

# OVERVIEW OF BENEFITS AND SERVICES\*

AmeriHealth Caritas District of Columbia



*AmeriHealth Caritas*<sup>™</sup>  
District of Columbia

\*The benefits described within this document are intended to be a high-level summary of the covered services available to AmeriHealth Caritas DC enrollees as of April 1, 2022. This document does not guarantee coverage or eligibility. Please call Enrollee Services at **1-800-408-7511** to confirm benefits, coverage, and eligibility.

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# AmeriHealth Caritas DC Wellness and Opportunity Center

The AmeriHealth Caritas DC Wellness and Opportunity Center promotes a healthier community while striving to provide excellent customer service. Enrollees can attend health and fitness classes, chat with care managers, meet with a pharmacist, and improve their health literacy.

## AmeriHealth Caritas DC Wellness and Opportunity Center

1209 Marion Barry Avenue SE  
Washington, DC 20020

### Hours

9 a.m. – 4 p.m. Monday through Friday

\*Open for fitness classes on Saturday from 11 a.m. – 12 p.m.

To receive a full schedule of Wellness and Opportunity Center programming, please contact us at **202-216-2318**.

**NOTE:** We offer virtual programming if the Wellness and Opportunity Center is closed. Please call the Community Outreach Solutions team at **202-216-2318** for questions.

# Wellness Resources for AmeriHealth Caritas DC Enrollees

AmeriHealth Caritas DC works with community organizations to offer a variety of resources for you. These offerings — such as fitness and nutrition classes, resources for expecting parents and new families, and incentives for getting your annual wellness checks — are all designed to help you live a healthier life.

In this guide, you will find details about health and wellness resources, which are offered at no cost to our enrollees.

If you are an enrollee and would like to know more about these programs and how you can sign up, please contact the Community Outreach Solutions team at **202-216-2318**, Monday through Friday, 8 a.m. to 6 p.m.



## Download the AHC Mobile App!

AmeriHealth Caritas DC offers a mobile app that allows you to access key services right from a smartphone or tablet without having to use a computer or make a phone call. With the AHC Mobile app, you can see your prescriptions, doctor visit history, and more. Download the AHC Mobile app from the Apple Store® or Google Play™!\*

\*Messaging and data rates apply



## Health Resources for You and Your Family

### FIND HELP

Find Help makes it easy for you to find programs and available services for food, shelter, health care, job searching, financial assistance, and other needs. You can access the Find Help tool on the AmeriHealth Caritas DC website.

Visit **www.findhelp.org** and put in your ZIP code. Find Help will help you find resources available within your community.

**Open to all AmeriHealth Caritas DC enrollees.**

### CARE CARD REWARDS PROGRAM

Taking care of your health may pay off in more ways than one! You can earn rewards on your CARE Card if you:

- Have an annual physical (for enrollees ages 12 to 20) – \$50;
- Have a prenatal care visit in your first trimester of pregnancy (before 13 weeks) – \$25;
- Have blood and urine tests if you have diabetes – \$25;
- Receive an eye exam if you have diabetes – \$25; and
- Have an appointment with your OB/GYN or midwife within one to 12 weeks (7 to 84 days) after giving birth – \$25.

**NOTE:** An enrollee cannot get more than \$75 in incentives each year.

**Open to all AmeriHealth Caritas DC enrollees. Visit <https://amerihealthcaritasdc.com/member/eng/care-card.aspx> to learn more.**



## DENTAL BENEFITS

AmeriHealth Caritas DC offers a comprehensive dental program that supports an integrated approach to meet enrollees' needs. Each enrollee is assigned a primary dental provider who serves as the enrollee's "dental home."

Dental health checkups and some treatments are available at no cost for AmeriHealth Caritas DC enrollees younger than age 21.

