



AmeriHealth Caritas™

District of Columbia

FALL 2018

Healthy Now

www.amerhealthcaritasdc.com

All Members: Rides to Health Care Visits Provided at No Cost to You

Did you know that all AmeriHealth Caritas District of Columbia (DC) members have a transportation benefit? This means you can get rides to your health care providers and other medical appointments at no cost. You can get rides for:

- Urgent care needs
- Provider visits
- Urgent follow-up medical visits
- Hospital discharges
- Pharmacy visits

To schedule a ride, call **1-800-315-3485**. For routine medical visits, please try to call at least three business days in advance. This does not include Saturdays, Sundays, and holidays. When you call, you will need to provide:

- Your enrollee ID number
- Your phone number
- The address where you can be picked up
- The name, address, and phone number of the medical or dental facility or provider office where you are going

Call **1-800-315-3485** to schedule your ride as soon as you know you need it.

It May Be Time to Renew Your Medicaid Coverage

If you don't know if you need to renew, find out now. You don't want to risk losing your health benefits. For more information or to renew, visit www.dchealthlink.com or call **1-855-532-5465**. You can also get help from the D.C. Economic Security Administration. Their phone number is **202-727-5355**.

If you need help completing your renewal forms, we can help. Just call Member Services at **1-800-408-7511**.

Take Steps to Prevent the Flu

If you aren't sure if you should get a flu shot, answer one simple question: Are you older than 6 months of age?

The Centers for Disease Control and Prevention (CDC) recommends everyone older than age 6 months get a flu shot every year. The vaccine is even more important for people at high risk for having serious problems from the flu. Those at high risk include young children, pregnant women, and people ages 65 and older. People with asthma, diabetes, or heart and lung disease are also at high risk. Those who live with or care for people at high risk should also get a flu shot. Most importantly, those who care for children younger than age 6 months should get a flu shot, because infants are too young to get it themselves.

Avoid passing the flu

Flu viruses spread from person to person through coughing, sneezing, or talking. You can also get the flu by touching an object

that has flu virus on it and then touching your mouth, eyes, or nose. To stop the spread of germs and avoid the flu:

- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer.
- Cough or sneeze into a tissue, then throw the tissue away
- Do not touch your eyes, nose, or mouth
- Try to stay away from sick people

If you get the flu:

- Stay home and rest until your fever has been gone for at least 24 hours
- Drink lots of fluids
- Take over-the-counter pain relievers. These can help ease fevers, headaches, muscle aches, and sore throats.

If you have a fever higher than 102 degrees that lasts more than

three days, vomiting that is severe or won't stop, or very swollen glands in your neck or jaw, see your primary care provider (PCP). You should also call your PCP if any of these flu symptoms last more than 10 days or get worse instead of better: fever, headache, chills and sweats, cough, muscle aches, or fatigue.

Sources:

"CDC Says 'Take 3' Actions to Fight the Flu," Centers for Disease Control and Prevention, last modified Sept. 11, 2017, www.cdc.gov/flu/protect/preventing.htm.

"Colds and the Flu," American Academy of Family Physicians, last modified Dec. 1, 2016, <http://familydoctor.org/online/famdocen/home/common/infections/cold-flu/073.html>.

"Key Facts About Influenza (Flu)," Centers for Disease Control and Prevention, last modified Oct. 3, 2017, www.cdc.gov/flu/keyfacts.htm.



Cooking and Nutrition Classes

Take a class at our Member Wellness Center! We offer nutrition and cooking classes that can help you manage your diabetes at our Member Wellness Center at 2027 Martin Luther King Jr. Avenue S.E.

Healthy cooking classes

AmeriHealth Caritas DC has collaborated with nutritionists to offer hands-on healthy cooking classes at our Member Wellness Center. You'll get to cook a healthy meal and enjoy it after class. Here's how it works:

- A nutritionist leads a small group in a hands-on cooking session. Together, you will cook a healthy meal.
- After you cook, you can eat the meal you just prepared
- You take home any leftovers
- You also take home the fresh ingredients you used in class so that you can re-create your meal at home

Nutrition classes

We offer monthly nutrition classes that can help you make changes to your diet and manage your weight at no cost. How it works:

- A health educator leads this monthly class to help you plan meals and budget for healthy shopping
- You will learn how to go food shopping, budget for meals, plan meals, and make healthy food choices. You will also learn ways to increase physical activity.

To see the schedule of classes, visit the Members page on www.amerihhealthcaritasdc.com. Then click "Classes" under the Healthy Living section.



HEALTHY RECIPE Minestrone Soup

Ingredients

- 1 tablespoon olive oil
- 1 small onion, about ½ cup chopped
- 2 medium carrots, sliced
- 1 stalk celery, sliced
- 1 clove garlic (or 1 teaspoon garlic flakes)
- 1 tablespoon sodium-free Italian seasoning (such as Mrs. Dash®)
- 1 14.5-ounce can reduced-sodium chicken broth (about 2 cups)
- 1 14.5-ounce can no-salt-added diced tomatoes, plus 1 can of water
- 1 19-ounce can cannellini (white kidney) or other beans, no salt added
- ½ cup frozen peas
- 1 cup cooked elbow macaroni

Directions

In a large pot, heat oil over medium-high heat. Add onion, carrots, celery, garlic, and herbs. Cook, stirring, just until onions look slightly wilted. Add broth, tomatoes, water, and beans. Bring just to a boil, then turn heat to low and simmer about 10 minutes, or until carrots are done. Add frozen peas and macaroni to hot soup and serve.

Serves 4; serving size is 2 cups. Each serving provides 260 calories, 4.5 g fat (0.5 g saturated fat, 0 g trans fat), < 5 mg cholesterol, 150 mg sodium, 42 g carbohydrate, 15 g fiber, 8 g sugar, 14 g protein.

Extra Benefits for You

AmeriHealth Caritas DC is making it easier than ever for you to live a healthy lifestyle and become the best version of yourself.

With extra benefits just for our members, you can get around town easier and get help achieving your fitness goals. Signing up is easy. Take advantage of your extra benefits today.

Capital Bikeshare

You know those red bikes around the District? Now you can be part of the fun. AmeriHealth Caritas DC members can sign up for Capital Bikeshare at no cost.

Use your Capital Bikeshare membership to:

- Get to work
- Run errands
- Visit family and friends
- Enjoy the outdoors

Here's how it works:

- Get your bike key by visiting our Member Wellness Center at 2027 Martin Luther King Jr. Avenue S.E.
- Use your bike key to unlock a bike at any Capital Bikeshare dock station. Find the closest location to you by visiting www.capitalbikeshare.com/map.
- You have unlimited 60-minute rides every day to help you get to wherever you need to go
- When you are done, drop the bike off at the closest Capital Bikeshare station. Wait for the green light on the dock station so you know it is checked back in.

For more information or to sign up, call the Member Wellness Center at 202-408-3989.

AmeriHealth Caritas DC members can sign up for Capital Bikeshare at no cost.

Weight Watchers®

Have you been meaning to lose weight? If so, the Weight Watchers® program can help. This program offers you access to a trained meeting leader and group support to help you reach your goals.

Use your Weight Watchers membership to:

- Help you lose extra weight
- Connect with others on a similar weight-loss journey
- Maintain a healthy weight when you meet your weight goal

Here's how it works:

- You must be at least 18 years old to join our Weight Watchers program. If you are a member 13 – 17 years old, you can join with a parent or guardian's permission.
- Program members receive a set of local meeting vouchers* from AmeriHealth Caritas DC. These allow you to attend Weight Watchers meetings in your community. You must commit to attending at least three meetings every month.
- The program also provides you access to other tools for extra motivation. You can access these online or through the Weight Watchers app.

For more information or to sign up, call our Community Outreach Solutions team at 202-216-2318.

*Vouchers should be valued the same as cash. They cannot be replaced if lost or stolen. Use of these vouchers may not be combined with any other offer, and they cannot be transferred. These vouchers may be used only in participating areas in the United States. Vouchers have been prepaid by AmeriHealth Caritas DC.

Program members will receive a set of local meeting vouchers* from AmeriHealth Caritas DC.



Members will be able to join a participating fitness center at no cost. If you cannot get to a fitness center, you can sign up for the home fitness program instead.

Gym Membership Program

Are you looking for new and fun ways to be healthy?

FitnessCoach® is our new gym membership program.* This program is available for AmeriHealth Caritas DC members looking to get active and learn more about healthy behaviors. The program can also help people with special needs.

