

CARE CONNECTION

SUMMER 2022

BUILDING HEALTHIER LIVES

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MDLIVE® telehealth services

Download our mobile app
at no cost to you*




AmeriHealth Caritas[™]
Florida

We want to hear from you!

AmeriHealth Caritas Florida invites you to join our Member Advisory Council. We want your feedback on our health plan. We will share important health information with you. You'll even get a gift for joining!

Who: AmeriHealth Caritas Florida members, age 18 or older.

What: Member Advisory Council meets to let members know about useful resources. We also get feedback about your experiences.

When: Meetings are held at least once a year and last one hour.

Where: Meetings are held online via Zoom. Members can join through their phone, computer, or tablet.

Why: It's a chance for your voice to be heard. Your experience and feedback matter to us!

How: If you are interested in joining, please call us! Contact Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).

COVID-19 at-home test kits

Are you having cold or flu symptoms? Not sure if you have COVID-19? You may qualify for over-the-counter (OTC) COVID-19 at-home test kits at no cost to you.

AmeriHealth Caritas Florida covers up to four eligible OTC COVID-19 home tests (individual units) each month for each member. Covered kits will only come in package sizes of one or two home tests. The tests need to be approved by the U.S. Food and Drug Administration.

To get an at-home test kit at no cost to you, talk with your primary care provider (PCP) or pharmacist. Ask them to write a prescription for a COVID-19 at-home test kit. Bring the prescription and your AmeriHealth Caritas Florida member ID card to your pharmacy.

Questions? Give us a call! Contact AmeriHealth Caritas Florida Member Services at **1-855-355-9800** (TTY **1-855-358-5856**).



Important phone numbers

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

Member Services:

1-855-355-9800 (TTY 1-855-358-5856)

24/7 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



Should I breastfeed or bottle-feed my baby?

What are the benefits of breastfeeding my baby?

There are many benefits of breastfeeding. For example:¹

- Breastfeeding can be healthy for both mom and baby.
- Breastfeeding provides your baby with the right amount of vitamins and minerals to be well.
- Breast milk may help protect your baby from certain health conditions.
- Breast milk is easier to digest than formula.
- Breastfeeding can help you save money on baby food.

How long should my baby be breastfed?

The American Academy of Pediatrics recommends that babies be fed only breast milk for the first six months. After that, your baby can continue breastfeeding for at least one year while starting to eat soft, puréed foods.¹

Source:

1. "Frequently Asked Questions (FAQs)," Centers for Disease Control and Prevention, <https://www.cdc.gov/breastfeeding/faq>.

Should all women breastfeed?

For many women, breastfeeding is a healthy choice. But some women should not breastfeed their babies. Choose formula instead of breast milk if you:¹

- Are HIV-positive
- Have active tuberculosis
- Are using illegal drugs
- Are using certain medicines or cancer treatments

Talk to your doctor to see if breastfeeding is right for you.

How can I learn more?

Have questions about breastfeeding or your pregnancy? Our Bright Start[®] department can help. Call **1-855-371-8076** (TTY 711), Monday to Friday, 8 a.m. to 5 p.m. ET.

Springing back from stress

Resilience. We all want this ability to bounce back quickly from difficult times. (Even more than that, we'd like to do well while they're happening.) Resilience is the ability to adjust well to challenges. It allows us to adapt and move on. And it can mean we grow as people, too.¹

Life offers many struggles, from family and relationship problems to health and money issues. But our struggles don't have to fully define our lives. There are always parts of our lives that are all ours — parts we can keep or change. Our challenges don't make us all of who we are.

Understanding this can help build resilience. Becoming more resilient both helps with hard situations and empowers us through new growth and strength.¹

Engage the change

Four tips may help you keep your calm during life's hassles:¹

- Choose your attitude. How you think affects how you feel. One thing you can choose — and change over time — is how you see your circumstances. Remind yourself of past difficulties you've overcome. Think about what you learned. Consider that how things are now isn't how things might be later. The challenge of today may even lead to something better in time.
- Connect with others. Connection can be a window to the world, showing that you're not alone. Seek time with people you trust who show they care, even in little ways. You can also look for a group in your area that speaks to your interests. Some people join local faith-based or activist groups to find and share hope. Try to avoid being isolated.
- Build wellness. Stress affects both your emotions and your body. It helps to eat healthy foods and get enough water, exercise, and sleep. Spiritual practices like prayer and meditation help some people feel renewed. If you can, give some daily time for gratitude. Feeling thankful shifts your focus to what's working in your life.
- Find your purpose. Meaning can be a powerful ally for good health. Think about what moves you in life — how you can be a force of good for yourself and others. Some people volunteer for local groups or individuals who need it. Others give time online to meaningful causes. Even small efforts to improve things may help you see and feel your unique strengths.

