

# GET CARE, STAY WELL

A newsletter for members  
of AmeriHealth Caritas  
Pennsylvania



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**Don't delay.  
Visit your doctor  
and dentist today!**

**For everyone in your family:**

- Call the doctor now to schedule an annual checkup.
- Make sure to see the dentist 2 times a year for dental checkups.

Need help finding a doctor or dentist?

Visit [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) and click **Find a Provider**. You can also call us at **1-888-991-7200 (TTY 1-888-987-5704)**.



**AmeriHealth Caritas**  
Pennsylvania



## AmeriHealth Caritas Pennsylvania cares about you and the health of your family

Keeping your child healthy can be a full-time job. We are here to help.

AmeriHealth Caritas Pennsylvania helps your child's doctor stay up to date and informed on the health care your child gets. One way we do this is by letting your child's doctor know if your child visits the emergency room (ER). This helps connect the health care your child gets. Need help getting care for your child? We want to help! Call us at **1-855-300-8334 (TTY 711)**.

## Keeping you healthy is our top priority

AmeriHealth Caritas Pennsylvania was rated 4.5 out of 5, one of the "highest-rated" Medicaid insurance plans in the nation, in the National Committee for Quality Assurance's (NCQA's) Medicaid Health Insurance Plan Ratings for 2017 – 2018. This new rating is based on member satisfaction, prevention, and treatment of health conditions.

Soon some members will be getting the 2018 satisfaction survey in the mail. You may also be able to take the survey over the phone. If you get a satisfaction survey, please take a moment to tell AmeriHealth Caritas Pennsylvania how we are doing. The survey takes less than 20 minutes.

We are here for you 24 hours a day, 7 days a week. Call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)** for help getting the care you need.

## Look for us!

AmeriHealth Caritas Pennsylvania is out and about in your community. Look for us!

AmeriHealth Caritas Pennsylvania has many health education programs and events. We hope that these programs and events will improve the health of our members and the communities we serve.

To find out more about our upcoming events and health education sessions in your community, call Member Services.

## We have special programs for you

AmeriHealth Caritas Pennsylvania has special programs to help you stay healthy. You do not need a referral from your doctor to be a part of any of these programs. If you have one of the health care conditions listed here, you can become a part of one of our special programs.

- Asthma.
- Chronic obstructive pulmonary disease (COPD).
- Diabetes.
- Heart disease.
- Hemophilia.
- HIV/AIDS.
- Sickle cell anemia.

Call AmeriHealth Caritas Pennsylvania Care Management at **1-877-693-8271, option 2 (TTY 711)** or go to **[www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com)** and click **Members > Health programs > Special health programs - Care management** to learn more.





## We need your help!

Members can help AmeriHealth Caritas Pennsylvania uncover provider fraud, waste, and abuse.

You should keep track of the following things:

- Who provided your health care.
- What services you received during the visit and any additional tests or visits the doctor ordered.
- When you got a health care service.
- Where the service took place.

Call AmeriHealth Caritas Pennsylvania if you think the provider may have billed incorrectly or offered a service you didn't think you needed. Please remember, **do not:**

- Give your ID card or numbers to anyone other than your doctor, clinic, hospital, or other health care provider.
- Ask your doctor or any other health care provider for medical services or supplies that you don't need.

- Sign your name to a blank form.
- Share your medical records with anyone other than your doctor, clinic, hospital, or other health care professional.

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**AmeriHealth Caritas Pennsylvania has a team that works hard to identify and prevent fraud, waste, and abuse. But we still need all members to report possible fraud, waste, and abuse.**

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Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.

# Diabetes and your mouth

## Did you know?

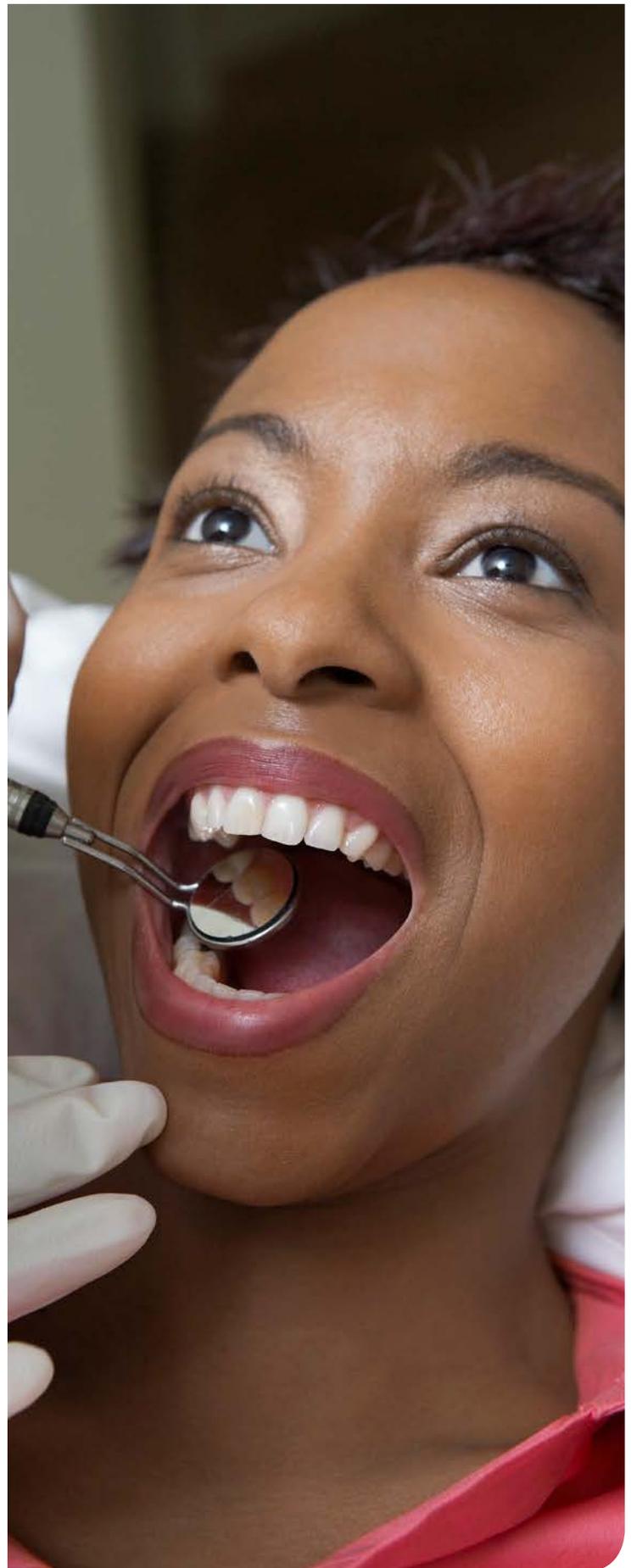
- People with diabetes are more likely to have infections in their mouths.
- People with diabetes are at higher risk for gum disease.
- Dry mouth can easily develop in people with diabetes.

## When you don't take good care of your mouth, these small things can turn into big problems.

Here are some things you can do to help take care of your mouth.

- **Go to the dentist every 6 months.** It's important to see your dentist every 6 months. Tell your dentist about your diabetes, your medicines, and if your blood sugar is under control. Your dentist can talk with you about the best ways to care for your mouth when you have diabetes.
- **Brush and floss every day.** Talk with your dentist about how often you should brush and floss. Regular brushing and flossing helps keep bacteria away, which helps keep your teeth and gums strong and healthy.
- **Keep blood sugar under control with exercise and a healthy diet.** Keeping your blood sugar levels under control is important to having a healthy mouth. Your teeth and gums are affected by your blood sugar. Exercising and eating right can also affect your blood sugar, teeth, and gums. Making healthy choices helps keep your diabetes under control and your mouth healthy. Talk with your doctor and dentist about what works best for you.

Need help finding a dentist? Visit us at [www.amerihhealthcaritaspa.com](http://www.amerihhealthcaritaspa.com) and click **Find a Provider**. You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.





## Tips for a safe home

There are a many things you can do to help keep you and your family healthy. Making sure your home is safe is a great place to start.

