



**AmeriHealth Caritas™**  
District of Columbia

SUMMER 2019

# Healthy Now

[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)

## What Is a Well-Child Visit?

Well-child visits to your child's primary care provider (PCP) help keep your child healthy. At these visits, your child's PCP may:

- Weigh and measure your child and check his or her growth
- Give your child shots
- Check your child's sight and hearing
- Talk about safety, eating, and development
- Answer questions you have

The American Academy of Pediatrics says to take your baby for well-child visits at these ages:

- 2 to 5 days
- 1 month
- 2 months
- 4 months

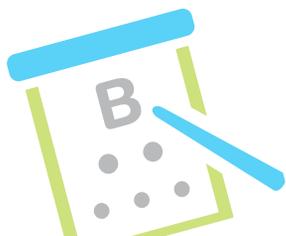
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months (2 years)
- 30 months



Starting when your child is 3 years old, visit his or her PCP one time a year.

*"AAP Schedule of Well-Child Care Visits," American Academy of Pediatrics, October 26, 2018, [www.healthychildren.org/English/family-life/health-management/Pages/Well-Child-Care-A-Check-Up-for-Success.aspx](http://www.healthychildren.org/English/family-life/health-management/Pages/Well-Child-Care-A-Check-Up-for-Success.aspx).*

*"What Can Parents Expect During Their Infant's Well-Child Visits?" National Institutes of Health, December 1, 2016, [www.nichd.nih.gov/health/topics/infantcare/conditioninfo/well-child-visit](http://www.nichd.nih.gov/health/topics/infantcare/conditioninfo/well-child-visit).*



Inside this newsletter is information about ways you can take care of your health. It is not meant to take the place of your health care provider. If you have questions, talk with your provider. If you think you need to see your provider because of something you have read in this information, please contact your provider. Never stop or wait to get medical attention because of something you have read in this material.

### #BestMe

AmeriHealth Caritas District of Columbia (DC) can help your child get the care they need to be their #BestMe. The HealthCheck program gives your child important screenings and services at well-child visits. Call Member Services at **1 800-408 7511** (TTY **1 800-570-1190**) for details.

# Keep Kids Healthy With Shots

As a parent, you want the best for your baby. Shots can help your little one grow up healthy and happy. They protect babies and children before they're exposed to diseases. Some diseases can be serious and even deadly. Make sure your child receives all shots recommended by the Centers for Disease Control and Prevention (CDC) by age 2. If you have any questions about shots, talk with your primary care provider.

## Why vaccines?

Kids need to build up their defenses to diseases. This used to

mean a lot of shots. But now, these shots, called vaccines, often protect against many illnesses. With these combo vaccines, your child is protected against more diseases with fewer shots.

Check with your child's PCP if your young one needs any shots. By age 2, the CDC recommends your child get shots against these diseases:

- Chickenpox
- Diphtheria
- Hib
- Hepatitis A
- Hepatitis B
- Influenza (flu)

- Measles
- Mumps
- Pertussis (whooping cough)
- Polio
- Pneumonia
- Rotavirus
- Rubella
- Tetanus

If you're pregnant, the CDC advises you to get your Tdap vaccine from weeks 27 to 36 of pregnancy. It will help protect your newborn against whooping cough until your baby can start getting shots.

## Vaccines from birth to age 2

<b>Birth:</b>	Hep B
<b>1-2 months:</b>	Hep B
<b>2 months:</b>	RV, DTaP, Hib, PCV13, IPV
<b>4 months:</b>	RV, DTaP, Hib, PCV13, IPV
<b>6 months:</b>	Hep B (can be given at 6 – 18 months), RV, DTaP, Hib, PCV13, IPV (can be given at 6 – 18 months), Influenza (yearly from 6 months on)
<b>12 months:</b>	Hib (can be given at 12 – 15 months), PCV13 (12 – 15 months) MMR (12 – 15 months), Varicella (12 – 15 months), Hep A (12 – 23 months)
<b>15 months:</b>	DTaP (can be given at 15 – 18 months)

"2018 Recommended Immunizations for Infants and Children (Birth Through 6 Years) in Easy-to-Read Format," Centers for Disease Control and Prevention, July 31, 2018, [www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html](http://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html).



