or briefcase.

Other Germ-Fighting Tactics: Keep Your Distance

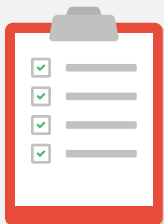
Colds and flu spread when a sick person sneezes or coughs, so avoid

getting too close to someone who is ill. When you are sick, stay home if you can. Otherwise, take care so that people around you don't catch your illness. Cover your mouth and nose when you cough or sneeze, but not with your hand. If you don't have a tissue, cough or sneeze into your sleeve.



Just a Reminder!

Every year, AmeriHealth Caritas DC mails a survey to some of our members. It asks how happy you are with AmeriHealth Caritas DC and our providers. Only a few members get this survey in the mail. So if you get one, please take a couple of minutes to tell us how we are doing. Your answers are completely private.



TAKE THE ABOVE SIMPLE STEPS and your chances of getting sick will be lower. And that's nothing to sneeze at.

Furniture Falls Hurt Kids

Children can be badly hurt if they fall off furniture or furniture falls on them. Injuries can range from cuts and scrapes to fractured bones and hurt organs.

Young children cannot predict the danger of climbing or pulling on furniture. It is up to you to keep them safe. These steps can help you protect children from being hurt in your home.

TVs

- Set TVs on low, wide tables and push them back as far as they will go
- Do not put TVs on top of dressers or on open shelves
- Use a strap to attach TVs to a stand or wall
- Follow the directions for attaching a flat screen TV to the wall

Furniture

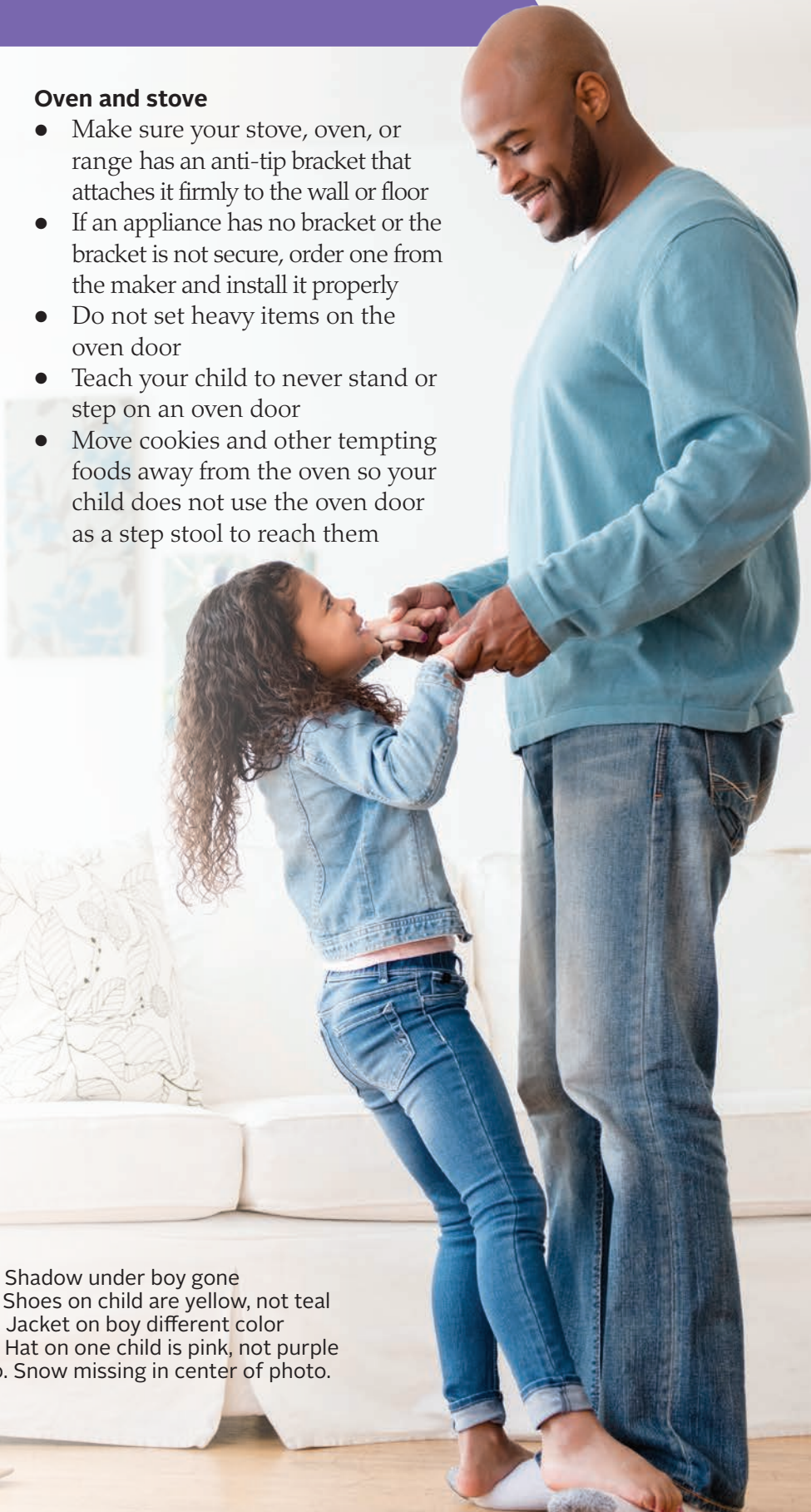
- Fasten dressers, bookshelves, and TV stands to walls with safety straps, brackets, or other devices
- Store heavy items on the bottom and lower shelves of TV stands and bookshelves
- Mount drawer stops on all drawers
- Place electrical cords from TVs and other appliances well behind furniture. That will help keep children from pulling these appliances down on themselves.
- Do not place toys, TV remote controls, or other items that attract children on top of TV stands or other heavy furniture

