

# AmeriHealth Caritas Ohio Member Newsletter



## Healthy eating at a lower cost

Do you worry that eating healthy foods will cost too much? With a few small changes, you can stay within your grocery budget.

Start with these tips:

- It can be hard to get food when you live far from the grocery store. Try to find small, local stores and farmers markets by visiting [ohioproud.org](https://ohioproud.org) and clicking on “Find a Farm Market.”
- Before you go to the store, write down your shopping list. Plan meals and snacks for a week. Buy only what you need. When available, choose store brands. Buy canned and frozen items that cost less and last longer. Also, try using lower-

cost, higher-nutrition foods in your meal plans, such as lentils, beans, peanut butter, bananas, eggs, and apples.

- Are you having a hard time paying for food or finding healthy foods? Search local food resources online, such as [ohiofoodbanks.org/](https://ohiofoodbanks.org/), [foodbanks.org/st/ohio](https://foodbanks.org/st/ohio), or [feedingamerica.org/hunger-in-america/ohio](https://feedingamerica.org/hunger-in-america/ohio). For Ohio Department of Job & Family Services benefits, such as the Supplemental Nutrition Assistance Program (SNAP), explore [jfs.ohio.gov/cash-food-and-refugee-assistance/family-assistance](https://jfs.ohio.gov/cash-food-and-refugee-assistance/family-assistance).

### Do you have a WW online membership?

Are you between ages 18 and 64? If so, you can get an online WW (formerly Weight Watchers) membership at no cost to you for six months. Some restrictions and limitations may apply.

### Food as Medicine benefit

Qualifying AmeriHealth Caritas Ohio members recently discharged from a hospital, enrolled in our diabetes program, and pregnant members/new moms and their families can receive home-delivered meals at no cost.

Want to see a full list of special health programs? For a full list of special programs, look in your Member Handbook or visit our website at [www.amerihhealthcaritasoh.com](https://www.amerihhealthcaritasoh.com).

# Make time for well-child visits



While it may feel tough to fit everything into your busy schedule, you don't want to skip well-child visits. According to the American Academy of Pediatrics, children should have a visit the first week after birth and at months 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30. Kids need one well-child visit every year from ages 3 to 21.

## The big wellness benefits

Every well-child visit covers a wide range of health needs, depending on your child's age. These may include:

- Vaccines
- A physical exam
- Age-appropriate screenings, including vision, hearing, cholesterol, blood pressure, and autism spectrum disorder
- An emotional health assessment
- For teens, time to talk about topics such as drinking alcohol, using tobacco, drugs, sexual activity, depression, and anxiety.

Kids' minds and bodies grow quickly. Before the appointment, write down questions about your child's well-being that you'd like to discuss. These visits are a great time to talk about:

- Healthy eating
- Proper sleep schedule
- Physical activity
- How your child is doing in school, at home, and in their other activities

## Vaccine check-ups

Different vaccines are given based on a child's age and begin at birth. Older children and teenagers also need shots. Vaccines can protect your child from serious diseases. Ask your child's provider if your child is due for any vaccines.

Sources: American Academy of Pediatrics ([healthychildren.org](http://healthychildren.org)); *Annals of Family Medicine* ([annfam.org](http://annfam.org)); Centers for Disease Control and Prevention ([cdc.gov](http://cdc.gov)); U.S. Department of Health and Human Services ([health.gov/myhealthfinder](http://health.gov/myhealthfinder); [hhs.gov](http://hhs.gov)); *npj Digital Medicine* ([nature.com/npjdigitalmed](http://nature.com/npjdigitalmed)); American Lung Association ([lung.org](http://lung.org)); U.S. National Library of Medicine, National Institutes of Health ([medlineplus.gov](http://medlineplus.gov))

## Adults need vaccines, too

Vaccines are just as important for adults as they are for kids, according to the Centers for Disease Control and Prevention. Some of the vaccines you may need include:

- Shingles
- Tetanus, diphtheria, and whooping cough (Tdap)
- Flu
- HPV
- Hepatitis B
- Hepatitis A
- Pneumonia

Talk with your health care provider about what vaccines you need and when to have them.

## The Mission GED benefit

This AmeriHealth Caritas Ohio program can help members achieve their goal of a high school equivalency (HSE)/GED diploma. You can get coaching with testing vouchers to take tests for an HSE diploma at no cost to you. We provide a program coach to help you.

# Don't miss the signs of depression in men

If you feel sad, anxious, hopeless, or restless, these may be signs of depression. It's important to know the symptoms of depression and seek help right away.

