

# CARE CONNECTION

ISSUE 1 | 2023

BUILDING HEALTHIER LIVES

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# Notice of Privacy Practices

Your privacy is important to us. That's why we take great care to make sure we use your personal information correctly and keep it safe. To learn more about how we keep your information private, please view or print a copy of the complete **Notice of Privacy Practices (PDF)**.



## How to sign up for Care Management programs

AmeriHealth Caritas Florida has Care Managers to help keep you healthy. Our Care Management programs help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for conditions like asthma, pregnancy, heart problems, behavioral health diagnoses, and diabetes.

To join one of these programs – provided at no cost to you – ask your PCP to refer you, or you can refer yourself. You can find more information about joining these programs:

- On our website at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).
- In your Member Handbook.
- By calling Member Services at 1-855-355-9800 (TTY 1-855-358-5856).

## Understanding Care Management

Our Care Management services are designed to help you and your family manage certain medical conditions you may have. They also help avoid duplicating services and help reduce costs. This program aims to improve your health through services that help you take charge of your health care.

### Who is involved?

A Care Connector is a nonclinical specialist who assesses members for care management needs. Care Connectors reach out to help in members' care. They provide administrative support, schedule appointments, provide educational resources, and arrange rides.

- A **Care Manager** is a registered nurse or behavioral health specialist who creates, tracks, and updates members' care plans. Care Manager nurses must have case management certification or two to three years of experience as licensed professionals.

### What services do we provide?

#### Care Managers can:

- Be in touch with you by phone, two-way texting, or both. This helps them provide you with chronic condition management support, health education, and care coordination.
- Identify barriers to your care.
- Help you with medicines, medical equipment, and supplies.
- Identify and address physical health, behavioral health, and social risks.
- Arrange rides to your medical appointments.
- Connect you to health care services and community resources.
- Develop a care management plan for you.

## How can members use these services?

### You can use our Care Manager and Care Connector services to:

- Get help with obtaining medicines or medical equipment.
- Find health providers or specialists.
- Get health education to better understand your condition(s) and adopt a healthy lifestyle.

### Who qualifies for Care Management programs?



**Bright Start® maternity program:** Members who are pregnant. Pregnant members at high risk may also qualify for Care Management.



**Chronic Condition and Disease Management program:** Members with chronic medical conditions. Examples of these are asthma, diabetes, chronic obstructive pulmonary disease (COPD), and cardiovascular disease.



**Behavioral Health Care Management program:** Members with high behavioral health needs.



**Complex Care Management program:** Members with multiple physical and behavioral health conditions.



**Rapid Response and Outreach Team:** Members with urgent and immediate care needs.



**Transition Care Management:** Members who are hospitalized but are preparing to be discharged.



Caregivers and providers can refer members to these Care Management programs. You can also refer yourself. You do not need a referral from someone else to access the programs.

Some members have complex care needs or might need a higher level of care than they currently receive. In these cases, the member or their provider can request these services by calling:

- The member's Care Manager.
- Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

### Are members required to use these services?

No. You can opt out or refuse Care Management services when your Care Manager calls you.

You can opt out after already receiving these services by contacting your Care Manager, or by calling Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

For other questions, call the Rapid Response and Outreach Team at **1-855-371-8072** (TTY **1-855-371-8073**). You can also talk with your provider about Care Management services.

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

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

## 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 that is in our network and show your AmeriHealth Caritas Florida member ID card to the pharmacist.
- To find a network pharmacy, visit our website at [www.amerhealthcaritasfl.com](http://www.amerhealthcaritasfl.com) or call Pharmacy Member Services at **1-855-371-3963**.
- Your provider must refer to medicines on the preferred drug list (PDL) when he or she writes your prescription.

The PDL is inclusive of 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](http://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, which is on the same page as the PDL. When writing a prescription for medicines not found on the PDL, your provider may need to get approval from us before you fill the 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.





