

CARE CONNECTION

WINTER 2022

BUILDING HEALTHIER LIVES

Getting to know Care Management

How your pharmacy benefit works

Pharmacy over-the-counter (OTC) benefits

Helpful questions to ask your provider

Your kids can enjoy swimming lessons!

MDLIVE® telehealth services coming soon

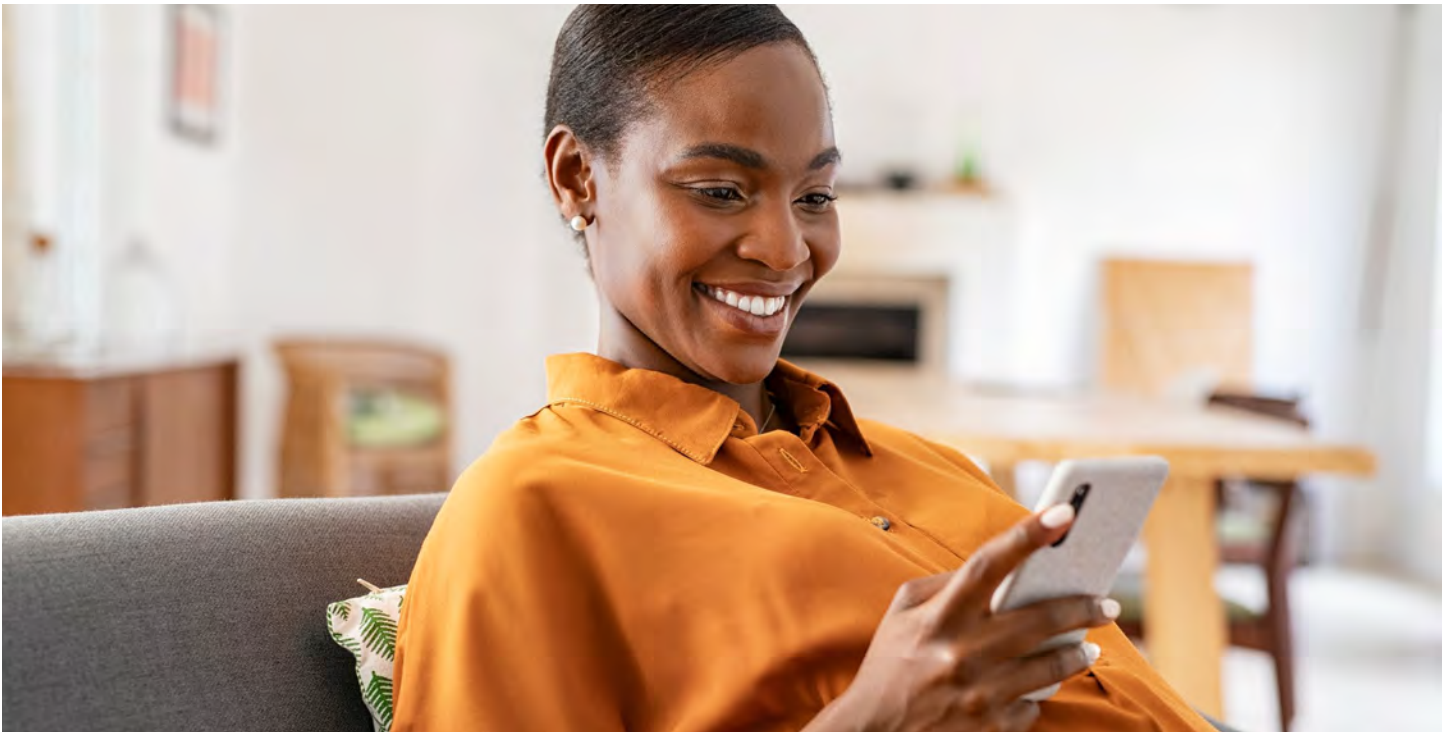
Adult preventive health services

How to learn about your benefits

Your voice counts

Earn rewards through Healthy Behaviors





Getting to know Care Management

How to sign up for Care Management programs

AmeriHealth Caritas Florida has Care Managers to help keep you healthy. Our Care Management programs help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for conditions like asthma, pregnancy, heart problems, and diabetes.

