



AmeriHealth Caritas™

District of Columbia

WINTER 2016

Healthy Now

WWW.AMERIHEALTHCARITASDC.COM

Stress-Proof Your Holiday Season

'TIS THE SEASON TO BE ... STRESSED. At least that's how the winter holidays can feel, thanks to family, work, and money pressures. In this time of giving, make sure to give yourself what you need to feel less frazzled. Here are some ways to cope with, and avoid, holiday stress:

- **Discuss plans in advance.** If you cannot be with one side of the family for the holidays, break the news early. This can help prevent hurt feelings.
- **If you have a child returning from college,** do not focus entirely on his or her visit. This can help prevent the "January letdown."
- **Let some things slide.** Do not feel you have to accept every invitation or perform every holiday activity. Think about skipping that complicated holiday recipe.
- **Get some help.** Ask a friend to help you bake, clean, or decorate and then return the favor.
- **Stick to your budget.** Give smaller, thoughtful gifts to help prevent post-holiday money woes.
- **Make the most of waiting in long lines.** Take a few deep breaths and roll your head in a gentle circle while you wait.
- **Try to move your body every day.** Give yourself the gift of a yoga class or exercise video.
- **Have a plan for how to handle family get-togethers.** For example, plan your polite-but-firm response to that nosy relative who asks uncomfortable questions.
- **Help someone.** Find a volunteer opportunity, or reach out to a relative or neighbor who needs help. Even if only for a few hours, volunteering can take the focus off your own holiday tasks.

Get an Annual Exam

We know getting care fast is important to you. It's important to stay up-to-date with your annual exam to make sure getting specialist care is easy. If you need help scheduling your exam, call Member Services at **1-800-408-7511** (TTY/TDD **1-800-570-1190**).

Is It “Just a Cold” or Something Serious?

WHEN YOU FEEL SICK, you do not always know if you have a cold or the flu. But sometimes it is important to know, especially if you have something more serious.

Different Viruses, Different Symptoms

Colds and the flu have a lot in common. They both can cause coughing, a runny nose, sneezing, and watery eyes. But they aren't the same.

A cold usually:

- Causes symptoms 2 to 3 days after infection
- Lasts a week
- Causes headache or only a mild fever

There is no medicine to cure a cold. But getting bed rest, drinking fluids, and using a humidifier can help tame symptoms.

However, the flu often:

- Comes on quickly
- Lasts as long as 2 to 3 weeks
- Raises your temperature to 100 to 102 degrees F
- Causes a headache, as well as other aches and pains

If you think you have the flu, see your doctor. Or, go to an urgent care (immediate care) center. If you are at risk for complications, you might be prescribed antiviral medicines to help symptoms. They can also cut down on the amount of time you are sick.

When It Is Something More Serious

Occasionally, a cold or flu leads to another type of lung infection, such as bacterial pneumonia. This can be mild or serious. See your doctor right away if you have signs of pneumonia. Signs include a high fever, “shaking” chills, chest pain when you cough or breathe, or cold or flu symptoms that suddenly get worse.

Guard Your Health

You can avoid viruses by following these tips:

- Get a yearly flu vaccine, preferably in October or November.
- Tackle germs by washing your hands often. Lather up with soap and warm water for 15 seconds every time.
- Try to avoid sick people.
- Take care of your body. Eat well, exercise regularly, get enough sleep, and keep your stress in check.
- Don't smoke.

Stay Active!

Staying active in winter helps you cope with holiday stress. It can help you beat the winter blues. And most importantly, exercise protects against heart disease.

Prefer not to brave the cold? No problem. Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020, for fitness classes. To view the calendar or to register online, visit www.amerihhealthcaritasdc.com and look for health education and fitness programs.



Just a reminder!

Every year, AmeriHealth Caritas District of Columbia mails a survey to some of our members. It asks how happy you are with AmeriHealth Caritas DC and our doctors. Only a few members get this survey in the mail. So if you get one, please take a couple of minutes to tell us how we are doing. Your answers are completely private.

