



AmeriHealth Caritas™

District of Columbia

SPRING 2016

Healthy Now

WWW.AMERIHEALTHCARITASDC.COM



5 Steps to Knock Out Stress

Stress is a part of life, but when it gets out of hand, it can harm your health. It can even make some health conditions worse. When you feel stressed or anxious, you may notice that your breathing gets faster or you become short of breath. Try these 5 strategies from the American Psychological Association to keep stress from getting the best of you.

1 Learn your signs. Everyone responds differently to stress. Do you get irritable or have trouble concentrating? Do you get a headache or heartburn?

2 Identify the source. Are you worried about money, health, a problem with a family member or finding work?

We want to hear from you! Are you having a problem making an appointment, getting your medicine, or getting help with your health? We are here to help. Call Member Services today at **202 408 4720**.

3 Take action. If you can't avoid the stressful situation, try to resolve it. For instance, if your stress is due to a very busy schedule, learn to set limits: Say "no" or ask for help. If you aren't able to get to a counselor's office, you may be able to talk to a counselor or therapist from your home using an online service from Breakthrough, AmeriHealth Caritas District of Columbia's telehealth network. Visit www.breakthrough.com/amerihealthcaritasdc for more information.

4 Find time to relax. Relaxation and breathing exercises can slow breathing and loosen tight muscles. Also, visiting with friends, listening to music, meditating and hobbies are other ways to unwind.








5 Be good to yourself. Find time to exercise, get enough rest and eat lots of fruits and vegetables. Taking time for yourself will help you handle stress better.

Score Super-Fresh Produce at Your Local Farmers' Market

Farmers' markets are popular for good reason. Since the produce doesn't have to travel far, growers can pick it at peak ripeness. This means you buy it when it has the best flavor and the most nutrients. You can save money too! AmeriHealth Caritas District of Columbia (DC) members can show their member ID card to get discounts and free produce at most D.C. farmers' markets.

You also support your local community when you shop at a farmers' market. You can ask the grower questions. You can often find other foods, too, such as bread, local honey, cheeses and fresh eggs. Many farmers' markets are only open during the local growing season. The selection of produce depends on your location. Below is a look at what you might find in a D.C.-area farmers' market in the months ahead.

Use this food finder, www.capitalareafoodbank.org/get-help, to find farmers' markets, grocery stores, food pantries and more!

	May	June	July	August	September	October	November
Fruits	Apples						
	Blackberries						
	Cherries						
	Peaches						
	Raspberries						
	Strawberries						
Vegetables	Broccoli						
	Cabbage						
	Carrots						
	Celery						
	Corn						
	Cucumbers						
	Green Beans						

Farmers' market produce won't always be perfect. A few flaws are completely normal. Still, avoid buying produce with bruises, cuts or mold. Go early in the day for the best selection. Need more information? Visit <http://dcgreens.org/food-access-resources>.

Get Your Asthma Under Control

If you have asthma, you need to take steps to manage it every day. Using your medicine as directed plays a big part. There are other steps you can take to help prevent asthma attacks and control symptoms.

Know Your Triggers

Triggers are things that make your asthma worse. If you learn what your asthma triggers are, you can try to steer clear of them.

Common triggers include:

- **Illness** — colds and sinus infections
- **Allergens** — pollen, mold, dust, dust mites and dander from animals with fur or feathers
- **Irritants** — perfumes, cleaning fluids, tobacco smoke and air pollution
- **Exercise** — a result of breathing fast
- **Strong emotions** — stress, fear and anger

Your health care provider can help you learn more about your triggers.

Take Your Medicine

You need 2 kinds of medicine to keep your asthma under control:

- Quick-relief or rescue medicines that provide fast-acting relief of symptoms
- Long-term control medicines that you take every day to control and treat symptoms

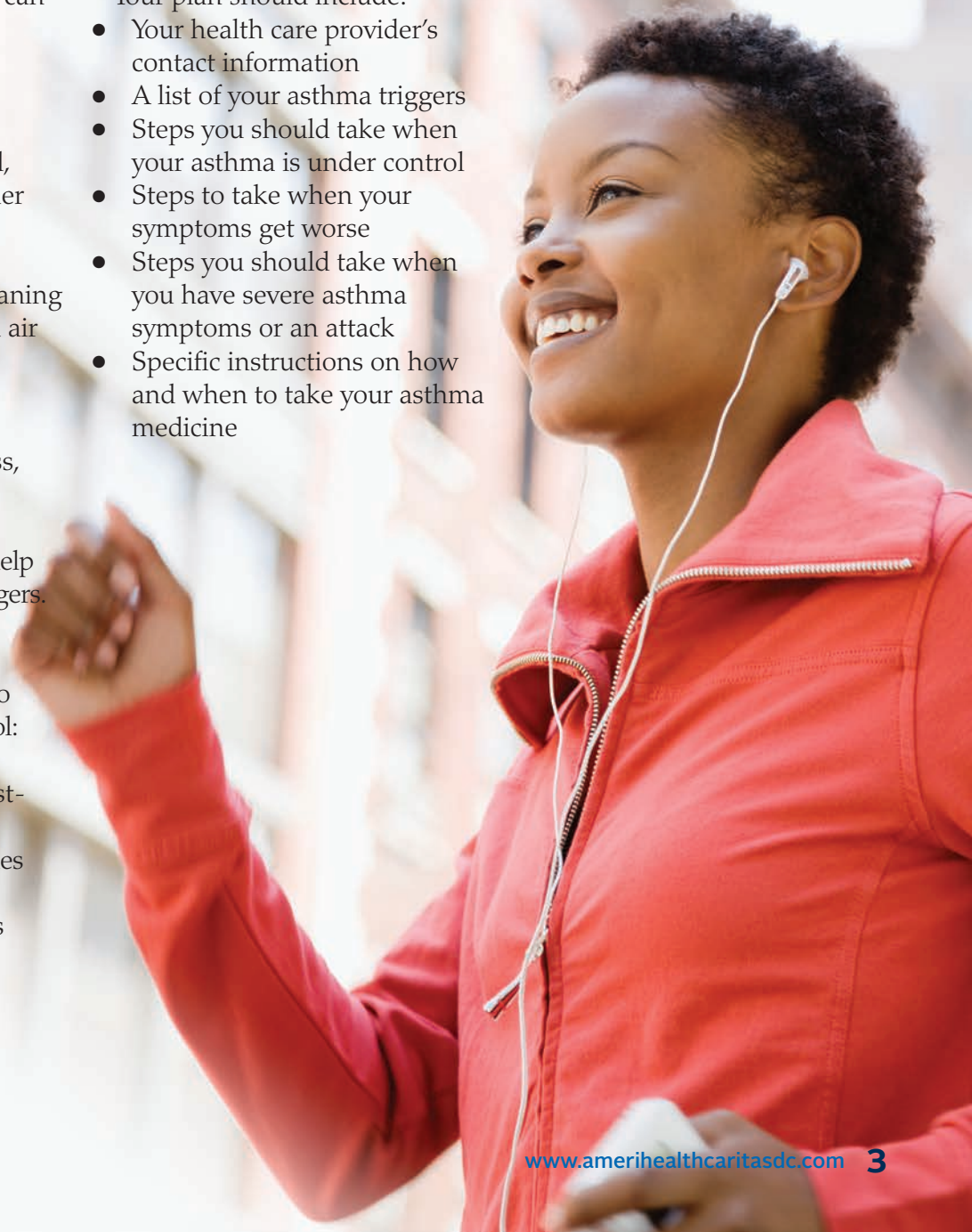
Follow Your Plan

Work with your health care provider or care manager to create an asthma action plan. The plan will help you know what steps to take to manage your asthma each day. Your plan will also spell out when to call your doctor and when to go to the emergency room.

Your plan should include:

- Your health care provider's contact information
- A list of your asthma triggers
- Steps you should take when your asthma is under control
- Steps to take when your symptoms get worse
- Steps you should take when you have severe asthma symptoms or an attack
- Specific instructions on how and when to take your asthma medicine

Do you need extra support to stay healthy? AmeriHealth Caritas DC's Care Management program can help you. Call us at **1-877-759-6224** to see if you're eligible.



Member Rights and Responsibilities

AMERIHEALTH CARITAS DISTRICT OF COLUMBIA WANTS TO remind you of your rights and responsibilities. These can be found in writing on page 5 of your Member Handbook.

You have a right to:

- Be treated with respect and dignity
- Know that when you talk with your doctors and other providers, it's private
- Have an illness or treatment explained to you in a language you can understand
- Participate in decisions about your care
- Receive a full, clear and understandable explanation of treatment options and risks of each option so you can make an informed decision, regardless of cost or benefit coverage
- Female enrollees have direct access to a women's health specialist within the network for the covered care necessary to provide women's routine and preventive health care services. Also, female enrollees have a right to have as their primary care provider (PCP) a participating provider or an advanced-practicing registered nurse who specializes in obstetrics (OB) and gynecology (GYN)
- Refuse treatment or care
- Be able to see your medical records and to request that they be fixed if they are wrong
- Choose an eligible PCP from within AmeriHealth Caritas DC's network and change your PCP
- Make a complaint ("grievance") about AmeriHealth Caritas DC or the care provided to you, and receive an answer



