

CARE CONNECTION

FALL 2021

BUILDING HEALTHIER LIVES

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We're going paperless!

Our next AmeriHealth Caritas Florida Care Connection newsletter issue will be available online. You'll be able to view it from anywhere you have an internet connection. Visit our website at www.amerihhealthcaritasfl.com. You can find Care Connection in the Members section.

If you prefer a print version, please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. We'll check with you that we have the right mailing address.

Enjoy your benefits and boost your health

We're on a mission to serve you, our member, with access to great health care. Our health care benefits put you and your family first. They include:



No-cost smartphone

Get a smartphone for your household at no cost to you! The phone includes monthly data and minutes and unlimited text messaging.*



Telehealth services

Have telehealth appointments at no cost to you! Connect with a medical or behavioral health care provider from the safety and comfort of your home.*



24/7 Nurse Call Line

We're here to help answer your health questions, day or night, at no cost to you!



Access to urgent care

Get urgent care in our network at no cost to you! Avoid the long wait in the ER.



Health Coach maternity program

Our nurses can support you during your pregnancy. Join our texting program for reminders and tips to help you have a healthy pregnancy!*



Specialized care management programs

Our nurses will help you manage your health conditions. Get step-by-step support for conditions like asthma and depression.



Transportation services

Get rides to your providers at no cost to you! Go to annual checkups, behavioral health services, urgent care, and the pharmacy for your medicines.



Waived copays

Get any covered medical or behavioral health service with no copay or cost to you!



Health management tools

Use our mobile app or member portal to view your digital ID card, health history, and other key resources.*



Support teams to help you

Our dedicated support team can help with your most urgent needs, like getting an appointment. Do you need food or housing, or have other basic needs? We work to connect you with community resources to help.

* Read more about these and other benefits available to you in the Member Handbook on our website. Visit www.amerihhealthcaritasfl.com or call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Getting a COVID-19 vaccine

You can get a COVID-19 vaccine at no cost to you. Everyone ages 12 and older can get one of the COVID-19 vaccines approved or authorized for emergency use. The U.S. Food and Drug Administration has fully approved the Pfizer vaccine for use in people ages 16 and older, and given emergency use authorization for people ages 12 to 15. The Moderna and Johnson & Johnson COVID-19 vaccines are authorized for emergency use for everyone ages 18 and older.¹

The Centers for Disease Control and Prevention (CDC) says that getting a vaccine helps prevent severe illness and death from the COVID-19 virus. It also helps protect us from the delta variant. The CDC urges people who have not yet gotten a COVID-19 vaccine to:²

- Arrange to get a COVID-19 vaccine, and
- Continue wearing a mask until you are fully vaccinated.

Wearing a mask can also be important for other reasons. It may still be important for you to wear a mask after you are fully vaccinated.³

One reason to keep wearing a mask is if you are in an area of substantial or high risk of getting the COVID-19 virus. The CDC says that if you are in one of these areas, it's best to wear a mask indoors in public. This can best protect you from the COVID-19 virus, including the delta variant.³

The CDC says it's also best to wear a mask indoors in public if you or someone in your household:³

- Has a weakened immune system.
- Is at higher risk for a severe COVID-19 infection because of age or a medical condition.
- Is unvaccinated.

For the full guidelines for wearing a mask, visit the **CDC website**. We encourage you to follow the CDC guidelines for resuming activities once you are fully vaccinated. You should also continue to follow COVID-19 guidance in your community. For example, follow the guidance at your workplace and local businesses.

Talk with your health care provider or pharmacist about getting a vaccine if you choose to get it. Need help with getting an appointment for a COVID-19 vaccine? Or have any questions? Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Have you already had COVID-19 and recovered?

The CDC says it's best to get a COVID-19 vaccine. Studies show that the COVID-19 vaccines help protect against COVID-19 illness. This is true even if you have had COVID-19 and gotten better.⁴

Talk with your health care provider or pharmacist. They can let you know how long after COVID-19 treatment to get a COVID-19 vaccine.