TOO SICK FOR SCHOOL?

HERE'S HOW TO TELL



Stay home if ...

Your child feels too sick for regular activities

Yellow or green pus appears

The temperature on an oral thermometer reads 100 degrees F or higher (100.4 degrees for an ear, rectal, or forehead temp)

You suspect it is the flu — it spreads rapidly

Your child has a migraine — throbbing, severe pain with moodiness, fatigue, and sensitivity to light

Redness and itchiness on all or most of your child's body

Your doctor suspects — or diagnoses — strep throat

Your child is vomiting or has uncontrollable diarrhea



SYMPTOM

← Cough and other cold symptoms →

← Eye discharge →



← Fever →



← Flu →



← Headache →



← Rash →

← Sore throat →



← Stomachache →



Go back to school after ...

Fever decreases and your child feels better

The amount of pus decreases, using antibiotic eye drops for 24 hours

Body temperature reaches normal

Fever has been gone for 24 hours

Taking pain medication

The rash is gone — or the doctor gives the OK

24 hours after beginning antibiotics

Vomiting stops and your child has control of bathroom breaks

Health Plan Reminders

WE KNOW THAT LIFE CAN BE BUSY, but we don't want you to forget these important health services and reminders:

- You can renew your Medicaid coverage online at **www.dchealthlink.com**.
- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020, for fitness and healthy cooking classes.
- Get rewarded for being healthy! Visit our website at **www.amerhealthcaritasdc.com/giftcard** to learn more about how to earn a \$25 gift card.
- Get text* reminders about your health and benefits and a free "I am healthy" T-shirt! Text "iamhealthy" to **85866** to sign up.
- If you need help getting to your medical appointments, call Member Services at **1-800-408-7511** to set up free transportation.
- You have coverage for dental services! Call us at **1-800-408-7511** to find a dentist or make an appointment.
- If you are turning 19 years old, ask your pediatrician if you need to change to an adult doctor.
- Ask your pharmacist how to sign up for medicine reminders.
- We offer free interpretation and translation services. Visit **www.amerhealthcaritasdc.com** to learn how to request language services.

*Standard text message and data rates may apply.



We Care About You, We Care About Quality

AmeriHealth Caritas DC is always looking for ways to help our members get care and stay healthy. As part of this, we have a Quality Improvement (QI) program. This program looks for ways we can serve you better.

The QI program:

- Looks for areas in our services that need to be better
- Creates programs for members with special health care needs
- Reaches out to members and teaches them about health
- Works with providers to make our services better
- Monitors the quality of care and services AmeriHealth Caritas DC's medical, dental, vision, and pharmacy providers give
- Surveys members and providers to see how we can make our services better
- Performs medical and service area studies when they are needed

We closely monitor the QI program to make sure it is working to improve services. If you would like more information about our quality improvement, call Member Services at **1-800-408-7511** (TTY/TDD **1-800-570-1190**).



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



If you need this information in English, contact Member Services by calling 202-408-4720 or 1-800-408-7511, 24 hours a day.

Si necesita esta información en español, comuníquese con Servicios al Miembro llamando al 202-408-4720 o 1-800-408-7511, las 24 horas del día.

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إذا احتجت إلى هذه المعلومات باللغة العربية، يرجى الاتصال بفريق خدمة الأعضاء على الرقم 202-408-4720 أو الرقم 1-800-408-7511، وذلك على مدار الساعة.

Si vous avez besoin de ces renseignements en français, veuillez contacter les Services aux membres en appelant au 202-408-4720 ou au 1-800-408-7511, 24 heures sur 24.

如果您需要用中文獲得此資訊，可每天 24 小時致電 202-408-4720 或 1-800-408-7511，聯絡會員服務部。

Se necessitar estas informações em Português, entre em contato com o Serviços para Associados ligando para 202-408-4720 ou 1-800-408-7511, 24 horas por dia.