Get help when you need it

Asking for help doesn't make anyone somehow less of a person. It can be another healthy path to resilience.¹

Schedule an appointment with your primary care provider (PCP) to talk about any concerns. You can also call a helpline, like the Substance Abuse and Mental Health Administration National Helpline at **1-800-662-HELP (4357)**. The line is free and confidential. You can call any time: 24 hours a day, seven days a week. Specialists can provide mental health information and treatment referrals.

Above all, when you're feeling the heat — be kind to yourself. When you can be a good friend to yourself, you know that you're on your side.

Sources:

1. "Building Your Resilience," American Psychological Association, <https://www.apa.org/topics/resilience/building-your-resilience>.



Summer games for kids — by the numbers

Looking for affordable fun for the kids this season? We've got you covered.

Use the below list any time your kids are looking for something to do. Just ask them to give you a number between one and 10. Then check below for the matching summer game to get them going:

1. Go on a scavenger hunt.
2. Finger paint with pudding.
3. Make a DIY craft.
4. Make paper airplanes — and see which flies the farthest.
5. Play with a hula hoop.
6. Write a story or comic strip together.
7. Play hopscotch.
8. Decorate a box to hold homework and books.
9. Create a map of your home or neighborhood — or someplace you've never seen.
10. Start reading a new story and stop before the end. See who can guess the ending.



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)**.

Preparing for the 2022 Hurricane Season

Hurricane season lasts from June 1 to November 30

Living in Florida offers many benefits. But be sure to prepare for the 2022 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:
 - a. How you will all get emergency alerts.
 - b. How you will all communicate with each other.
 - c. Your evacuation routes.
 - d. 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 an online hurricane planning tool. 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:

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

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.amerhealthcaritasfl.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.

Three tips for staying out of the hospital

No one wants an unplanned hospital trip. Fortunately, adopting a few healthy habits can help keep you feeling your best — and increase your chances of staying out of the hospital.

1. Take your medicines as directed.

Take the right dose of each medicine at the right time. Taking your medicine correctly helps control chronic conditions. These include conditions like asthma, diabetes, and high blood pressure. Medicine can reduce symptoms, prevent further problems, or sometimes slow your disease. Here are some tips that may help:

- Have questions about your medicines? Ask your primary care provider (PCP) or pharmacist.
- Use a pill container to keep track of your medicines. Be sure to refill it on the same day and time each week.
- Use timers to remind you to take and refill your medicines.

2. Talk with your provider.

Your PCP is your partner in good health. Be sure to keep them up to date about your health conditions. Mention any new or unusual symptoms and ask questions if you don't understand your treatment plan.

3. Keep up with preventive care.

Routine preventive care can find problems early, when they're easier to treat. These include tests like mammograms and colon cancer screenings. Ask your PCP what preventive care you need. You should also keep up with your vaccines. Get a flu shot every year.

Know where to go for medical care

If you're sick or injured and need medical care, do you know where to go? Going to the right place means getting the tests and care you need when you need it. In some cases, it can even save your life. Here's how to know where to go.

Emergency room

You have a serious or potentially life-threatening medical condition, such as:¹

- Bleeding that doesn't stop
- Broken bones
- Chest pain or pressure
- Choking
- Drug overdose
- Head injury with fainting or confusion
- Loss of speech
- Neck or spine injury
- Poisoning
- Seizure that lasted three to five minutes

- Severe burn
- Severe dizziness
- Shortness of breath or not breathing
- Stroke

Call 911 in a medical emergency. Don't try to drive.

Urgent care

You have a nonemergency medical issue that could be treated in your PCP's office, but the office is closed. Issues that can be treated at urgent care include:¹

- Allergies and sinus problems
- Cold or flu

- Diarrhea
- Earache
- Fever
- Minor cuts
- Pink eye
- Rashes
- Sore throat
- Stomachache
- Upper respiratory infection
- Urinary tract infection
- Vomiting

PCP

- You need routine medical care or have a minor illness or injury that's not an emergency.

Source:

1. "When to Use the Emergency Room — Adult," MedlinePlus, <https://medlineplus.gov/ency/patientinstructions/000593.htm>.