## COVERED SERVICES

### Enrollees ages 21 and older:

- General dental exam and cleaning every six months
- Radiographs
- Surgical services and extractions
- Fillings, crowns, and sealant application
- Dentures
- Emergency dental care
- Full mouth debridement
- Prophylaxis
- Palliative treatment
- Root canal treatment
- Periodontal scaling and root planing
- Removal of impacted teeth
- Other dental services as medically necessary

### Enrollees under age 21:

- General dentistry and orthodontic care for special problems
- Checkups twice a year for children ages 1 to 20
- Fluoride varnish treatment

Some procedures require pre-authorization. If you have any dental questions or need help finding a dentist, call Enrollee Services at 1-800-408-7511 (TTY 1-800-570-1190).



## Enrollee Nutrition Programs

### HEALTHY COOKING CLASSES

AmeriHealth Caritas DC has partnered with dietitians to offer hands-on healthy cooking classes at our Wellness and Opportunity Center. You'll get to cook a healthy meal and enjoy it after class!

#### How it works

- ✓ A nutritionist leads a small group in a hands-on cooking session to prepare a healthy meal.
- ✓ After you cook, you'll get to enjoy the meal you just prepared.
- ✓ You get to keep any leftovers and take home the fresh ingredients you used in class, so you can re-create your meal at home!

### NUTRITION CLASSES

We offer no-cost monthly nutrition classes at our AmeriHealth Caritas DC Wellness and Opportunity Center that may help you change your eating habits and manage your weight.

#### How it works

- ✓ A health educator facilitates the class.
- ✓ You will learn skills such as budgeting for food shopping, planning your meals, and making healthy food choices.
- ✓ Your facilitator also will help you find new ways to increase your physical activity.

Please call the Community Outreach Solutions team at 202-216-2318 to see if these programs are offered virtually.

The AmeriHealth Caritas DC Wellness and Opportunity Center is located at 1209 Marion Barry Avenue SE Washington, DC 20020. Visit [www.amerhealthcaritasdc.com/pdf/member/wellness-center/wellness-calendar.pdf](http://www.amerhealthcaritasdc.com/pdf/member/wellness-center/wellness-calendar.pdf) to see our monthly schedule or call us at 202-408-3989.

## WELLNESS CIRCLES

Our Wellness Circles are open to all enrollees! Our Wellness Circles can help you learn how to manage your weight and improve your overall health.

### How it works

- ✓ AmeriHealth Caritas DC works with various community stakeholders to offer community classes for enrollees that take place across DC Wards.
- ✓ You'll take six classes over three months with health educators and wellness experts.
- ✓ Topics include ways to lower your blood sugar, making better food choices, menu planning, exercise, and education.

## HOME-DELIVERED MEALS

At AmeriHealth Caritas DC, we believe food is a form of medicine. For this reason, we offer medically tailored home-delivered meals to enrollees who have conditions for which nutrition is a major factor in driving healthy outcomes.

### How it works

We offer this program to certain enrollees in the following situations:

- ✓ Enrollees who have prediabetes or uncontrolled diabetes
- ✓ Enrollees who are pregnant
- ✓ Enrollees who have recently left the hospital
- ✓ Enrollees who are receiving treatment for hepatitis C infection

While enrolled in the program, enrollees will receive hands-on nutrition information and healthy cooking lessons.

## DIETITIAN SERVICES

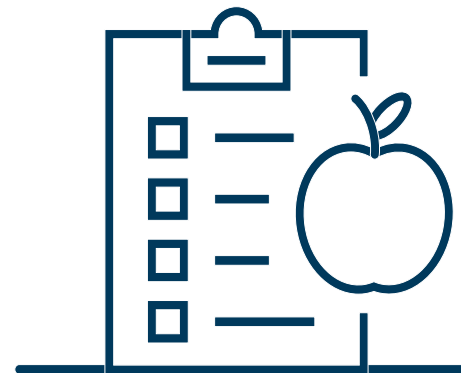
Eating right and your health go hand in hand. We offer dietitian services to eligible enrollees so they can learn the most nutritious choices for managing their health.

### How it works

- ✓ Your provider or AmeriHealth Caritas DC care manager will refer you to the program.
- ✓ You will be paired with a dietitian for one-on-one sessions to help you develop a nutrition plan to manage your weight and blood sugar.
- ✓ Our dietitian will work with you to help you make individualized grocery lists and meal plans to help you meet your health needs.

Please call the Community Outreach Solutions team at **202-216-2318** to see if these programs are offered virtually.

**Ask your provider or an AmeriHealth Caritas DC care manager or associate if you may be eligible and about how to sign up.**



# Diabetes and Nutrition Resources and Programs

## ONLINE DIABETES PREVENTION CLASS

If you have prediabetes, you can take an online diabetes prevention class to learn how to manage your weight and prevent diabetes through proper nutrition.

## HOWARD UNIVERSITY HOSPITAL DIABETES TREATMENT CENTER PROGRAM

The Diabetes Treatment Center at Howard University Hospital offers diabetes education classes and an online diabetes prevention class at no cost for enrollees.

- You have the option to take two types of classes at Howard University Hospital.
  - Diabetes and nutrition one-on-one classes are held Monday through Thursday every week.
  - Group diabetes education classes are held Tuesday through Thursday during the third week of every month.
- Classes focus on healthy eating, weight-loss tips, and diabetes education.
- Please call the Community Outreach Solutions team at **202-216-2318** to see if these programs are offered virtually.

**Ask your provider or an AmeriHealth Caritas DC care manager or associate if you may be eligible and about how to sign up.**



## Spanish-Language Nutrition and Diabetes Classes

### LA CLÍNICA DEL PUEBLO CLASSES: Tomando Control de su Salud (Taking Control of Your Health)

La Clínica del Pueblo holds diabetes education classes to help you maintain your weight and nutrition while keeping a positive outlook.

- AmeriHealth Caritas DC enrollees can take six-week cycles of health classes.
- Topics include fitness, goal-setting, healthy eating, and medication management.

### Road to Health

This six-week program helps Spanish-speaking AmeriHealth Caritas DC enrollees learn how to lose weight and stay healthy.

- You'll work with health educators to learn healthier habits.
- Class topics include healthy eating, exercise, and weight-loss tips.
- Please call the Community Outreach Solutions team at **202-216-2318** to see if these programs are offered virtually.

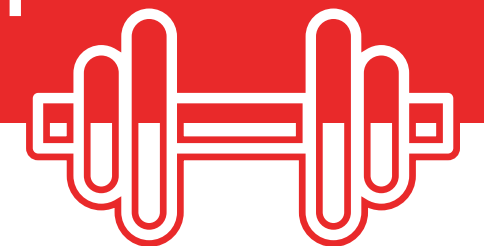
### THESE CLASSES ARE IN SPANISH ONLY.

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Ask your provider or an AmeriHealth Caritas DC care manager or associate if you are eligible and about how to sign up.



## Programs For Your Health



### THE ACTIVE&FIT® PROGRAM

We offer the Active&Fit program as a value-added extra benefit for AmeriHealth Caritas DC enrollees so you can stay active no matter where you like to workout. Enrollees who join the program get access to daily workout classes, online videos for all fitness levels, and membership at a participating fitness center! For more information, visit <https://www.amerihealthcaritasdc.com/member/eng/healthy-living/classes.aspx> or call **202-216-2318**.

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To learn more or enroll in the Active&Fit program, contact our Community Outreach Solutions team at **202-216-2318**, Monday through Friday, 8 a.m. to 6 p.m.

# New Baby Resources

## BRIGHT START®

Receiving early and total health care before your child's birth is key to helping you have a healthy baby! Bright Start is a maternity care program that helps moms-to-be make healthy choices for themselves and their unborn babies.

### This program helps you:

- Find childbirth classes;
- Choose the right provider for your family;
- Get information about prenatal vitamins; and
- Find information to help you have a safe pregnancy and healthy baby.

## BABY SHOWERS

This program provides education and shares important health resources to help you have a safe pregnancy and a healthy baby. The Baby Showers program offers information to new moms and expecting moms regarding immunizations, breastfeeding, postpartum visits, child safety seats, food stipends, crib safety, and more!

## CLASSES AND SUPPORT

We work with local organization Mamatoto Village to provide resources, classes, and support throughout your pregnancy and during and after birth. Mamatoto Village provides access to a variety of services, including breastfeeding and fitness classes, labor support, and postpartum support.

For information about Bright Start, Baby Showers, and classes and support, you can contact Bright Start at 1-877-759-6883 to learn more or enroll.

## SAFE SLEEP

Our Safe Sleep program offers education to new parents about newborn sleeping safety.

- In addition to monthly classes at our AmeriHealth Caritas DC Wellness and Opportunity Center, this program offers resources to help you give your baby a safe sleeping environment.
- Enrollees will receive a Cribette (portable crib) at no cost upon completion of the course.

The Safe Sleep program is open to all AmeriHealth Caritas DC enrollees starting at 36 weeks of pregnancy until six months after delivery. For more information, contact our Community Outreach Solutions team at **202-216-2318**, Monday through Friday, 8 a.m. to 6 p.m.

**Please call the Community Outreach Solutions team at 202-216-2318 to see if these programs are offered virtually.**



**Urgent Care  
by Phone:  
Use RelyMD®**

AmeriHealth Caritas DC wants to help you and your family get the best care possible. We can help you decide where to go for urgent medical needs and help you get there.

If you do not think you need to be seen within 12 hours, call the Nurse Call Line at **1-877-759-6279**, 24 hours a day, seven days a week. Trained staff will help you decide whether you should go to an urgent medical care clinic, your doctor's office, or the emergency room. For a full list of AmeriHealth Caritas DC urgent care providers, please call Enrollee Services at **1-800-408-7511** or visit [www.amerhealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf](http://www.amerhealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf).

## RelyMD

RelyMD is an AmeriHealth Caritas DC provider that offers our enrollees access to health care professionals 24/7 for urgent care. Visit [www.relymd.com](http://www.relymd.com) for details.

Enrollees can access RelyMD three ways:

1. Use your **RelyMD app** on your mobile device.\*
2. Call RelyMD at **1-855-879-4332**.
3. Visit [www.relymd.com](http://www.relymd.com).

*\*Message and data rates may apply based on any agreements enrollees have with their network service provider.*

## TALK WITH A PROVIDER

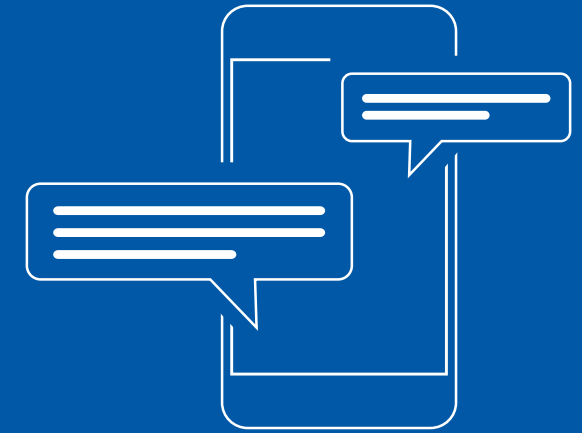
A provider will review the medical history you provide and contact you within minutes. The current average callback wait time is around 30 minutes or less. A provider will listen to you to address your issue.

### Common conditions treated by RelyMD

- Allergies
- Cold/flu
- Fever
- Skin inflammations
- Bronchitis
- Diarrhea
- Joint aches and pains
- Sore throat
- Constipation
- Ear infection



# Emotional Support Right at Your Fingertips



## ENROLLEES AGES 13 – 20

### Access MindRight

MindRight specializes in emotional support for teens and young adults.

## ENROLLEES AGES 21 AND OLDER

### Access Headspace Care

Headspace Care serves adults of all ages.

## A DIFFERENT WAY OF ACCESSING EMOTIONAL SUPPORT

Everyone can use emotional support at some point in their lives. AmeriHealth Caritas DC offers Headspace Care and MindRight, so you can access this support via text. Get guidance to help you navigate the challenges you face every day from your smartphone, whenever you need it!

AmeriHealth Caritas DC offers Headspace Care and MindRight at no cost to you.\* You have unlimited access to emotional support via text.

*\*Standard messaging and data fees may apply.*

## OTHER BEHAVIORAL HEALTH PROVIDERS IN OUR NETWORK

Remember AmeriHealth Caritas DC also covers behavioral health services for Medicaid enrollees and mental health assistance for Alliance enrollees.

To access behavioral health services, call Enrollee Services at **202-408-4720** or **1-800-408-7511**. Call the DC Department of Behavioral Health Hotline at **1-888-793-4357**, 24 hours a day, seven days a week. You can also search our online provider directory at <https://www.amerihhealthcaritasdc.com/pdf/member-medicaid/medicaid-behavioral-health-directory.pdf>.

## GET STARTED NOW

### Access MindRight

Text **886-886** and use referral code "AmeriHealth" during enrollment to access MindRight.

### Headspace Care

Download the Headspace Care app, tap "Get Started," then tap "Verify with name, DOB, ZIP." Follow the instructions sent to your inbox and you're all set!

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**To learn more, call Enrollee Services at 202-408-4720 or 1-800-408-7511.**



# Transportation Services

AmeriHealth Caritas DC is making it easier to live a healthier life and become the best version of yourself.

With extra benefits just for our enrollees, you can get around town easier and access help to achieve your health goals.

## TRANSPORTATION

We believe that your health and your time are important. To give you options for easy transportation, we offer rides to provider's appointments for all enrollees at no cost.

For walk-in services, urgent care, and special care needs, we can fulfill same-day transportation requests. For all other appointments, please call ahead to schedule your ride.

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**Call 1-800-315-3485 and a care coordinator will connect you with a ride to and from your provider's office.**

## YOUR MEDS MADE EASY

Many studies show that prescribed medications often are not used as directed, which can lead to potentially serious health problems. Meds Made Easy can help! If you are an AmeriHealth Caritas DC enrollee, you are eligible to get certain medicines through our mail-order program or delivered to you from a participating pharmacy.

- Refill your medicines in a way that is convenient for you! You no longer need to travel to the pharmacy to refill your prescriptions or wait at the pharmacy for refills.
- Meds Made Easy offers door-to-door delivery of certain medications automatically each month.

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**Contact the AmeriHealth Caritas DC Rapid Response and Outreach Team at 1-877-759-6224 for details and to see if you qualify.**

# Women's Health



## P.I.N.K.I.E. PARTIES

Held monthly, our P.I.N.K.I.E. Parties are interactive breast cancer education and screening events set in a fun, festive, and supportive environment. These events are held at a hospital or medical center to encourage screenings for enrollees and are designed to reduce fears and stigmas around breast cancer screening. The events include music, dancing, swag bags, and healthy food in addition to access to health, wellness, and beauty professionals.

## THE MOBILE MAMMOGRAPHY VAN PROGRAM

AmeriHealth Caritas DC hosts a mammography screening van once a month outside a high-volume medical center. It coordinates the mammogram appointment times to coincide with the enrollee's annual physical exam with their primary care provider.

## FAMILY PLANNING

As an AmeriHealth Caritas DC enrollee, you are eligible to receive the following family planning benefits from your provider at any time:

- Pregnancy testing with the option of follow-up counseling;
- Routine and emergency contraception (birth control);
- Testing, counseling, and immunizations (including HPV); and
- Testing and preventive treatment for all sexually transmitted infections.

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**To learn more about these enrollee benefits, contact Enrollee Services at 1-800-408-7511 (TTY 1-800-570-1190).**



## Want to Quit Smoking? We Can Help

### CLASSES TO HELP YOU STOP SMOKING

Do you smoke? AmeriHealth Caritas DC has classes to help you quit. We have partnered with Breathe DC to offer the Pathways to Freedom — Smoking Cessation Group Sessions.

### SUBSTANCE USE TREATMENT PROGRAMS

Do you use drugs or alcohol? AmeriHealth Caritas DC has no-judgment walk-in clinics that can help you manage problems with drug and alcohol use.

Please call the Community Outreach Solutions team at **202-216-2318** to see if these programs are offered virtually.

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**Call Enrollee Services at 202-408-4720 to learn more and enroll in smoking cessation classes and substance use treatment programs.**



## Asthma Prevention and Improvement Programs

### CAMP BREATHE HAPPY

To help reduce the number of emergency room visits and hospitalizations for children with asthma, Breathe DC hosts Camp Breathe Happy summer camp to teach asthma control and self-management skills to children ages 8 to 12.

Campers are District of Columbia residents who struggle to manage and treat their asthma. During the camp, children learn how to:

- Identify their specific individual asthma triggers;
- Recognize the signs and symptoms of an impending asthmatic episode;
- Properly use medications, spacers, and peak flow meters;
- Use breathing and relaxation exercises to help alleviate asthmatic symptoms; and
- Communicate about their illness more effectively with family members, peers, teachers, school nurses, and doctors.

### BREATHE EASY. START TODAY. (B.E.S.T.)

AmeriHealth Caritas DC provides comprehensive pharmacy benefits. Through this program, you can get your covered asthma medications directly from your provider when you visit.

Please call the Community Outreach Solutions team at **202-216-2318** to see if these programs are offered virtually.

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**To learn more or enroll in these programs, contact Enrollee Services at 1-800-408-7511 (TTY 1-800-570-1190).**

# Cell Phone Program



## RECEIVE A SMARTPHONE

This program provides eligible enrollees with cell phones at no cost with unlimited texting and 500 minutes of talk time per month. With this smartphone, enrollees have easy access to care support, as well as health tips and appointment reminders.

Enrollees can visit [www.safelink.com](http://www.safelink.com) to apply online, or call SafeLink Wireless at **1-877-631-2550**. Give them your AmeriHealth Caritas DC enrollee ID number so you can get all of the benefits of the program.

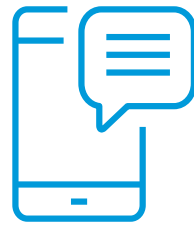
## STAY CONNECTED

Keeping up with your health care should be as easy as pushing a button, so we offer multiple text messaging and mobile programs. These programs send appointment reminders and other important information right to your mobile device.

\*Messaging and data rates apply.

### Programs include:

- One-way and two-way texting with appointment reminders;
- AmeriHealth Caritas DC program and event text messaging invites and updates; and
- Special text programs for expecting and new parents.



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**To learn more about these programs and enroll in a text messaging program that's right for you, contact our Community Outreach Solutions team at 202-216-2318, Monday through Friday, 8 a.m. to 6 p.m.**

# Interpretation and Translation Services



Call Enrollee Services at **202-408-4720** or **1-800-408-7511** (TTY **1-800-570-1190**) for the following services:

Interpreter services are usually provided over the phone. If you need an interpreter to be with you at your provider appointment, contact us two business days before the appointment.

AmeriHealth Caritas DC also provides translation services if you receive information from us that you need translated into another language.

Finally, if you have trouble hearing or seeing, contact us to receive information on an audio tape, in Braille, in large print, or in another language.

## Questions?

Please contact us to confirm program availability, get more information, or ask any questions. We apologize for any inconvenience that program changes might cause. We are always looking for opportunities to add or improve programs.

### Connect with us on

**Instagram** (@amerihealthcaritasdc)

**Facebook** (@amerihealthcaritasdc)

**Twitter** (@AmeriHealthDC)

To learn more about these programs and how to sign up, call the following numbers:

### Community Outreach Solutions

Contact: **202-216-2318**

### Enrollee Services

Contact: **202-408-4720** or toll-free at **1-800-408-7511**

### Care Management — Rapid Response and Outreach Team

Contact: **1-877-759-6224**



Visit us online at  
[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)



Use the **AHC Mobile app**  
for iPhone and Android devices



For questions about benefits and eligibility, call **Enrollee Services** at **202-408-4720** or **1-800-408-7511**



Connect with us on:  
**Instagram @amerihealthcaritasdc**  
**Facebook @amerihealthcaritasdc**  
**Twitter @AmeriHealthDC**

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.

### English

If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

### Español

Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

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### Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

### 繁體中文

如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

### 한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

### Français:

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.

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**AmeriHealth Caritas**  
District of Columbia

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



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GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR