



Pregnancy and New Mom Resources



Bright Start maternity program

We want to help you have a healthy pregnancy! The Bright Start program helps support our members during their pregnancies. Each woman enrolled in Bright Start will receive educational materials. Members enrolled in Bright Start can call our registered nurses with questions or concerns during their pregnancies. Bright Start is available at no cost for all pregnant members. For more information, or to enroll, call **1-855-371-8076**.



Keys to Your Care texting program

Keys to Your Care is a special texting and outreach program for AmeriHealth Caritas Florida members who are pregnant. After joining the program, you will receive text messages with tips about what you may be experiencing in your pregnancy that week, and for the first 15 months after your baby is born. To join the Keys to Your Care program, **text MAMA to 85886** or call us at **1-855-371-8076**.



Need a smartphone?

As an AmeriHealth Caritas Florida member, if you qualify, you can get a smartphone* at no cost to you, including monthly data and minutes, unlimited text messaging, and no-cost 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**.

*Limit one per household.



www.amerihealthcaritasfl.com

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 an in-network health provider or pharmacy near you.
- View your recent health history, and more!



Apple



Android

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

*Standard messaging and data fees may apply.



Community resources

Do you need help with food, housing, or other basic needs? Let us help connect you with the community resources to address your needs. Just call Member Services at **1-855-355-9800** (TTY **1-855-358-5856**). You can also visit our website at www.amerhealthcaritasfl.com and click **Community Resources** to use our community resource search tool.



Earn rewards for Healthy Behaviors

Did you know **you can earn gift cards** for certain things like visits to your provider during your pregnancy or well-child visits after your baby is born 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.

Important Phone Numbers

Member Services: **1-855-355-9800** (TTY **1-855-358-5856**)

Rapid Response and Outreach Team: **1-855-371-8072**

Bright Start Maternity Program: **1-888-371-8076**

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.

All images are used under license for illustrative purposes only. Any individual depicted is a model.

ACFL_211148163-2



www.amerhealthcaritasfl.com



Discrimination is against the law

AmeriHealth Caritas Florida complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Florida:

- Provides free (no-cost) 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).
- 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 Florida at **1-855-355-9800 (TTY 1-855-358-5856)**. We are available 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas Florida has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- Grievances and Appeals, P.O. Box 7368, London, KY 40742. Phone: **1-855-371-8078 (TTY 1-855-371-8079)**, or Fax: **1-855-358-5847**.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Florida 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 <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, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TTY 1-800-537-7697)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

English: This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800 (TTY 1-855-358-5856)**, 24 hours a day, seven days a week. If your primary language is not English, or to request auxiliary aids, assistance services are available to you, free of charge.

Spanish: Esta información está disponible en otros idiomas de forma gratuita. Póngase en contacto con nuestro número de servicios al cliente al **1-855-355-9800 (TTY 1-855-358-5856)**, las 24 horas del día, los siete días de la semana. Si su idioma principal no es el inglés, o necesita solicitar ayudas auxiliares, hay servicios de asistencia a su disposición de forma gratuita.

Haitian Creole: Enfòmasyon sa yo disponib gratis nan lòt lang. Tanpri kontakte ekip sèvis kliyan nou an nan **1-855-355-9800 (TTY 1-855-358-5856)**, 24 è sou 24, sèt jou sou sèt. Si anglè pa lang manman w oswa si w ta renmen mande yon èd konplemantè, ou ka resevwa sèvis ki gratis pou ede w.

Vietnamese: Thông tin này có sẵn miễn phí ở các ngôn ngữ khác. Vui lòng liên lạc bộ phận dịch vụ khách hàng của chúng tôi theo số **1-855-355-9800 (TTY 1-855-358-5856)**, 24 giờ một ngày, bảy ngày trong tuần. Nếu ngôn ngữ chính của quý vị không phải là tiếng Anh, hoặc để yêu cầu các thiết bị trợ giúp bổ sung, thì quý vị có thể sử dụng miễn phí các dịch vụ hỗ trợ.