

CARE CONNECTION

ISSUE 2 | 2023

BUILDING HEALTHIER LIVES

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AmeriHealth Caritas[™]
Florida

Help with your Medicaid eligibility renewal

AmeriHealth Caritas Florida cares about our members' health. That is why we want to let you know about Icario, a new subcontractor (outside company), for AmeriHealth Caritas Florida.

During the COVID-19 public health emergency (PHE), Medicaid enrollees were able to keep their health insurance without sending in proof of eligibility. Beginning **April 1, 2023**, Medicaid enrollees may have to send documents to the Department of Children and Families (DCF) to keep their Medicaid eligibility. This process is called redetermination.

Be on the lookout for a redetermination letter in the mail over the next twelve months from Florida DCF. The redetermination letter will be delivered in a yellow striped envelope. Be sure you receive this critical piece of mail. Make

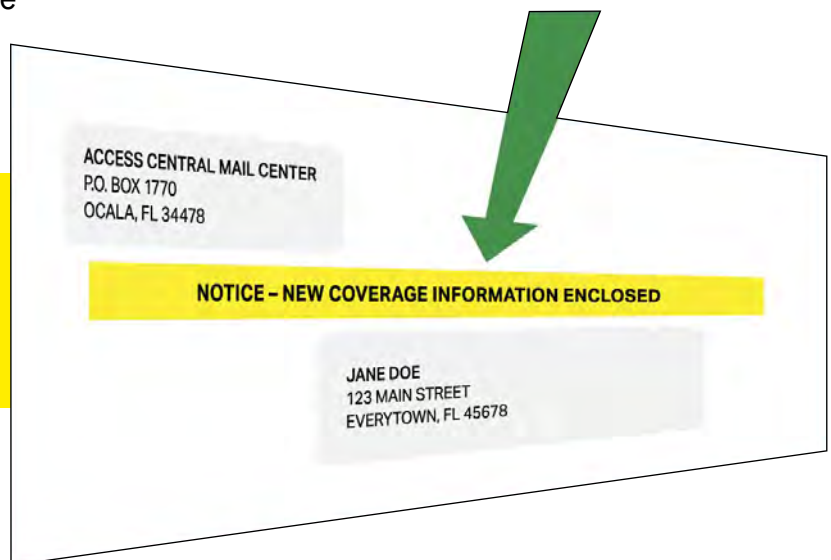
sure your address, email, and phone number are up to date in your MyACCESS account with DCF by visiting www.myflorida.com/accessflorida.

Icario will be helping our members with redetermination education. **They may contact you via phone, text, or email to give you information about how to renew your Medicaid eligibility.** Please look for these messages and take action. We want you to keep your health insurance benefits!

Having Icario involved doesn't change your AmeriHealth Caritas Florida benefits or services.

If you have questions, call Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

Look for the yellow stripe!



You can register for the member portal to see your primary care provider's information, see your recent medical history, request a new ID card, and more! This information can be helpful to share with your doctor, so they can answer your questions. To sign up, go to www.amerihhealthcaritasfl.com, click Members, and then click "Sign in to the member portal."



Community resources

There is support in your community to help you live a healthy life. AmeriHealth Caritas Florida is dedicated to caring for the whole person. If you need additional resources, we can help! Just call Member Services toll-free at 1-855-355-9800 (TTY 1-855-358-5856) to get connected to resources near you. Listed below are some resources to help find food and other assistance.

www.feedingflorida.org/

www.feedingflorida.org/food-access/fresh-access-bucks

www.myflorida.com/accessflorida/

www.floridahealth.gov/programs-and-services/wic/index.html

www.farmshare.org/

www.hopeforhealingfl.com/

Find a full list of resources and a searchable directory at our website, www.amerhealthcaritasfl.com. Click Community Resources at the top of the page.

Hurricane preparedness

Hurricane season lasts from June 1 to November 30

Living in Florida offers many benefits. But be sure to prepare for the 2023 hurricane season that starts June 1. The FloridaDisaster.org Division of Emergency Management encourages Floridians to have at least seven days' worth of supplies. These supplies include food, water, medicine, and batteries. Check out their **Disaster Supply Kit Checklist** to help you get ready.

They also offer an easy guide for you and your family. Follow these steps:

1. Start planning for a hurricane together with your family. You can include any other housemates and friends, too. Talk with them about:
 - How you will all get emergency alerts
 - How you will all communicate with each other
 - Your evacuation routes
 - Where all your shelters are and how you will get there

2. Think about your specific needs. Do you or your family have medicines, medical equipment, pets, child care needs, or other needs? Create a list of people to connect with for help where you need it.
3. **Use online resources to make a hurricane plan.** Save your plan in a safe place.
4. Practice your plan with your family.