Oven and stove

- Make sure your stove, oven, or range has an anti-tip bracket that attaches it firmly to the wall or floor
- If an appliance has no bracket or the bracket is not secure, order one from the maker and install it properly
- Do not set heavy items on the oven door
- Teach your child to never stand or step on an oven door
- Move cookies and other tempting foods away from the oven so your child does not use the oven door as a step stool to reach them

Answers for puzzle:

1. Missing tree branch
2. Rosy cheeks missing on boy
3. Snowman missing piece on mouth
4. Snowman missing button
5. Snowman missing branch finger
6. Shadow under boy gone
7. Shoes on child are yellow, not teal
8. Jacket on boy different color
9. Hat on one child is pink, not purple
10. Snow missing in center of photo.



Can You Spot the 10 Differences in Each Picture?



See page 6 for puzzle answers.

Oatmeal Cookies

Ingredients

¾ cup sugar
2 tablespoons unsalted butter
1 egg
¼ cup applesauce
2 tablespoons 1% milk

1 cup flour
¼ teaspoon baking soda
½ teaspoon ground cinnamon
1 cup + 2 tablespoons quick-cook rolled oats

Directions

1. Preheat oven to 350 degrees and lightly grease 2 cookie sheets.
2. In a large bowl, use an electric mixer on medium speed to mix sugar and butter. Mix until well-blended, about 3 minutes.
3. Slowly add egg; mix on medium speed 1 minute. Gradually add applesauce and milk; mix on medium speed, 1 minute. Scrape sides of bowl.
4. In another bowl, combine flour, baking soda, and cinnamon. Slowly add to applesauce mixture; mix on low speed until blended, about 2 minutes. Add

- oats and mix 30 seconds on low speed. Scrape sides of bowl.
5. Drop by the teaspoonful onto cookie sheets, about 2 inches apart.
6. Bake until lightly browned, about 13 to 15 minutes. Remove from baking sheets while still warm. Cool on wire rack.

Makes 18 cookies.
Serving Size: 1 cookie.
Each serving provides:
90 calories, 2 g total fat (1 g saturated fat, 0 g trans fat), 15 mg cholesterol, 15 mg sodium, 18 g carbohydrate, less than 1 g dietary fiber, 9 g sugar, 2 g protein.



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, 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.

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 بالمجان. 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: ÀKÍYÈSÌ: Bí o bá nso Yorùbá, àwọn iṣẹ iranlọwọ èdè wà fún o l'òfẹ́. Pe 1-800-408-7511 (TTY/TDD: 202-216-9885 tabi 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.amerihealthcaritasdc.com

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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.