Use your FitnessCoach membership to:

- Find a fitness center close to your home
- Learn about the program's home fitness options
- Learn more about how exercise can improve your health

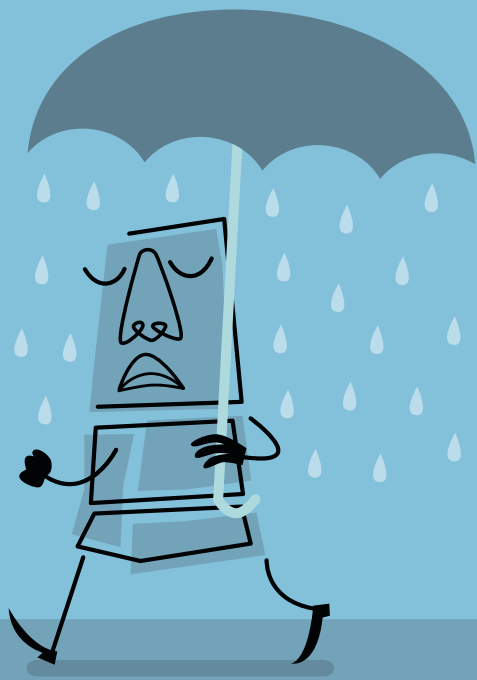
Here's how it works:

- Members will be able to join a participating fitness center at no cost
- If you cannot get to a fitness center, you can sign up for the home fitness program instead
- You will also have access to **www.fitnesscoach.com** and a toll-free phone hotline in case you have questions about the program

For more information or to sign up, call **1-888-369-2746 (TTY 711)** or visit **www.fitnesscoach.com**.

*Talk to your PCP before starting or changing your exercise routine.

For more information on our programs, call the Community Outreach Solutions team at **202-216-2318**. You can also visit us in person. Stop by our Member Wellness Center at 2027 Martin Luther King Jr. Avenue S.E., Washington, DC 20020.



Depression: Get Help to Get Better

Many people feel “blue” or depressed at times. But when this feeling takes over, it can harm a person's quality of life.

Depression that lasts more than two weeks or that makes it difficult to cope with everyday life is called clinical depression. It is a behavioral health disorder, not an attitude. And it can improve with the right diagnosis and treatment.

What causes depression?

Clinical depression can be caused by many different things. These can include:

- Brain chemistry
- Stress
- Serious medical illnesses
- Medicines
- Genetics

Depression may not be easy to spot. It can be a hidden part of eating disorders, substance use disorders, and anxiety. It is important to get a careful diagnosis for the best treatment.

For many people with depression, the best treatment combines medicine with counseling or other

talk therapy. The medicine eases their symptoms so they can function better each day. Talk therapy can help people change negative thinking. Talk therapy can also help people pinpoint issues that may add to their depression, and improve their ability to cope with stress.

When should you seek help?

If you have any of these symptoms most of the day, nearly every day, for at least two weeks, talk with your primary care provider (PCP):

- Feeling sad or hopeless
- Loss of interest in hobbies or activities
- Not being able to sleep or sleeping too much
- Feelings of guilt
- Problems concentrating
- Food cravings or loss of appetite
- Weight change that you did not intend
- Recurring thoughts of suicide or death
- Decreased energy, being “slowed down”

- Feeling anxious or irritable most of the time
- Chronic physical pain without a clear cause

Depression can seem overwhelming. But asking for help from your PCP can be a giant step toward recovery.

Sources:

“Depression,” National Institute of Mental Health, National Institutes of Health, last modified Feb. 2018, www.nimh.nih.gov/health/topics/depression/index.shtml.

“Depression: What You Need to Know,” National Institute of Mental Health, National Institutes of Health, accessed May 21, 2018, www.nimh.nih.gov/health/publications/depression-what-you-need-to-know/depression-what-you-need-to-know-pdf_151827.pdf.

“What Is Depression?” American Psychiatric Association, last modified Jan. 2017, www.psychiatry.org/patients-families/depression/what-is-depression.

HAVE QUESTIONS?

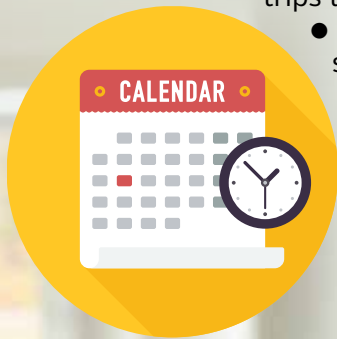
Need help making an appointment? We can help. Call Member Services at **1-800-408-7511**.