Sources:

1. "Coronavirus (COVID-19) Update: FDA Authorizes Pfizer-BioNTech COVID-19 Vaccine for Emergency Use in Adolescents in Another Important Action in Fight Against Pandemic," U.S. Food and Drug Administration, <https://www.fda.gov/news-events/press-announcements/coronavirus-covid-19-update-fda-authorizes-pfizer-biontech-covid-19-vaccine-emergency-use>.
2. "About Variants of the Virus That Causes COVID-19," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/variants/variant.html>.
3. "When You've Been Fully Vaccinated," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>.
4. "Frequently Asked Questions About COVID-19 Vaccination," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>.

Remember to renew!

Once a year, the Department of Children and Families may mail you a letter asking for information to renew your Medicaid eligibility. This is so you can keep your Medicaid benefits. When you get your renewal letter, it's time to take action!

During the COVID-19 Public Health Emergency (PHE), Medicaid enrollees will not lose their eligibility due to lack of renewal paperwork.

However, when the COVID-19 PHE ends, there is a short time to complete and return your information to the Department of Children and Families. If you do not return it on time, you and/or your children are at risk of losing Medicaid coverage.

You are important to us! We want to help you get and stay healthy and continue enjoying your AmeriHealth Caritas Florida benefits. If you have questions, please contact the Department of Children and Families at **1-866-762-2237**. You may also be able to view your eligibility status or complete your renewal online. Please visit www.myflorida.com/accessflorida.

Keep in touch! Have you moved or changed your phone number recently? Please be sure to let us know so we can reach you with information about your health and benefits. If you need to update your contact information, call Member Services toll free at **1-855-355-9800 (TTY 1-855-358-5856)**.

Get to know your PCP

One of the first things you will need to do when you enroll with AmeriHealth Caritas Florida is choose a primary care provider (PCP). This can be a doctor, nurse practitioner, or a physician assistant. You will see your PCP for routine care, such as regular checkups or shots (immunizations), or when you are sick. Your PCP will also help you get care from other providers or specialists if needed. You can choose your PCP by calling Member Services. If you do not choose a PCP, we will assign a PCP for you. To get care from your PCP, you should have your AmeriHealth Caritas Florida member ID card on hand.



- Call your PCP at the number on your ID card.
- Your PCP's office will make an appointment for you.
- If you are a new member, you need to see your PCP. You should do this in the first 90 days that you are a member of the plan.

You may change your PCP by calling Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Note: If you have Medicare, please call the number on your Medicare ID card for information about your PCP.

For quick care, try an urgent care center

Not feeling well but can't get in to see your PCP? Try going to an urgent care center. At an urgent care center, you can generally see a health care provider faster than in the emergency room (ER). To find an urgent care center near you, click **Find a Doctor** on our website at www.amerihealthcaritasfl.com, or call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Check out this chart to see examples of when you should go to an urgent care center instead of the ER.

Remember!

If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at **1-855-398-5615**.

EMERGENCY ROOM	URGENT CARE
Broken bones	Cold or flu
Trouble breathing	Sprains or strains
Head injury	X-rays
Heart attack	Rashes and allergies
High fever	Back pain
Seizure	Vomiting

How your pharmacy benefit works

- We offer covered prescription medicines at no cost to you. Using your pharmacy benefit is meant to be easy. Your provider will write a prescription for the covered medicine you need.
- You take the prescription to a pharmacy in our network. Show your AmeriHealth Caritas Florida member ID card to the pharmacist.
- To find a network pharmacy, visit our website at www.amerihhealthcaritasfl.com. Or you can call Pharmacy Member Services at **1-855-371-3963**.
- Your provider must refer to medicines on the Preferred Drug List (PDL) when they write your prescription.

The PDL includes limits, restrictions, and preferences. You can find the PDL on the Agency for Health Care Administration (AHCA) website at www.ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml.

You can also learn about updates and changes to the PDL in the Changes Summary Report. The report is on the same page as the PDL. Your provider may need to get approval from us before you fill a prescription. This is called prior authorization. Your provider should send us a prior authorization request if needed. We will review it and let you and your provider know our decision. If we do not approve the prescription, you will get a letter that will tell you why. If you disagree with our decision, the letter will also tell you how to submit an appeal if you want to.



Protect yourself from the flu and other illnesses

The flu is a virus spread from person to person. You can help protect yourself and those around you from the flu. Just get a flu shot (vaccine) every year.

