

# CARE CONNECTION

ISSUE 3 | 2023

BUILDING HEALTHIER LIVES

**Remember to renew: Keep your AmeriHealth Caritas Florida benefits**

**Do you need help communicating?**

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Farm Share and Feeding Florida can help.**

**Halloween safety**

**What parents should know about medicine that reverses opioid overdose**

**Healthy habits to help protect you from the flu**

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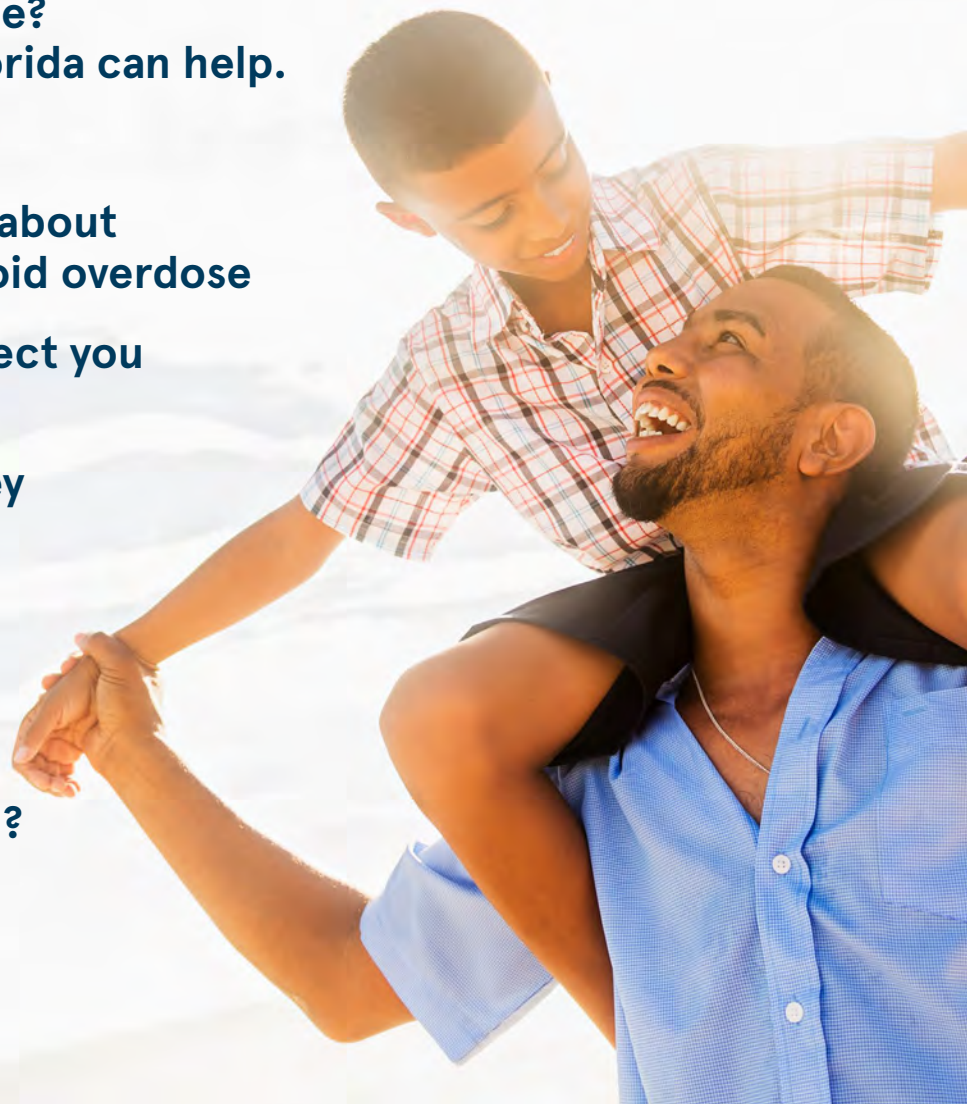
**Let's get creative!**

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We're on a mission to help!**

**Important information**





## Remember to renew: Keep your AmeriHealth Caritas Florida benefits

### Annual Eligibility Review

Once a year, the Department of Children and Families may mail you a letter asking for information to renew your Medicaid eligibility so that you can keep your Medicaid benefits. When you get your renewal letter, it's time to take action!

