

AmeriHealth Caritas Ohio Member Newsletter



Is there a diabetes screening in your future?

A diabetes test may not be the most exciting event. But it's important to get one. Here are three reasons why:

1. Missing or writing off diabetes symptoms, like urinating often or feeling very thirsty, can be easier than you think.
2. Taking action could help you delay or prevent the development of Type 2 diabetes.
3. Managing diabetes can help lessen its potential health effects. These include vision issues, stroke, and nerve or kidney damage.

Know the options

Diabetes screenings are basically blood tests. Your health care provider may order one of the following:

- **Fasting plasma glucose test:** You'll have to fast (avoid eating) for at least eight hours before the test.
- **Hemoglobin A1C (HbA1C or A1C) test:** You won't have to fast.
- **Oral glucose tolerance test:** You give a blood sample after an eight-hour fast. You give

another one two hours after drinking a sugary liquid.

- **Random plasma glucose test:** Your provider can do it any time. You don't need to fast.

Take the next steps

Once your test results are in, your provider will guide you through what to do. If you have diabetes, your provider will work with you to create a management plan.

Sources:

"Diabetes in Older People." National Institute on Aging, National Institutes of Health. www.nia.nih.gov/health/diabetes-older-people.

"Diabetes Tests & Diagnosis." National Institute of Diabetes and Digestive and Kidney Diseases, National Institutes of Health. www.niddk.nih.gov/health-information/diabetes/overview/tests-diagnosis.

"Final Recommendation Statement. Prediabetes and Type 2 Diabetes: Screening." U.S. Preventive Services Taskforce. <https://uspreventiveservicestaskforce.org/uspstf/recommendation/screening-for-prediabetes-and-type-2-diabetes>.



The benefits of being a member go far beyond having your doctor visits covered

Did you know that medical care is only 20% of being healthy? The other 80% comes from the world around you. This includes your home, your neighborhood, and your health habits.¹ That's why, as a Medicaid insurance plan, AmeriHealth Caritas Ohio (ACOH) has tools to support health and wellness in all areas of your life.

Do you happen to have one of the conditions listed below? You can get these additional benefits at no cost:

ACOH has special programs to help you stay healthy. You do not need a referral from your primary care provider to be a part of these programs. If you have one of the health conditions listed below, you could get more benefits.

- **High Blood Pressure:** You could get a blood pressure monitor and cuff. You can have your doctor send a prescription to have a company ship it. Or, you can have your doctor send a prescription to your local pharmacy. You can then pick it up. For help, call our Care Coordination team at **1-833-464-7768** (TTY **1-833-889-6446**).

- **Diabetes:** You could get home-delivered meals. You could meet with a dietitian. And you could get an extra vision exam and continuous glucose monitoring (CGM). ACOH may provide you with a smartphone. It's loaded with apps and tools to support CGM. With this, it's easier for you to control your sugar levels. To enroll, go to <http://MyBenefitPhone.com>. You could earn up to \$25 on your CARE Card.
- **Pregnant:** If you are eligible, you may get an electric breast pump and home-delivered meals. You could also get specialized care support from our Bright Start maternity team. This includes text message info and care coordination. You could earn up to \$15 on your CARE Card for your care visits before giving birth. And you can earn \$50 on your CARE Card for your visits after giving birth. You can also get private rides to your appointments at no cost to you.

Did you know? All members have access to these benefits at no cost:

- **Transportation benefit:** Is your provider more than 30 miles from your home? If so, you can get unlimited nonemergency trips there. If the provider is within 30 miles of your home, and if you qualify, you can get up to 60 nonemergency one-way trips per year.

- You'll get reimbursed for your mileage. Submit your trip logs no more than 60 days past the date of your first visit.
- Need a new copy of the form? Download it at www.memberportal.net. Or call and ask us to mail one to you.
- Questions about your reimbursement? Call **1-888-513-0703**.
- **Mission GED:** If you qualify, you can get coaching and vouchers to take a high school equivalency exam at no cost to you.
- **WW (formerly Weight Watchers) online membership:** Are you between ages 18 and 64? If so, you can get a WW membership at no cost to you for six months. Some restrictions and limitations may apply.
- **CARE Card:** Every eligible member can earn rewards on a reloadable gift card. By doing things to help you stay healthy, earn through these categories:
 1. Well Screening Visits
 2. Diabetic Screening
 3. Prenatal Care
 4. Postpartum Exam
- **Living Beyond Pain:** This is a chronic pain management program. It offers opioid-alternative treatment options. It's in addition to your standard Medicaid benefit.
- **Food as Medicine:** This is for after you're discharged from a hospital. If you qualify, you can

get up to two meals per day for seven days at no cost to you.