Childhood Immunization Checklist

It's important to keep up with your child's well visits. You can help keep your child healthy. Make sure your child sees their primary care provider (PCP) for well-child visits and vaccines. See the checklist below for the Centers for Disease Control and Prevention recommended vaccines.

Ask your child's PCP for their vaccine schedule.

| | |
|--------------------------|--|
| <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, <https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>.

MDLIVE®

telehealth services

As of June 1, 2022, telehealth appointments are available with MDLIVE at no cost to members. Telehealth services from MDLIVE are in addition to telehealth services your primary care doctor might offer. MDLIVE's physicians are trained for virtual visits. They can help 24/7/365 with over 80 routine conditions, like:

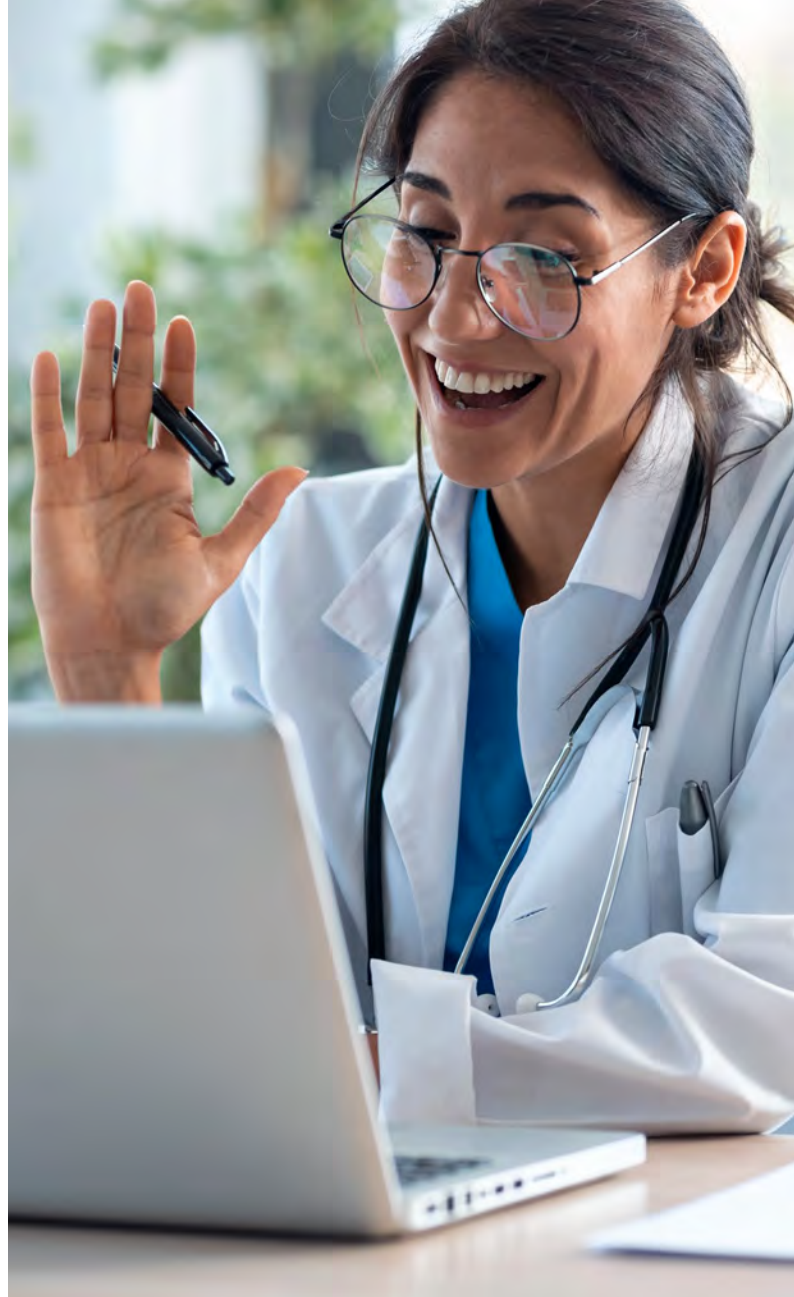
- Cold symptoms
- Respiratory issues
- Sore throat
- And more

There are many ways to sign up for MDLIVE or 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.
- Call **1-877-601-0641**.
- Text ACFL to 635483.*

MDLIVE is only for routine medical care. If you have an emergency, call 911.

*Message and data rates may apply.



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 oswa enfòmasyon konsènan sante ak byennèt

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