### Respond quickly to keep your benefits!

- There is a limited time to complete and return your information to the Department of Children and Families.
- If you do not return it on time, you and/or your children are at risk of losing Medicaid coverage.

## You are important to us!

### Is your contact information correct?

Make sure the Department of Children and Families (DCF) can reach you when it is time to renew your health coverage. Log in to your MyACCESS account through the **DCF website** or call DCF at **1-866-762-2237 (TTY 1-800-955-8771)**, Monday to Friday, 8 a.m. to 5:30 p.m.

We want to help you get and stay healthy and continue enjoying your AmeriHealth Caritas Florida benefits. If you have questions, please contact the Department of Children and Families at **1-866-762-2237**. You may also be able to view your eligibility status or complete your renewal online.

Please visit [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) for more information.



## Do you need help communicating?

If you do not speak English, we can help. We have people who help us talk to you in your language. We provide this help at no cost to you.

For people with disabilities: If you use a wheelchair, are blind, or have trouble hearing or understanding, call us if you need extra help. We can tell you if a provider's office is wheelchair accessible or has devices for communication. Also, we have services like:

- Telecommunications Relay Service: This helps people who have trouble hearing or talking make phone calls. Call **711** and give them our Member Services phone number. It is **1-855-355-9800 (TTY 1-855-358-5856)**. They will connect you to us.
- Information and materials in large print, audio (sound), and Braille
- Help with setting up or getting to visits
- Names and addresses of providers who work with your disability

**All of these services are provided at no cost to you.**





## BLUE & PURPLE

- blackberries
- blueberries
- black currants
- dates
- eggplants
- grapes
- plums
- prunes
- purple figs
- raisins

## RED & PINK

- beets
- cherries
- cranberries
- pink grapefruit
- pomegranates
- radicchio
- red radishes
- red apples
- red grapes
- red peppers
- red potatoes
- rhubarb
- strawberries
- tomatoes
- watermelons



# EAT MORE COLOR

The best way to get all of the vitamins, minerals and nutrients you need is to eat a variety of colorful fruits and veggies. Add color to your plate each day with the five main color groups.

## GREEN

- artichokes
- asparagus
- avocados
- bok choy
- broccoli
- Brussels sprouts
- celery
- collard greens
- cucumbers
- green beans
- green cabbage
- green grapes
- green onions
- green peppers
- kale
- kiwis
- leeks
- limes
- mustard greens
- okra
- pears
- peas
- romaine lettuce
- snow peas
- spinach
- sugar snap peas
- watercress
- zucchini

## ORANGE & YELLOW

- acorn squash
- butternut squash
- apricots
- cantaloupes
- carrots
- corn
- grapefruit
- lemons
- mangoes
- nectarines
- oranges
- orange peppers
- papayas
- peaches
- pineapples
- pumpkins
- summer squash
- sweet potatoes
- tangerines
- yams
- yellow apples
- yellow peppers
- yellow squash

## WHITE

- bananas
- cauliflower
- garlic
- Jerusalem artichokes
- mushrooms
- onions
- potatoes
- parsnips
- shallots

# Halloween safety

Halloween can be a fun holiday for both kids and parents. Follow these tips to make it a safe time for all.

## Costume safety

Here are some ways to make sure your child's costume is safe:

- Buy only fire-resistant costumes, wigs, and accessories.
- Put reflective tape on costumes and bags and give kids glow sticks or flashlights.
- Instead of using masks, which can be hard to see through, use non-toxic makeup.
- Remember, makeup can cause skin and eye problems if left on too long. Wash your children's faces before they go to bed.

## Trick-or-treating safety

Here are some tips on how to make sure your kids stay safe while on the prowl for candy and treats:

- Be sure an adult keeps an eye on younger children the whole time they are out.
- If you have older kids going alone, plan their route in advance so they know where to go.
- Agree on the time you want them home.
- Make sure they only go to places they know that are well-lit, stay with their friends, and never enter a stranger's home or car.

## Safety tips for drivers

If you're driving on Halloween, you need to be extra careful. Follow these tips if you're going to be on the road:

- Trick-or-treaters could be anywhere. Keep an eye out on roadways, medians, and curbs.
- Watch out for trick-or-treaters in dark clothing, especially after dark.
- Be extra careful when exiting driveways and alleys.
- Try not to let new motorists drive on Halloween.

## Safe treats

For many, candy and treats are the best part of Halloween. Follow these tips to make sure everyone in your family stays safe.