There are other shots you may need, too. See the chart below. Talk with your health care provider about which vaccines are best for you.

Adult Immunization Schedule				
Vaccine	Influenza (flu)	Tdap or Td (tetanus-diphtheria-pertussis)	Shingles (RZV/ZVL (recombinant zoster vaccine/zoster vaccine live)	Pneumonia PPSV23/PCV13 (pneumococcal polysaccharide vaccine/pneumococcal conjugate vaccine)
Frequency	Every year for people ages 6 months and older	Once if you did not get it as a child; you will need a booster every 10 years	2 doses of RZV if you are age 50 or older, or 1 dose of ZVL, if you are age 60 or older, even if you have had shingles	At least 1 dose of PPSV23 for people ages 65 and older and for people ages 2 – 64 with certain medical conditions; adults ages 65 and older may also need 1 dose of PCV13

1. "Table 1. Recommended Adult Immunization Schedule for Ages 19 Years or Older", United States, 2020, Centers for Disease Control and Prevention, www.cdc.gov/vaccines/schedules/hcp/imz/adult.html.

Expecting a baby? Or are you a new mom? Ask about a depression screening

Many women experience perinatal depression. Perinatal depression is a range of mood disorders that can affect women during and after pregnancy. This condition can make everyday tasks a struggle. But many women with depression don't seek help. If you have perinatal depression, you are not alone. And depression can get better with treatment.¹

The U.S. Preventive Services Task Force says that pregnant women and new moms should get a screening for perinatal depression. In the screening, your health care provider will ask you some questions. Try to keep your answers as honest as you can. This can help you get the right care for your needs.¹

If you are diagnosed with perinatal depression, your provider will help. They may work with you to make a treatment plan. Your plan may include talk therapy and prescription medicines. But the Office on Women's Health (OWH) notes that some medicines may not be safe for your baby while you are pregnant or breastfeeding.¹

Know the signs of depression

The OWH says to call your provider if you have any of these symptoms for more than two weeks:¹

- Feeling sad, hopeless, anxious, or empty.
- Loss of interest in things you used to like.
- Sleeping too much or too little.
- Eating less or more than usual.
- Having low energy.
- Thinking of hurting yourself or the baby.

Source:

1. "Depression," OWH, <https://www.womenshealth.gov/a-z-topics/depression>.

What to know about cesarean sections (C-sections)

What's a C-section?

A cesarean section, or C-section, is surgery to deliver a baby. A C-section lets the baby be taken out through the mother's abdomen. Sometimes a mother and provider plan to do a C-section as part of a care plan. Other times, a provider does a C-section because of problems during the birth. A C-section can happen because of:¹

- Health problems in the mother or baby.
- A risky size or position of the baby.
- Problems with the mother's labor.
- The mother carrying more than one baby.

What are the risks?

C-sections are relatively safe for both mother and baby.¹ They can prevent injury and death in women who are more likely to face complications during the birth.²

But a C-section is still a major surgery. It has risks, and it can raise the risk of problems during future pregnancies.¹ C-sections have been shown to raise the risk of infections and blood clots.² Mothers also usually take longer to recover from a C-section than from vaginal birth.¹ Many women who don't have more risk of delivery problems get C-sections they don't need.² Almost one-third of U.S. mothers have their baby by C-section.¹

Talk with your provider. Ask them why they might recommend a C-section for you and your baby. Let them know your wishes. You may decide to tell them that you don't want a C-section unless you or your baby need it.

Sources:

1. "Cesarean Section," MedlinePlus, <https://medlineplus.gov/cesareansection.html>.

2. "Reduce Cesarean Births Among Low-Risk Women With No Prior Births — MICH-06," Healthy People 2030, U.S. Department of Health and Human Services, <https://health.gov/healthypeople/objectives-and-data/browse-objectives/pregnancy-and-childbirth/reduce-cesarean-births-among-low-risk-women-no-prior-births-mich-06>.

October is National Substance Abuse Prevention Month

October is a national time to shine a light on substance abuse. During this month, we honor those who live in recovery from substance abuse. We remember those we have lost to it. And we focus on preventing more of this tragedy.