Here are some tips to make sure your home is safe for you and your family:

- Do not let people smoke in your home.
- Try to clean your home at least 1 time a week.
- Keep cleaning supplies in a place that is out of reach of children.
- Protect your family from lead poisoning. Check to make sure you don't have any peeling paint in your home. Run cold water for 15 to 30 seconds before drinking it.
- Keep medicines in a place that is out of reach of children.
- Safely get rid of medicine you no longer need. Depending on the kind of medicine, you may be able to dispose of the medicine yourself. But sometimes you need to take it somewhere for special disposal. To find out more, call your local pharmacy. You can also go to [www.disposemy meds.org](http://www.disposemy meds.org) or <https://apps.ddap.pa.gov/GetHelpNow/PillDrop.aspx> for more information and locations to take your medicines.
- Make sure there are working smoke alarms on every floor of your home and near every bedroom.
- Make sure there are working carbon monoxide alarms on every floor of your home at least 15 feet away from fuel-burning appliances.



# Important message for members using opioids

In 2016, the Centers for Disease Control and Prevention (CDC) changed the guidelines for safe opioid dosages. The AmeriHealth Caritas Pennsylvania drug formulary was updated in October 2017 to meet the current guidelines to help keep you safe and healthy.

Opioids were limited to a maximum number of days supply and a maximum dose that can be prescribed each day. The maximum dose is measured using something called a morphine milligram equivalent (MME). The MME helps doctors compare the strength of different medicines to keep the dose at a safe level. Your doctor will need to obtain prior authorization for any prescriptions above these limits. Members using opioids were notified of this change.

Visit [www.cdc.gov/drugoverdose/index.html](http://www.cdc.gov/drugoverdose/index.html) to learn more about the CDC's guidelines for safe opioid dosage.

If you have questions about this change, call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.

Have other health-related questions? Talk with your doctor. If you need help when your doctor is not available, you can call the 24/7 Nurse Call Line at **1-866-566-1513 (TTY 711)**. Trained nurses can provide you with information.

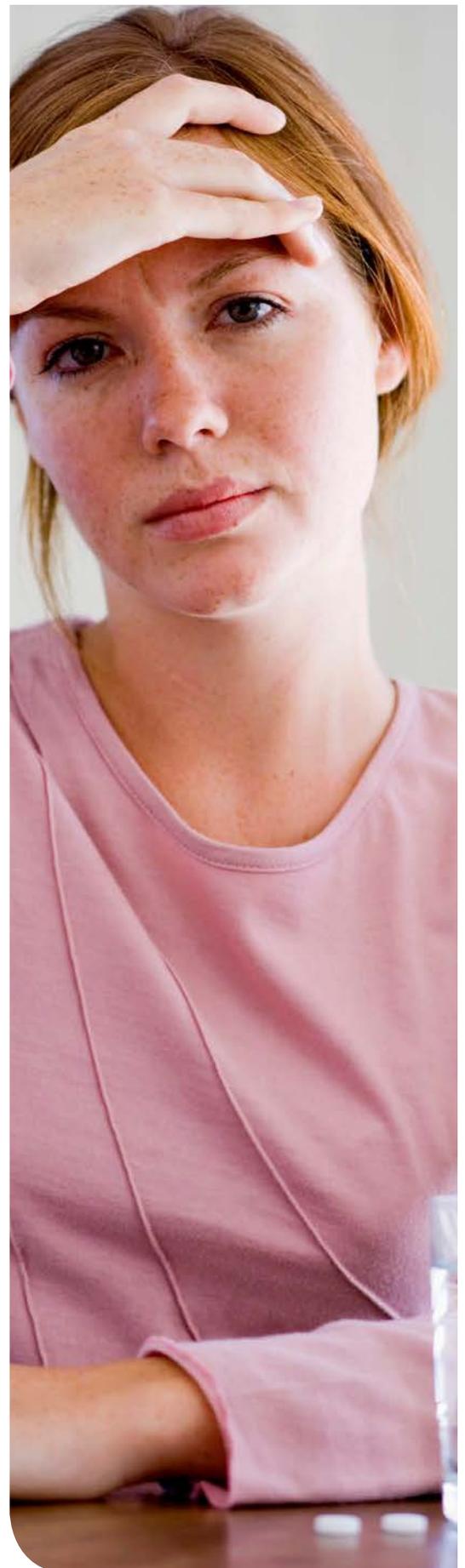
You can also call the behavioral health insurance company for the county where you live. To see a list of contact numbers for behavioral health insurance companies, visit [www.amerihhealthcaritaspa.com](http://www.amerihhealthcaritaspa.com) > **Members > Important numbers > Contact numbers for MATP and behavioral health treatment**, or call Member Services to learn more about services that may be available to you.