Health Plan Reminders

We know that life can be busy. But we don't want you to forget these important health services and reminders:

- Visit our Member Wellness Center at 2027 Martin Luther King Jr. Avenue S.E., Washington, DC 20020, for fitness and healthy cooking classes
- Need a ride? You can get a ride to your medical appointments, the pharmacy, and even AmeriHealth Caritas DC events by calling the transportation service line at **1-800-315-3485**.
- You have coverage for dental services. Call us at **1-800-408-7511** to find a dentist or to make an appointment.
- To help treat and manage pain, acupuncture and chiropractic services are available. To find a chiropractor or acupuncturist, call Member Services at **1-800-408-7511**.
- Download our mobile app from the Google Play™ store or Apple App Store®. Search for "AHCDC."
- If you're turning 19 years old, ask your parents and pediatrician if you need to change to an adult PCP
- Ask your pharmacist how to sign up for medicine reminders
- Instead of a three-month supply, you may ask your provider for a 12-month supply of birth control pills. This will save you time and trips to the pharmacy.

- We offer interpretation and translation services at no cost to you. Visit www.amerihealthcaritasdc.com to learn how to request language services.



Urgent Care

Urgent care is medical care you need within 24 hours that might not be for an emergency. When you need urgent care, we can help.

For **medical advice**, call **1-877-759-6279**, 24 hours a day, seven days a week.

For a **same-day ride to a health care provider** please call **1-800-315-3485**.



Discrimination is against the law

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas District of Columbia does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas District of Columbia:

- Provides free aids and services for 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 District of Columbia at **1-800-408-7511 (TTY/TDD 202-216-9885 or 1-800-570-1190)**. We are available 24 hours a day.

If you believe that AmeriHealth Caritas District of Columbia has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Member Services in the following ways:

- By phone at **202-408-4720** or toll free at **1-800-408-7511**
- By fax at **202-408-8682**
- By mail at AmeriHealth Caritas District of Columbia, Member Services Grievance Department, 200 Stevens Drive, Philadelphia, PA 19113

If you need help filing a grievance, AmeriHealth Caritas District of Columbia 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 www.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, DC 20201

1-800-368-1019 (TTY/TDD 1-800-537-7697)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.


AmeriHealth Caritas
District of Columbia

Developed by StayWell

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-800-408-7511 (TTY/TDD 202-216-9885 or 1-800-570-1190)**.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190)**.

Amharic: ማሳሰቢያ: አማርኛ መናገር የሚችሉ ከሆን፣ ከክፍያ ጎዳ የሆነ የቋንቋ ድጋፍ አገልግሎት ይቀርብልዎታል። በስልክ ቁጥር **1-800-408-7511 (TTY/TDD 202-216-9885 ወይም 1-800-570-1190)** ይደውሉ

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-408-7511 (رقم هاتف الصم والبكم و TTY/TDD: 202-216-9885 أو 1-800-570-1190)**.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique sont à votre disposition sans frais. Appelez le **1-800-408-7511 (ATS/ATME : 202-216-9885 ou 1-800-570-1190)**.

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-800-408-7511 (TTY/TDD 202-216-9885 或 1-800-570-1190)**。

Portuguese: ATENÇÃO: Se você fala português, estão disponíveis para você serviços de assistência linguística, sem nenhum custo. Ligue para **1-800-408-7511 (TTY/TDD: 202-216-9885 ou 1-800-570-1190)**.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190)**.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-408-7511 (TTY/TDD 202-216-9885 или 1-800-570-1190)**.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190)**.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-408-7511 (TTY/TDD 202-216-9885 hoặc 1-800-570-1190)**.

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます **1-800-408-7511 (TTY/TDD 202-216-9885 又は 1-800-570-1190)**。まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-408-7511 (TTY/TDD 202-216-9885 혹은 1-800-570-1190)**. 번으로 전화해 주십시오.

Yoruba: ÀKÍYÈSÌ: Bí ó bá ñsọ Yorùbá, àwọn iṣẹ iranlọwọ èdè wà fún ọ l'òfẹ́. Pe **1-800-408-7511 (TTY/TDD 202-216-9885 tàbí 1-800-570-1190)**.

Thai: โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการผู้ช่วยด้านภาษาโดยไม่มีค่าใช้จ่าย กรุณาติดต่อที่หมายเลข **1-800-408-7511 (TTY/TDD 202-216-9885 หรือ 1-800-570-1190)**.

German: ACHTUNG: Wenn Sie Deutsch sprechen, ist Sprachunterstützung für Sie kostenlos verfügbar. Rufen Sie **1-800-408-7511 (TTY/TDD 202-216-9885 oder 1-800-570-1190)**.

www.amerhealthcaritasdc.com



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