# How to learn about your benefits

If you are new to AmeriHealth Caritas Florida, we will send you information about how to access the following information about your health benefits. You can find this information in your member handbook and on our website. You can also request this information at any time by calling Member Services:

- A list of benefits and services included in and excluded from your health plan
- Evaluation of technology available to you as a covered benefit
- How to use your pharmacy benefit
- Information about copayments
- How to get language services at no cost to you
- How to submit a claim for covered services, if applicable
- How to find doctors and other providers in our network
- How and where to get primary care services
- How to get specialty and hospital care, or behavioral health services
- How to get care after normal business hours
- How to get care in an emergency, including when to go to the emergency room or when to call **911**
- How to get care when you are out of town, and any benefit limitations that apply to services you get outside of AmeriHealth Caritas Florida's service area
- How to report suspected fraud and abuse
- Availability for an independent, external review of internal utilization management final determinations
- How to make complaints and appeals

Our website also has other important information. Visit us at [www.amerihhealthcaritasfl.com](http://www.amerihhealthcaritasfl.com) to read your Member Handbook or to find a provider. Please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** if you want this information mailed to you.

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



# Healthy Behaviors

Earn rewards through 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 receive a gift card in the mail.\* Our 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.amerithealthcaritasfl.com](http://www.amerithealthcaritasfl.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.







## Your kids can enjoy swimming lessons!

### Benefit enrollment begins April 1

Water safety is important to us in Florida. That's why AmeriHealth Caritas Florida offers a swimming and water safety lesson benefit. This benefit can go to 1,000 of our members who are ages 6 months to 12 years.

The plan will pay up to \$200 per child. We will pay a plan-approved agency or certified instructor directly.


Get ready to enroll! To get the benefit, call us anytime from April 1 to April 30. Once enrolled, members can register for swimming lessons offered at an approved facility during the 2023 calendar year. We can help you find an approved swimming lesson site near you.

**We can only enroll 1,000 children. Enrollment is first-come, first-served.**

### Enroll your eligible child soon!

Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.





## CAHPS — It's survey time!

We want to help make sure you are satisfied with the care you get. That's why we want to let you know about the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The CAHPS survey helps us know what our members think about our plan's health care providers. Surveys were mailed, starting in February 2023, to selected AmeriHealth Caritas Florida members.\* If you get a paper survey but cannot fill it in and mail it back, you can respond through a phone survey. The phone survey will begin in mid-April 2023 and run through May 2023. We want to know how you feel about the care you've gotten. If you are asked to take the CAHPS survey, please take the time to do so. We want to hear from you!

\*Not all health plan members will be mailed the CAHPS survey.



## The benefits of sleep

Everyone knows how good it feels when you get enough sleep. But did you know that getting a good night's sleep is also good for your health?

Most people need between seven and nine hours of sleep each night. Your body needs time to repair itself, which can help with:

**Mood:** If you don't get enough sleep each night, it can cause anxiety, irritability, and even depression. If you have any of these problems, good sleep each night may help you.

**Heart rate and blood sugar levels:** Your heart rate slows, and your blood pressure drops while you sleep. This gives your cardiovascular system time to rest and fix itself. Also, sleep helps your body control blood sugar and lowers your risk of getting Type 2 diabetes.

**Brain health:** If you've ever not gotten enough sleep, you may have felt like you can't think straight. That's because when you're sleeping, your brain has time to grow and reset. Sleep helps you focus, react quickly, and make better choices.

**Immune system health:** While you're sleeping, your body makes growth hormones that repair tissues and cells. It also makes enzymes that help fight infections. If you're not sleeping enough, you may get sick more often. You can even develop an immunodeficiency, which means your body can't fight off infections.

Finally, sleep can lower your stress level, lower the risk of injury, and help you keep a healthy weight.

### How to improve your sleep

If you're not getting enough sleep, experts suggest a few steps. Start with a regular sleep schedule. Try going to bed and waking up at the same time each day. Also, make sure the place where you sleep is comfortable and quiet.

Stay away from caffeine, nicotine, and alcohol before bedtime. Caffeine and nicotine can keep you up. Alcohol may help you go to sleep faster, but it can also disturb your sleep and make you feel tired in the morning.

Also try exercising during the day and staying off screens before bedtime.

If you're having trouble sleeping, talk to your primary care provider. They can suggest ways to get better sleep or find health problems that might be bothering your sleep.

Source:

Jay Summer, "Eight Health Benefits of Sleep," Sleep Foundation, Updated April 15, 2022, <https://www.sleepfoundation.org/how-sleep-works/benefits-of-sleep>.



# Even in winter, the sun is still strong in Florida

## Skin cancer risks don't end with the summer

Florida is known for sunny, warm weather year-round. This means plenty of days for the beach, boating, swimming, or just being outside.

But because Florida is further south than other states, you're exposed to more ultraviolet (UV) rays. These can cause skin cancer. And they don't go away in the winter months.<sup>1</sup>

## Three types of skin cancer

There are three types of skin cancer. Basal cell and squamous cell cancers are the least serious. They can be easy to treat if caught early.

Basal cell cancer may look like a waxy bump, a scar-like sore, or a sore that won't go away. Squamous cell cancer looks like a firm, red bump, or a flat sore with a crusted surface.<sup>2</sup>

The third type of skin cancer is called melanoma. It is very serious and can cause death if not treated. Melanoma looks like a mole with each side a different shape. The mole might be a few different colors, be larger than a regular mole, and change over time.<sup>3</sup>

## Reduce your risk

Even though anyone can get skin cancer, older people, people with light skin, men, and people whose family members had skin cancer may be at risk.

To stop skin cancer, always use a broad-spectrum sunscreen. Put it on all bare skin a half hour before going outside. Don't forget your face, ears, hands, and lips. Also remember to put on more sunscreen after being in the sun for two hours or after you get out of the water.

It's important to always put on sunscreen, even if it's cool, cloudy, or hazy – and even in the winter!



Other ways to stop skin cancer are to spend less time in sun, stay out of the sun between 10 a.m. and 4 p.m., and wear protective clothing, sunglasses, and hats.

## Early detection

If you spend a lot of time in the sun or have one or more of the risks, check your skin at least once a month. If you see anything unusual, talk to your primary care provider. They can check you and tell you if you should see a dermatologist.

No matter what kind of cancer you have, if it's found early, it's a lot easier to treat. Some skin cancers can be removed in a short visit to a doctor's office. Others may need chemotherapy or radiotherapy.<sup>1</sup>

1. Kim Hill, "Is Skin Cancer More Prevalent in Florida?" Last updated December 2, 2021, <https://skincancer.net/life-with-skin-cancer/skin-cancer-florida>.
2. "Skin Care Prevention Tips for Florida Residents," Cancer Care Centers of Brevard, July 18, 2021, <https://www.cancercarebrevard.com/blog/skin-cancer-prevention-tips-for-florida-residents>.
3. "The ABC of Melanoma," Advanced Cancer Treatment Centers, March 25, 2021, <https://actchealth.com/blogs/the-abc-of-melanoma>.



# IMPORTANT INFORMATION

## Are you mobile ready?

Download our app at no cost to you.\*

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

To get the mobile app, visit the Google Play store or Apple App Store and search for AHC mobile.

Or scan the Apple or Android code to download the app.

\*Standard messaging and data fees may apply.



Apple



Android

## Need a no-cost smartphone?

Members that qualify can get a smartphone\* for their household at no cost! The phone includes monthly data and minutes, unlimited text messaging, and no-cost calls to 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, must be at least 18 years old to qualify.

## Are you pregnant? Let us know



Call 1-855-371-8076 to join Bright Start®, a special program for our pregnant members.

## Is your contact info up to date?



Have you moved or changed your phone number lately? Let us know! To update your contact information, call Member Services at 1-855-355-9800 (TTY 1-855-358-5856) 24/7/365.

## Need a ride to a health care appointment or service?



Call Amerihealth Caritas Florida transportation services toll-free at 1-855-371-3968.

## REMINDER

Check the member portal to see your PCP's information, see your recent medical history, request a new ID card, and more.

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

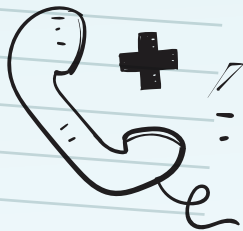


## Have you tried telehealth?

Explore the convenience!

Telehealth allows you to connect with a provider outside of their office using a computer, tablet, or smartphone.

Ask your provider if they offer telehealth. Or use MDLIVE at no cost to members.



## Important phone numbers

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

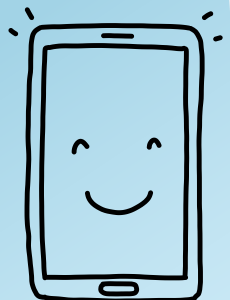
Member Services: 1-855-355-9800  
(TTY 1-855-358-5856)

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



### **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*<sup>™</sup>

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Florida