To update your alerts, plan to evacuate, or find a shelter, visit the **FloridaDisaster.org Division of Emergency Management website.**

Source:

"Make a Family Plan," FloridaDisaster.org Division of Emergency Management, <https://www.floridadisaster.org/family-plan>.

Christine Harrison, "The Essential Guide to Hurricane Preparedness," State of Florida.com, <https://www.stateofflorida.com/articles/hurricane-preparedness-guide/>.

Bullying — what to look for, and what you can do

Bullying is a major problem in schools and neighborhoods everywhere. If you have children, it's very important to look for signs that your child is being bullied, or that they may be bullying others.

Bullying is repeated aggression towards another person. Often a child will bully another child who they think is weaker. Bullying can be:

- **Verbal:** Name-calling, teasing, inappropriate comments
- **Social:** Leaving out a child on purpose from group activities. Or spreading rumors or telling kids not to be friends with someone
- **Physical:** Hitting, kicking, or breaking another kid's things

Your child may not always tell you they are being bullied. They might worry that they'll be called a tattletale or snitch and that the bullies will abuse them even more.

Keep an eye out for things that may show they are being bullied, such as:

- Injuries they can't explain
- Trouble sleeping or nightmares
- Lost or damaged clothing, books, toys, and jewelry
- Often feeling sick or having headaches or stomachaches
- Trouble in school or bad grades
- Not wanting to go to school
- Not eating at school or coming home hungry because their lunch was stolen
- Suddenly losing friends or not playing with other kids
- Running away from home or hurting themselves



Your child may be bullying others if they:

- Often get into fights, either verbal or physical
- Have friends who are bullies
- Get in trouble in school a lot
- Have extra money or new items that you didn't know about
- Blame others and don't admit fault for their actions
- Are very competitive and worry what others think about them

If you see a child being bullied, you should:

- Step in right away. Ask other adults for help if you need it.
- Separate the kids.
- Make sure they are safe.
- Take care of any injuries.
- Stay calm.

If you think that your child is in danger, or that he or she might hurt themselves or others, it's important to act. There are many resources to help you and your child. Visit the **Get Help Now page** on [stopbullying.gov](https://www.stopbullying.gov) for more information.

Sources:

"Warning Signs for Bullying," Stopbullying.gov, November 10, 2021, <https://www.stopbullying.gov/bullying/warning-signs>.

"Respond to Bullying," Stopbullying.gov, November 17, 2021, <https://www.stopbullying.gov/prevention/on-the-spot>.



Non-emergency medical transportation is available!

Don't let transportation be a barrier to getting health care for you and your family. Get rides to your providers at no cost to you! Go to annual checkups, behavioral health services, urgent care, and the pharmacy for your medicines. For non-emergency transportation, call our transportation vendor at **1-855-371-3968**. Please be aware that our transportation vendor might use ridesharing services, like Lyft or Uber, to meet your transportation needs. For questions, call Member Services toll-free at **1-855-355-9800 (TTY 1-855-358-5856)**.

An easier way to manage your rides is here:
MTM Link!

1. Visit **mtm.mtmlink.net** from one of the following web browsers on your computer or mobile device:
 - Microsoft Edge
 - Google Chrome
 - Safari
 - Mozilla Firefox
2. Register using an email address.
3. Log in and get started!



Warning signs of suicide and mental illness

Do you know the signs of mental illness and suicide? Knowing what to look for is an important way to get the help you or your loved ones need.

Signs of suicide risk

Every year tens of thousands of people kill themselves. Those who do may start by saying things like “I wish I was dead,” or “Nobody wants me around.” These thoughts can lead to more serious actions. **Here are some warning signs of suicide:**

- Using more drugs and alcohol
- Acting aggressively
- Avoiding friends and family
- Mood swings
- Reckless actions

It’s not always easy to know if someone is thinking about taking their own life. **But be on the watch for these actions:**

- Saying goodbye to loved ones
- Buying a weapon or collecting pills
- Giving away their things
- Organizing records; paying off debts

People who have mental illness, family members who committed suicide, or a substance use disorder are more likely to commit suicide. Also, people many people who recently suffered a loss, are under stress, or who suffered abuse or trauma may also be at risk.

What do I do if someone is thinking about suicide?

It may be scary to think that your loved one wants to commit suicide. No matter what, you need to take action to help save their life.

Be supportive and talk honestly with them. Safely remove any guns, knives, or pills. Let them know you care and support them and stay calm.

There are many people who are ready to help. Call the **988** Suicide and Crisis Lifeline. They have people who can help 24 hours a day, seven days a week. Also visit **Hope for Healing** for more resources.

Signs of mental illness

Just like with suicide, it's important to know the signs that someone is suffering from mental illness. Many of us have feelings of sadness or worry sometimes. But those feelings sometimes don't go away or may lead to more serious problems.

Here are some signs that someone might need help:

- Extreme fear and worry
- Extreme sadness
- Problems with learning and focusing
- Extreme changes in mood
- Feeling angry all the time
- Avoiding friends and family
- Changes in eating or sleeping habits

There are many more warning signs and symptoms that you can read about on the **National Alliance on Mental Illness (NAMI)** website.

What to do if a loved one has mental illness

Don't hesitate to call the **988** Suicide and Crisis Lifeline if someone is having a mental illness crisis. **Hope for Healing** also offers resources for mental health.

Sources:

"Risk of Suicide," National Alliance on Mental Illness, August 2022, <https://www.nami.org/About-Mental-Illness/Common-with-Mental-Illness/Risk-of-Suicide>.

"Warning Signs and Symptoms," National Alliance on Mental Illness, <https://www.nami.org/About-Mental-Illness/Warning-Signs-and-Symptoms>.



What are 988*, 911, and 211?



988: Suicide and mental health crisis care



911: Dispatching Emergency Medical Services, fire and police



211: Information and referrals regarding health and social service resources

*Formerly **1-800-273-TALK (8255)**

Postpartum depression versus the baby blues



For many people, having a baby is very exciting and joyous. But for others it can make them feel sad. This is normal, and many people feel this way.

Those feelings of sadness are called the “baby blues.” Sometimes the feelings of sadness don’t go away and turn into a more serious condition called postpartum depression. Postpartum depression is most common in new moms, but new dads can suffer it as well.

It’s important to know the difference and talk to your doctor or health care provider about your feelings. If you have postpartum depression, they may send you to a counselor or prescribe medicine to help you feel better.

Having a baby is a big deal.
Not everyone feels the same way.
By getting treatment for postpartum depression you’re giving your baby — and yourself — the best care possible!

Visit [postpartum.net](https://www.postpartum.net) for more information or to get support.

Here are the signs of the baby blues:

- Crying spells
- Feeling like you can’t handle your life
- Not wanting to eat
- Not being able to sleep
- Sudden mood changes

These feelings should go away in 10 days or so after having your baby.

You may have postpartum depression if you have any of these symptoms that don’t go away:

- Feelings of sadness, guilt, or hopelessness
- Extreme worry
- Losing interest in things you used to enjoy
- Not wanting to eat
- Not being able to sleep or sleeping all the time
- Low energy
- Crying spells
- Thoughts of suicide or wishing you were dead
- Lack of interest in your baby
- Feelings that you don’t want your baby, or that you want to hurt your baby

Postpartum depression can last up to a year after having your baby. It’s very important to talk to your health care provider to get the help you need. This is especially important if you are thinking of harming yourself or your baby.

Sources:

“Postpartum Depression,” Cleveland Clinic, April 12, 2022, <https://my.clevelandclinic.org/health/diseases/9312-postpartum-depression>.

“Perinatal Depression,” National Institute of Mental Health, <https://www.nimh.nih.gov/health/publications/perinatal-depression>.

Nutrition and MyPlate.gov

When it comes to eating healthy, what's on your plate matters!

Think of your plate as being split in half. On one side you can load it up with fresh fruits and veggies. On the other, enjoy some protein and whole grains.

It's a great step towards feeling better and having better health in the future.

Here are some tips:

- Choose whole fruits and try out different vegetables each day.
- Choose proteins like lean meats, poultry, seafood, beans, nuts, and seeds.
- Check your labels and try to eat less sugar, saturated fat, and sodium.
- Choose low-fat or fat-free milk and dairy.
- Eat bread, pasta, and tortillas that have "whole grain" on the label.
- Be more active – exercise more and choose physical activities.

