

How to prepare for your visit to your health care provider.



Getting the most out of your visit

Get the most out of your health care provider visit by being prepared. Use this **Provider Visit Checklist** to make sure you have everything you need for your visit. All lists should be made before the day of the visit. Read through the **Provider Visit Checklist** on the day of your visit to make sure you have everything you need.

If you need language assistance to help you prepare your list, call Member Services 24 hours a day, seven days a week at **1-855-355-9800**. For TTY, call **1-855-358-5856**.

Provider Visit Checklist

- Medical history list:** Make a list of your medical problems, surgeries, and health providers' names. Include any current or previous pregnancies and any problems with pregnancies. Include the health and medical history of close family members as well.
- Medications:** Bring to your appointment (or make a list) all of the prescribed medicines, over-the-counter medicines. Also include any supplements, vitamins, or herbal medicines you take so your provider can review them with you.
- List of symptoms:** Write down any new symptoms you are having and any chronic, ongoing problems that may be bothering you.
- List of questions:** Write down any questions you want to ask your provider during the visit.
- Health insurance cards:** Bring your AmeriHealth Caritas Florida card and any other insurance cards.
- Bring a family member or friend:** It helps to have support and company during your visit. They can help you keep track of what the health care provider is telling you. They can also remind you of any questions or concerns you have. Tell your transportation provider the number of people traveling with you.
- A notebook and pen:** It is important to take notes and understand your care plan. Ask your health care provider to explain further if something doesn't make sense to you.
- Glasses or hearing aid:** Make sure you have all you need to help your appointment go smoothly.

What to do after the visit:

1. Fill your new prescriptions. Your transportation provider can stop at your pharmacy to pick up your medicines.
2. Get any tests done that were ordered by your provider. You can schedule a ride for these tests.
3. Make a follow-up appointment if your provider says you need one.
4. Continue to write down changes to your medical history, medicines, and symptoms so that you will be prepared for your next visit.

If you have any questions about your health, your provider is always the first person to ask.



This is to help you learn about your health condition. It is not to take the place of your 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.

AmeriHealth Caritas Florida complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800** or **TTY 1-855-358-5856**, 24 hours a day, 7 days a week.

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese con nuestro número de servicio al cliente al **1-855-355-9800** o **TTY 1-855-358-5856**, las 24 horas del día, los 7 días de la semana.

Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele sèvis kliyan nou an nan nimewo **1-855-355-9800** oswa **TTY 1-855-358-5856**, 24 sou 24, 7 sou 7.

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Important numbers

Member Services*

1-855-955-9800
(TTY 1-855-358-5856)

Nurse Call Line*

1-855-398-5615

Rapid Response and Outreach Team:

1-855-371-8072
Monday – Friday, 8 a.m. – 5 p.m.

- Transportation
- Medication assistance
- Appointment assistance
- Case management

Bright Start® maternity program

1-855-371-8076
Monday – Friday, 8 a.m. – 5 p.m.

*Available 24 hours a day, seven days a week

In case of an emergency, call 911.


AmeriHealth Caritas
Florida

www.amerihealthcaritasfl.com