

CARE CONNECTION

FALL 2022

BUILDING HEALTHIER LIVES

Start living the tobacco-free life

Tackling prostate and testicular cancer

Need a ride? Transportation services are available.

Breast cancer screening

Earn rewards for Healthy Behaviors

Remember to renew!

Keep in touch!

Protect yourself from the flu and other illnesses

Need a smartphone?

Interested in getting your GED®?

Pharmacy over-the-counter (OTC) benefit

Know where to go for medical care

Connect with us on social media

Download our mobile app at no cost to you





Start living the tobacco-free life

There are many reasons to make the choice to stop smoking. Smoking is linked with a number of serious health risks, such as cancer, heart disease, diabetes, COPD, and asthma. In fact, smoking is the leading cause of preventable death. It also exposes your loved ones to the same risks through secondhand smoke.¹

If you're ready to make a positive change for you and your family and quit smoking for good, we can help. As an AmeriHealth Caritas Florida member, you may join our Healthy Behaviors

Smoking Cessation Program. Visit <https://www.amerhealthcaritasfl.com/member/eng/healthresources/healthy-behaviors.aspx> to learn how you can earn rewards for quitting smoking. Talk to your primary care provider for information to help you quit smoking and start living a life free from tobacco. You may also get help by calling the Florida Quit Line: **1-877-U-CAN-NOW (1-877-822-6669)**, 24 hours a day, seven days a week.

1. "Reasons to Quit Smoking," American Cancer Society, October 10, 2020, <https://www.cancer.org/.../reasons-to-quit-smoking.html>.

Important phone numbers

You can call for these services 24/7/365.

Member Services:

1-855-355-9800 (TTY 1-855-358-5856)

24/7 Nurse Call Line:

1-855-398-5615

Transportation Services:

1-855-371-3968

Pharmacy Member Services:

1-855-371-3963

Behavioral Health Member Services:

1-855-371-3967

Tackling prostate and testicular cancer

Do you know the signs of prostate and testicular cancer? Both are unique to men and are treatable if caught early enough. It's important to learn what to watch out for and talk to your doctor about tests that can catch and treat these cancers early.

Prostate cancer is the most commonly diagnosed cancer for men in the United States. Although it is more common in men 50 and older, it can affect men of any age. Regardless, early detection is key to your survival. That's why it's important that if you are age 50 or older (or age 45 or older for African Americans or those with prior family history) you talk to your doctor about any symptoms you are experiencing and get a routine prostate-specific antigen (PSA) blood test. Talk to your primary care provider if you experience any symptoms such as frequent or difficult urination, burning sensation while urinating, erection issues, blood in urine or semen, and frequent pain or stiffness in the lower back, hips, or upper thighs.¹

Testicular cancer is rarer, but it is the most common cancer for young men ages 15 – 39. Similar to prostate cancer, if caught and detected early, it can be treated and carries a high survival rate. It's important for men, especially those who had undescended testicles at birth or have a family member who suffered from testicular cancer, to monitor themselves for tumors.² Talk to your PCP if you have any concerns or would like to learn more.

1. "Prostate Cancer," *Men's Health*, <https://us.movember.com/mens-health/prostate-cancer>.
2. "Testicular cancer facts," *Nuts & Bolts*, <https://nutsandbolts.movember.com/testicular-cancer-facts/>.

Need a ride? Transportation services are available.

AmeriHealth Caritas Florida can help you get to your provider's appointments. You can get a ride by calling AmeriHealth Caritas Florida transportation services. Call us toll-free at **1-855-371-3968**, 24/7/365.

If you need special help, such as a wheelchair, or need to bring a caregiver to your appointment, let us know. We can arrange the right service for you.

A driver will pick you up within an hour of your appointment time. They will give you a card with their phone number. When your appointment is over, the same driver will pick you up within an hour of your call.

Your health care provider can also arrange your ride. Have questions or concerns about your ride? Call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**), 24/7/365.



Breast cancer screening

It is important that women from the ages of 50 to 74 years have a mammogram to screen for breast cancer. Remember that your doctor does not necessarily think you have cancer if he or she suggests a screening test. Screening tests are done when you have no cancer symptoms. The goal of screening tests is to find cancer at an early stage when it can be treated and may be cured. AmeriHealth Caritas Florida wants to help you reach your health goals. Through the Healthy Behaviors program, you can earn a gift card for completing your mammogram.*

Earn rewards for Healthy Behaviors

We want to help you reach your health goals. AmeriHealth Caritas Florida's Healthy Behaviors programs can help you improve your health and earn rewards at the same time.* For every Healthy Behaviors program you complete, you'll get a gift card in the mail. AmeriHealth Caritas Florida's Healthy Behaviors programs include:

- Maternity
- Postpartum
- Well-child visits
- Child and adolescent well-care visits
- Adult access to preventive or ambulatory services
- Lead screening
- Diabetes testing
- Diabetes eye exam
- Behavioral health follow-up
- Breast cancer screening
- Cervical cancer screening
- Weight loss program
- Smoking cessation program
- Alcohol and substance use recovery program

If you would like to learn more about our Healthy Behaviors programs, call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**). You can also visit us online at www.amerihealthcaritasfl.com.

*You may enroll in more than one Healthy Behaviors program (if you qualify). You can receive a reward of up to \$50 per program, per year. You may only join each Healthy Behaviors program one time per year. Rewards cannot be used to buy alcohol, tobacco, gambling (including lottery tickets), drugs (except over-the-counter drugs), firearms, or ammunition. We will send rewards after we verify you have completed qualifying healthy behaviors.

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 lately? Let us know! Then we can reach you with information about your health and benefits. To update your contact information, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**, 24/7/365.

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. Talk with your health care provider about which vaccines are best for you.



Need a smartphone?

As an AmeriHealth Caritas Florida member, if you qualify, you can get a smartphone* at no cost to you. The smartphone can help you use telehealth services. The benefit includes monthly data and minutes, unlimited text messaging, and calls to AmeriHealth Caritas Florida Member Services. To find out more and apply, contact our partner SafeLink at **1-877-631-2550** and mention promo code **AMERIHEALTH**.

*Limit one per household. You must be at least 18 years old to qualify.



Pharmacy over-the-counter (OTC) benefit

AmeriHealth Caritas Florida offers an Over-the-Counter Health and Wellness Product Catalog that includes some of the products you may need. You can access the catalog on our website. The catalog includes benefit details, including how to order the products.

- You can order products, or request a printed catalog, by calling Pharmacy Member Services at **1-855-371-3963**, Monday – Friday, 8:30 a.m. – 6 p.m. ET.
- Products will be mailed at no cost to you. Please allow five to seven business days for your order to be shipped. Some brand name items are listed for reference only. You may get the generic version. Items, amounts, sizes, and values may change based on availability. Item cost may change from year to year. Please check with your primary care provider (PCP) before using any over-the-counter (OTC) product. This product list is subject to change.
- The allowance for OTC health and wellness items is \$25 per month, per household. One order per month is permitted. Any unused monthly allowance does not carry over.

If you have any additional general benefits questions, please contact AmeriHealth Caritas Florida Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Our **Over-the-Counter Health and Wellness Product Catalog** provides many options to assist you in maintaining your best health.

Interested in getting your GED®?

AmeriHealth Caritas Florida's Mission GED program helps members get their general equivalency diplomas. Get the tools and support you need to further your education and reach your goals. Visit our website or contact Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** for more information.



KNOW WHERE TO GO FOR MEDICAL CARE

PRIMARY CARE PHYSICIAN (PCP) Routine, non-emergency medical care.

Your PCP may also offer telehealth visits.

Some examples are:

- Annual exams
- Chronic conditions
- Fever
- Immunizations
- Minor illness or injury
- Non-urgent health care needs
- Prenatal care
- Well visits

MDLIVE® TELEHEALTH Available 24/7/365, from wherever you are!

Choose your way to connect to an MDLIVE health care provider:

- Download the MDLIVE app in the Google Play™ store or Apple App Store®
- Visit www.mdlive.com/acfl
- Call 1-877-601-0641
- Text ACFL to 635483 (Message and data rates may apply.)

MDLIVE is only for non-emergency medical care. For an emergency, call 911.

Some examples are:

- Allergies and sinus problems
- Cold or flu symptoms
- Constipation or diarrhea
- Earache (age 4 and over)
- Pink eye
- Rash
- Respiratory issues
- Sore throat
- Stomachache
- Urinary tract infection (females age 18 and over)
- And more

URGENT CARE Quick care when it is not an emergency.

Some examples are:

- Earache
- Fever
- Flu
- Minor cuts and burns
- Rashes
- Sprains
- Urinary tract infection
- Vomiting

EMERGENCY ROOM CARE When you need medical help right away

Some examples are:

- Bleeding that doesn't stop
- Broken bones
- Chest pain or pressure
- Choking
- Drug overdose
- Head, neck, or spine injury
- Fever
- Poisoning
- Pregnant and in labor and/or bleeding
- Seizure
- Severe burn or cut
- Severe dizziness
- Shortness of breath or not breathing

IF YOU ARE NOT SURE WHERE TO GO

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

If you are experiencing an emergency, call 911.

If you are experiencing a mental health emergency, or having suicidal thoughts, call 988.



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.

Connect with us on social media



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



AmeriHealth *Caritas*[™]

Florida

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