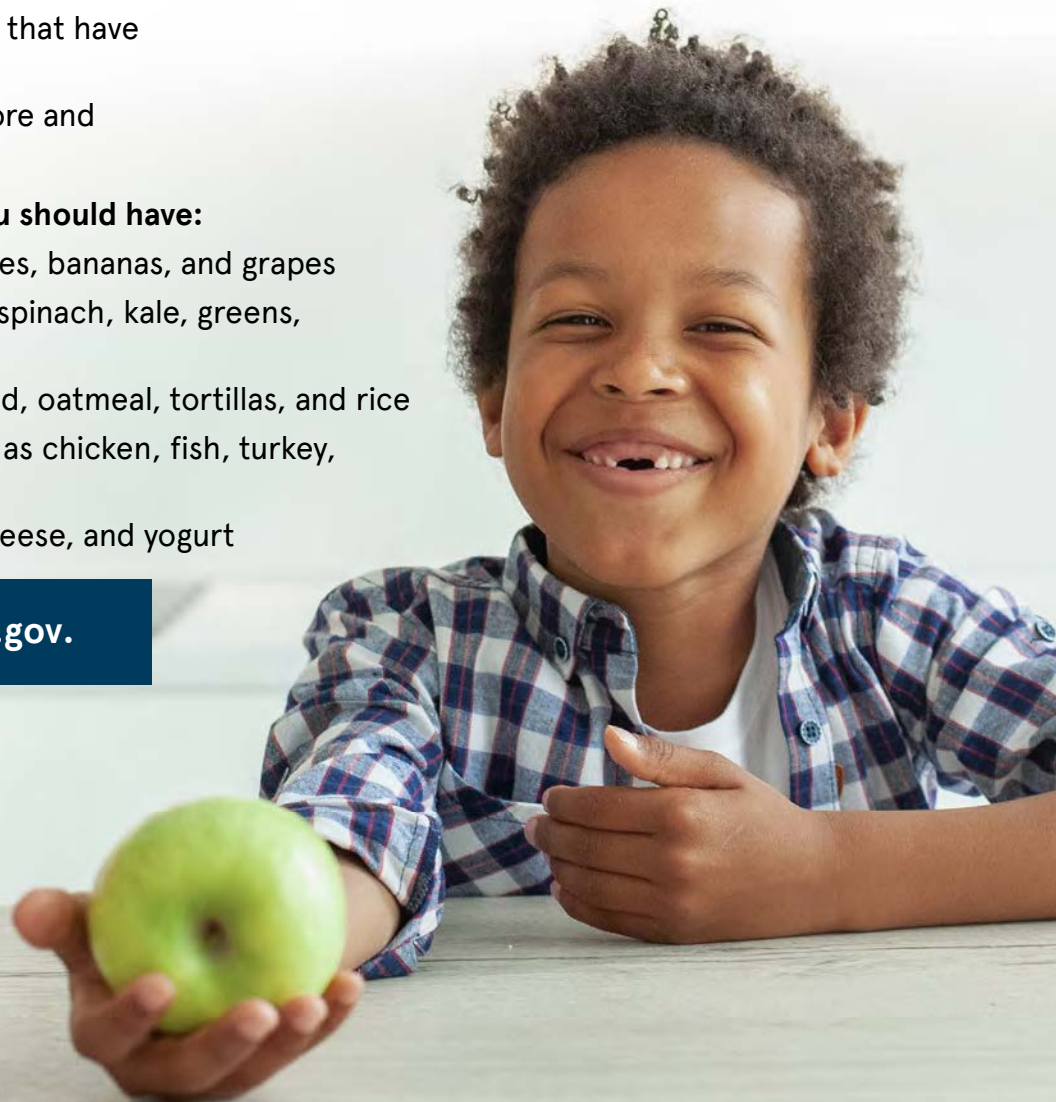
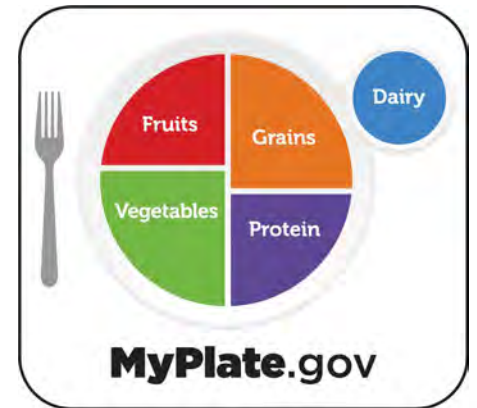
For a balanced diet, each day you should have:

- 2 cups of fruit – such as apples, bananas, and grapes
- 2½ cups of vegetables – like spinach, kale, greens, and avocado
- 6 ounces of grains – like bread, oatmeal, tortillas, and rice
- 5½ ounces of protein – such as chicken, fish, turkey, beef, beans, and nuts
- 3 cups of dairy – like milk, cheese, and yogurt

To learn more, visit [MyPlate.gov](https://www.myplate.gov).

