



AmeriHealth Caritas™

District of Columbia

WINTER 2019

Healthy Now

www.amerhealthcaritasdc.com



Keep Your Hands Clean to Stay Well

Experts recommend a flu shot, sneezing into your elbow, and washing your hands to help keep cold and flu germs at bay. In fact, handwashing is one of the best and easiest ways to keep yourself and others from getting sick.

Here are 4 ways to keep your hands clean:

1 Wash the right way. Lather up with soap and water. Then scrub for about 20 seconds. That is about how long it takes to sing the “Happy Birthday” song. Make sure you get the back of your hands, between your fingers, and under your nails.

2 Clean your hands often. Wash hands before, during, and after you make food. You should wash up after you touch garbage, use the bathroom, change a diaper, or pet an animal.

3 Use an alcohol-based hand gel when you cannot get to a sink.

Hand sanitizers do not kill as many germs, but they can help in a pinch. Many stores carry small bottles that fit in a purse or backpack.

4 Clean your phone. Your cellphone is probably in your hands throughout the day. With all that handheld time, phones can carry bacteria and spread illness. During cold and flu season, be sure to disinfect and clean your phone often to prevent the spread of germs.

“CDC Says ‘Take 3’ Actions to Fight the Flu,” Centers for Disease Control and Prevention, last updated August 1, 2018, www.cdc.gov/flu/protect/preventing.htm.

“Wash Your Hands,” Centers for Disease Control and Prevention, last modified April 2, 2018, www.cdc.gov/Features/HandWashing.

Here is information about ways you can take care of your health. It is not to take the place of your doctor.

If you have questions, talk with your doctor. If you think you need to see your doctor because of something you have read in this information, please contact your doctor.

Never stop or wait to get medical attention because of something you have read in this material.

GET A FLU SHOT

The Centers for Disease Control and Prevention says that everyone 6 months of age and older should get a flu shot. If you have not had one yet, call Member Services at

1 800-408 7511
(TTY/TDD 1 800-570-1190)
for information about how to get a flu shot.





Schedule Your Checkup

As an AmeriHealth Caritas District of Columbia (DC) member, you should get a checkup at least 1 time a year. Children under 3 should see their PCPs more frequently. For help making an appointment, call Member Services at **1 800-408 7511** (TTY/TDD **1 800-570-1190**).

Schedule a Yearly Checkup

Most healthy adults should see their primary care provider (PCP) for a checkup 1 time every year. During this visit, your PCP performs important tests that may catch illnesses early on. Your PCP can also help guide you about other tests that you may need. Talk with your PCP about screening tests for:

- **Breast cancer.** Women ages 45 to 54 should get mammograms every year. You may need to start sooner if you have a high risk for the disease.¹
- **Cervical cancer.** Women ages 21 to 29 should get a Pap test 1 time every 3 years. Women ages 30 to 65 can have a Pap test every 3 years and a human papillomavirus (HPV) test every 5 years. Or they can choose to have Pap and HPV tests at the same time every 5 years.²
- **Cholesterol.** Have your cholesterol checked every 4 to 6 years after you turn age 20.³
- **Colorectal cancer.** You should start testing at age 50. You may need a test sooner if the disease runs in your family.⁴
- **Diabetes.** Get tested if you are overweight or obese and between the ages of 40 and 70.⁵
- **Lung cancer.** A low-dose scan of the lungs can detect the disease in its earliest stages. Adults ages 55 to 80 should have the test 1 time each year.⁶
- **Prostate cancer.** Starting at age 50 or 55, men should discuss the advantages and limitations of prostate cancer screening with their PCPs.⁷

During your checkup, your PCP may also refer you to a specialist, if needed.

¹"American Cancer Society Recommendations for the Early Detection of Breast Cancer," American Cancer Society, last modified October 9, 2017, www.cancer.org/cancer/breast-cancer/screening-tests-and-early-detection/american-cancer-society-recommendations-for-the-early-detection-of-breast-cancer.html.

