



AmeriHealth Caritas™
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: July 26, 2021

Subject: Introducing Emotional Support via Text

Summary: AmeriHealth Caritas District of Columbia (DC) launched **emotional support via text** message as a new benefit to enrollees.

Background

Emotional support via text is designed to support enrollees whenever they need it, 24 hours a day, seven days a week. When they sign up for the service, they are connected to a behavioral health coach. Coaches can help enrollees with daily challenges such as stress, sleep habits, issues with work, relationships, and more.

How does this service support my patients?

Emotional support via text is not meant to replace enrollees' current providers. Instead, it is a supplemental service enrollees can rely on as needed in between appointments. Any enrollee who is age 13 or older can use emotional support via text whether or not they have another behavioral health provider or a behavioral health disorder.

Ginger and MindRight

AmeriHealth Caritas DC has contracted with two companies, **Ginger and MindRight**, to provide emotional support via text. MindRight specializes in services for teens and young adults and will work with enrollees ages 13-20. Ginger will provide services to adults ages 21 and older.

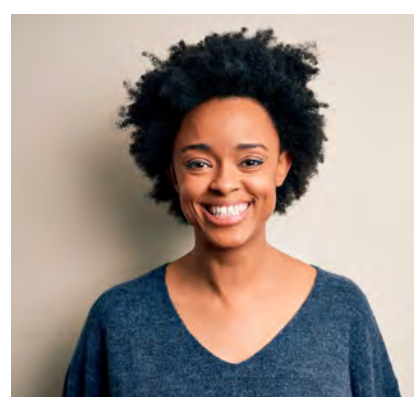
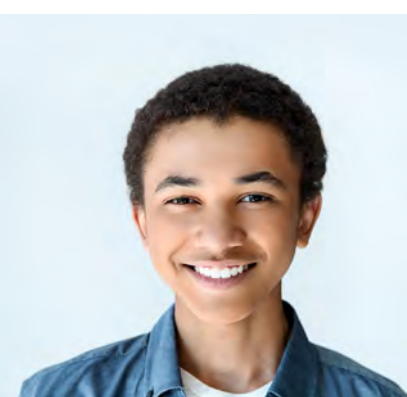
AmeriHealth Caritas DC enrollees can visit

<https://www.amerihealthcaritasdc.com/member/eng/medicaid/benefits/behavioral.aspx> to learn about emotional support via text, or they can get started right away:

- Enrollees ages 21 and older can access Ginger by downloading the Ginger App from the Google Play store or Apple App Store.
- Enrollees ages 13-20 can access MindRight by texting "AmeriHealth" to 886886.

Please help us direct your patients who are AmeriHealth Caritas DC enrollees to this new service so they can get the support they need. For questions about emotional support via text, contact Enrollee Services at 1-800-408-7511.

Emotional Support Right at Your Fingertips



Enrollees ages 13-20

Access MindRight

MindRight specializes in emotional support for teens and young adults.

Enrollees ages 21 and older

Access Ginger

Ginger serves adults of all ages.

A different way of accessing emotional support.

Everyone can use emotional support at some point in their lives. AmeriHealth Caritas DC offers Ginger and MindRight, so you can access this support via text. Get guidance to help you navigate the challenges you face every day from your smartphone, whenever you need it!

AmeriHealth Caritas DC offers Ginger and MindRight at no cost to you.* You have unlimited access to emotional support via text.

Other behavioral health providers in our network.

Remember AmeriHealth Caritas DC also covers behavioral health services for Medicaid enrollees and mental health assistance for Alliance enrollees.

To access behavioral health services, call:

- Enrollee Services at 202-408-4720 or 1-800-408-7511.
- The DC Department of Behavioral Health Hotline at 1-888-793-4357, 24 hours a day, seven days a week.

You can also search our online provider directory at <https://www.amerihealthcaritasdc.com/pdf/member/medicaid/medicaid-behavioral-health-directory.pdf>

*Standard messaging and data fees may apply.



Get Started Now.



Access MindRight

Text “**AmeriHealth**” to **886-886** to access MindRight.



Ginger

Download the Ginger Emotional Support app, tap “**Get Started**,” then tap “**Verify with name, DOB, zip**.” Follow the instructions sent to your inbox and you’re all set!

Connect with AmeriHealth Caritas DC on social media.

- Instagram (@amerihealthcaritasdc)
- Facebook (@amerihealthcaritasdc)
- Twitter (<https://twitter.com/AmeriHealthDC>)

Questions?

Call Enrollee Services at 202-408-4720 or 1-800-408-7511.

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.

English

If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

Español

Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

አማርኛ

ኢንግሊዝኛን መናገር እና/ወይም ማንበብ የማይችሉ ከሆነ፣ እባክዎ በ **1-800-408-7511 (TTY 1-800-570-1190)** ይደውሉ። በቀን 24 ሰዓታት፣ በሳምንት ሰባት ቀናት ይገኛል። ተወካይ ይረዳዎታል።

Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

繁體中文

如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

Français:

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.

All images are used under license for illustrative purposes only. Any individual depicted is a model.

www.amerihealthcaritasdc.com

