



AmeriHealth Caritas™

District of Columbia

SPRING 2017

Healthy Now

WWW.AMERIHEALTHCARITASDC.COM

See a Specialist Without a Referral

If you think you need to see a specialist, talk to your primary care provider (PCP). He or she can help recommend someone right for you. The good news is **you no longer need a referral to see a specialist.** That means your PCP doesn't have to approve your visit to the specialist. Now that you don't need a referral, you will have less time waiting for your appointment.

It is still best to talk to your PCP about other providers you see, including specialists. This will help your PCP better understand your health and provide you with the care you need.

Some health problems require you to see a specialist. A specialist is a health care provider trained to treat certain health problems. Specialists can include:

- Heart doctors (cardiologists)
- Skin doctors (dermatologists)
- Doctors for women's issues (gynecologists)
- Doctors for pregnant women (obstetricians)
- Doctors for blood problems (hematologists)
- Foot doctors (podiatrists)
- Eye doctors (ophthalmologists)
- Cancer doctors (oncologists)
- Surgeons

If you need help making an appointment with a specialist or your PCP, call Member Services at **1 800-408 7511.**

Health Plan Reminders

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

- You can renew your Medicaid coverage online at www.dchealthlink.com.
- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020 for fitness and healthy cooking classes.
- Get rewarded for being healthy! Visit our website to learn more about how to earn a **\$25 gift card** at www.amerhealthcaritasdc.com/giftcard.
- Get text* reminders about your health and benefits and a **free "I am healthy" T-shirt!** Text "iamhealthy" to 85866 to sign up.
- 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 AHCDC.
- 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/amerhealthcaritasdc.

- Friendly reminder: Instead of a 3-month supply, you may ask your doctor for a 12-month supply of birth control pills. This will save you time and trips to the pharmacy!
- Ask your pharmacist how to sign up for medicine reminders.
- We offer free interpretation and translation services. Visit www.amerhealthcaritasdc.com to learn how to request language services.

**Standard text message and data rates may apply.*

Just a reminder!

Every year, AmeriHealth Caritas District of Columbia (DC) mails a survey to some of our members. It asks how happy you are with AmeriHealth Caritas DC and our providers. Only a few members get this survey in the mail. So if you get a survey, please take a couple of minutes to tell us how we are doing. Your answers are completely private.

Earn Gift Cards for Taking Care of Your Health

Did you know you can earn gift cards for taking care of your health? Now you can with AmeriHealth Caritas DC's I am healthy® Rewards Program.

It's easy.

- 1. Make an appointment with your provider for:**
 - An annual physical (for members ages 12 – 21)
 - A blood and urine test for diabetes (for members with diabetes ages 18 – 75)
 - A retinal eye exam for diabetes (for members with diabetes ages 18 – 75)
 - A prenatal office visit before your 13th week of pregnancy (in your first trimester)
 - An OB/GYN visit 21 – 56 days after childbirth
- 2. Fill out the Rewards Program form.** Each appointment listed here has its own form. You can find them at www.amerhealthcaritasdc.com/giftcard.
- 3. Hand in your Rewards Program form to your provider's office during your visit.** Your provider will fax the form to our office.

That's it! Once your provider sends us the form, you'll receive your gift card in the mail within 30 days.



If you need help making an appointment or finding a ride, we can help. Just call **1 877 759-6224**.



Asthma and Allergies: Your Spring Survival Guide

Spring is in the air. For people with asthma and allergies, pollen and pollution can cause your symptoms to flare up. But this doesn't mean that you have to stay inside all the time. Take these 3 steps for relief.

1 Make a plan. Do you start coughing and wheezing at the first signs of spring? Talk with your provider to figure out what's causing your symptoms. He or she can help you create a plan to avoid those things or may prescribe medicine to help control your symptoms.

2 Check the air quality. Some air pollution exists all year, but certain types can get worse during hot afternoons and evenings. If the air is polluted, you may find it harder to breathe when you are active outside. You may notice asthma symptoms the day after you've been breathing polluted air.

Check the air quality before you plan any outside activities. You can usually find reports about the air quality in local newspapers or on TV or radio stations. You can also check the air quality in your area on www.airnow.gov.

3 Protect against pollen. For many allergy sufferers, pollen and mold are the main problem. Here are some things you can do to help keep these tiny particles from irritating your asthma:

- Close your windows at night. This keeps pollen and mold from coming in.
- Don't hang clothes or sheets outside to dry.
- Shower and change your clothes after spending time

outside. This will help remove pollen or mold from your clothing, hair, and skin.

- Take your asthma or allergy medicine as directed. If you have asthma, find out from your provider what you should do if your symptoms get worse.

The spring and summer months can be difficult for many people with asthma, but there's no need to suffer. If you are still having trouble with your asthma despite taking medicine and trying to avoid triggers, talk with your doctor.

How's the air?

Go to www.airnow.gov. Enter your ZIP code at the top and click **Go**. Look at the Current Conditions section. Check for colors that indicate good (green), moderate (yellow), or unhealthy (red), and any special health messages.



Germs, Germs, Go Away!

It's the time of year when many people get sick. Washing your hands can help keep you healthy! Do you know the best way to wash your hands? Fill in each blank with the correct word from this list:

garbage
animal
before
after
people
quick
sneeze
happy birthday
nails

Follow these simple rules for washing your hands.

1. Wash your hands:

- _____ you eat.
 - _____ you use the bathroom.
 - After you touch _____ or pet an _____.
 - After you cough, _____, or wipe your nose.
 - After you spend time around a lot of _____.
- Don't be too _____ when you wash your hands.
 - Lather up with soap and water and scrub for about 20 seconds — the time it takes to sing the _____ song.
 - Don't forget the backs of your hands, between your fingers, and under your _____.

Answers:
1a. before 1b. after 1c. garbage, animal 1d. sneeze 1e. people 2. quick 3. happy birthday 4. nails



CARE4U — MEDS MADE EASY!

At AmeriHealth Caritas DC, we know keeping track of your medicines can be hard. We want to make sure that your medicine is not a barrier to staying healthy, so we are working with Grubb's Pharmacy to bring you the Care4U — Meds Made Easy program.

This program will help you keep track of all of your medicines by:

- Refilling all your medicines on the same day — even if you go to more than 1 pharmacy
 - Packing your medication in easy-to-open packs with instructions on when to take each medicine
 - Sending text message reminders
 - Providing health education about your medicines and health conditions
 - Providing fast home delivery of your medicine
- Join this program by calling 1 877 759-6224.

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 **202-842-2810** or toll-free at **1-866-842-2810**
- In writing 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 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: ለአማርኛ ተናገሮት ለሌሎች ለሆነው ስለሆነ የተገኙት ስራዎች አገልግሎት ይቀርባል። 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 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 tulung 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: ÀKÌYÉSI: Bí o bá nísọ Yorùbá, àwọn isẹ 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 คุณสามารถใช้บริการผู้ช่วยด้านภาษา โดยไม่มีค่าใช้จ่าย 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



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.

ይህ መረጃ በአማርኛ የሚያስፈልግዎት ከሆነ፣ የ24 ሰዓት አገልግሎት ወደ ሚስጠው ስልክ ቁጥር 202-408-4720 ወይም 1-800-408-7511 በመደወል የአባል አገልግሎቶችን ያግኙ።

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.