- Request an appeal or a fair hearing if you believe AmeriHealth Caritas DC was wrong in denying, reducing or stopping a service or item
 - Receive family planning services and supplies from the provider of your choice
 - Obtain medical care without unnecessary delay
 - Ask for a chaperone to be present when you receive health care
 - Receive information on advance directives, and choose not to have or continue any life-sustaining treatment
 - Receive a copy of the Member Handbook
 - Continue treatment you are currently receiving until you have a new treatment plan
 - Receive interpretation and translation services free of charge if you need them, and refuse oral interpretation services
 - Get an explanation of prior authorization procedures
 - Receive information about AmeriHealth Caritas DC's financial condition and any special ways we pay our doctors
 - Obtain summaries of customer satisfaction surveys
 - Receive AmeriHealth Caritas DC's Dispense as Written policy for prescription drugs
 - Receive information about AmeriHealth Caritas DC, our services, our providers and other health care workers, our facilities, and your rights and responsibilities as a member
 - Make recommendations about AmeriHealth Caritas DC's member rights and responsibilities policy
 - Be free from any form of restraint or seclusion used as coercion, discipline, convenience or retaliation, as specified in other federal regulations on the use of restraints and seclusion
 - Receive a second opinion from a qualified health care professional within the network, or arrange for the enrollee to obtain 1 outside the network, at no cost to you
 - Be informed about cost sharing, if any, upon enrollment, annually and at least 30 days prior to any change
 - Be informed about how and where to access any benefits available under the DC plan but not covered under the contract, including any cost sharing, and how transportation is provided upon enrollment, annually and at least 30 days prior to any change.
 - Be informed that you may be required to pay the cost of services provided while an appeal is pending, if the final decision is adverse to you
 - Not be held liable for AmeriHealth Caritas DC's debts in the event of AmeriHealth Caritas DC's insolvency.
 - Use any hospital or other setting for emergency care.
 - Be treated no differently by providers or by AmeriHealth Caritas DC for exercising your rights listed here.
- You Are Responsible For:**
- Treating those providing your care with respect and dignity
 - Following the rules of the health care program and AmeriHealth Caritas DC
 - Following instructions you receive from your doctors and other providers
 - Going to appointments you schedule or that AmeriHealth Caritas DC schedules for you
 - Telling your doctor at least 24 hours before the appointment if you have to cancel
 - Asking for more explanation if you do not understand your doctor's instructions
 - Going to the emergency room only if you have a medical emergency
 - Telling your PCP about medical and personal problems that may affect your health to help your PCP provide you care.
 - Reporting to the Economic Security Administration and AmeriHealth Caritas DC if you or a family member have other health insurance
 - Trying to understand your health problems and participate in developing treatment goals
 - Helping your doctor get medical records from providers who treated you in the past
 - Telling AmeriHealth Caritas DC if you were injured because of an accident or at work

If you have questions about your rights and responsibilities, call Member Services at **202-408-4720** or **1-800-408-7511 (TTY/TDD: 202-216-9885 or 1-800-570-1190)**.

Did You Know?

Many of our doctors make same-day appointments when you aren't feeling well. Call your doctor if you need an appointment today or tomorrow. When you can't get to your doctor, visit an urgent care center for health problems that are not emergencies.

You can also call our Nurse Call Line at **1-877-759-6279**, 24 hours a day, 7 days a week if you aren't sure where to go.

Below is a list of 3 urgent care centers. Your welcome kit has a list of other urgent care centers that may be near you. It also gives you more information on how and where to get care.



DC Immediate and Primary Care
2902 Porter Street NW
Washington, DC 20008
202-525-5287

Metro Immediate Care at McPherson Square
1101 15th Street NW
Washington, DC 20005
202-798-0100

Metro Immediate Care
220 L Street NE
Washington, DC 20002
202-544-7580

Health Plan Reminders for You!

We know 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.
- 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 application from the Google Play or Apple App Stores. Search for AHDCD.
- You can renew your Medicaid coverage online at **www.dchealthlink.com**.
- If you're turning 19 years old, ask your pediatrician if you need to change to an adult PCP.
- Medicaid members can use our online video counseling service. For more information, visit **www.breakthrough.com/amerihealthcaritasdc**.
- Ask your pharmacist how to sign up for medicine reminders.
- We offer free interpretation and translation services. Visit **www.amerihealthcaritasdc.com** to learn how to request language services.



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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.