²"Final Recommendation Statement: Cervical Cancer: Screening," U.S. Preventive Services Task Force, August 2018, www.uspreventiveservicestaskforce.org/Page/Document/RecommendationStatementFinal/cervical-cancer-screening.

³"How to Get Your Cholesterol Tested," American Heart Association, last reviewed April 30, 2017, www.heart.org/en/health-topics/cholesterol/how-to-get-your-cholesterol-tested.

⁴"Colorectal Cancer: Screening," U.S. Preventive Services Task Force, released June 2016, www.uspreventiveservicestaskforce.org/Page/Document/UpdateSummaryFinal/colorectal-cancer-screening?ds=1&s=colorectal%20cancer%20screening.

⁵"Final Update Summary: Abnormal Blood Glucose and Type 2 Diabetes Mellitus: Screening," U.S. Preventive Services Task Force, September 2016, <https://www.uspreventiveservicestaskforce.org/Page/Document/UpdateSummaryFinal/screening-for-abnormal-blood-glucose-and-type-2-diabetes?ds=1&s=diabetes>.

⁶"Screening for Lung Cancer: U.S. Preventive Services Task Force Recommendation Statement," U.S. Preventive Services Task Force, www.uspreventiveservicestaskforce.org/Page/Document/UpdateSummaryFinal/lung-cancer-screening.

⁷"Screening for Prostate Cancer: U.S. Preventive Services Task Force Recommendation Statement," U.S. Preventive Services Task Force, *JAMA*, 318, no. 18 (May 8, 2018), 1901-1913.

Parents, **Limit** Screen Time for Your Children

Screens are everywhere these days. Much of the time, it seems like our kids are glued to their smartphones, tablets, and TVs.

There are good things about these devices. For example, some shows and apps can help children learn how to read.

But research shows that too much screen time can harm kids as they grow. It is linked to obesity, sleep problems, and delayed language and social skills.

That is why the American Academy of Pediatrics (AAP) updated its media guidelines for children. Here's what they suggest:

- **Children younger than 18 months:** Avoid screen time, except for video chats. Parents should supervise chats with family and friends.
 - **Children 18 to 24 months:** Only view high-quality educational programming. Parents should interact with children during viewing to support their learning. Avoid solo screen time.
 - **Children 2 to 5 years:** Limit screen time to less than 1 hour per day. Choose high-quality media. Interact with children during viewing as much as you can.
 - **School-age kids and teens:** Set rules around media use so that it does not interfere with health, sleep, and learning. For example, shut off devices 1 hour before bedtime.
- Try to set a good example. Kids will not follow rules unless you keep to them yourself.

“Constantly Connected: Adverse Effects of Media on Children & Teens,” American Academy of Pediatrics, last modified October 17, 2016, www.healthychildren.org/English/family-life/Media/Pages/Adverse-Effects-of-Television-Commercials.aspx.

“Healthy Digital Media Use Habits for Babies, Toddlers & Preschoolers,” American Academy of Pediatrics, last modified October 6, 2016, www.healthychildren.org/English/family-life/Media/Pages/Healthy-Digital-Media-Use-Habits-for-Babies-Toddlers-Preschoolers.aspx.

“Media and Young Minds,” Council on Communications and Media, American Academy of Pediatrics, *Pediatrics*, 138, no. 5 (November 2016), <http://pediatrics.aappublications.org/content/138/5/e20162591>.

“Media Use in School-Aged Children and Adolescents,” Council on Communications and Media, American Academy of Pediatrics, *Pediatrics*, 138, no. 5 (November 2016), <http://pediatrics.aappublications.org/content/138/5/e20162592>.

EXTRA BENEFITS CAN HELP YOU STAY ACTIVE

AmeriHealth Caritas DC makes it easier for our members to stay active and create healthy habits. Make the most of your extra benefits today. Signing up is easy.

Gym Membership Program.