The COVID-19 pandemic has been a time of challenges and stress. When fear, grief, or anger run high, they can overwhelm. In such times, it might be tempting to turn to alcohol or substance use as a way to cope. But unhealthy attempts to handle stress can have a price.

The CDC says that alcohol overuse leads to more than 95,000 deaths each year in the U.S.¹ Drug overdoses have also risen during the COVID-19 pandemic. More than 92,000 people died from a drug overdose in 2020 in the U.S.² When it comes to managing stress, there are safer ways.

Here are some healthy choices to help you cope with stress:¹

- Regular exercise. Talk with your PCP about a good exercise plan for you.
- Meditation. Find a quiet spot to sit for 10 minutes a day. During this time, breathe slowly. Focus on your breathing while your mind slowly settles.
- Reaching out to loved ones, like friends and family. Talk with them about what troubles you. Listen to their experiences in return. It can help to find the common threads between you.

If you or someone you love struggles with a drug addiction, you are not alone. Need fast help in a

crisis? Call **911** right away. If you are struggling with substance use problems, help is available. The Substance Abuse and Mental Health Services Administration has two services you can call:

- Free 24-hour Disaster Distress Helpline (DDH) at **1-800-985-5990**. The DDH offers support in coping with disaster stress, such as the COVID-19 pandemic. If you struggle with substance use because of a disaster like the pandemic, call the DDH anytime.
- Free 24-hour National Helpline (NH) at **1-800-662-HELP (4357)**. The NH is confidential and available in English and Spanish. Call the NH to learn more about the many help options available. You may also get a treatment referral.

Sources:

1.“Alcohol and Substance Use,” CDC, <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/alcohol-use.html>.

2.“Provisional Drug Overdose Death Counts,” CDC, <https://www.cdc.gov/nchs/nvss/vsrr/drug-overdose-data.htm>.

Help is available now

AmeriHealth Caritas Florida offers our members several substance use disorder treatment options. Call Behavioral Health Member Services at **1-855-371-3967** for more information.

AmeriHealth Caritas Florida provides aids and language translation services free of charge to people with disabilities or whose primary language is not English. This includes qualified interpreters and information written in other languages. If you need these services, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**, 24 hours a day, seven days a week.

Childhood Immunization Checklist

It's important to keep up with your child's well visits. You can help keep your child healthy. Make sure that your child sees their primary care provider (PCP) for well-child visits and vaccines. See the checklist below for the Centers for Disease Control and Prevention (CDC) recommended vaccines. Talk with your child's PCP for their vaccine schedule.

<input type="checkbox"/>	Diphtheria, tetanus, and pertussis (DTaP) Five doses, with one dose each at 2 months, 4 months, 6 months, 15 – 18 months, and 4 – 6 years
<input type="checkbox"/>	Haemophilus influenzae type B Four doses, with one dose each at 2 months, 4 months, 6 months (as needed depending on the brand of vaccine), and 12 – 15 months
<input type="checkbox"/>	Hepatitis A Two doses, with one dose each at 12 – 23 months, second dose at least six months later
<input type="checkbox"/>	Hepatitis B Three doses, with one dose each at birth, 1 – 2 months, and 6 – 18 months
<input type="checkbox"/>	Human papillomavirus If 9 – 14 years old at first vaccination: Two doses, given six to 12 months apart If 15 or older at first vaccination: Three doses, with the second dose one to two months after the first and the third dose six months following the second dose
<input type="checkbox"/>	Inactivated poliovirus Four doses, with one dose each at 2 months, 4 months, 6 – 18 months, and 4 – 6 years
<input type="checkbox"/>	Influenza One dose annually by the end of October, beginning at age 6 months
<input type="checkbox"/>	Measles, mumps, and rubella Two doses, with one dose each at 12 – 15 months and 4 – 6 years (infants ages 6 – 11 months should have one dose before traveling abroad)
<input type="checkbox"/>	Meningococcal serogroup A, C, W, Y Two doses, with one dose each at 11 – 12 years and 16 years
<input type="checkbox"/>	Meningococcal serogroup B Two doses at 16 – 18 years
<input type="checkbox"/>	Pneumonia Four doses, with one dose each at 2 months, 4 months, 6 months, and 12 – 15 months
<input type="checkbox"/>	Rotavirus Two doses, with one dose each at 2 months and 4 months (Rotarix®), or three doses, with one dose each at 2 months, 4 months, and 6 months (RotaTeq®)
<input type="checkbox"/>	Tetanus, diphtheria, and pertussis (Tdap) One dose at 11 – 12 years
<input type="checkbox"/>	Varicella Two doses, with one dose each at 12 – 15 months and 4 – 6 years



Source: "Recommended Child and Adolescent Immunization Schedule for 18 Years or Younger," Centers for Disease Control and Prevention, 2021, <https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>.

Earn rewards for Healthy Behaviors

AmeriHealth Caritas Florida offers gift cards for completing certain health goals through our Healthy Behaviors programs. You (or your child) may enroll in one or more Healthy Behaviors programs, if you qualify. Once enrolled, you can get a reward of up to \$50 per program, per year. You (or your child) may join each Healthy Behaviors program you qualify for only once per year.

Visit our website at www.amerihhealthcaritasfl.com to learn about the Healthy Behaviors programs our members can join. You can also call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.



As a member, you have certain rights and responsibilities. You can read about these on our website at www.amerihhealthcaritasfl.com. Or you can request a copy be mailed to you by calling Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

If you have exhausted the limits of covered benefits you're receiving, you may contact Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** for assistance and resources to continue care.

Download our mobile app at no cost to you*

The AmeriHealth Caritas Florida mobile app is available for iPhone® and Android™ smartphones under the app name AHC Mobile. To get the mobile app, visit the Google Play™ store or Apple App Store®.

*Standard messaging and data fees may apply.



Apple



Android

Scan the Apple® or Android™ code to download the app.

For current information on coronavirus (COVID-19), please visit our website at www.amerihhealthcaritasfl.com.

Discrimination is against the law

AmeriHealth Caritas Florida complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Florida:

- Provides free (no-cost) aids and services to 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 Florida at **1-855-355-9800 (TTY 1-855-358-5856)**. We are available 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas Florida has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- Grievances and Appeals, P.O. Box 7368, London, KY 40742. Phone: **1-855-371-8078 (TTY 1-855-371-8079)**, or Fax: **1-855-358-5847**.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Florida 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 <https://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, D.C. 20201
1-800-368-1019 (TTY 1-800-537-7697)

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>.

English: This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800 (TTY 1-855-358-5856)**, 24 hours a day, seven days a week. If your primary language is not English, or to request auxiliary aids, assistance services are available to you, free of charge.

Spanish: Esta información está disponible en otros idiomas de forma gratuita. Póngase en contacto con nuestro número de servicios al cliente al **1-855-355-9800 (TTY 1-855-358-5856)**, las 24 horas del día, los siete días de la semana. Si su idioma principal no es el inglés, o necesita solicitar ayudas auxiliares, hay servicios de asistencia a su disposición de forma gratuita.

Haitian Creole: Enfòmasyon sa yo disponib gratis nan lòt lang. Tanpri kontakte ekip sèvis kliyan nou an nan **1-855-355-9800 (TTY 1-855-358-5856)**, 24 è sou 24, sèt jou sou sèt. Si anglè pa lang manman w oswa si w ta renmen mande yon èd konplemantè, ou ka resevwa sèvis ki gratis pou ede w.

Vietnamese: Thông tin này có sẵn miễn phí ở các ngôn ngữ khác. Vui lòng liên lạc bộ phận dịch vụ khách hàng của chúng tôi theo số **1-855-355-9800 (TTY 1-855-358-5856)**, 24 giờ một ngày, bảy ngày trong tuần. Nếu ngôn ngữ chính của quý vị không phải là tiếng Anh, hoặc để yêu cầu các thiết bị trợ giúp bổ sung, thì quý vị có thể sử dụng miễn phí các dịch vụ hỗ trợ.



Return Mail Processing Center
8171 Baymeadows Way West
Jacksonville, FL 32256

Health and wellness or prevention information
Información de la salud y el bienestar o preventiva
Enfòmasyon prevansyon oswa enfòmasyon
konsènan sante ak byennèt

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