These programs are provided at no cost to you. To join, ask your PCP to refer you. You can also refer yourself. You can learn more:

- On our website at www.amerihealthcaritasfl.com.
- In your Member Handbook.
- By calling Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

Understanding Care Management

Our Care Management services are designed to help you and your family manage certain medical conditions you may have. They also help streamline your services and reduce costs. Care Management programs aim to help you take charge of your health care.

Who is involved?

- A Care Connector is a nonclinical specialist who assesses members for care management needs. Care Connectors reach out to help in member care. They support administrative tasks, schedule appointments, provide educational resources, and arrange rides.
- A Care Manager is a registered nurse or behavioral health specialist who creates, tracks, and updates member care plans. Care Manager nurses have case management certification or two to three years as licensed professionals.

What services do we provide?

Care Managers can:

- Be in touch with you by phone, two-way texting, or both. This helps them provide you with chronic condition management support, health education, and care coordination.
- Identify barriers to your care.
- Help you with medicines, medical equipment, and supplies.

(continued on page 3)

Getting to know Care Management (continued from page 2)

- Identify and address physical health, behavioral health, and social risks.
- Arrange rides to your medical appointments.
- Connect you to health care services and community resources.
- Develop a care management plan for you.

How can members use these services?

You can use our Care Manager and Care Connector services to:

- Get help with obtaining medicines or medical equipment.
- Find health providers or specialists.
- Get health education to better understand your condition(s) and adopt a healthy lifestyle.

Who qualifies for Care Management programs?

- Bright Start® maternity program: Members who are pregnant qualify. Pregnant members who are at high risk may also qualify for other Care Management programs.
- Chronic Condition and Disease Management program: Members with chronic medical conditions qualify. Examples of these conditions are asthma, diabetes, chronic obstructive pulmonary disease (COPD), and cardiovascular disease.
- Behavioral Health Care Management program: Members with high behavioral health needs qualify.
- Complex Care Management program: Members with multiple physical and behavioral health conditions qualify.
- Rapid Response and Outreach Team program: Members with urgent and immediate care needs qualify.
- Transition Care Management program: Members who are in the hospital and preparing for discharge qualify.

Caregivers and providers can refer members to these Care Management programs. You can also refer

yourself. You do not need a referral from someone else to access the programs.

Some members have complex care needs or need a higher level of care than they currently get. In these cases, the member or their provider can ask for these services by calling:

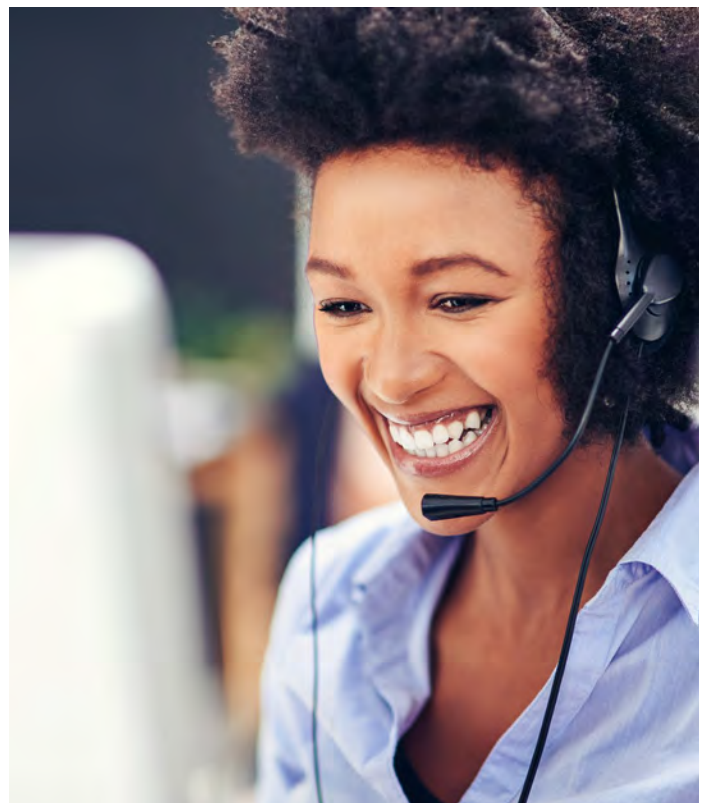
- The member's Care Manager.
- Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Are members required to use these services?

No. You can opt out or refuse Care Management services when your Care Manager calls you.

You can also opt out after already receiving these services. Contact your Care Manager or call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Have questions? Call the Rapid Response and Outreach Team at **1-855-371-8072 (TTY 1-855-371-8073)**. You can also talk with your provider about Care Management services.



