

A MEDICAID ENROLLEE'S WELLNESS JOURNEY

Welcome to AmeriHealth Caritas DC, a managed care plan that can help you get the health care you need. Read on to find out what you can expect as you begin your journey with us.



WELCOME

Upon enrollment, you'll receive a welcome call in which we will learn about you and explain our programs and services. If you have any questions, call our **Enrollee Services** department at **202-408-4720** or **1-800-408-7511**, 24 hours a day, seven days a week.

CARE MANAGEMENT

If you have a chronic illness or special health care need such as asthma, high blood pressure, or mental illness, we may put you in a care management program. This means you will have a **Care Manager who will help you get the services and information you need** to manage your illness and lead a healthier life.

PRIMARY CARE

Now that you're an enrollee of AmeriHealth Caritas DC, your primary care provider (PCP) and primary dental provider (PDP) **will help you and your family get and stay healthy**. Pick a PCP and PDP, or we will choose them for you. Once you are assigned a PCP, we will send you an enrollee ID card in the mail. You can change your PDP or PCP at any time.

ROUTINE CARE, URGENT CARE, AND EMERGENCY CARE

- **Routine care**
Routine care is regular care you get from your PCP and from other providers you might be referred to by your PCP. Routine care includes checkups, physicals, health screenings, and assistance with health problems such as diabetes, hypertension, and asthma. If you need routine care, **call your PCP's office and ask to make an appointment.**
- **Urgent care**
Urgent care is medical care you need within 24 hours but not right away. If you need urgent care, call your PCP's office. If your PCP's office is closed, leave a message with the person who answers the phone when the office is closed, then call the **Nurse Help Line at 1-877-759-6279**. A nurse will help you decide if you need to go to the doctor right away and can tell you how to get care. You do not have to go to the emergency room or use an ambulance for routine or urgent care.
- **Emergency care**
Emergency care is medical care you need right away for a serious, sudden (sometimes life-threatening) injury or illness. You have the right to use any hospital for emergency care. Prior authorization is not required for emergency care services. **Call 911, or go to your nearest emergency room.**

SPECIALTY CARE

- **Mental health services**
Mental health care is for both adults and children when you feel depressed or anxious. If you or someone in your family needs help, call the **Rapid Response and Outreach Team at 202-409-4720 or 1-800-408-7511**, 8 a.m. to 6:30 p.m., Monday – Friday, or the **DC Department of Behavioral Health Access Helpline at 1-888-793-4357**, 24 hours a day, seven days a week.
- **Services for alcohol or other drug problems**
 Using alcohol and other drugs can be dangerous to your health and the health of people around you. **See your PCP if you need help addressing drug or alcohol problems.** We can assist you with arranging for detoxification services and provide care coordination for other services as well. To get services, call **Enrollee Services at 202-408-4720 or 1-800-408-7511**, 24 hours a day, seven days a week.
- **Birth control and other family planning services**
You can get birth control and other family planning services from any provider you choose, and you don't need a referral. If you choose a family planning service provider other than your PCP, tell your PCP because this information will help them care for you. Talk to your PCP or call **Enrollee Services at 202-408-4720 or 1-800-408-7511** for more information on birth control or other family planning services.
- **HIV/AIDS testing and counseling**
You can get HIV/AIDS testing and counseling when you use family planning services from your PCP or from an HIV testing and counseling center. For information on where to go for HIV testing and counseling, call **Enrollee Services 202-408-4720 or 1-800-408-7511**.

HEALTHCHECK PROGRAM FOR CHILDREN (EPSDT)

We want your children to grow up healthy. **As an enrollee, your child will be in the HealthCheck program**, also called Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), which starts when your child is born and lasts until your child turns 21. The HealthCheck program gives your child several important checkups. You don't have to pay anything for these services. If you have any questions or need help with transportation or scheduling an appointment, call **Enrollee Services at 202-408-4720 or 1-800-408-7511**.

DIABETES PROGRAM

Enrollees with diabetes can join special programs to help them manage their condition. Call **202-216-2318** to join the diabetes program.

ASTHMA PROGRAM

Enrollees with asthma can join a special program to help them manage their condition. Call **202-216-2318** today to join the asthma program.

EMOTIONAL SUPPORT VIA TEXT

You can **get emotional support by texting with a coach any time you need it**, 24 hours a day, seven days a week. Your coach can offer support with challenges big or small, such as anxiety, trouble sleeping, relationship problems, grief, pain, and life transitions. If you are 21 or older, use Headspace Care (formerly Ginger). **Download the Headspace Care app in the Apple App Store or via Google Play.** Enrollees ages 13 through 20 can text 886-886 and use referral code "AmeriHealth" during enrollment to start texting with a MindRight support coach right away.

GYM MEMBERSHIP

The Active&Fit® program can help you **get and stay active and learn about healthy behaviors**. Enrollees can visit participating fitness centers throughout the city or participate in a home fitness program. Call **1-877-771-2746 (TTY 711)** to learn more.

TRANSPORTATION SERVICES (Access2Care)

Transportation is available to all enrollees for routine provider appointments, urgent follow-up medical visits, hospital discharges, and urgent care services. Call **1-800-315-3485** at least 48 hours before your appointment to schedule transportation.

MEAL DELIVERY PROGRAM

Food can also be medicine, so we offer **home-delivered, medically tailored meals** to enrollees with certain medical conditions, including prediabetes, diabetes, or high blood pressure, as well as enrollees who are pregnant. Call **Enrollee Services at 202-408-4720 or 1-800-408-7511** to learn more.

REWARDS PROGRAM

Earn rewards by taking steps to stay healthy! Getting adolescent or teen well-child visits, diabetic blood and urine screenings, diabetic retinal eye exams, maternity prenatal visits, and maternity postpartum visits gives you the chance to earn rewards. **Use your CARE Card at Walgreens, CVS Pharmacy, Rite Aid, and Walmart** to buy products related to baby care, women's care, diabetic supplies, pain relief, and more. Call **Enrollee Services at 202-408-4720 or 1-800-408-7511** to learn about the rewards program.

ENROLLEE WELLNESS AND OPPORTUNITY CENTER

Have a question about your health? Want to join a fitness class? Need a quick, healthy recipe? Stop by the Wellness and Opportunity Center. All enrollees are welcome! The center is located at 1209 Marion Barry Avenue Southeast, Washington, DC, 20020.



Thank you for choosing AmeriHealth Caritas DC. We are committed to providing you with quality health care and exceptional enrollee services.