

# CARE CONNECTION

ISSUE 1 | 2024

BUILDING HEALTHIER LIVES



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# Youth mental health

Your teen's mental health is important. It can affect their **school and grades**, decision-making, and overall health. Teens with mental health problems may be more likely to **use drugs** or experience violence. They may even engage in risky sexual behaviors that can lead to HIV, STDs, and pregnancy.

What's more, your teen's mental health can affect their well-being into adulthood. That's why it's important to act now to make sure they have a bright future.

One important way is to help them feel connected to school and family. Teens need to know that someone cares about them, whether in person or virtually.

Your teen's school plays an important role in their mental health. Not only do they learn at school, they can also play sports, take part in activities, and build relationships with peers and teachers.

Here are some things you can do to help your teen's mental health:

- **Talk** to them openly and honestly about what's important to them.
- Supervise them to make sure they are making healthy choices.
- Spend time with them.
- Get involved with their activities at school and help with their homework.
- Volunteer at their school.
- Talk to their teachers.

If you need help now, you can reach a counselor through Crisis Text Line anytime. This service helps anyone in any type of crisis, at no cost.

- Text HOME to **741741**.
- Learn more at **[www.crisistextline.org](http://www.crisistextline.org)**.

**Need support now? If you or someone you know is struggling or in crisis, help is available. Call or text 988.**



Source: Division of Adolescent and School Health, National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention, "Mental Health: Poor Mental Health Impacts Adolescent Well-being," Centers for Disease Control and Prevention, December 6, 2023, <https://www.cdc.gov/healthyyouth/mental-health/index.htm>.



# Treat your weekend like a vacation

Vacations are an important way to de-stress and recharge your batteries. But if you're feeling burned out and don't have the time and money to hop on a plane to a resort, there are ways to get the benefits of a vacation without ever leaving your hometown.

It all starts with your mindset. Experts recommend treating your weekends like a vacation. Here are some ways you can separate from the usual grind in a special way:

1. **Talk about it.** When your workweek comes to an end, tell your friends and family that you intend to treat your weekend like a vacation. By saying it out loud, you'll set the tone for the days to come.
2. **Be creative.** Not everyone gets two days off in a row. For some, the weekend is filled with responsibilities and places to be. If that's the case, choose a weeknight to take "off." Or if you still need to get things done, choose a time to do your chores, but reserve the rest of your time for fun activities.
3. **Get rid of what's holding you back.** Think about the reasons you can't enjoy your vacation mindset. Is it money? There are many things you can do at little or no cost, like taking a hike, going tubing, or having a picnic. Maybe even just turning off email, spending time with people you don't normally see, or taking a break from usual chores can help.
4. **Be a tourist.** You don't have to travel to a far-off place to act like a tourist. Maybe visit a part of your town you've never been to. Or take a stroll and go to a new restaurant. Getting out of your routine has lots of benefits for your mental health.
5. **Keep it simple.** Taking a weekend vacation doesn't need to involve a lot of planning. Even those few extra minutes you spend at the coffee shop on a Saturday afternoon can make a huge difference. And maybe you can take that time to plan your next big trip!

Source: Angela Haupt, "Need a Break Now? Try Treating Your Weekend Like a Vacation," *Time*, June 15, 2023, <https://time.com/6286847/vacation-mindset-weekend-mental-health/>.



# Earth Day activities to teach kids about taking care of our planet

Did you know that Earth Day was started in 1970 to help teach people about taking care of the Earth? It had a huge impact and led to new laws to protect our environment. It even helped start the U.S. Environmental Protection Agency.

Earth Day comes every year on April 22. Billions of people around the world get involved with various activities. It's a great time to teach kids about nature and the world we live in.





## Here are a few fun activities you can try this year to help celebrate Earth Day.

### Make an Earth Day pledge.

Think of all the ways you and your family can care for our planet in the coming year and write them down. Even small things like turning off the lights or taking shorter showers can make a difference.

### Make seed balls.

Seed balls are an easy and fun activity for kids of all ages. Take paper scraps soaked in water and shred them to a pulp. Then mix in seeds (we recommend wildflower seeds) and form into a ball. Let the seed ball dry, and plant it in a flowerpot or in the garden. Then sit back and watch it grow! In a few short weeks you will have beautiful flowers to look at.

### Play nature bingo.

Make your own cards with pictures of the plants, trees, flowers, bugs, and animals in your backyard. Then go outside and see who finds them all first. Don't forget to yell bingo!