Want to see a full list of special health programs? Join as a member of ACOH. Or look in your Member Handbook. Or visit www.amerihhealthcaritasoh.com.

Need the basics covered? ACOH is there for you if you:

- Are sick or injured.
- Are having trouble with substances or have behavioral health needs.
- Need help with tasks like eating, bathing, dressing, or other activities of daily living.
- Need help getting to and from your appointment.
- Need medicine.

24/7 Nurse Call Line:

Registered nurses are available at no cost to you. They help you decide whether you need to get help now or whether it's safe to wait. To speak to a nurse, call **1-833-625-6446 (TTY 1-833-889-6446)**. They're available 24 hours a day, seven days a week. If you have an emergency, please call **911**.

Remember, you can get some services without getting a referral from your regular doctor. Need more information about any of your ACOH benefits? Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**. We're available 24 hours a day, seven days a week.

¹"Social Determinants of Health 101 for Health Care: Five Plus Five." Sanne Magnan. *NAM Perspectives*. <https://doi.org/10.31478/201710c>.

Notice of Non-Discrimination

AmeriHealth Caritas Ohio complies with applicable federal civil rights laws and does not discriminate based on race, color, religion, gender, gender identity, sexual orientation, age, disability, national origin, military status, veteran status, ancestry, genetic information, health status, or need for health services in the receipt of health services. AmeriHealth Caritas Ohio does not exclude people or treat them differently because of race, color, religion, gender, gender identity, sexual orientation, age, disability, national origin, military status, veteran status, ancestry, genetic information, health status, or need for health services in the receipt of health services.

AmeriHealth Caritas Ohio provides free 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)

AmeriHealth Caritas Ohio provides free 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 Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**.

If you believe that AmeriHealth Caritas Ohio has failed to provide these services or discriminated in another way based on race, color, religion, gender, gender identity, sexual orientation, age, disability, national origin, military status, veteran status, ancestry, genetic information, health status, or need for health services in the receipt of health services, you can file a grievance with:

- AmeriHealth Caritas Ohio Grievances
P.O. Box 7133
London, KY 40742
- You can also file a grievance by phone at **1-833-764-7700 (TTY 1-833-889-6446)**.

If you need help filing a grievance, AmeriHealth Caritas Ohio Member Services is available to help you. You can contact Member Services 24 hours a day, seven days a week, at **1-833-764-7700 (TTY 1-833-889-6446)**.

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>
- By mail at:
U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, DC 20201
- By phone at **1-800-368-1019 (TDD: 1-800-537-7697)**

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.



ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700 (TTY 1-833-889-6446)**.

If you have any problem reading or understanding this or any other AmeriHealth Caritas Ohio information, please contact Member Services at **1-833-764-7700 (TTY 1-833-889-6446)** for help at no cost to you. We can explain this information in English or in your primary language. The information in other languages is at no cost to you. You can also get this information for free in other formats, such as large print, braille, or audio.

ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700 (TTY 1-833-889-6446)**.

Si tiene algún problema para leer o comprender esta o cualquier otra información de AmeriHealth Caritas Ohio, comuníquese con Servicios al Miembro al **1-833-764-7700 (TTY 1-833-889-6446)** para recibir ayuda sin costo alguno para usted. Podemos explicarle esta información en inglés o en su idioma principal. La información en otros idiomas no tiene costo para usted. Además, puede obtener esta información sin cargo en otros formatos, como impresión en letra grande, braille o audio.

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू निःशुल्क रूपमा उपलब्ध हुन्छन् ।

1-833-764-7700 (TTY 1-833-889-6446) मा फोन गर्नुहोस् ।

यदि तपाईंलाई यो वा AmeriHealth Caritas Ohio को अन्य कुरा नै पनि जानकारी पढ्न वा बुझ्न कुनै पनि समस्या हुन्छ भने कृपया तपाईंलाई कुनै पनि शुल्क नलाग्ने गरी मद्दतका लागि सदस्य सेवालार्थ **1-833-764-7700 (TTY 1-833-889-6446)** मा सम्पर्क गर्नुहोस् । हामीले यस जानकारीलाई अंग्रेजी वा तपाईंको प्राथमिक भाषामा वर्णन गर्न सक्छौं । जानकारी अन्य भाषाहरूमा निःशुल्क उपलब्ध हुन्छ । तपाईंले यो जानकारी अन्य स्वरूपहरूमा निःशुल्क पनि प्राप्त गर्न सक्नु हुन्छ, जस्तै कि ठूलो छाप, ब्रेल वा अडियो ।

CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi **1-833-764-7700 (TTY 1-833-889-6446)**.