Men are much less likely to get help for depression than women. Symptoms can even be different for men. Maybe you don't want to talk about your feelings or you don't realize that your symptoms may be depression.

## Signs to watch for

One of the most important things you can do is watch for the signs of depression. In men, depression can look like:

- Using alcohol or drugs to cope
- Anger and aggression
- Tiredness
- Irritability
- Problems sleeping

Common signs for all people can include:

- Feeling sad or a sense of emptiness
- Loss of interest in activities you once enjoyed
- Difficulty concentrating or remembering information
- Changes in appetite
- Thoughts of suicide
- Pain, such as headaches or digestive issues
- Difficulty keeping up with responsibilities



If you notice any of these signs, visit your health care provider.

## Help is on the way

Don't wait for depression to go away on its own. The sooner you start treatment, the faster you will start feeling better.

Some treatments and medications can take several weeks to work. In the meantime, these things might help:

- Stick to a daily routine.
- Break up tasks into smaller ones and do what you can.

- Spend time with people you enjoy being around.
- Talk about your feelings with your partner or a close friend or relative.
- Avoid making big decisions until you're feeling better.

## 988 Suicide and Crisis Lifeline

If you're having thoughts of self-harm or taking your own life, call your provider, dial **988**, or go to the nearest emergency room.

## 24/7 Nurse Call Line

You can always call and speak with our registered nurses at no cost to you. They will give you advice when your health provider isn't available, and this service is completely confidential.

To speak to a nurse, call **1-833-625-6446 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. If you have an emergency, please call **911**.

Sources: Anxiety & Depression Association of America ([adaa.org](http://adaa.org)); National Institutes of Mental Health ([nimh.nih.gov](http://nimh.nih.gov)); U.S. Department of Health and Human Services ([suicidpreventionlifeline.org/current-events/the-lifeline-and-988](http://suicidpreventionlifeline.org/current-events/the-lifeline-and-988))



## 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](http://www.hhs.gov/ocr/office/file/index.html).

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AmeriHealth Caritas Ohio is committed to maintaining the privacy and security of the personal information of its plan members. Read more on our privacy practices at [www.amerhealthcaritasoh.com/privacy-notice.aspx](http://www.amerhealthcaritasoh.com/privacy-notice.aspx)

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### English:

**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.

### Spanish:

**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.

### Ukrainian:

**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.

### Haitian French Creole:

**ATANSYON:** Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700 (TTY 1-833-889-6446)**.

Si w gen lòt difikilte pou li oswa pou konprann enfòmasyon sa yo oswa nenpòt lòt enfòmasyon ki soti nan AmeriHealth Caritas Ohio, tanpri rele ekip sèvis pou manm yo nan **1-833-764-7700 (TTY 1-833-889-6446)** pou jwenn èd san sa pa koute w anyen. Nou ka esplike enfòmasyon sa yo ann anglè oswa nan lang manman w. Ou ka jwenn enfòmasyon sa yo nan lòt lang san sa pa koute w anyen. Epitou, ou ka jwenn enfòmasyon sa yo gratis nan lòt fòm, tankou gwo karaktè, karaktè bray oswa fòm odyo.

### Nepali/Nepalese (Nepal):

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू नि:शुल्क रूपमा उपलब्ध हुन्छन् ।  
**1-833-764-7700 (TTY 1-833-889-6446)** मा फोन गर्नुहोस् ।

यदि तपाईंलाई यो वा AmeriHealth Caritas Ohio को अन्य कुनै पनि जानकारी पढ्न वा बुझ्न कुनै पनि समस्या हुन्छ भने कृपया तपाईंलाई कुनै पनि शुल्क नलाग्ने गरी मद्दतका लागि सदस्य सेवालार्इ **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 नि:शुल्क उपलब्ध हुन्छ । तपाईंले यो जानकारी अन्य स्वरूपहरूमा नि:शुल्क पनि प्राप्त गर्न सक्नुहुन्छ, जस्तै कि ठूलो छापा, ब्रेल वा अडियो ।

### Arabic:

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجانًا. 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 مجانًا بصيغ أخرى مثل مطبوعة كبيرة، أو بطريقة برايل أو بصيغة صوتية.



### Russian:

**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.

### Somali:

**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 xiriir 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.

### French:

**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 comprenez 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.

### Kinyarwanda (Burundi):

**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.

### Swahili:

**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 msaa 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.

### Uzbek (Uzbekistan):

**DIQQAT:** Agar siz o'zbek tilini bilsangiz, til bo'yicha yordam xizmati siz uchun bepul. **1-833-764-7700 (TTY 1-833-889-6446)** raqamiga qo'ng'iroq qiling.

Agar sizda ushbu ma'lumotni yoki boshqa AmeriHealth Caritas Ohio ma'lumotlarini o'qish yoki tushunishda muammo bo'lsa, iltimos, bepul yordam olish uchun **1-833-764-7700 (TTY 1-833-889-6446)** raqami orqali Xizmat ko'rsatish bo'limi bilan bog'laning. Biz bu ma'lumotni ingliz tilida yoki ona tilingizda tushuntirishimiz mumkin. Mazkur ma'lumotlar boshqa tillarda ham siz uchun bepul taqdim etiladi. Shuningdek, siz ushbu ma'lumotni katta hajmda, brayl alifbosida yoki audio kabi boshqa formatlarda bepul olishingiz mumkin.



Pashtu (Afghanistan):

توجه: که تاسی په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دې **1-833-764-7700 (TTY 1-833-889-6446)** شمېرې ته زنگ ووهئ.

که تاسې د دې معلوماتو یا هم د AmeriHealth Caritas Ohio د نورو معلوماتو لوستلو یا پوهېدلو کې مشکل لرئ، مهرباني وکړئ په وړیا ډول د مرستې لپاره د غړو خدمتونو سره په **1-833-764-7700 (TTY 1-833-889-6446)** شمېره اړیکه ونیسئ. مور کولی شو په انگلېسي ژبه کې یې ستاسې لومړنۍ ژبه کې دا معلومات تاسې ته تشریح کړو. په نورو ژبو کې معلومات تاسې ته د کوم لګښت پرته درکول کېږي. همدارنګه تاسې کولی شئ په وړیا ډول دا معلومات په نورو بڼو او فارمیټونو کې هم ترلاسه کړئ، لکه غټ چاپ، برېل، یا غږیز.

Turkish:

DİKKAT: Türkçe konuşuyorsanız, sizin için ücretsiz dil yardım hizmetleri mevcuttur. **1-833-764-7700 (TTY 1-833-889-6446)** numaralı telefonu arayın.

Bu notu veya başka herhangi bir AmeriHealth Caritas Ohio bilgi notunu okumada veya anlamada sorun yaşarsanız lütfen ücretsiz yardım için **1-833-764-7700 (TTY 1-833-889-6446)** no lu telefondan Üyelik Hizmetleri ile iletişime geçin. Bu bilgileri size İngilizce veya ana dilinizde açıklayabiliriz. Diğer dillerde size verilecek bilgiler için ücret talep edilmez. Bu bilgileri, büyük baskı, Braille alfabesi veya audio gibi diğer formatlarda da ücretsiz olarak alabilirsiniz.

Dari (Afghanistan):

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارائه 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 ارائه میشود. همچنان میتوانید این معلومات را به صورت رایگان در فارمت های سائر مانند چاپ بزرگ، خط بریلی یا صوتی دریافت کنید.

Vietnamese:

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.

Return Mail Processing Center  
200 Stevens Drive  
Philadelphia, PA 19113

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11196M Developed by Krames, a WebMD Ignite solution.

*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.*

## Be on the lookout for lead

Lead is highly toxic. Lead poisoning often does not cause any obvious symptoms. It is particularly dangerous for young children. Even low levels can cause trouble learning, paying attention, and behaving.

Lead can be found in:

- Dust from lead paints used in many homes built before 1978
- Drinking water that runs through lead pipes
- Soil around a home
- Toys and jewelry

Talk with your child's pediatrician about lead screening tests. You can also review the Ohio Healthy Homes and Lead Poisoning



Prevention Program materials for parents at [odh.ohio.gov/know-our-programs/childhood-lead-poisoning/for-parents](http://odh.ohio.gov/know-our-programs/childhood-lead-poisoning/for-parents).

Complete your child's first screening at age 1 to receive \$10 on your CARE Card. To receive \$15 on your CARE Card, complete your child's second screening at age 2.

### Earn rewards on your CARE Card for healthy habits — It's that easy!

To begin earning rewards, all you have to do is complete a health survey ([www.amerhealthcaritasoh.com/hra](http://www.amerhealthcaritasoh.com/hra)) or one of the recommended health screenings or doctor checkups.

You may use your card at any of the participating retailers:

- CVS
- Dollar General
- Family Dollar
- Rite Aid
- Walgreens
- Walmart
- Target
- Kroger

Remember to take your CARE Card with you. You will need the card to pay for your eligible items.