Source:

"What is MyPlate?" U.S. Department of Agriculture, based on Dietary Guidelines for Americans, 2020–2025, <https://www.myplate.gov/eat-healthy/what-is-myplate>.



How to prevent hot car deaths

Each year, an increasing number of children die from being left in hot cars. As the weather starts to heat up, make sure your kids stay safe.

Even when the weather is cooler, the temperature inside a car will rise to dangerous levels in an hour. And on 90-degree days, it can get up to 133 degrees inside a car! This heat is dangerous for anyone, and is even worse for young children and babies.

Most of the time, children are left in the car by accident. There are some steps you can take to make sure that your precious cargo stays safe.

1. Don't leave a child in the car alone! This is unsafe even if the windows are down or the engine and air conditioning are running.
2. Always check the car after you've parked. Say to yourself "Where's my baby?"
3. Put your purse or bag in the back seat to remind yourself to look after you park. You can even write a note and put it on a stuffed animal on the front seat.
4. Ask your child care provider to call you as soon as possible if your child doesn't show up on time.

Also, make sure your vehicle is locked, even at home. Sometimes kids get into cars to play and lock themselves in. Keeping it locked helps make sure this doesn't happen.

If you see a child left alone in a vehicle, always check to see if they are OK. Call **911** if they are not.

If the child responds to you, try to find their parents. If you're at a public place, have them paged on the intercom.

If the child doesn't respond, take action to get them out of the car as soon as possible.

For more information, visit the **National Highway and Traffic Safety Administration (NHTSA)** website.

Sources:

Colleen Martin, "Hot Car Deaths In Florida: What Parents Need To Know," Patch.com, July 31, 2022, <https://patch.com/florida/across-fl/hot-car-deaths-florida-what-parents-need-know>.

"You Can Help Prevent Hot Car Deaths: Tips for Keeping Children Safe," NHTSA.com, <https://www.nhtsa.gov/child-safety/you-can-help-prevent-hot-car-deaths>.



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:*

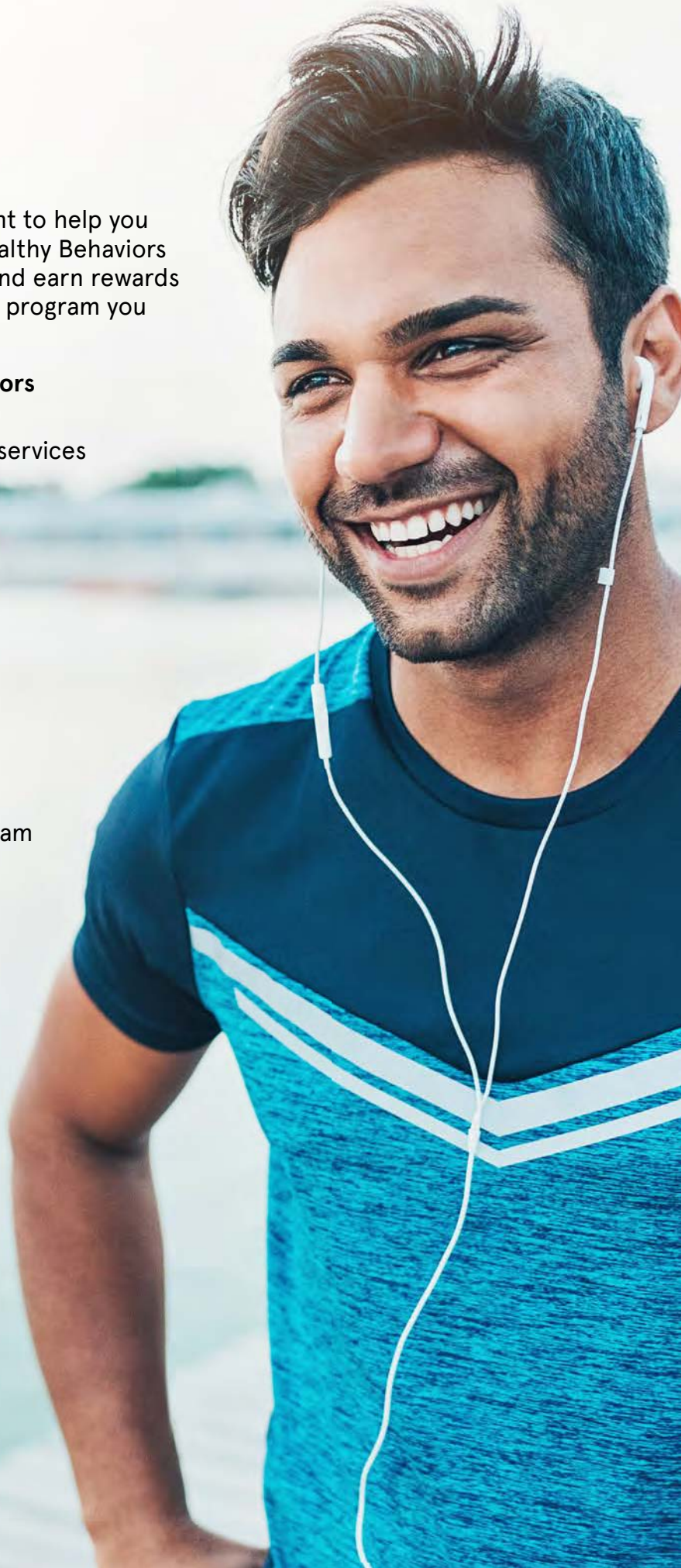
- Adult access to preventive or ambulatory services
- Behavioral health follow-up
- Maternity program
- Postpartum program
- Child and adolescent well-care visits
- Breast cancer screening
- Cervical cancer screening
- Diabetes testing
- Diabetes eye exam
- Lead screening
- Alcohol and substance use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



Back-to-school reminder!

Make sure your child is up to date on immunizations.

<input type="checkbox"/>	Diphtheria, tetanus, and pertussis (DTaP) Five doses, with one dose each at 2 months, 4 months, 6 months, 15 – 18 months, and 4 – 6 years
<input type="checkbox"/>	Haemophilus influenzae type B Four doses, with one dose each at 2 months, 4 months, 6 months (as needed depending on the brand of vaccine), and 12 – 15 months
<input type="checkbox"/>	Hepatitis A Two doses, with one dose each at 12 – 23 months, second dose at least six months later
<input type="checkbox"/>	Hepatitis B Three doses, with one dose each at birth, 1 – 2 months, and 6 – 18 months
<input type="checkbox"/>	Human papillomavirus If 9 – 14 years old at first vaccination: Two doses, given six to 12 months apart If 15 or older at first vaccination: Three doses, with the second dose one to two months after the first and the third dose six months following the second dose
<input type="checkbox"/>	Inactivated poliovirus Four doses, with one dose each at 2 months, 4 months, 6 – 18 months, and 4 – 6 years
<input type="checkbox"/>	Influenza One dose annually by the end of October, beginning at age 6 months
<input type="checkbox"/>	Measles, mumps, and rubella Two doses, with one dose each at 12 – 15 months and 4 – 6 years (infants ages 6 – 11 months should have one dose before traveling abroad)
<input type="checkbox"/>	Meningococcal serogroup A, C, W, Y Two doses, with one dose each at 11 – 12 years and 16 years
<input type="checkbox"/>	Meningococcal serogroup B Two doses at 16 – 18 years
<input type="checkbox"/>	Pneumonia Four doses, with one dose each at 2 months, 4 months, 6 months, and 12 – 15 months
<input type="checkbox"/>	Rotavirus Two doses, with one dose each at 2 months and 4 months (Rotarix), or three doses, with one dose each at 2 months, 4 months, and 6 months (RotaTeq)
<input type="checkbox"/>	Tetanus, diphtheria, and pertussis (Tdap) One dose at 11 – 12 years
<input type="checkbox"/>	Varicella Two doses, with one dose each at 12 – 15 months and 4 – 6 years

Source:

“Recommended Child and Adolescent Immunization Schedule for 18 Years or Younger,” Centers for Disease Control and Prevention, 2021, <https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>.

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

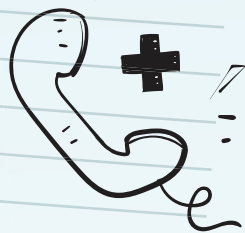


Have you tried telehealth?

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.

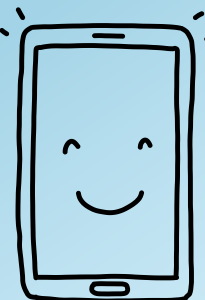
Member Services: 1-855-355-9800 (TTY 1-855-358-5856)

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>.

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*[™]

Florida