If you have a medical emergency, please call **911** or go to the nearest ER.

## Formulary

For the most up-to-date formulary list, visit [www.amerihhealthcaritaspa.com](http://www.amerihhealthcaritaspa.com).

You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.





## Parents Can Talk to Teens About Healthy Relationships

Caring for our health includes caring for the quality of our relationships. When teens have healthy relationships they are more likely to have better health now, and later as adults.

Parents are important in teaching teens how to have healthy relationships. Parents can behave in ways that show what it means to respect and listen to others. They can also have general talks with teens about what it means to respect and listen to a dating partner.

Parents can start these talks by asking:

- How are things going with your friends?
- Is your best friend hanging out with anyone? What do you think of that person?
- Are you talking to anyone? What do your friends think of that person?

Parents can ask about things they hear that seem unhealthy:

- What do you think about your friend having to tell her boyfriend where she is all of the time?
- What does that mean when your friend receives 50 texts a day from a girlfriend?
- Is that healthy or controlling?
- How do you feel when your boyfriend comments on how you look or embarrasses you in front of friends?

Parents can also show appreciation for things they hear that seem healthy. This may include respect for someone's:

- Body and what they do or don't want to do sexually or physically.
- Personal space and boundaries.
- Life or career choices.
- Time with friends or family or alone time.
- Property.
- Online social space including text or private messages.

Advise a teen who seems to be in an unhealthy relationship that he or she can call the National Dating Abuse Helpline and can ask questions and talk to a teen or adult: **1-866-331-9474** [TTY 1-866-331-8453].

Or visit the websites:

<http://www.loveisrespect.org/>

<http://www.loveisnotabuse.com/>

<http://www.thatsnotcool.com/>

To find the domestic abuse program nearest you, visit <http://www.pcadv.org> and click on **Find Help** or use the Find Help map on the home page.

*This article is brought to you by the Department of Human Services.*

# Eat your fruits and vegetables – fresh, frozen, or canned

There are so many benefits to eating fruits and vegetables. They are low in calories, and provide vitamins and minerals to keep you healthy and fiber to keep you full. Eating plenty of fruits and vegetables may also decrease your chance of getting high blood pressure, cancer and other diseases.

For best health, fill half your plate with fruits and vegetables. Choose a variety of colors and types for an appealing meal and the most benefits. There are many fruits and vegetables that are quick and easy to prepare. Fresh, frozen, or canned are all good choices.

Fresh fruits and vegetables usually cost less (and taste better) when they are in season. To find out what is in season, go to

<https://www.fruitsandveggiesmorematters.org/what-fruits-and-vegetables-are-in-season>. Oranges, apples, carrots, bananas, and many others are quick and easy to prepare.

Frozen and canned fruits and vegetables are also a good low-cost choice. They are usually ready to eat or cook, and you can get a lot more variety throughout the year. Since most canned and frozen vegetables are packed just after they are picked, they are often just as nutritious as fresh. To limit sugar, buy canned fruits packed in water or juice rather than syrup. Look for frozen fruits with no added sugar. To limit salt, choose low-sodium canned vegetables. Also, draining and rinsing the vegetables will cut the sodium almost in half.

Choose any fruits or vegetables that you enjoy and know that you are doing a good thing for your health. Try different types and new recipes to see what you and your family like. For recipe ideas go to:

<https://www.fruitsandveggiesmorematters.org/main-recipes>.