How your pharmacy benefit works

- We cover some prescription medicines at no cost to you. Using your pharmacy benefit is meant to be easy. Your provider will write a prescription for the covered medicine you need.
- You take the prescription to a pharmacy in our network. Show your AmeriHealth Caritas Florida member ID card to the pharmacist.
- To find a network pharmacy, visit our website at www.amerhealthcaritasfl.com. Or you can call Pharmacy Member Services at **1-855-371-3963**.
- Your provider must write your prescription for medicines on the preferred drug list (PDL).*

You can also learn about updates and changes to the PDL in the Changes Summary Report. The Changes Summary Report is on the same page as the PDL.

Your provider may need to get approval from us before you fill a prescription. This is called prior authorization. Your provider should send us a prior authorization request if needed. We will review it and let you and your provider know our decision. If we do not approve the prescription, you will get a letter that will tell you why. If you disagree with our decision, the letter will also tell you how to submit an appeal if you want to.

* The PDL includes limits, restrictions, and preferences. You can find the PDL on the Agency for Health Care Administration (AHCA) website at www.ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml.



Pharmacy over-the-counter (OTC) benefits

Enjoy the best of what spring offers. Keep your allergies to pollen and other allergens under control this season. Access AmeriHealth Caritas Florida's expanded OTC benefits for some of your seasonal allergy products. You may also be able to get other essential products.

To ask for an Over-the-Counter Health and Wellness Product Catalog or place an order, call PerformRxSM Pharmacy Member Services at **1-855-371-3963**, Monday – Friday, 8:30 a.m. – 6 p.m. ET.

These products will be mailed to you by United Medco Pharmaceuticals at no cost to you. Please allow five to seven business days for your order to ship. Some brand name items are listed for reference only. You may receive the generic version. Items, quantities, sizes, and values may change based on availability. Item cost may change from year to year.

Please consult with your primary care provider (PCP) before using any OTC product. This product list is subject to change.

Your allowance for Over-the-Counter Health and Wellness Product Catalog items is \$25 per month, per household. You can get one order per month. Any unused monthly allowance does not carry over. Have benefits questions? Call AmeriHealth Caritas Florida Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Our Over-the-Counter Health and Wellness Product Catalog offers many options to help you maintain your best health. You can also find our catalog on our website at <https://www.amerhealthcaritasfl.com/pdf/member/eng/health-and-wellness-over-the-counter-products.pdf>.

Helpful questions to ask your provider

It's common to feel nervous or confused at times when talking to a health care provider. You may want help making sense of your health information. If you're unsure of something, ask your provider to explain it. Your provider is there to help you. Asking questions helps you take care of your health.

Here are some good questions to ask:^{1, 2}

- What is my health problem?
- What do I need to do?
- Why do I need to do this?
- If I need a test:
 - How is it done?
 - How do I get ready for it?
 - When will I see results?
- If I need medicine:
 - How and when do I take it?
 - Does it have side effects?
- If I need a procedure:
 - What complications could happen?
 - Which hospital best fits my needs?
- Can you provide written instructions?

Write down your questions before your appointment. This can help you think of them during your visit. You can ask your questions of your health care provider or pharmacist.

Sources:

1. "Be More Engaged in Your Healthcare," Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services, www.ahrq.gov/questions/be-engaged/index.html.
2. "The 10 Questions You Should Know," Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services, www.ahrq.gov/questions/10questions.html.

Your kids can enjoy swimming lessons!

Benefit enrollment begins April 1

Water safety is important to us in Florida. That's why AmeriHealth Caritas Florida offers a swimming and water safety lesson benefit. This benefit can go to 1,000 of our members who are ages 6 months to 12 years.

The plan will pay up to \$200 per child. We will pay a plan-approved agency or certified instructor directly.

Get ready to enroll! To get the benefit, call us anytime from April 1 to April 30. Once enrolled, members can register for any approved swimming lessons offered during the 2022 calendar year. We can help you find an approved swimming lesson site near you.

We can only enroll 1,000 children. Enrollment is first-come, first-served.