Nếu quý vị gặp khó khăn trong quá trình đọc hoặc hiểu thông tin này hoặc bất kỳ thông tin nào khác của AmeriHealth Caritas Ohio, vui lòng liên hệ Ban Dịch Vụ Khách Hàng theo số **1-833-764-7700 (TTY 1-833-889-6446)** để được hỗ trợ miễn phí. Chúng tôi có thể giải thích thông tin này bằng Tiếng Anh hoặc bằng ngôn ngữ mẹ đẻ của quý vị. Thông tin ở ngôn ngữ khác được cung cấp miễn phí cho quý vị. Quý vị cũng có thể nhận thông tin này miễn phí ở các định dạng khác, chẳng hạn như định dạng chữ in khổ lớn, chữ nổi hoặc âm thanh.

FIIRO GAAR AH: Haddii aad ku hadasho af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700 (TTY 1-833-889-6446)**.

Haddii aad wax dhibaato ah ku qabto akhrinta ama fahmitaanka tan ama macluumaadka kale ee AmeriHealth Caritas Ohio, fadlan kala xiriiir Adeegyada Xubinta **1-833-764-7700 (TTY 1-833-889-6446)** si aad u hesho caawimaad aan wax kharash ah kugu fadhiyin. Waxaan ku sharxi karnaa macluumaadkan Af-Ingiriis ama afkaaga hooyo. Macluumaadka luqadaha kale ku qoran wax kharash ah kuguma fadhiyaan. Waxad sidoo kale macluumaadkan ku heli kartaa qaabab kale oo bilaash ah, sida far waaweyn, farta indhoolaha, ama maqal.

ВНИМАНИЕ: если вы говорите по-русски, в вашем распоряжении бесплатные услуги переводчика. Позвоните по тел. **1-833-764-7700 (TTY 1-833-889-6446)**.

Если у вас возникли проблемы с чтением или пониманием этой или любой иной информации об AmeriHealth Caritas Ohio, вы можете бесплатно обратиться за помощью в отдел обслуживания участников по тел. **1-833-764-7700 (TTY 1-833-889-6446)**. Мы объясним вам эту информацию либо по-английски, либо на вашем родном языке. Информация на других языках предоставляется вам бесплатно. Также данную информацию можно бесплатно получить в других форматах, например, крупным шрифтом, шрифтом Брайля или в аудиоформате.

ATTENTION : Si vous parlez français, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez-nous au **1-833-764-7700 (TTY 1-833-889-6446)**.

Si vous avez du mal à lire ou que vous ne compreniez pas ce message ou d'autres informations fournies par AmeriHealth Caritas Ohio, veuillez contacter l'équipe de service aux adhérents au **1-833-764-7700 (TTY 1-833-889-6446)** pour recevoir une aide gratuitement. Nous vous expliquerons ces informations en anglais ou dans votre langue maternelle. Vous pouvez recevoir ces informations gratuitement dans d'autres langues. Vous pouvez également obtenir ces informations gratuitement dans d'autres formats, notamment en gros caractères, en braille ou sur format audio.

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم **1-833-764-7700 (TTY 1-833-889-6446)**.

إذا كانت لديك أي مشكلة في قراءة أو فهم هذه المعلومات أو أي معلومات أخرى عن AmeriHealth Caritas Ohio فيرجى الاتصال بخدمات الأعضاء على الرقم **1-833-764-7700 (TTY 1-833-889-6446)** للحصول على المساعدة بدون أي تكلفة عليك. يمكننا شرح هذه المعلومات باللغة الإنجليزية أو بلغتك الرئيسية. المعلومات باللغات الأخرى بدون أي تكلفة عليك. كما يمكنك الحصول على هذه المعلومات مجاناً بصيغة أخرى مثل مطبوعة كبيرة، أو بطريقة برايل أو بصيغة صوتية.



TAHADHARI: Ikiwa unazungumza Kiswahili, utapokea huduma za usaidizi wa lugha, bila malipo. Piga simu kupitia **1-833-764-7700 (TTY 1-833-889-6446)**.

Ikiwa una tatizo lolote la kusoma au kuelewa taarifa hii au nyingine yoyote ya AmeriHealth Caritas Ohio, tafadhali wasiliana na Huduma za Wanachama kupitia **1-833-764-7700 (TTY 1-833-889-6446)** ili upate msaada bila gharama yoyote. Tunaweza kukueleza habari hii kwa Kiingereza au katika lugha yako ya msingi. Taarifa katika lugha zingine haitakuwa na gharama kwako. Pia unaweza kupata taarifa hii bila malipo katika miundo mingine kama vile, maandishi makubwa, breli, au sauti.

УВАГА: Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700 (TTY 1-833-889-6446)**.

Якщо вам важко прочитати або зрозуміти цю або іншу інформацію, надану AmeriHealth Caritas Ohio, будь ласка зв'яжіться зі службою підтримки та обслуговування клієнтів за номером **1-833-764-7700 (TTY 1-833-889-6446)**, щоб отримати безкоштовну допомогу. Ми можемо пояснити цю інформацію англійською або вашою рідною мовою. Інформація іншими мовами надається вам безкоштовно. Ви також можете отримати цю інформацію безкоштовно в інших форматах, наприклад, великим шрифтом, шрифтом Брайля, або у вигляді аудіо.

注意：如果您使用粵語，您可以免費獲得語言援助服務。請致電 **1-833-764-7700 (TTY 1-833-889-6446)**。

如果您在閱讀或理解本文件或 AmeriHealth Caritas Ohio 其他資訊時遇到任何問題，請撥打會員服務部電話 **1-833-764-7700 (TTY 1-833-889-6446)** 尋求免費幫助。我們可以使用英語或您的首選語言來解釋這些資訊。我們為您免費提供其他語言的資訊。您還可以免費取得這些資訊的其他格式，例如大字體印刷版、盲文點字版或音訊版。

ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે વિના મૂલ્યે ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. **1-833-764-7700 (TTY 1-833-889-6446)** પર કોલ કરો.

જો તમને આ અથવા અન્ય કોઈપણ AmeriHealth Caritas Ohio માહિતી વાંચવામાં કે સમજાવામાં કોઈ સમસ્યા હોય, તો તમારા માટે કોઈ ખર્ચ વિના મદદ માટે કૃપા કરીને સહાય સેવાઓનો **1-833-764-7700 (TTY 1-833-889-6446)** પર સંપર્ક કરો. અમે આ માહિતીને અંગ્રેજી અથવા તમારી પ્રાથમિક ભાષામાં સમજાવી શકીએ છીએ. અન્ય ભાષાઓમાં માહિતી તમારા માટે કોઈ ખર્ચ વિના ઉપલબ્ધ છે. તમે આ માહિતી અન્ય ફોર્મેટમાં પણ મફતમાં મેળવી શકો છો, જેમ કે મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો.

注意：如果您使用中文普通话，您可以免费获得语言援助服务。请致电 **1-833-764-7700 (TTY 1-833-889-6446)**。

如果您在阅读或理解本文件或 AmeriHealth Caritas Ohio 其他信息时遇到任何问题，请拨打会员服务部电话 **1-833-764-7700 (TTY 1-833-889-6446)** 寻求免费帮助。我们可以使用英语或您的首选语言来解释这些信息。我们为您免费提供其他语言的信息。您还可以免费获取这些信息的其他格式，例如大字体印刷版、盲文点字版或音频版。

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارایه میشود. با نمبر **1-833-764-7700 (TTY 1-833-889-6446)** به تماس شوید.

اگر در خواندن یا درک این مطلب یا کدام معلومات سائری از AmeriHealth Caritas Ohio مشکل دارید، لطفاً برای دریافت کمک رایگان با خدمات اعضا به نمبر **1-833-764-7700 (TTY 1-833-889-6446)** به تماس شوید. ما میتوانیم این معلومات را به لسان انگلیسی یا به لسان اصلی شما توضیح دهیم. معلومات به لسان های سائر به صورت رایگان به شما ارایه میشود. همچنان میتوانید این معلومات را به صورت رایگان در فارمت های سائر مانند چاپ بزرگ، خط بریلی یا صوتی دریافت کنید.

ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ የቋንቋ እገዛ አገልግሎቶችን በነጻ ማግኘት ይችላሉ። በስልክ ቁጥር **1-833-764-7700 (TTY 1-833-889-6446)** ይደውሉ።

ይህንንም ወይም ሌላ ማንኛውንም የAmeriHealth Caritas Ohio መረጃ ማንበብ ወይም መረዳት ከተቸገሩ እባክዎ የአባል አገልግሎቶችን ወይም ሜምበር ስርጌስን በ **1-833-764-7700 (TTY 1-833-889-6446)** ደውለው እገዛ በነጻ ያግኙ። ይህንን መረጃ በእንግሊዝኛ ወይም በመጀመሪያ ቋንቋዎ ልናብራራልዎ እንችላለን። በሌሎች ቋንቋዎች ለሚቀርብልዎ መረጃ ምንም ክፍያ አይጠየቁም። በተጨማሪም ይህንን መረጃ በሌሎች የፋይል አይነቶች ማለትም በትልቅ ህትመት፣ ብሬይል ወይም በድምጽ ከክፍያ ነጻ ማግኘት ይችላሉ።

MENYA NEZA: Nimba uvuga Ikirundi (Burundi), ama seruvise afasha mu vy’indimi, atangwa ku buntu, arahari ku bwanyu. Hamagara kuri **1-833-764-7700 (TTY 1-833-889-6446)**.