- Tell children not to eat candy until you have a chance to look at it at home.
- If anyone has a food allergy, always read the label before eating any treats.
- Tell your kids not to take any food that's not in a wrapper.
- Take away choking hazards like gum, nuts, hard candies, and small toys from your smaller children.
- Look for holes or tears in wrappers to make sure candy hasn't been tampered with. Throw away anything that doesn't look right.

By following these tips, you can make sure that everyone in your family has fun this Halloween!



Sources:

"Simple Steps for an Extra Safe Halloween," National Safety Council (NSC), <https://www.nsc.org/community-safety/safety-topics/seasonal-safety/autumn-safety/halloween>.

"Halloween Safety Tips: Costumes, Candy, and Colored Contact Lenses," U.S. Food and Drug Administration, Oct. 24, 2022, <https://www.fda.gov/consumers/consumer-updates/halloween-safety-tips-costumes-candy-and-colored-contact-lenses>.



## What parents should know about medicine that reverses opioid overdose

Naloxone nasal spray, also known as Narcan, can save the life of someone who overdoses on opioids. You should carry it if anyone in your home takes opioids for any reason.

Right now, you can get it with a prescription or from local organizations. Soon drugstores, grocery stores, convenience stores, and online stores will sell Narcan.

It can reverse an opioid overdose in minutes. Plus, it's safe to use for babies, children, teens, and adults.

### Naloxone is recommended for anyone who:

- Uses opioids in a way their doctor did not intend
- Uses heroin or fentanyl
- Is addicted to opioids
- Lives with someone who is addicted to or uses opioids
- Has opioids at home and small children who might take them by accident
- Buys any kind of medicine online or without a prescription

Even if you're not sure if someone is having an overdose, you can still give them Narcan without any harmful effects.

Make sure to know the signs that someone is having an opioid overdose. Sometimes babies and children might take someone's medicine by accident. If you buy prescription medicine online, you could be sent a fake version that includes dangerous amounts of opioids, such as fentanyl.

### Here are some signs of an opioid overdose:

- Not waking up when shaken
- Shallow or slow breathing, or no breathing at all
- Pale skin, blue lips, and fingertips
- Slow or irregular heartbeat
- Gurgling noises or throwing up
- Slurred speaking
- Body limpness
- Small pupils

**If you notice these signs, call 911 and follow the directions on the Narcan box. The person should wake up one to three minutes after you give them Narcan. Stay with them until help arrives. If they become unconscious again, give another dose of Narcan and lay them on their side. Keep them awake and breathing.**

### Sources:

Steve Schering, "What parents should know about medicine that reverses opioid overdose," American Academy of Pediatrics News, July 1, 2023, <https://publications.aap.org/aapnews/news/24716/What-parents-should-know-about-medicine-that>.

Scott Hadland, MD, MPH, MS, FAAP and Rita Agarwal, MD, FAAP, "What Parents Need to Know About Naloxone for Opioid Overdose," HealthyChildren.org, May 24, 2023, <https://www.healthychildren.org/English/ages-stages/teen/substance-abuse/Pages/what-parents-need-to-know-about-naloxone-for-opioid-overdose.aspx>.

# Healthy habits to help protect you from the flu

Flu season is coming soon. Although it's a common disease, the flu can be serious for certain people – especially those with asthma, diabetes, or heart disease. Even if you don't have those conditions, you should do your best to avoid it.

The best way you can protect yourself and your family is by getting **vaccinated** every year. But there are a lot of other ways to avoid getting the flu.

## Here are some ways you can protect yourself and others from the flu and other sicknesses:

- Avoid close contact with sick people.
- Keep your distance from others if you are sick.
- If you can, stay home from work, school, or your errands if you are sick.
- Always cover your mouth and nose if you're coughing or sneezing.
- Wash your hands often.
- Try to avoid touching your eyes, nose, or mouth.
- Clean surfaces in your house and workplace.
- Practice good health habits, like getting enough sleep, eating well, and exercising.

If you do get the flu, there are **drugs** you can take that will help you feel better and get well sooner. They're only available by prescription, so talk to your doctor right away if you have flu symptoms.

With good health habits and regular vaccinations, you and your family can avoid getting the flu this season!

Sources:

“Key Facts About Seasonal Flu Vaccine,” Centers for Disease Control and Prevention, Dec. 19, 2022, <https://www.cdc.gov/flu/prevent/keyfacts.htm>.

“What You Should Know About Flu Antiviral Drugs,” Centers for Disease Control and Prevention, Dec. 15, 2022, <https://www.cdc.gov/flu/treatment/whatyoushould.htm>.





# New Florida law gives money for kids' education

A new law, **House Bill 1**, gives money to families for private school, homeschooling materials, and other education costs.

The organization Step Up for Students handles applications and payments. If your kids are in grades K – 12 and don't have disabilities, you can **apply here** for the Florida Tax Credit Scholarship (FTC)/Family Empowerment Scholarship for Educational Options (**FES-EO**).

## There's also money available for:

- Children age 3 and older with **disabilities**
- **Homeschooling**
- Rides to public schools outside your zone (up to \$750)
- Students who are being **bullied** and want to change schools
- K-5 students who need help with **reading support**

## Sources:

Dierdra Funcheon, "How to claim money for kids' education under new Florida law," *Axios Miami*, June 12, 2023, <https://www.axios.com/local/miami/2023/07/12/how-to-claim-kids-education-new-florida-law>.

## Let's get creative!

If you're home with the kids and want some fun activities that don't involve screens, look no further than your sidewalk!

With some chalk and a little creativity, your sidewalk can be a fun, educational canvas that will keep kids busy for hours.

### Here are some ways to have fun with sidewalk chalk:

- **Make a self-portrait.** Let one person lie on the sidewalk while another traces their outline. Then have fun drawing in their face, hair, clothes, and more.
- **Learn some words.** Write a few easy words on the sidewalk. Then throw a beanbag and let your kids practice saying and spelling the word it lands on. It's a great way to help them start reading.
- **Create your own town.** Start by drawing a road or train track. Then let the kids let their imaginations run wild drawing buildings, people, animals, and whatever else they dream up.
- **Play hopscotch.** This sidewalk classic never gets old!
- **Practice math.** Kids love solving problems, and the sidewalk is a great place to start learning.

## Sources:

Alesandra Dubin, "13 Chalk Art Ideas That Will Make Your Sidewalk the Coolest One in the Neighborhood," *Good Housekeeping*, April 27, 2020, <https://www.goodhousekeeping.com/home/craft-ideas/g32266524/chalk-art-ideas/>.



# Healthy routines for kids

An important way to help your children live happier lives – now and in the future – is through their routines.

Setting routines doesn't have to be hard. Just set small goals that are easy to reach in these three important areas:

## Physical activity

- Encourage preschoolers to have three hours a day of various activities.
- For school-age kids and teens, encourage 60 minutes of activity daily.

## Nutrition

- Be sure to eat lots of veggies, fruits, nuts, whole grains, low-fat dairy, and lean protein every day.
- Cut back on trans fats, processed meats, refined carbohydrates, and sweetened drinks.

## Screen time

- Try to limit non-school-related time on screens (TV, computers, video games, phones, tablets) to one or two hours a day.
- By starting your kids on healthy routines, they will feel better, have better mental health, and be less likely to have anxiety and depression.

Sources:

“Kids’ Physical & Mental Health,”  
American Heart Association, May 4, 2021,  
<https://www.heart.org/en/healthy-living/healthy-lifestyle/mental-health-and-wellbeing/kids-physical-and-mental-health>.





## Is one of our Healthy Behaviors programs for you?

November is Lung Cancer Awareness Month, and the Great American Smokeout. We have a smoking cessation program to help you quit. When you sign up and complete an initial risk assessment you will get a \$10 gift card. You can also get over-the-counter nicotine patches, lozenges, and gum at no cost. These may help you with your cravings. You can earn a \$10 gift card for going to group sessions and seminars on quitting. When you finish the program and mail your certificate of completion to AmeriHealth Caritas Florida, you will earn a \$30 gift card. For more information visit our **website** to see all the available programs.

### AmeriHealth Caritas Florida's Healthy Behaviors programs include:\*

- Adult access to preventive or ambulatory services
- Behavioral health follow-up
- Maternity program
- Postpartum program
- Child and adolescent well-care visits
- Breast cancer screening
- Cervical cancer screening
- Diabetes testing
- Diabetes eye exam
- Lead screening
- Alcohol and substance use recovery program
- Smoking cessation program
- Weight loss program

Want to learn more? Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. You can also visit us at **[www.amerihhealthcaritasfl.com](http://www.amerihhealthcaritasfl.com)**.

\*You may enroll in more than one Healthy Behaviors program (if you qualify). You can receive a reward of up to \$50 per program, per year. You may only join each Healthy Behaviors program one time per year. Rewards cannot be used to buy alcohol, tobacco, gambling (including lottery tickets), drugs (except over-the-counter drugs), firearms, or ammunition. We will send rewards after we verify you have completed qualifying programs.

**October is  
Breast Cancer  
Awareness Month.**

**Don't forget to schedule  
your yearly mammogram.**



# Need to get your GED? We're on a mission to help!

Mission GED is a special program that can help you reach your goal of achieving your high school equivalency (HSE) diploma or GED certificate. This program will even provide a "coach" to support you through the whole process. We want you to be successful! This extra benefit is just for AmeriHealth Caritas Florida members who qualify.

## Mission GED can help you with:

- **Testing expenses.** Testing fees can be pricey. But when you enroll in Mission GED, AmeriHealth Caritas Florida will provide you with testing vouchers so you can take practice and standard tests for an HSE diploma at no cost to you!
- **Getting prepared.** We'll connect you to resources that can help you get ready to take the exam.
- **Support.** We will contact you regularly to support your progress. We'll be cheering you on!

## To enroll in Mission GED, you must:

- Be a current member of AmeriHealth Caritas Florida.
- Be between the ages of 16 and 50 years old.
- Not have a high school diploma or equivalent.
- Not be currently enrolled in high school or college.

For more information, visit [www.amerihealthcaritasfl.com/GED](http://www.amerihealthcaritasfl.com/GED). Or call the AmeriHealth Caritas Florida Rapid Response and Outreach Team at 1-855-371-8072, Monday through Friday, 8 a.m. to 5 p.m.



# IMPORTANT INFORMATION

## Are you mobile ready?

Download our app at no cost to you.\*

Use our mobile app to view your digital ID card, health history, and other key resources.

To get the mobile app, visit the Google Play store or Apple App Store and search for **AHC mobile**.

Or scan the Apple or Android code to download the app.

\*Standard messaging and data fees may apply.



Apple



Android

## Need a no-cost smartphone?

Members that qualify can get a smartphone\* for their household at no cost! The phone includes monthly data and minutes, unlimited text messaging, and no-cost calls to Member Services.

To find out more and apply, contact our partner SafeLink at 1-877-631-2550 and mention promo code **AMERIHEALTH**.

\*Limit one per household, must be at least 18 years old to qualify.

## Are you pregnant? Let us know



Call 1-855-371-8076 to join Bright Start®, a special program for our pregnant members.

## Is your contact info up to date?



Have you moved or changed your phone number lately? Let us know! To update your contact information, call Member Services at 1-855-355-9800 (TTY 1-855-358-5856) 24/7/365.

## Need a ride to a health care appointment or service?



Call Amerihealth Caritas Florida transportation services toll-free at 1-855-371-3968.

## REMINDER

Check the member portal to see your PCP's information, see your recent medical history, request a new ID card, and more.

[www.amerithealthcaritasfl.com](http://www.amerithealthcaritasfl.com)

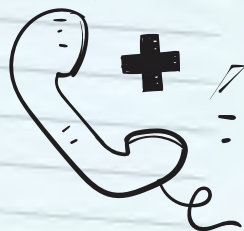


## Have you tried telehealth?

Explore the convenience!

Telehealth allows you to connect with a provider outside of their office using a computer, tablet, or smartphone.

Ask your provider if they offer telehealth. Or use MDLIVE at no cost to members.



## Important phone numbers

You can call for these services 24/7/365.

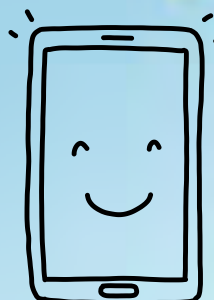
Member Services: 1-855-355-9800  
(TTY 1-855-358-5856)

Nurse Call Line:  
1-855-398-5615

Transportation Services:  
1-855-371-3968

Pharmacy Member Services:  
1-855-371-3963

Behavioral Health  
Member Services:  
1-855-371-3967





## **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>.

[www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com)

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.



**AmeriHealth** *Caritas*<sup>™</sup>

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Florida