Enroll your eligible child soon! Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Coming soon:

MDLIVE[®] telehealth services

AmeriHealth Caritas Florida will soon offer **telehealth** appointments with MDLIVE at **no cost** to members. MDLIVE's physicians have been trained for virtual visits. They can help 24/7/365 with over 80 routine conditions, including:

- Allergies.
- Cold symptoms.
- Fever.
- Flu.
- Pinkeye.
- Rash.
- Respiratory issues.
- Sinus infections.
- Sore throat.
- Urinary tract infection (females 18 and older).
- And more.

You can get the help you need right from home. Telehealth services from MDLIVE are **in addition to** telehealth services your primary care doctor might have available.

Please visit www.amerhealthcaritasfl.com for more information.

Adult preventive health services

It's a good idea to see a health care provider regularly, even if you feel well. These visits you make while you are healthy are called well visits, or preventive care. They can help find health problems early, or even before they start. They can include screenings and offer a chance to ask your provider questions about your health. Well visits are important to help you keep your good health. Ask your provider how often you should have a well visit.^{1,2}

Adult preventive screenings include:^{1,2}

- Medical history and physical exam.
- Height and weight measurements.
- Blood pressure check and blood test.
- Skin exam, especially if you have a high risk. If you or someone in your family has had skin cancer before, you have a higher risk of skin cancer.
- Mammogram. This is an X-ray to look for breast cancer. If you are age 40 or older, ask your provider how often to get a mammogram.
- Cervical cancer screening. There are two types of screening for cervical cancer. A Pap test checks the cervix for abnormal cells that could turn into cancer. An HPV test looks for an HPV infection, which can sometimes lead to cancer. Ask your provider how often to get a Pap test and HPV test.
- Prostate-specific antigen (PSA) test for men ages 55 to 69. Talk with your provider about this option.
- Colon cancer check. If you are age 45 or older, talk with your provider about this option.

Preventive counseling

As an AmeriHealth Caritas Florida member, you can get preventive counseling. Help is available for:

- Quitting smoking.
- Alcohol or drug treatment.
- Diet and exercise.
- Injury prevention.
- Dental health.
- Skin cancer.
- Breast self-examination.
- Depression.
- Folic acid questions.

To learn more about these services or schedule an exam, call your PCP. You can also call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. You can also visit us online at **www.amerihhealthcaritasfl.com**.

Sources:

1. "Health Screenings for Women (Ages 18 to 34), (... Ages 40 to 64), (... Over 65)," MedlinePlus, U.S. National Library of Medicine, www.medlineplus.gov/womenshealthcheckup.html.
2. "Health Screenings for Men (Ages 18 to 39), (... Ages 40 to 64), (... Over 65)," MedlinePlus, U.S. National Library of Medicine, www.medlineplus.gov/ency/article/007464.htm, www.medlineplus.gov/ency/article/007465.htm, www.medlineplus.gov/ency/article/007466.htm.

As a member, you have certain rights and responsibilities. You can read about these on our website at www.amerihhealthcaritasfl.com. You can also ask for a copy to be mailed to you. To ask for a copy, call Member Services at 1-855-355-9800 (TTY 1-855-358-5856).

How to learn about your benefits

Whether you are new to AmeriHealth Caritas Florida or a longtime member, sometimes you may want to know about your health benefits.

You can ask us about your benefits at any time. Just call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. We can help you learn:

- About benefits and services included in your health plan.
- About copayments.
- About technology we cover and can help you access.
- How to find health care providers in our network.
- How and where to get primary care services.
- How to get specialty care or behavioral health services.
- How to get care after normal business hours.
- How to get care in an emergency. This includes when to go to the ER and when to call 911.

- How to get care when you are out of town. We can help you know any benefit limitations on services you get outside AmeriHealth Caritas Florida's service area.
- How to use your pharmacy benefit.
- How to get language services at no cost to you.
- How to submit a claim for covered services, if applicable.
- How to report suspected fraud and abuse.
- How to make complaints and appeals.
- About an independent, external review of internal utilization management final determinations.

You can also learn more on our website. Visit us at **www.amerhealthcaritasfl.com** to read your Member Handbook or find a provider. Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** if you want this information mailed to you.

As an AmeriHealth Caritas Florida member, if you qualify, you can get a smartphone* at no cost to you. The smartphone can help you use telehealth services. The benefit includes monthly data and minutes, unlimited text messaging, and calls to AmeriHealth Caritas Florida 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. You must be at least 18 years old to qualify.