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## References

[https://www.fruitsandveggiesmorematters.org/canned-foods-are-too-high-in-sodium?utm\\_source=Canned+Food+News&utm\\_campaign=d8d09b417b-Combating\\_Canned\\_Food\\_Myths\\_August\\_2017&utm\\_medium=email&utm\\_term=0\\_6ae81befc3-d8d09b417b-24241045](https://www.fruitsandveggiesmorematters.org/canned-foods-are-too-high-in-sodium?utm_source=Canned+Food+News&utm_campaign=d8d09b417b-Combating_Canned_Food_Myths_August_2017&utm_medium=email&utm_term=0_6ae81befc3-d8d09b417b-24241045)

<https://www.fruitsandveggiesmorematters.org/top-10-reasons-to-eat-more-fruits-and-vegetables>

<https://www.hsph.harvard.edu/nutritionsource/healthy-eating-plate-vs-usda-myplate/>

<https://www.fruitsandveggiesmorematters.org/fresh-frozen-canned-dried-and-100-juice>

<https://recipes.heart.org/Articles/1007/Fresh-Frozen-or-Canned-Fruits-and-Vegetables-All-Can-Be-Healthy-Choices>

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*This article is brought to you by the Department of Human Services.*



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**AmeriHealth Caritas Pennsylvania** does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

**AmeriHealth Caritas Pennsylvania** provides free 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)

**AmeriHealth Caritas Pennsylvania** provides free 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 Pennsylvania** at **1-888-991-7200** (TTY **1-888-987-5704**).

If you believe that **AmeriHealth Caritas Pennsylvania** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

AmeriHealth Caritas Pennsylvania,  
Member Complaints Department,  
Attention: Member Advocate,  
200 Stevens Drive  
Philadelphia, PA 19113-1570  
Phone: **1-888-991-7200**, TTY **1-888-987-5704**,  
Fax: **215-937-5367**, or  
Email: [PAmemberappeals@amerihealthcaritas.com](mailto:PAmemberappeals@amerihealthcaritas.com)

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: **(717) 787-1127**, TTY/PA Relay **711**,  
Fax: **(717) 772-4366**, or  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, AmeriHealth Caritas Pennsylvania and the Bureau of Equal Opportunity are 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 S.W.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
**1-800-368-1019**, **800-537-7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Nondiscrimination Notice

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you.

**Call: 1-888-991-7200 (TTY: 1-888-987-5704).**

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-991-7200 (TTY: 1-888-987-5704).**

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-991-7200 (телетайп: 1-888-987-5704).**

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-991-7200 (TTY : 1-888-987-5704)**。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-991-7200 (TTY: 1-888-987-5704).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-991-7200 (رقم هاتف الصم والبكم: 1-888-987-5704).**

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-888-991-7200 (टिटिवाइ: 1-888-987-5704) ।**

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-991-7200 (TTY: 1-888-987-5704)** 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-888-991-7200 (TTY: 1-888-987-5704)។**

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-991-7200 (ATS : 1-888-987-5704).**

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-888-991-7200 (TTY: 1-888-987-5704)** သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-991-7200 (TTY: 1-888-987-5704).**

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-991-7200 (TTY: 1-888-987-5704).**

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-888-991-7200 (TTY: 1-888-987-5704)।**

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-888-991-7200 (TTY: 1-888-987-5704).**

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-991-7200 (TTY: 1-888-987-5704).**

## Want the newsletter in Spanish?

You can find the member newsletter in Spanish on our website. Visit the Spanish member center at [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) and click on **Información de enfermedades y la salud** and then **Boletín del miembro**. You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)** to get a copy.

## ¿Quiere el boletín informativo en español?

Usted puede encontrar el boletín informativo del miembro en español en nuestro sitio de Internet. Visite el centro para los miembros en español en [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) y haga clic en **Información de enfermedades y la salud** y luego **Boletín del miembro**. Para obtener una copia, también puede llamar el departamento de Servicios al Miembro al **1-888-991-7200 (TTY 1-888-987-5704)**.

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For the full nondiscrimination notice, go to [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com).

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