Nimba hariho ingorane iyo ariyo yose ituma utoroherwa gusoma canke gutahura ibi canke amakuru ayo ariyo yose ya AmeriHealth Caritas Ohio, usabwe kwitura Member Services (Igisata Citaho Abanywanyi) uciye kuri numero **1-833-764-7700 (TTY 1-833-889-6446)** kugira uronke ubufasha ku buntu. Turashobora kugusigurira aya makuru mu Congereza canke mu rurimi rwawe kavukire. Ayo makuru atanzwe mu zindi ndimi nta mahera uyangira. Urashobora kandi kuronka aya makuru ku buntu mu bundi buryo, nko mu nyandiko nini, mu nyandiko zikoreshwa n’impumyi, canke mu buryo bw’amajwi.

Healthy eating while pregnant or breastfeeding

You've likely heard that a pregnant woman is "eating for two." Well, it's true. And the same goes for moms who are breastfeeding their babies. Now, there's national nutrition advice for these moms-to-be and new mothers.

Extra calories and nutrients

Healthy eating looks similar before, during, and after pregnancy. But women need more calories as their pregnancies advance and while breastfeeding. Your doctor may increase your daily caloric intake by this much:

- First trimester: +0
- Second trimester: +340
- Third trimester: +452
- Breastfeeding, first six months: +330
- Breastfeeding, months seven to 12: +400

During this time, your body also needs extra nutrients. This helps restore your own supply and support your baby's development. Getting nutrients from food is preferred. But your health care provider may tell you to take supplements. These may contain folic acid, iron, iodine, or choline.

Talk with your provider about your personal calorie and weight gain targets.



Foods to eat — and others to avoid

The best way to meet your nutritional needs? By eating foods that offer lots of vitamins and minerals. These foods should also have little or no added sugars, saturated fat, or sodium. Bulk up on produce and whole grains. Get protein from beans, nuts, lean meats, poultry, and certain seafoods. Choose healthier oils. These include vegetable oils and those found in nuts. And try fat-free or low-fat dairy products.

You don't need to avoid specific foods in hopes of avoiding future food allergies for your child.

But some foods can harm a developing fetus or breastfeeding baby. Ask your provider what you should avoid or limit.

You have options

You can adjust your food choices. This can help you manage your:

- Budget.
- Preferences.
- Traditions.
- Pregnancy-related symptoms, like nausea and vomiting.

But, always choose good nutrition. No matter what. A balanced diet can help you and your little one enjoy better health now and in the future.

Sources:

"Dietary Guidelines for Americans, 2020–2025." U.S. Department of Agriculture, U.S. Department of Health and Human Services. www.dietaryguidelines.gov.

"Staying Healthy and Safe." Office on Women's Health, U.S. Department of Health and Human Services. www.womenshealth.gov/pregnancy/youre-pregnant-now-what/staying-healthy-and-safe.

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This newsletter is to help you learn about your health condition. It is not to take the place of your doctor. If you have questions, talk with your health care provider. If you think you need to see your doctor because of something you have read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.



Help us help you by completing a survey — and earning some CARE Card rewards!

Earn \$15 on your CARE Card! Just complete a voluntary short health survey. Whether you choose to complete it or not, your answers will not affect your health care coverage or benefits. You can do this once a year for each family member covered by AmeriHealth Caritas Ohio (ACOH). Your responses help ACOH learn about ways we can help you get and stay healthy. All responses will be kept confidential. They are protected by federal and state laws. Your doctor, Care Coordination team, and health plan will only use this to support your health and wellness needs.

Filling out your health survey is quick and easy. Choose any one of these ways to complete it:

- **Mail:** Fill out the paper survey you got in your welcome packet. Mail it to the address shown at the bottom of the form.
- **Phone:** Call our Rapid Response and Outreach Team. The number is 1-833-464-7768 (TTY 1-833-889-6446). You can also ask them to send you the form.
- **Online:** Visit www.AmeriHealthCaritasOH.com/HRA. Or scan the QR code with your smartphone's camera.