AmeriHealth Caritas Florida provides aids and language translation services free of charge to people with disabilities or whose primary language is not English. This includes qualified interpreters and information written in other languages. If you need these services, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**, 24 hours a day, seven days a week.

Your voice counts

Watch for the CAHPS survey!*

We want you to feel satisfied with the care you get. We'd like to tell you about the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

The CAHPS survey helps us know what our members think about our plan's health care providers. Starting in February 2022, our vendor, SPH Analytics, will mail the survey to a random selection of AmeriHealth Caritas Florida members.* You may also be contacted by phone for the survey.

The phone survey will run from mid-April 2022 to May 2022.

We want to know how you feel about the care you've gotten. If you are asked to take the CAHPS survey, please take the time to do so. Your voice counts!

* Not all health plan members will be mailed the CAHPS survey.

Earn rewards through Healthy Behaviors

Your health goals are important to us. We want to help you reach them. AmeriHealth Caritas Florida's Healthy Behaviors programs can help you improve your health and earn rewards at the same time. For each Healthy Behaviors program you complete, you'll get a gift card in the mail.

AmeriHealth Caritas Florida's Healthy Behaviors programs include:*

- Adult access to preventive or ambulatory services.
- Behavioral health follow-up.
- Maternity program.
- Postpartum program.
- Breast cancer screening.
- Child and adolescent well-care visits.
- 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.amerihealthcaritasfl.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.

Need a ride?

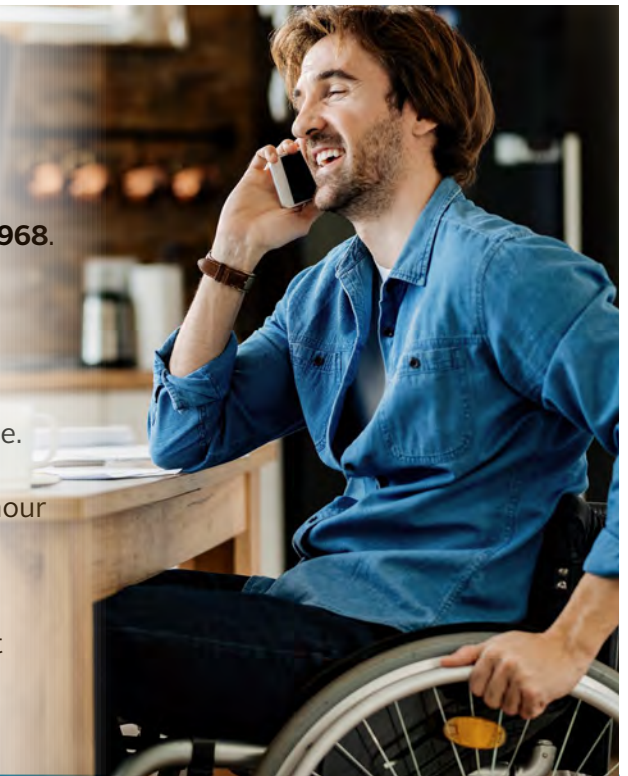
Transportation services are available.

AmeriHealth Caritas Florida can help you get to your provider's appointments. You can get a ride by calling AmeriHealth Caritas Florida transportation services. Call us toll-free at **1-855-371-3968**.

If you need special help, such as a wheelchair, or need to bring a caregiver to your appointment, let us know. We can arrange the right service for you.

A driver will pick you up within an hour of your appointment time. They will give you a card with their phone number. When your appointment is over, the same driver will pick you up within an hour of your call.

Your health care provider can also arrange your ride. Have questions or concerns about your ride? Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.



Keep in touch!

Have you moved or changed your phone number lately? Let us know! Then we can reach you with information about your health and benefits. To update your contact information, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

If your covered benefit has run out, contact us. Call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. Ask us about help and resources to continue care.

Download our mobile app at no cost to you*

The AmeriHealth Caritas Florida mobile app is available for iPhone® and Android™ smartphones under the app name AHC Mobile. To get the mobile app, visit the Google Play™ store or Apple App Store®.

*Standard messaging and data fees may apply.



Apple



Android

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

For current information on coronavirus (COVID-19), please visit our website at www.amerihealthcaritasfl.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.



Return Mail Processing Center
8171 Baymeadows Way West
Jacksonville, FL 32256

Health and wellness or prevention information
Información de la salud y el bienestar o preventiva
Enfòmasyon prevansyon o swa enfòmasyon
konsènan sante ak byennèt

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