### Make art with recyclables.

With a little imagination, the items in your recycling bin can make fun art projects. Try cutting an egg carton into pieces and painting the pieces green. Then glue them to construction paper to form leaves and add

a paper towel roll to make a tree trunk. Or decorate an empty jar and make a pencil holder that will remind you of Earth Day throughout the year.

### Brainstorm ways to help the environment.

Make a list of questions to help your kids think about ways they can help our planet. Here's a few to try:

- What things can you recycle?
- How can you save energy in the house?
- What do plants do for us and the Earth?
- What is littering and why shouldn't you do it?
- Why shouldn't we dump trash in the ocean?
- How can we recycle and reuse old items?

Let's make this Earth Day a day to remember our commitment to taking care of our planet throughout the year.

Sources: Sarah McLelland, "35 Earth Day Activities for Kids," *Little Bins for Little Hands*, April 14, 2023, <https://littlebinsforlittlehands.com/hands-on-earth-day-activities-for-kids/>.

Ryan Hudgins, "20 Earth Day activities that'll remind kids and adults how precious our planet is," *Today*, February 24, 2023, <https://www.today.com/life/holidays/earth-day-activities-rcna70983>.

## WanaBana recalls Apple Cinnamon Fruit Purée pouches due to elevated lead levels

On October 29, 2023, the FDA issued a public recall advising parents and caregivers not to buy or feed WanaBana Apple Cinnamon Fruit Purée pouches to children. These products may contain elevated levels of lead.

This product is also sold in the U.S. under the name of Schnucks Apple Sauce with cinnamon 90 g pouches and Weis Cinnamon Apple Sauce 90 g.

Parents and caregivers of children who may have consumed any of these products should contact their child's health care provider about getting a lead blood test.

**View Recall Announcement** for more information.

# Notice of Privacy Practices

Your privacy is important to us. That's why we take great care to make sure we use your personal information correctly and keep it safe. To learn more about how we keep your information private, please view or print a copy of the complete **Notice of Privacy Practices (PDF)**.



## 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, complex care management, behavioral health diagnoses, and diabetes.

To join one of these programs – provided at no cost to you – ask your PCP to refer you, or you can refer yourself. You can find more information about these programs and how to join them:

- On our website at [www.amerihealthcaritasfl.com](http://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 avoid duplicating services and help reduce costs. This program aims to improve your health through services that 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 members' care. They provide administrative support, schedule appointments, provide educational resources, and arrange rides.

- A **Care Manager** is a registered nurse or behavioral health specialist who creates, tracks, and updates members' care plans. Care Manager nurses must have case management certification or two to three years of experience 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.
- 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?



#### Members who are pregnant:

Pregnant members qualify for our Bright Start® maternity program. High-risk pregnant members may also qualify for further Care Management.



#### Members with chronic medical conditions:

Members with conditions like asthma, diabetes, chronic obstructive pulmonary disease (COPD), and cardiovascular disease may qualify for the Chronic Condition and Disease Management program.



#### Members with high behavioral health needs:

These members may qualify for our Behavioral Health Care Management program.



#### Members with multiple physical and behavioral health conditions:

These members may qualify for our Complex Care Management program.



#### Members who are hospitalized but are preparing to be discharged:

These members may qualify for Transition Care Management.



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 might need a higher level of care than they currently receive. In these cases, the member or their provider can request 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 opt out after already receiving these services by contacting your Care Manager, or by calling Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

The Rapid Response and Outreach Team is available for members with urgent and immediate care needs. 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.

As a member, you have certain rights and responsibilities. You can read about these on our website at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com) or can request a copy be mailed to you by calling Member Services **1-855-355-9800** (TTY **1-855-358-5856**).

## How your pharmacy benefit works

- We offer covered 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 that is in our network and show your AmeriHealth Caritas Florida member ID card to the pharmacist.
- To find a network pharmacy, visit our website at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com) or call Pharmacy Member Services at **1-855-371-3963** (TTY **711**).
- Your provider must refer to medicines on the preferred drug list (PDL) when he or she writes your prescription. The PDL contains both brand preferred and generic drugs.

The PDL is inclusive of 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](http://www.ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml).

You can also learn about updates and changes to the PDL in the Changes Summary Report, which is on the same page as the PDL. When writing a prescription for medicines not found on the PDL, your provider may need to get approval from us before you fill the 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.





