


# Welcome to AmeriHealth Caritas Florida



**AmeriHealth Caritas**

Florida

# Let's get started!

- **Find your Member Handbook online at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).** Need it mailed? Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.
- **You should have received your member ID card in the mail.** If you didn't receive it, or the information is wrong, call Member Services. Each member of your family in our plan will have their **own** ID card.
- **Now you need to choose an AmeriHealth Caritas Florida primary care provider (PCP).** To search for a provider or view the full directory, go to **[www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com)** and choose **Member homepage**. Click on **Find a doctor**, and then click **Search for a provider**. You can change your PCP at any time.
- **Call your PCP to schedule a checkup.** To help you have better health, you should see your doctor **at least once a year**. There is **no cost** to you for any of your covered health plan services.
- **Help us keep you healthy by completing the Initial Health Screening Questionnaire in this packet.** It only takes a few minutes to complete. Please mail it back to us using the postage-paid return envelope.
- **Our Member Services team is here to help you with general questions.** You can call them at **1-855-355-9800**.

Check out our website at  
[www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com)

### Did you know?

- You can read more about your benefits and your Member Rights and Responsibilities in the Member Handbook found at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).
- You can register for the **member portal** to see your PCP's information, see your recent medical history, request a new ID card, and more. To sign up, go to [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com), click **Members**, and then click **Sign in to the member portal**.
- Visit the Getting Started page on our website to find important forms like the **Personal Representative Form** (helps you choose someone to make care decisions for you in certain situations) or the **Authorization for Disclosure of Health Information** (allows your new health care provider to get access to your medical records).



Download the AmeriHealth Caritas Florida mobile app at no cost to you

### From the app you can:

- See an electronic version of your ID card and fax it from your phone to your health provider.
- Find a health provider or pharmacy near you.
- View your recent health history, and more!

Standard messaging and data fees may apply. Scan the QR codes on the next page to download the app.

## Emergency and urgent care: What's the difference?

An **emergency** is when you are so sick or hurt that your life or health is in danger if you do not get medical help right away. A behavioral health emergency exists when you have feelings of hurting yourself or others. You should go to the hospital emergency room (ER) only when there is a life-threatening issue.



**Urgent care** is for conditions that are serious but not emergencies. Urgent care centers offer quick services for issues such as:



- Flu or cold.
- Earaches.
- Sprains.
- Rashes
- Minor cuts and burns, and minor eye injuries.

If you're not sure where to go, call your PCP to help you decide if you need to go to the ER, an urgent care center, or the PCP's office. If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at **1-855-398-5615**.



Apple

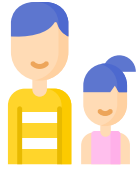


Android

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

To search for a provider or view the full directory, go to [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com). Click Find a doctor, and then click Search for a provider. You can change your PCP at any time.

## Child well visits



A well visit is a complete medical checkup. **It is not just shots.** Well visits help make sure your baby, child, and teen are growing up healthy. If your child's PCP finds a problem, it should be treated early and monitored.

**Getting a well visit is easy.** Call your child's PCP to make an appointment. Well visits are provided **at no cost** for kids from birth up to age 21. Make sure your children get checkups at **each** of these ages:

- 3 to 5 days.
- 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- 30 months.

Children ages 3 to 21 should have a well visit each year.

## Telehealth services



You can get the help you need right from home. Telehealth appointments are available with MDLIVE® at no cost to members. Telehealth services from MDLIVE are **in addition** to telehealth services your primary care doctor might have available. MDLIVE's physicians are trained for virtual visits. They can help 24/7/365 with over 80 routine conditions, like:

- Cold symptoms
- Respiratory issues.
- Sore throat.
- And more.

To sign up for MDLIVE or connect to an MDLIVE health care provider:

Visit [www.mdlive.com/acfl](http://www.mdlive.com/acfl).

Call **1-877-601-0641**.

MDLIVE is only for routine medical care.

If you have an emergency, call **911**.

## Getting to and from your appointments



You can get rides to things like medical and behavioral health care visits, dialysis, X-rays, lab work, urgent care visits, pharmacy visits, and more.

For non-emergency transportation, call **Transportation Services at 1-855-371-3968.**

Be sure to call **at least two days** before your appointment.

Contact Transportation Services to learn about the mileage reimbursement program.

To **cancel** a ride, call Transportation Services as soon as you can.

## Your pharmacy benefits



As an AmeriHealth Caritas Florida member, you have benefits to cover your medication prescriptions **at no cost to you**, including some over-the-counter (OTC) medicines.

When you get a prescription, take it to an AmeriHealth Caritas Florida participating pharmacy. Visit our website or call Member Services for a participating pharmacy near you. If you are at the pharmacy and having trouble getting your medicine filled, **don't leave the pharmacy.** Call Pharmacy Member Services at **1-855-371-3963** for assistance.

## Behavioral health care



We cover many services that can help with issues you may be facing, like anxiety, depression, or substance use. You do not need a referral for behavioral health services. For help finding a provider, you can use the provider directory at **[www.amerihhealthcaritasfl.com](http://www.amerihhealthcaritasfl.com)** or call Behavioral Health Member Services at **1-855-371-3967.**

## Resources to help you

### Rapid Response and Outreach Team

Our nurses and Care Connectors can help with your most urgent needs, like scheduling an appointment or arranging services. Just call Rapid Response toll-free at **1-855-371-8072**, Monday – Friday from 8 a.m. to 5 p.m. ET.

### Bright Start® Maternity Program



Our maternity program nurses can support you during your pregnancy. Please let us know if you become pregnant, as we have resources for you! Call Bright Start toll-free at **1-855-371-8076**, Monday – Friday from 8 a.m. to 5 p.m. ET.

### Care Management



We have many programs to help you with long-term illnesses and conditions, such as asthma, diabetes, cancer, chronic obstructive pulmonary disease (COPD), cardiovascular disease, and pain management. We provide these programs at no cost to you. The Care Management team works one-on-one with you. Just call us toll-free at **1-855-371-8072**, Monday – Friday from 8 a.m. to 5 p.m. ET.

### Other needs

Do you need help with food, housing, or other basic needs? Let us help connect you with the community resources you need. Just call Member Services at **1-855-355-9800**.



You can also visit our website at **[www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com)** and click **Community Resources** to use our community resource search tool.

## Need a smartphone?



As an AmeriHealth Caritas Florida member, if you qualify, you can get a smartphone\* at no cost to you. This includes monthly data and minutes, unlimited text messaging, and calls to AmeriHealth Caritas Florida Member Services. To enroll in this benefit and get your phone, call our partner SafeLink at **1-877-631-2550** and mention promo code **AMERIHEALTH**. SafeLink is available Monday – Saturday, 8 a.m. to 10 p.m. ET and Sunday, 8 a.m. to 7 p.m. ET.

\*Limit one per household.

## Earn rewards for Healthy Behaviors



Did you know **you can earn gift cards** for completing certain health goals through our Healthy Behaviors programs? You (or your member-child) may enroll in more than one Healthy Behaviors program (if you qualify), and can receive a reward of up to \$50 per program, per year. Visit our website or call Member Services to learn more about our Healthy Behaviors programs.

## Stay in touch!



If you move or change your phone number, please be sure to let us know so we can reach you with information about your health and benefits. To update your contact information, call Member Services at **1-855-355-9800**.

You should also update your contact information with the following agencies:

- Department of Children and Families:  
**1-866-762-2237**, Monday – Friday,  
7 a.m. to 6 p.m. ET.
- Social Security Administration:  
**1-800-772-1213**, Monday – Friday,  
8 a.m. to 7 p.m. ET.



## Important phone numbers available 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**

## Report fraud and abuse



Reporting fraud and abuse is the law. Fraud is a false statement from someone who knows that the statement is false. Abuse is when someone does not follow the rules but may not be intentional. This wastes money. If you think someone is abusing the Medicaid system, you must report it. For more information, please see your Member Handbook. To report suspected fraud and abuse, please contact:

AmeriHealth Caritas Florida's Fraud and Abuse Hotline:

**1-866-833-9718**, 24/7/365

Mail: Special Investigations Unit  
200 Stevens Drive  
Philadelphia, PA 19113

Florida Medicaid Consumer Complaint Hotline:

**1-888-419-3456**

Email: **[MPIComplaints@ahca.myflorida.com](mailto:MPIComplaints@ahca.myflorida.com)**

Mail: Medicaid Program Integrity  
2727 Mahan Drive, MS#6  
Tallahassee, FL 32308

# Adult preventive health care



You should go to your PCP for a checkup **at least** once a year. This could help your PCP find potential health problems early.

Preventive health services include:

- **Women's health:** well-woman exams and mammograms.
- **Prenatal care:** regular visits with a provider during pregnancy.
- **Adult health:** annual well visits, risk assessments, routine lab tests, preventive counseling, diet and exercise, and adult vaccinations.

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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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