



AmeriHealth Caritas
District of Columbia

Healthy Now

FALL 2016

www.amerhealthcaritasdc.com

Care Coaches Are on Your Side

If you have a chronic health condition, or want help reaching your health goals, a care coach can help.

Get connected with a nurse or social worker to get one-on-one help. Care coaches help organize, plan, and connect you to the health services you need. Your care coach will:

- Listen and build a trusting relationship with you
- Help you get the services and information you need
- Stay in touch with the doctors who care for you
- Help you to better understand your health conditions, treatments, and medicines
- Check in to see how you're doing

They can also help you find community resources. Our Care Team is here to serve you!

For more information on how to get your own personal care coach, please call us at **1-877-759-6224!**

Health Tips, Videos and Recipes at www.amerhealthcaritasdc.com.

Looking for ways to eat better? Maybe you have a health condition that you want to learn more about. Our new Health Library can make it easier for you to do these things and more. It can help you:

- Learn more about health conditions and medicines
- Find out your risk for health problems
- Live better with conditions that you already have



So Much More to Explore

These are just a few of the many things you can do. Go to www.amerhealthcaritasdc.com and click on Health Library to explore them all.



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.



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.



The Importance of Dental Sealants for Children

What are dental sealants?

Dental sealants are thin, plastic films that a dentist bonds to the surfaces of back teeth. They help prevent tooth decay (cavities).

How well do they work?

The sealants act as a physical barrier to decay and bacteria. In most cases, they provide 100% protection, as long as they stay in place and bonded to teeth. In addition, research has shown that sealants actually stop cavities when placed on top of a slightly decayed tooth.

Who should have dental sealants?

Sealants are most helpful for children. When their permanent teeth first grow, they are most prone to cavities. According to the Centers for Disease Control and Prevention, sealants should be used as part of a child's total preventive dental care. A complete preventive dental program includes:

- Sealants
- Fluoride
- Plaque removal
- Good home care (flossing and brushing teeth at least 2 times a day)
- Careful food choices
- A dental exam every 6 months

Ask your dentist about sealants during your next appointment.

Teen Health

Teens and young adults between the ages of 12 and 20 have special health care needs. Still, they continue to be the least likely to use prevention and wellness services. Teens and their parents may need to know these facts:

- All AmeriHealth Caritas DC members, including teens, can pick their own doctor and can change their Primary Care Provider (PCP) at any time.
- Everyone in your family should have a checkup at least once a year. AmeriHealth Caritas DC members have no limit on well-visits or sick visits with their PCP. If your PCP wants you to see a specialist, ask if you need a referral or prior-authorization.
- All information obtained during medical visits will be kept confidential. The only exception is if the provider learns about something that is harmful or life threatening to the patient or others.

Teens should carry a copy of their AmeriHealth Caritas DC Member ID Card with them at all times. Call Member Services 24/7 at **1-800-408-7511** to order a new or duplicate ID card.



Make the Most of Well-Child (HealthCheck) Visits

A doctor's office isn't just a place to go when your child is sick or injured. It's just as important to see the doctor when your child is feeling well. Regular check-ups, also known as HealthCheck, help make sure your kid is healthy and growing like he or she should be. Your child may also get vaccines and screenings during these visits.

Maximize your time

Here are some ways to make the most of your visits:

- **See the same doctor.** This is a big one. Your child gets better, more consistent care when you develop a relationship with your child's doctor. This gives you a chance to get to know your child's doctor, and for your doctor to get to know your child.
- **Make a list.** Before your child's appointment, write down any questions you have. Bring the list with you. Also bring a list of medicines your child takes.
- **Think beyond health.** Feel free to talk with the doctor about anything related to your child's development or behavior. This might include sleeping, eating, potty training, social skills, and more. Of course, you can also ask health questions.

Children's doctors are experts in kids' health. You're the expert on your child. Together you can make sure your kid is growing up healthy and strong. It also helps your doctor find any problems earlier because he or she will know what's normal for your child and what's not.

Get a head start

The end of summer is a popular time for well-child visits. But if your kid is due for a yearly exam, there's no need to wait. Call your child's doctor today. You may have more choices for appointments, and your doctor may be less rushed than during the busy back-to-school time. If you need help making an appointment or finding a doctor, please call Member Services at **1-800-408-7511**.



Member Transportation Reminders

For transportation to medical appointments at no cost to you, call Member Services at **1-800-408-7511** at least 3 days before your appointment. After your appointment, remember to call the MTM customer service line at **1-800-315-3485** (TTY/TDD **1-866-428-7588**) for "will call" return pickups. Members should not call the driver or the driver's service number. You can call Member Services 24/7 at **1-800-408-7511** to report problems with the service.

Join Our Advisory Committee

Every few months, we bring members together to share ideas, make recommendations, and advise us on how we can improve our programs and services. Do you want to join our Member Wellness Advisory Committee? Call us at **202-408-2234** to learn more or sign up.

Renewing Your Medicaid Is Easy

It may be time to renew your Medicaid coverage. Visit www.dchealthlink.com or contact the DC Economic Security Administration (ESA) at **202-727-5355**. If you have questions, or need help completing the forms, contact Member Services 24/7 at **1-800-408-7511**.

Members Bills

Please make sure you show your AmeriHealth Caritas member ID card every time you see a doctor or have a medical test. If you need a new ID card, please call Member Services 24/7 at **1-800-408-7511**. You can also download the AHCDC mobile app so that your card is on your smartphone.

If you get a bill for a covered medical service, call the number on the bill to make sure the provider has your insurance information. Also call Member Services at **202-408-4720** or **1-800-408-7511** right away so that our team can follow up with the provider.



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Developed by StayWell

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

- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020, for fitness and healthy cooking classes. For the calendar or to register online, visit www.amerhealthcaritasdc.com and look for health education and fitness programs.
- Members can get insect repellent at no cost with a prescription. Ask your doctor for more information.
- You have coverage for dental services! Every person in your family should see the dentist every 6 months. Call us at **1-800-408-7511** to find a dentist or get help making an appointment.
- Get rewarded for being healthy! Visit our website to learn more about how to earn a gift card.
- Do you have a smartphone? Download our mobile app from the Google Play or Apple App Stores. Search for AHCDC.
- Don't lose your benefits! Renew your Medicaid coverage on time. Visit www.dchealthlink.com.
- If you're turning 19, ask your pediatrician if you need to change to an adult doctor. You can call Member Services at **1-800-408-7511** anytime to change your doctor.
- Medicaid members can use our online video counseling service. For more information, visit www.breakthrough.com/amerhealthcaritasdc.
- Ask your pharmacist how to sign up for medicine reminders.
- We offer interpretation and translation services at no cost to you. Visit www.amerhealthcaritasdc.com to learn how to request language services.

How Long It Takes to See Your Doctor

As an AmeriHealth Caritas DC member, you should see your doctor at least once a year. Children under age 3 should see their doctor more frequently. Your doctor'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 doctor
Urgent visit	<ul style="list-style-type: none"> You are hurt or sick and need care within 24 hours to avoid getting worse, but you don't need to see a doctor right away 	Within 24 hours 
Routine visit	<ul style="list-style-type: none"> You have a minor illness or injury or you need a regular check-up, but you don't need an urgent appointment 	Within 30 days 
Follow-up visit	<ul style="list-style-type: none"> You need to see your doctor after a treatment you just had to make sure you are healing well 	Within 1 – 2 weeks depending on the kind of treatment
Adult wellness visits	<ul style="list-style-type: none"> You are having your first appointment with a new doctor You are due for a regular adult check-up You are due for a prostate exam, a pelvic exam, a PAP smear, or a breast exam 	Within 30 days or sooner if necessary 
Non-urgent appointments with specialists (by referral)	<ul style="list-style-type: none"> Your doctor referred you to see a specialist for a non-urgent condition 	Within 30 days
Child EPSDT or HealthCheck check-ups— not urgent	<ul style="list-style-type: none"> Your child is due for an Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) or HealthCheck check-up 	Initial check-up: within 60 days of enrolling in AmeriHealth Caritas DC. Additional check-ups: within 30 days of due dates for children under age 2; within 60 days of due dates for children age 2 and older. 
IDEA (Early Intervention) Assessments	<ul style="list-style-type: none"> Tests (assessments) for children up to age 3 at risk of developmental delay or disability 	Within 30 days of enrolling in AmeriHealth Caritas DC