## How to learn about your benefits

As an AmeriHealth Caritas Florida member, you were sent a Welcome Kit that tells you how to access information about your health benefits. You can access your member handbook and other information on our website or mobile app. You can also request this information at any time by calling Member Services:

- A list of benefits and services included in and excluded from your health plan
- How to use your pharmacy benefit
- Information about copayments
- How to get language services at no cost to you
- How to submit a claim for covered services, if applicable
- How to find doctors and other providers in our network
- How and where to get primary care services
- How to get specialty and hospital care, or behavioral health services
- How to get care after normal business hours
- How to get care in an emergency, including when to go to the emergency room or when to call **911**
- How to get care when you are out of town, and any benefit limitations that apply to services you get outside of AmeriHealth Caritas Florida's service area
- How to report suspected fraud and abuse
- Availability for an independent, external review of internal utilization management final determinations
- How to make complaints and appeals

Our website also has other important information. Visit us at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com) to read your Member Handbook or to find a provider. Please call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** if you want this information mailed to you.

If you have exhausted the limits of covered benefits you're receiving, you may call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)** for assistance and resources to continue care.

# Healthy Behaviors

Earn rewards through Healthy Behaviors! We want to help you reach your health goals. AmeriHealth Caritas Florida's Healthy Behaviors programs can help you improve your health and earn rewards at the same time. For every Healthy Behaviors program you complete, you'll receive a gift card.\* Our Healthy Behaviors programs include:

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

If you would like to learn more about our Healthy Behaviors programs, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**. You can also visit us online 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 healthy behaviors.



AmeriHealth Caritas is always looking at new medical procedures and methods to make sure our members get safe, up-to-date, high-quality medical care. We have a team of doctors who review new health care technologies. They decide if new technologies should become covered services. We don't cover investigational technologies, methods, and treatments still under research.





## 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 swimming lessons offered at an approved facility during the 2024 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)**.





## CAHPS — It's survey time!

We want to help make sure you are satisfied with the care you get. That's why we want to let you know 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. Surveys were mailed, starting in February 2024, to selected AmeriHealth Caritas Florida members.\*

If you get a paper survey but cannot fill it in and mail it back, you can respond through a phone survey. The phone survey will begin in mid-April 2024 and run through May 2024. 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. We want to hear from you!

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



# 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.amerihhealthcaritasfl.com](http://www.amerihhealthcaritasfl.com)

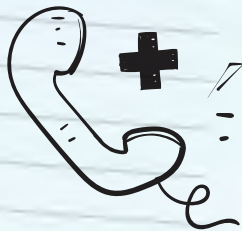


## Have you tried telehealth?

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.

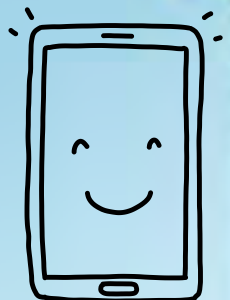
Member Services: 1-855-355-9800  
(TTY 1-855-358-5856)

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



# KNOW WHERE TO GO FOR MEDICAL CARE

**PRIMARY CARE PHYSICIAN (PCP)** Routine, non-emergency medical care.  
Your PCP may also offer telehealth visits.

Some examples are:

- Annual exams
- Chronic conditions
- Fever
- Immunizations
- Minor illness or injury
- Non-urgent health care needs
- Prenatal care
- Well visits

**MDLIVE® TELEHEALTH** Available 24/7/365, from wherever you are!

Choose your way to connect to an MDLIVE health care provider:

- Download the MDLIVE app in the Google Play™ store or Apple App Store®
- Visit [www.mdlive.com/acfl](http://www.mdlive.com/acfl)
- Call 1-877-601-0641
- Text ACFL to 635483 (Message and data rates may apply.)

MDLIVE is only for non-emergency medical care. For an emergency, call 911.

Some examples are:

- Allergies and sinus problems
- Cold or flu symptoms
- Constipation or diarrhea
- Earache (age 4 and over)
- Pink eye
- Rash
- Respiratory issues
- Sore throat
- Stomachache
- Urinary tract infection (females age 18 and over)
- And more

**URGENT CARE** Quick care when it is not an emergency.

Some examples are:

- Earache
- Fever
- Flu
- Minor cuts and burns
- Rashes
- Sprains
- Urinary tract infection
- Vomiting

**EMERGENCY ROOM CARE** When you need medical help right away

Some examples are:

- Bleeding that doesn't stop
- Broken bones
- Chest pain or pressure
- Choking
- Drug overdose
- Head, neck, or spine injury
- Fever
- Poisoning
- Pregnant and in labor and/or bleeding
- Seizure
- Severe burn or cut
- Severe dizziness
- Shortness of breath or not breathing

## IF YOU ARE NOT SURE WHERE TO GO

Call your PCP first to help you decide. If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at 1-855-398-5615.

If you are experiencing an emergency, call 911.

If you are experiencing a mental health emergency, or having suicidal thoughts, call 988.



### **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.





**AmeriHealth** *Caritas*<sup>™</sup>

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Florida