# Prep for Your Preteen's Checkup

All preteens need regular checkups, the U.S. Department of Health and Human Services says. Why? Because checkups can help keep your preteen healthy.

During an exam, your child's primary care provider (PCP) can check your child's growth. The provider also can check your preteen for any problems that could affect his or her health. These include physical problems as well as school and family problems.

## Be prepared

Make the most of your preteen's checkup. Bring a list of all your child's medicines to the PCP's office. This includes over-the-counter medicines and vitamins. Also, remind your child's PCP about any allergies or past medical

problems your preteen has.

Not sure what to expect? During the exam, your child's PCP may check your preteen's:

- Blood pressure
- Vision
- Hearing
- Weight and height

Your child's PCP may also talk about the risks of smoking and drug use. He or she may also talk about issues like depression and eating disorders. A checkup is a great time to ask questions. Write down your questions so you remember to ask.

*"Preventive Care Benefits for Children," U.S. Centers for Medicare & Medicaid Services, [www.healthcare.gov/preventive-care-children](http://www.healthcare.gov/preventive-care-children).*

## Preteens and Teens Still Need Shots

Preteens and teens need a flu shot every year, as well as these three shots:

1. **Meningococcal** protects against meningitis, an infection that can be deadly. All 11- and 12 year olds should get a MenACWY shot. At 16, all teens need a booster MenACWY.
2. **HPV** protects against human papillomavirus (HPV), which can lead to cancer. All 11- and 12 year-olds need two HPV vaccine doses at least five months apart. Those who do not get their first shot until age 15 or older need three HPV doses.
3. **Tdap** protects against tetanus, diphtheria, and whooping cough (pertussis). Between ages 11 and 12, preteens need a single Tdap dose. After that, they need a booster shot every 10 years.

*"2018 Recommended Immunizations for Preteens and Teens," Centers for Disease Control and Prevention, last modified January 24, 2018, [www.cdc.gov/vaccines/schedules/downloads/teen/parent-version-schedule-7-18yrs-bw.pdf](http://www.cdc.gov/vaccines/schedules/downloads/teen/parent-version-schedule-7-18yrs-bw.pdf).*



# Get the Lowdown on Lead

Lead, a toxic metal, can be dangerous. It's extra risky for children because their bodies take in more lead than adults' bodies do. Kids' brains and nervous systems are also more easily damaged by lead poisoning.

Babies and young children come into contact with more lead than adults. They often touch things that can contain lead and then put their hands in their mouths.

Lead can be found in:

- Soil
- Pipes in homes built before 1986
- Dust
- Older toys and play jewelry
- Paint in homes built before 1978

## Take action against lead

You can help keep your family safe from lead. Take these steps:

- Wipe children's hands and remove their shoes after playing outdoors

- Use cold water to prepare food and drinks
- Clean floors with a damp mop each week
- Don't let kids play in soil (consider a sandbox instead)
- Wipe down flat surfaces, like windowsills, weekly with a damp paper towel
- Wash pacifiers, toys, and bottles often
- Ask your child's PCP to test blood lead levels before age 2

*"Learn About Lead," U.S. Environmental Protection Agency, August 20, 2018, [www.epa.gov/lead/learn-about-lead#exposed](http://www.epa.gov/lead/learn-about-lead#exposed).*

*"Protect Your Family from Exposures to Lead," U.S. Environmental Protection Agency, August 30, 2017, [www.epa.gov/lead/protect-your-family-exposures-lead#soil](http://www.epa.gov/lead/protect-your-family-exposures-lead#soil).*

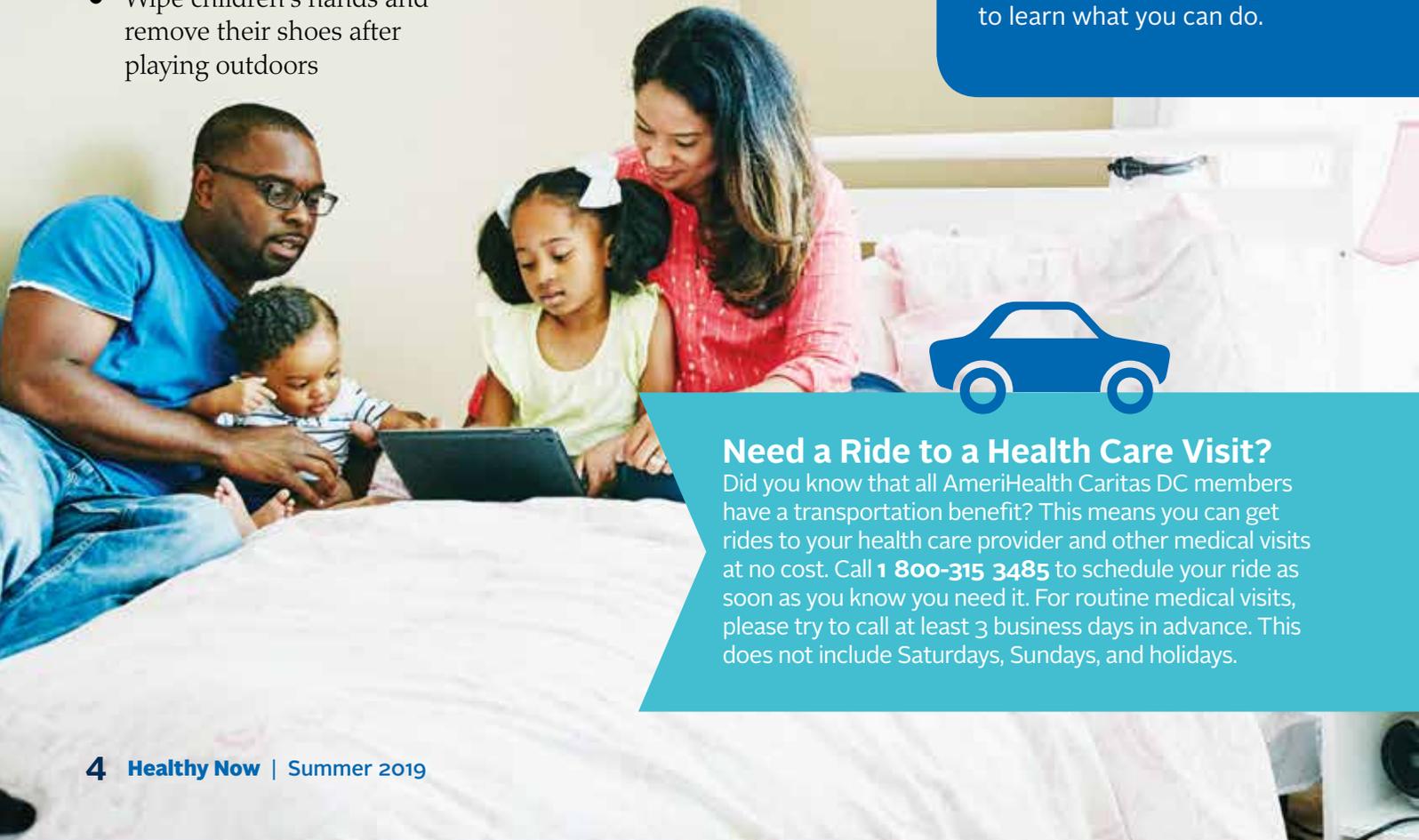
## Is There Lead in My Drinking Water?

If there is lead in pipes and plumbing fixtures, it can sometimes be released into drinking water. DC residents can request free lead testing kits. Go to [www.dwater.com/lead-testing](http://www.dwater.com/lead-testing).



You can also check the service line map to see if your property has, or might have, a lead service line. You can find the map at [www.dwater.com/servicemap](http://www.dwater.com/servicemap).

If you have pipes that contain lead, or if you're not sure, you should take steps to lower your risk for lead exposure. Visit [www.dwater.com/lead](http://www.dwater.com/lead) to learn what you can do.



## Need a Ride to a Health Care Visit?

Did you know that all AmeriHealth Caritas DC members have a transportation benefit? This means you can get rides to your health care provider and other medical visits at no cost. Call **1 800-315 3485** to schedule your ride as soon as you know you need it. For routine medical visits, please try to call at least 3 business days in advance. This does not include Saturdays, Sundays, and holidays.

# When You Need Urgent Care

When you need urgent care, we can help. Urgent care is medical care that you need within 24 hours but that might not be an emergency.

Some urgent medical needs include:



A SPRAIN OR STRAIN



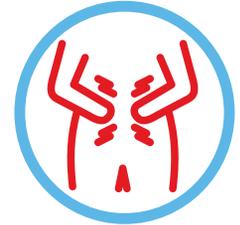
A CUT OR SCRAPE



A SORE THROAT



A COUGH OR COLD



DIARRHEA



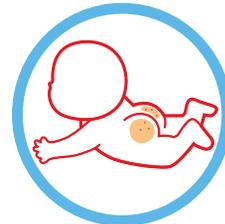
THROWING UP



LICE, SCABIES, OR RINGWORM



AN EARACHE



DIAPER RASH



PRESCRIPTION MEDICATION REFILLS



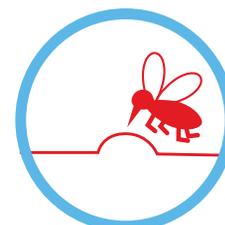
A MINOR BURN



A MILD FEVER



A MILD HEADACHE



AN INSECT OR ANIMAL BITE



A MILD ALLERGIC REACTION

HEALTH CARE ADVICE  
24 HOURS A DAY,  
7 DAYS A WEEK  
CALL 1-877-759-6279

NEED A RIDE TO A PROVIDER  
APPOINTMENT?  
CALL 1-800-315-3485  
WHERE TO GO

You can get care for urgent medical needs at certain clinics. For a list of places you can go, visit [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com).

# So, what is REL?

REL stands for **race, ethnicity, and language**. The health plan tries to get this information from all of our members. That way we can give services that meet the needs of our diverse members.



So, what is **race, ethnicity, and language**?

**Race** is based on your biology or physical

features. People who share certain

traits such as skin color, hair and eye color, or bone structure can be grouped into one race. **Ethnicity** means your culture. People can share the same ethnicity if they:

- Come from the same country
- Share a similar culture
- Speak the same language

In simple terms, your race is based on how you look. Your

ethnicity is based on what social and cultural groups you belong to.

**Language** is a system of communication used by a group of people.

## Why do we collect REL information?

We collect this information so that we can create programs, services, and benefits that fit the needs of each member. If we are creating a program for Hispanic members about healthy eating, we need to know where



our Hispanic members live. We also need to know how healthy they are. And we need to make sure that we are providing care in a way that addresses their culture.



## Is my information safe?

We want to make sure that our members get the best care possible.

If you decide to give your REL information to us, your answers will stay private. They will be protected based on our health plan data and privacy policies. We will only share your information with your health care providers to help them provide you with care and services. Your answers will never be used to deny coverage or benefits from your health plan.



# You Are Pregnant. Now What?

Being pregnant can be a wonderful experience. But it can also cause you to have questions and worries. The good news is that, as a member of AmeriHealth Caritas 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. 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. 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.



## Reminders and Important Numbers

A quick reference for important telephone numbers and services:

- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Ave. SE, 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**.
- 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!
- You can find out about changes to your covered medicines by visiting [www.amerihealthcaritasdc.com/member/eng/medicaid/benefits/pharmacy.aspx](http://www.amerihealthcaritasdc.com/member/eng/medicaid/benefits/pharmacy.aspx).



## 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](http://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](http://www.hhs.gov/ocr/office/file/index.html).

  
**AmeriHealth Caritas**  
District of Columbia

Developed by StayWell

## 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፣ ከክፍያ ጎዳ የሆነ 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: ÀKÍYÈSÌ: 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)**.

[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)



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GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR