



AmeriHealth Caritas™

District of Columbia

SUMMER 2018

Healthy Now

www.amerihealthcaritasdc.com

Make Time for Well-Child Visits

Even if you are busy, make time for well-child visits. Pediatricians recommend well-child visits for infants, children, and teens.

Well-child visits cover:

- Vaccines
- A physical exam
- Checks of vision, hearing, and blood pressure at recommended ages
- Autism screening
- A check of your child's emotional health

For teens, well-child visits include time for private conversations so that your child's primary care provider (PCP) can assess alcohol and drug use and high-risk behavior.

Sick visits cover talking about symptoms and diagnosing and treating illnesses.

Know when to go. The American Academy of Pediatrics recommends well-child visits for babies and young toddlers at 3 to 5 days old, then at ages 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months. Starting at age 3, children, teens, and young adults need one well-child visit every year through age 21.

Make scheduling easy. It's easier to remember if you schedule your child's annual well-child appointments at the same time each year. You may think about scheduling their appointments during the summer months while they are not in school.

Speak freely. Consider telling the pediatrician about your child's eating habits, how he or she sleeps and his or her daily activities. Maybe also talk about how he or she is doing in school. Make notes to yourself so you remember these key things at the time of the appointment.

Sources:

"Recommendations for Preventive Pediatric Health Care," American Academy of Pediatrics, last modified February 2017, https://www.aap.org/en-us/documents/periodicity_schedule.pdf.

"Your Baby's First Dental Visit," American Dental Association, accessed April 20, 2018, <https://www.mouthhealthy.org/en/babies-and-kids/first-dental-visit>.

Teeth Matter, Too

Make sure your child has had his or her first dental checkup by age 1.



Keep Your Teens Active This Summer

Summer is almost here. Having no school may sometimes cause your teens to want to sleep in. It can be hard to keep teens mentally and physically active. Here are some ideas to help them stay busy.

Get them moving

Children need at least 60 minutes of physical activity every day to stay healthy. Try these tips:

- Take a walk as a family after dinner
- Shoot hoops in the park
- Find something you all like to do and make it a habit
- Assign teens household chores like vacuuming, dusting, or mopping
- Sign them up for a new sport or activity at your local youth center or community center

- Enroll them in low-cost summer camps in your community

Keep them thinking

Keeping your childrens' minds active over the summer may help them learn better when it's time to go back to school. Here are some ideas:

- Limit video games, cell phone use, and TV time. Experts recommend children spend no more than two hours a day in front of a screen.
- Get your teen involved in community service
- Help teens find a summer job. It can help teach them new skills.
- See if your child's school offers programs over the summer

D.C. Parks and Recreation Can Be Your Ticket to a Cool and Active Summer

D.C. Department of Parks and Recreation (DPR) indoor and outdoor pools and recreation centers are free of charge for D.C. residents to use. They are located throughout the city.

Recreation centers offer many fun things to do. The facilities at each center might vary, but many offer basketball courts, baseball fields, sprinkler parks, computer rooms, and more.

Most pools and centers are open at night and on weekends in the summer. To find out more about DPR's pools and recreation centers, contact them:

Monday to Friday,
8:30 a.m. to 5:30 p.m.
1250 U Street N.W., 2nd floor
Washington, DC 20009
Phone: **202-673-7647**
www.dpr.dc.gov

- Encourage reading. Help your children choose books they will enjoy.
- Take family trips to the library
- Find a tutor to help sharpen your teen's math, reading, or science skills
- Take a field trip. Visit a museum, zoo, or other attraction to learn something new.

Sources:

"School's Out – Stay Active This Summer!" U.S. Department of Health & Human Services, last modified July 19, 2017, <https://www.hhs.gov/fitness/blog/schools-out-stay-active-this-summer.html>.

"Why Summers Matter," National Summer Learning Association, accessed April 20, 2018, <https://www.summerlearning.org/the-challenge>.



You Are Pregnant Now What?

Being pregnant can be a wonderful experience for you. But it can also cause you to have questions and worries along the way. The good news is that as a member of AmeriHealth Caritas District of Columbia (DC), you can get help before, during, and after your pregnancy with the Bright Start® program.

The Bright Start program helps moms-to-be make healthy choices for themselves and their unborn babies. It also helps control problems during pregnancy that can affect your health or the health of your baby. Controlling these problems helps moms-to-be deliver healthy babies who will have a bright start to their new life.

Getting early and complete health care before your child's birth is key to having a healthy pregnancy. To

help get your pregnancy off to a good start, sign up for the Bright Start program as soon as you know you are pregnant.

When you sign up for the program, a member of the Bright Start team will:

- Ask about your needs
- Share services and classes that might help you
- Help you choose an OB/GYN and a PCP for your baby
- Mail information to you during your pregnancy
- Arrange rides to your OB/GYN visits
- Help you get health services for your baby after he or she is born

After your baby is born, your OB/GYN will schedule a follow-up appointment for three to eight weeks later. It is important not to skip this visit. During your visit, your provider can make sure you are healing well and can help you with family planning choices. He or she will also check you for postpartum depression and treat you for it, if needed.

Helpful Tips

To get the most out of AmeriHealth Caritas DC's Bright Start program, enroll as soon as you know you are pregnant. But it is never too late to get help. Call **1 877 759-6883** to sign up or learn more about the program. You can also call for help getting a ride to your OB/GYN visits.



Oral HPV in Men Is on the Rise

Genital human papillomavirus (also called HPV) is the most common sexually transmitted infection in the United States. Many different types of HPV can infect the genital areas. Some types can even cause cervical cancer.

The same types of HPV that infect the genital areas can infect the mouth and throat. HPV found in the mouth and throat is called oral HPV. In most cases, HPV infections of all types go away before they cause any health problems. But some types of oral HPV can cause warts in the mouth or throat. Other types can cause cancers of the back of the throat, including the base of the tongue and tonsils.

According to a new study, oropharyngeal squamous cell carcinoma (OPSCC), a throat cancer, is now the most common cancer caused by HPV. It is more common than cervical cancer. OPSCC affects about four times more men than women. Those numbers are expected to grow over the next few decades.

Men have higher rates of oral HPV

Oral HPV infections are more common in men than in women. Men with the highest risk for oral HPV:

- Had more than 16 oral sex partners
- Also had genital HPV
- Smoked more than 20 cigarettes a day
- Had two or more same-sex oral sex partners

HPV vaccine recommended for both sexes

The HPV vaccine was developed to prevent genital cancers. But the vaccine could also prevent throat cancers, according to the Centers for Disease Control and Prevention (CDC). The vaccine is recommended for all 11- to 12-year-old boys and girls. Older teens and young adults up to age 26 may also be eligible for the vaccine. **If you're too old for the vaccine, using condoms or dental dams may help.** Ask your PCP about your options.

Learn more from the CDC's fact sheet about HPV and men at www.cdc.gov/std/hpv/stdfact-hpv-and-men.htm.

Sources:

"Genital HPV Infection – Fact Sheet," Centers for Disease Control and Prevention, last modified November 16, 2017, <https://www.cdc.gov/std/hpv/stdfact-hpv.htm>.

K. Sonawane et al., "Oral Human Papillomavirus Infection: Differences in Prevalence Between Sexes and Concordance with Genital Human Papillomavirus Infection, NHANES 2011 to 2014," *Annals of Internal Medicine*, no. 10 (November 2017): 714 – 24.

NEED HELP MAKING AN APPOINTMENT?

We can help. Call Member Services at **1 800-408 7511**.

Take Care of Your Diabetes From Head to Toe

Diabetes affects your whole body, including your eyes, feet, heart, and kidneys. Diabetes can cause serious health problems, but you can prevent or slow many of them by taking good care of your diabetes. If health problems come up, early treatment can keep them from getting worse.

To care for diabetes, it's recommended that you have a whole-body plan.

From head...

Diabetic eye disease can cause vision loss and blindness if it is not treated. Early treatment can usually prevent vision loss. To find eye disease early, get an eye exam by an eye care provider at least one time a year. Your provider will use eye drops to widen your pupils and look inside your eyes for signs of disease.

...to toe

Diabetes can cause foot sores or infections that can lead to the surgical removal of a toe, foot, or part of a leg, in the worst cases. Good foot care can usually keep things from going that far. To care for your feet, get a foot exam by your PCP or podiatrist (a foot care provider) at least one time a year. Ask your PCP to check your feet at every visit. Check your own feet every day, and contact your PCP if you find breaks in the skin, redness, swelling, or other changes.

And everything in between

To stay your healthiest with diabetes, you also need other regular tests and checkups. These include:



Which test?	How often?	Why? Diabetes increases your risk for ...
HbA1c blood test	At least two times a year	High blood sugar
Blood pressure check	Every PCP visit	High blood pressure and heart disease
Cholesterol blood test	At least one time a year	Heart attack, stroke, and poor circulation
Kidney function urine and blood tests	At least one time a year	Impaired kidney function
Dental checkup	Two times a year	Gum disease and tooth loss
Skin self-check	Every day	Dry skin, sores, and infections

AmeriHealth Caritas DC has programs to help you manage your diabetes and stay healthy. To learn about our programs, call Member Services at **1-800-408-7511**.

Sources:
 "Delaying or Preventing Type 2 Diabetes," National Institute of Diabetes and Digestive and Kidney Diseases, last modified November 2016, <https://www.niddk.nih.gov/health-information/diabetes/delaying-preventing-type-2-diabetes>.

"Preventing Diabetes Problems," National Institute of Diabetes and Digestive and Kidney Diseases, accessed April 17, 2018, <https://www.niddk.nih.gov/health-information/diabetes/preventing-diabetes-problems>.

We Care About You, We Care About Quality

AmeriHealth Caritas DC is always looking for ways to help our members get care and stay healthy. That's why we have a Quality Improvement (QI) program. This program looks for ways we can serve you better.

The QI program:

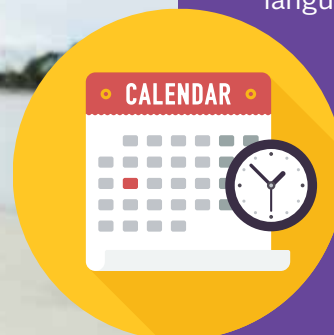
- Looks for areas in our services that need to be better
- Creates programs for members with special health care needs
- Reaches out to members and teaches them about health
- Works with providers to make our services better
- Monitors the quality of care and services AmeriHealth Caritas DC's medical, dental, vision, and pharmacy providers give
- Surveys members and providers to see how we can make our services better
- Performs medical and service area studies when they are needed

We closely monitor the QI program to make sure it is working to improve services. If you would like more information about our QI program, call Member Services at **1-800-408-7511** (TTY/TDD **1-800-570-1190**) or visit our website at www.amerhealthcaritasdc.com/provider/resources/quality-improvement.aspx.

Health Plan Reminders

We know that 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 S.E., Washington, DC 20020, for fitness and healthy cooking classes
- Need a ride? You can get a ride to your medical appointments, the pharmacy, and even AmeriHealth Caritas DC events by calling the transportation service line at **1 800-315 3485**.
- You have coverage for dental services. Call us at **1 800-408 7511** to find a dentist or to make an appointment.
- To help treat and manage pain, acupuncture and chiropractic services are available. To find an in-network chiropractor or acupuncturist, call Member Services at **1 800-408 7511**.
- Download our mobile app from the Google Play Store or Apple App Store. Search for "AHCDC."
- If you're turning 19 years old, ask your parents and pediatrician if you need to change to an adult PCP
- Ask your pharmacist how to sign up for medicine reminders
- Instead of a three-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!
- We offer free interpretation and translation services. Visit www.amerhealthcaritasdc.com to learn how to request language services.



Healthy Recipe

FRESH SALSA

6 diced Roma tomatoes, or 3 large tomatoes
1 medium onion, finely chopped
1 finely minced clove of garlic
2 finely chopped serrano or jalapeno peppers
3 tablespoons cilantro, chopped
1/8 teaspoon finely crushed oregano
1/8 teaspoon salt
1/8 teaspoon pepper
1 diced black-skinned avocado
Juice of 1 lime

Directions

1. Mix all of the ingredients in a glass bowl.
2. Serve right away, or refrigerate and serve within four or five hours.

Serving size: eight. Per serving: 42 calories, 2 g total fat (less than 1 g saturated fat), 0 mg cholesterol, 44 mg sodium, 12 mg calcium, 1 mg iron.

Source: National Heart, Lung, and Blood Institute/
National Institutes of Health



Reaching Utilization Management Staff

We can help you get the right care at the right time. AmeriHealth Caritas DC has health care providers who monitor the health care and services you get. They are part of our Utilization (you-ti-lizay-shun) Management (UM) team.

They review and make decisions about the care your providers say you need (called “medically necessary care”). They make decisions by looking at:

- Nationally accepted clinical guidelines
- Health and medical information
- Your AmeriHealth Caritas DC benefits
- Your personal medical needs

You can call Utilization Management at **1-888-605-4807**,

Monday through Friday, from 8:30 a.m. to 5:30 p.m., for the following needs:

- You have questions
- You need to reach our UM department
- You need a copy of the clinical guidelines

If you need to talk to someone from UM after business hours, or on weekends or a holiday, call Member Services at **1-800-408-7511**.

You have the right to know about UM decisions

AmeriHealth Caritas DC wants you to be aware of your rights. It is your right to know that we do not give incentives (rewards) for decisions made. UM is all about

getting you appropriate care! We do not reward providers for rejecting, limiting, or delaying services. We also

do not give our staff rewards for the decisions they make about medically necessary care. You can read more about UM in your Member Handbook. The Member Handbook can be found on our website at **www.amerihealthcaritasdc.com**. You can also call Member Services to get a copy.



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 **202-408-4720** or toll free at **1-800-408-7511**
- 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 www.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 ከሆንዎት ከከፍተኛ ገንዘብ የቋንቋ ድጋፍ አገልግሎት ይቀርብልዎታል። 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 تتوافر لك بالمجان. اتصل برقم **1-800-408-7511 (رقم هاتف الصم والبكم و TTY/TDD: 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: ÀKÍYÉSI: Bí ó bá ñsọ Yorùbá, àwọn iṣẹ iranlọwọ èdè wà fún ọ l'òfẹ́. Pe **1-800-408-7511 (TTY/TDD 202-216-9885 tàbí 1-800-570-1190)**.

Thai: โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการผู้ช่วยด้านภาษาโดยไม่มีค่าใช้จ่าย 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)**.



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