This gym membership program* allows you to join a participating fitness center at no cost to you. If you cannot get to a fitness center, you can sign up for the home fitness program instead. For more information or to sign up, call **1 888 369-2746 (TTY/TDD 711)** or visit www.fitnesscoach.com.

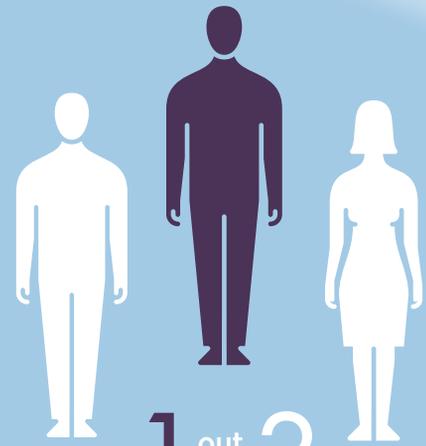
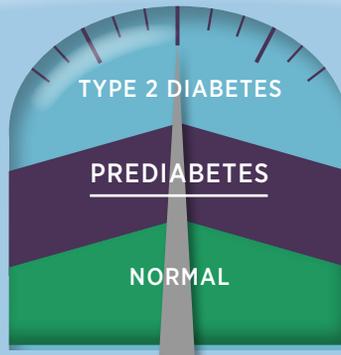
Capital Bikeshare. Now you can ride one of those red bikes you see around the District to enjoy the outdoors, run errands, and get to work. For more information or to sign up for a Capital Bikeshare program at no cost, call the Member Wellness Center at **202 408 3989**.

*Talk to your PCP before starting or changing your exercise routine.



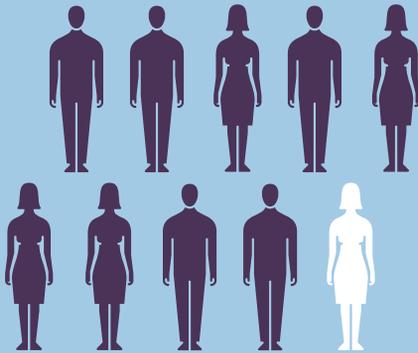
Prediabetes: Could You Be At Risk?

PREDIABETES occurs when your blood glucose (blood sugar) level is higher than normal, but not yet high enough to be considered diabetes.



9 out of 10 people with prediabetes don't realize they have it!

1 out of 3 adults in the United States have prediabetes.²



GET TESTED



The condition often causes no symptoms, so ask your doctor if you need to be tested. The only way to know for sure if you have prediabetes is with a blood test.³

WHAT IF YOU HAVE PREDIABETES?

Within **5** years, people with prediabetes who don't take steps to manage it may develop type 2 diabetes.⁴

LOWER YOUR RISK

By making good choices, you can help protect your health and often keep type 2 diabetes from starting.⁵

These three steps can help keep diabetes away:



Getting **2.5** hours per week of moderate physical activity⁶



Losing **5 to 7** percent of your body weight, if you're overweight. That's just 10 to 14 pounds for a 200-pound person.⁷



Quit smoking, if you are a smoker.⁸

^{1,2}"National Diabetes Statistics Report, 2017," Centers for Disease Control and Prevention, accessed Sept. 19, 2018, www.cdc.gov/diabetes/pdfs/data/statistics/national-diabetes-statistics-report.pdf.

^{3,6}"Diagnosing Diabetes and Learning About Prediabetes," American Diabetes Association, last modified Nov. 21, 2016, www.diabetes.org/diabetes-basics/diagnosis.

⁴"Are You at Risk for Prediabetes?" American Medical Association and Centers for Disease Control and Prevention, accessed Sept. 19, 2018, <https://assets.ama-assn.org/sub/prevent-diabetes-stat/downloads/are-you-at-risk-for-type2-diabetes.pdf>.

^{5,8}"Steps to Help You Reverse Prediabetes," American Diabetes Association et al, accessed Sept. 19, 2018, [www.doihaveprediabetes.org/img/Prediabetes_Infographic2\(Full\).png](http://www.doihaveprediabetes.org/img/Prediabetes_Infographic2(Full).png).

Fruit Juice: A Sneaky Cause of Weight Gain

Fruit juice tastes sweet, but the results of regularly consuming the drink are pretty sour. Recent research shows that drinking just 1 glass of 100% fruit juice every day can lead to weight gain.

Women in the study gained as much weight as those who regularly drink other sugary drinks, like soda.

Avoid Calories and Sugar

While 100% fruit juice may seem like a healthy option, each 6-ounce serving contains about 15 to 30 grams of sugar (about the same as four chocolate chip cookies), 60 to 120 calories (equivalent to one serving of low-salt pretzels), and very little fiber. As a result, fruit juice may spike your blood sugar levels and make you want to eat more. This can lead to weight gain over time.

Eat More Fruit Instead

For a better option, sink your teeth into fresh fruit, such as pears and apples. Here are other ways to eat more fruit:

- Add it to your cereal or oatmeal.
- Sprinkle berries into your pancake batter.
- Mix some into your salads.
- **Add sliced apple or banana to peanut butter sandwiches.**
- Blend fruit into a smoothie made with low-fat yogurt.



The next time you are at the store, leave the fruit juice on the shelf. Stock up on fresh fruit instead. Your health and waistline will thank you.

B.J. Auerbach et al., "Association of 100% Fruit Juice Consumption and 3-Year Weight Change Among Postmenopausal Women in the Women's Health Initiative," *Preventive Medicine*, 109 (April 2018): 8-10.

"How to Eat More Fruit and Vegetables," American Heart Association, last reviewed February 17, 2017, www.heart.org/en/healthy-living/healthy-eating/add-color/how-to-eat-more-fruits-and-vegetables.

PREVENT TOOTH DECAY

Make sure your child sees his or her dentist at least 2 times a year. Ask about fluoride varnish and dental sealants. These coverings help protect teeth from cavities. If you have questions, call Member Services at **1-800-408-7511 (TTY 1-800-570-1190)**.



If You Live with Daily Pain

If you live with daily pain, you may want to try acupuncture or chiropractic care. Both acupuncture and chiropractic care may ease headaches and pain in the lower back, neck, and knees. Both of these are meant to work together with your other medical care.

Acupuncture is a traditional Chinese medicine practice that stimulates select points on the body. The most common method uses very thin, sterile needles that are put in through the skin.

Chiropractors adjust the spine using their hands, elbows, and special tools. They may also give you exercises to do at home.

“Chiropractic: In Depth,” National Center for Complementary and Integrative Health, National Institutes of Health, last modified June 20, 2016, <https://nccih.nih.gov/health/chiropractic/introduction.htm>.

“Acupuncture: In Depth,” National Center for Complementary and Integrative Health, National Institutes of Health, last modified February 21, 2017, <https://nccih.nih.gov/health/acupuncture/introduction>.

DID YOU KNOW

that your benefits include chiropractic and acupuncture care? To find a chiropractor or acupuncturist, call Member Services at **1 800-408 7511**.



Need a Ride to a Health Care Visit?



Did you know that all AmeriHealth Caritas DC members have a same-day, next-day transportation benefit? This means you can get rides to your health care provider and other medical appointments at no cost. You can get rides for:

- Urgent care needs
- Provider visits
- Urgent follow-up medical visits
- Hospital discharges
- Pharmacy visits

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 call, you will need to provide:

- Your enrollee ID number
- Your phone number
- The address where you can be picked up
- The name, address, and phone number of the medical or dental facility or provider office where you are going.

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.
- You can find out about changes to your covered medications by visiting **www.amerhealthcaritasdc.com/member/eng/medicaid/benefits/pharmacy.aspx**

Just a Reminder!

Every year, AmeriHealth Caritas 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 one, please take a couple of minutes to tell us how we are doing. Your answers are completely private.



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.


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 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



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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR