



AmeriHealth Caritas[™]
Ohio



AMERIHEALTH CARITAS OHIO QUICK START GUIDE

2025

Welcome to AmeriHealth Caritas Ohio, your plan for more. More benefits, programs, and rewards are just some of the ways we help you and your family get the healthcare you need.

This guide will provide you with important resources at your fingertips:

- Key phone numbers
- Quick start checklist
- Your healthcare services
- Making the most of your healthcare

Scan this QR code with your phone's camera to access this information online.



www.amerihhealthcaritasoh.com

KEY PHONE NUMBERS

Member Services | 1-833-764-7700 (TTY 1-833-889-6446)

24/7 help with questions, finding a doctor, and scheduling doctor visits and rides. We also offer help with reading or understanding any AmeriHealth Caritas Ohio information, using:

- Oral interpretation or translation
- Auxiliary aids and services
- Written information in your non-English primary language
- Written information in other formats, such as Braille or large print



Nurse Call Line | 1-833-625-6446 (TTY 1-833-889-6446)

24/7 confidential help with your health questions.

Schedule a ride for your healthcare | 1-833-664-6368

Call to schedule, cancel, or manage a ride.

Ohio CareLine for behavioral health support | 1-800-720-9616

24/7 confidential support from a behavioral health professional in times of stress and crisis.

Suicide & Crisis Lifeline | 988

24/7 national confidential support from a trained crisis counselor.

Ohio Medicaid Pharmacy Services | 1-833-491-0344

24/7 support from Gainwell Pharmacy Services (serving Ohio Medicaid members) to fill your prescriptions.

AmeriHealth Caritas Ohio provides covered care services to members through a provider agreement with the Ohio Department of Medicaid (ODM).

For help with questions or to update your contact information:

- Call the Ohio Medicaid Consumer Hotline: **1-800-324-8680 (TTY 711)**, Monday – Friday, 7 a.m. – 8 p.m., Saturday, 8 a.m. – 5 p.m.
- Visit the Ohio Benefits Self-Service Portal: **ssp.benefits.ohio.gov**

QUICK START CHECKLIST

As an AmeriHealth Caritas Ohio member, there are a few things you should do:



GET YOUR MEMBER ID CARD

We sent your AmeriHealth Caritas Ohio member ID card with this guide. Each plan member in your family will get their own card. You will need this card to get healthcare services, so always carry it with you.

Problems with your ID card? Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**.



CHOOSE YOUR HEALTHCARE PROVIDERS

AmeriHealth Caritas Ohio can help you see your doctor of choice.

We can also help you continue your current care where you choose.

Check our provider directory to make sure your providers are in our network. You can find our provider directory at **www.amerihhealthcaritasoh.com**. For a custom directory of providers by area or type, call Member Services.

Call Member Services right away if:

- The primary care provider (PCP) listed on your ID card is not your preferred provider.
- Your doctor's office says they don't accept AmeriHealth Caritas Ohio Medicaid coverage.
- You need help finding a provider in your area.





SIGN UP FOR THE MEMBER PORTAL

The AmeriHealth Caritas Ohio member portal can help you stay connected with the plan and access your health records. We offer two ways to use the member portal:

- Visit www.amerihhealthcaritasoh.com.
- Scan the QR code with your phone's camera to download the AmeriHealth Caritas Ohio (AHC Mobile) app.



TAKE A SHORT HEALTH SURVEY

Earn a **\$50 CARE Card reward** each year for completing your health survey! This survey helps us work with you toward your health goals. We offer three ways to take the survey:

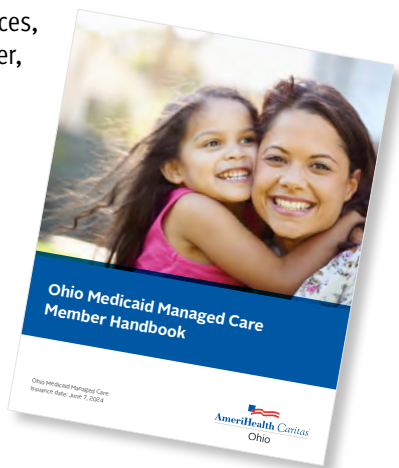
- Fill out the form included in your welcome kit and mail it to us.
- Sign in to the AmeriHealth Caritas Ohio member portal.
- Call Member Services.



REVIEW YOUR MEMBER HANDBOOK

This Quick Start Guide briefly describes our health plan information. In the AmeriHealth Caritas Ohio Member Handbook, you can learn much more about the plan, including benefits, rewards, programs, privacy practices, your rights and responsibilities as a member, and other topics.

To review the handbook, visit www.amerihhealthcaritasoh.com. You can call Member Services to ask us for a paper copy at no cost to you.



Stay in the know on Medicaid news and programs through Ohio Medicaid Member News! Sign up for this monthly newsletter at medicaid.ohio.gov/home/govdelivery-subscribe.



YOUR HEALTHCARE SERVICES



Department of
Medicaid



The Ohio Department of Medicaid and AmeriHealth Caritas Ohio listen to your feedback and work together to provide quality healthcare for you and your loved ones. As an AmeriHealth Caritas Ohio member, you will receive all medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose, or treat a medical condition.

Important: You must receive services covered by AmeriHealth Caritas Ohio from facilities and providers in our network. You may use providers who are not in the AmeriHealth Caritas Ohio network only for:

- Emergency services
- Federally qualified health centers (FQHCs) and rural health clinics (RHCs)
- Qualified family planning providers
- Providers approved by AmeriHealth Caritas Ohio before your visit

BENEFITS, PROGRAMS, AND REWARDS

As an Ohio Medicaid member, you get certain benefits. Through AmeriHealth Caritas Ohio, you can also get extra benefits, programs, and rewards. For example, with AmeriHealth Caritas Ohio, you can earn rewards with our CARE Card.

CARE CARD REWARDS

Earn rewards for healthy behaviors!

To start earning, just complete a health survey or one of the recommended health screenings. It's that easy.

Your CARE Card works like a gift card for select items at participating stores. At checkout, you can pay for eligible items — up to your available card balance — with your CARE Card. Any remaining balance will stay on your card, so you can use it for your next purchase. Earn new rewards to increase your card balance!



Items you can buy with your CARE Card include:*

- Adhesive bandages
- Air purifiers
- Baby diapers and wipes
- Body lotions
- Deodorants
- Dentures
- First-aid kits
- Mouthwash
- Shampoo and conditioner
- Shaving cream and razors
- Soap and body wash
- Sports drinks
- Sunscreen
- Toothpaste
- Toothbrushes

Participating stores:

You can use your CARE Card at more than 2,700 retail locations in Ohio, including CVS, Dollar General, Family Dollar, Giant Eagle, Kroger, Meijer, Rite Aid, Walgreens, and Walmart.

*Once your doctor lets us know that you have completed a healthy activity, we add rewards to your card. Eligible CARE Card program rewards are subject to change. AmeriHealth Caritas Ohio will let you know before the change. Members may not be eligible to earn all rewards listed. This list may not include all approved products. Rewards expire 12 months after your most recent reward or on member disenrollment. You cannot use your rewards to purchase alcohol, tobacco, or firearms. Your rewards may not be converted to cash. If you have questions, please call Member Services.

Your benefits include:**



Healthcare coverage. Access to routine checkups, sick visits, and emergency and hospital care. Visit the **Covered health services** section of this guide to learn more.



Care coordination. A Care Coordinator can help you manage your health conditions, find emergency food or housing, and more.



Dental care. Children and adults can get a dental cleaning and exam every six months. Coverage for dentures, fillings, crowns, and more may be covered when medically necessary.



Eye care. One exam and eyeglasses every 12 months (individuals ages 0 – 20 or age 60 and older). One exam and eyeglasses every 24 months (individuals ages 21 – 59). Additional eye care is available for members living with diabetes.



Rides. AmeriHealth Caritas Ohio works with the Non-Emergency Transportation (NET) program to offer rides for your covered health services. To schedule a ride, call **1-833-664-6368**. Try to call at least 48 hours before the trip. Questions? Call Member Services.



Food as Medicine program. Qualifying members can get home-delivered meals at no cost! These include members who are pregnant or post-delivery, are enrolled in our diabetes program, or were recently discharged from a hospital.



Housing help. A housing coordinator can help you find local safe and stable housing.



Pregnancy and postpartum care:

- Bright Start Beginnings Bundle with essentials for a new baby, like a baby carrier, sleep sack, pacifiers, and nursing pads
- Home-delivered meals for new moms and their families
- Help finding local safe and stable housing and up to \$750 toward housing-related expenses for pregnant members in emergency situations
- Bright Start® maternity program for help with scheduling visits and connecting to resources

** Some restrictions and limitations may apply. Questions?

Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**.



School essentials. Up to \$75 per child for school uniforms and supplies.



Care for members with diabetes:

- Home-delivered meals and nutrition counseling
- Mobile smartphone with continuous glucose monitoring (CGM) tools
- Special vision program:
 - One comprehensive eye exam every year
 - One new pair of glasses every two years and needed adjustments to lenses every year



Living Beyond Pain. This chronic pain management program can help you improve your pain management with non-opioid alternatives. This includes 15 additional chiropractic and 30 acupuncture visits per year.



Mobile phone. AmeriHealth Caritas Ohio members may qualify for the Lifeline Wireless program for a no-cost smartphone, unlimited talk and texting, and 4.5 GB of data.* To learn more or apply, go to mybenefitphone.com. If you can't apply online, call Member Services.



Learn while you earn! Through Motiv mobile gaming, answer health trivia questions to earn rewards on your CARE Card:

- Scan the QR code to visit the Apple App Store or Google Play.



- Download one of the games from Motiv Health Studios, LLC.
- Create your account using your plan member ID. The activation code is **ACOH**.
- Start playing and earning CARE Card rewards.



Mission GED. This program can help you further your education and earn your GED certificate. It includes motivational coaching and vouchers to help with testing expenses.



Home health aide training. Members can get the Ohio Council for Home Care & Hospice's Home Health Aide Training Program at no cost. This guided course trains and certifies new home health aides, meeting both Centers for Medicare & Medicaid Services (CMS) and PASSPORT requirements.



Weight Watchers (WW) online membership. Members ages 18 – 64 can get WW membership at no cost for six months (up to a \$250 value).

*Pulsewrx, Inc. is an authorized distributor through SafetyNet Wireless. The Lifeline Program is a non-transferable government benefit limited to one discount for each program per eligible household. For the full terms and conditions, visit <https://safetynetwireless.com/safetynet-other-states-terms-conditions-service>.





COVERED HEALTH SERVICES

Medically necessary services that are covered for all Ohio Medicaid members include:

- Acupuncture (to treat certain conditions)
- Allergy services
- Ambulance and wheelchair van transportation
- Behavioral health services (mental health and substance use disorder treatment)
- Certified nurse midwife services
- Certified nurse practitioner services
- Chemotherapy services
- Chiropractic (back) services
- Dental services
- Developmental therapy services for children from birth to age 6 years
- Diagnostic services (X-ray, lab)
- Doula services
- Durable medical equipment (breast pump, breast milk storage bags, walking aid, blood pressure)
- Emergency services
- Family planning services and supplies
- Freestanding birth center services at a freestanding birth center
- Federally qualified health center (FQHC) and rural health clinic (RHC) services
- Gynecological (OB/GYN) services
- Home health services
- Hospice care

- Inpatient hospital services
- Medical nutrition therapy (MNT) services
- Nursing facility services (except where ODM determines the member will return to fee-for-service Medicaid)
- Maternity care (prenatal and postpartum), including at-risk pregnancy services
- Outpatient hospital services
- Pharmacist services/provider-administered drugs (all other pharmacy services are covered by Gainwell)
- Physician services
- Physical and occupational therapy
- Physical exam needed for employment or job training programs, if the exam is not provided free of charge by another source
- Podiatry (foot) services
- Prescription drugs, including certain prescribed over-the-counter drugs
- Preventive mammogram breast cancer and cervical cancer screenings
- Primary care provider services
- Private-duty nursing services
- Renal dialysis (kidney disease) services
- Respite services for members under age 21 years, with long-term services and supports (LTSS) for members with behavioral health needs
- Screening and counseling for obesity
- Services for children with medical handicaps (Title V)
- Shots (immunizations)
- Specialist services
- Speech and hearing services, including hearing aids
- Telehealth services
- Tobacco cessation services, including tobacco cessation counseling and FDA-approved medicines for tobacco cessation. Call **1-800-QUIT-NOW (1-800-784-8669)** for help with quitting tobacco.
- Vision (optical) services, including eyeglasses
- Well-child (Healthchek) exams for children under age 21
- Yearly well-adult exams

For a full list of services, visit www.amerihhealthcaritasoh.com or call Member Services to ask for a member handbook. You can also learn more at medicaid.ohio.gov/families-and-individuals/srvcs.



MAKING THE MOST OF YOUR HEALTHCARE

EMERGENCY SERVICES

Emergency services are for a medical problem that a provider must treat right away. We cover care for emergencies both in and out of your home county. You do not have to contact AmeriHealth Caritas Ohio before you get emergency services.

If you have an emergency, call **911** or go to the nearest emergency room (ER):

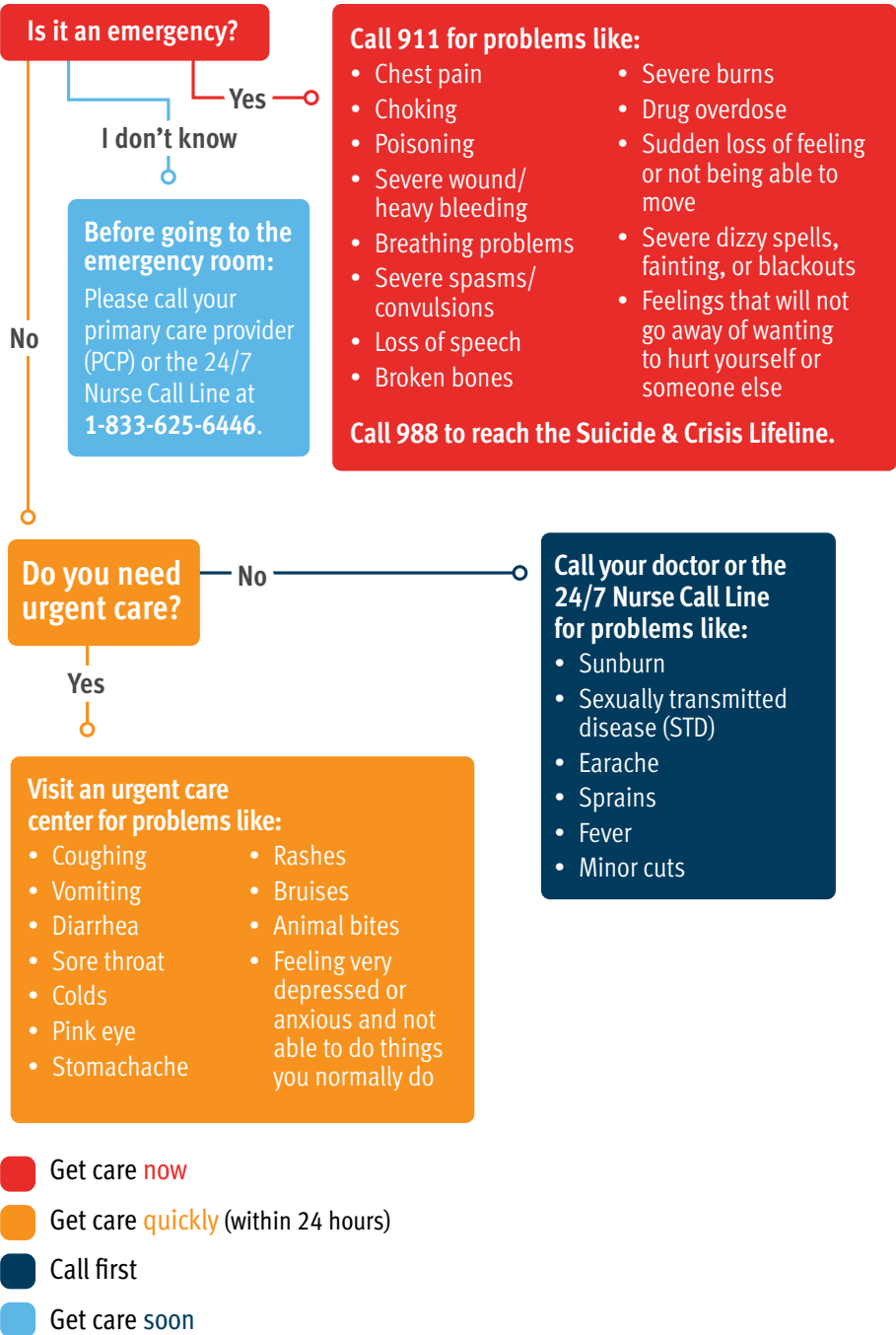
- Show them your AmeriHealth Caritas Ohio member ID card.
- If you stay at a hospital, make sure AmeriHealth Caritas Ohio is called within 24 hours.
- If the provider who treats your emergency thinks you need additional related medical care, the provider must call AmeriHealth Caritas Ohio.

Not sure if you need to go to the ER? Call your primary care provider (PCP) or the 24/7 Nurse Call Line at **1-833-625-6446 (TTY 1-833-889-6446)**.

Review **How and When to Get Care** to learn more.

If you have behavioral health needs, call Member Services or the Ohio CareLine for emotional support at **1-800-720-9616**. If you have a behavioral health crisis, call **988** to reach the 24/7 Suicide & Crisis Lifeline.

HOW AND WHEN TO GET CARE



TELEHEALTH

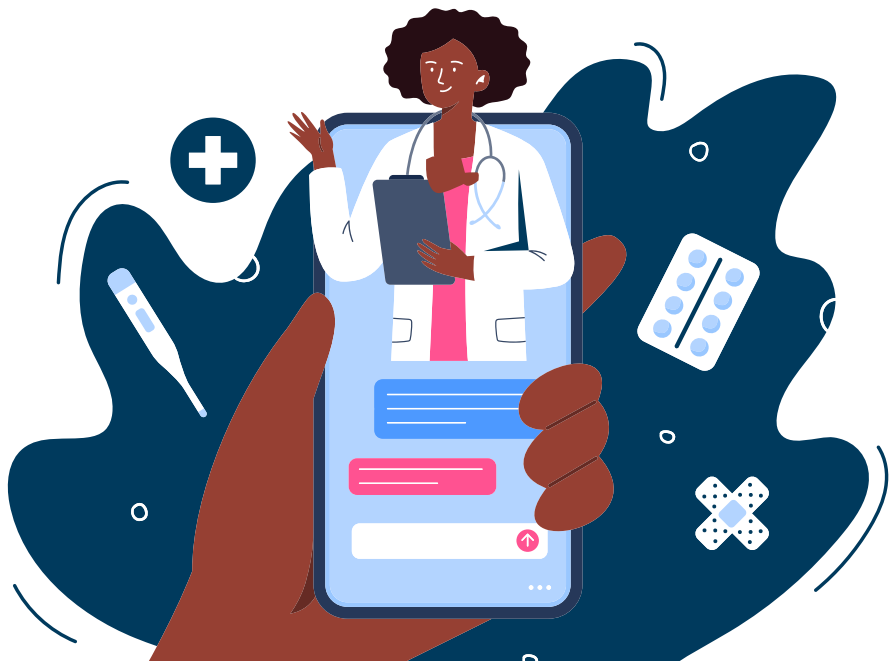
You can use telehealth to connect with a provider outside of their office. Ask your provider if you can video chat with them through a computer, tablet, or smartphone.

AmeriHealth Caritas Ohio covers telehealth appointments with MDLIVE at no cost to members. MDLIVE's healthcare providers can help 24/7 with over 80 common conditions, including:

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

Use any of these ways to sign up for MDLIVE or connect to an MDLIVE healthcare provider:

- Download the MDLIVE app in the Google Play store or Apple App Store.
- Visit www.mdlive.com/aco.
- Call **1-888-743-6582**.
- Text **ACOH** to **635483** (message and data rates may apply).





PHARMACY BENEFITS

As an Ohio Medicaid member, your go-to for pharmacy services is Gainwell Pharmacy Services.

You can find Gainwell's member handbook in the AmeriHealth Caritas Ohio Member Handbook. You can also call the Gainwell Customer Support Center at **1-833-491-0344** or visit **spbm.medicaid.ohio.gov** to view the handbook or learn about:

- Prescriber and member educational materials
- Frequently asked questions
- Medicines that Gainwell covers (searchable directory)
- Medicine pricing and recalls
- Pharmacy providers working with Gainwell (searchable directory)
- Centers for Medicare & Medicaid Services (CMS) announcements
- Boards and committees, including meeting agendas and minutes
- Claims processing and billing
- Prior authorization procedures and forms

PRIOR AUTHORIZATION

AmeriHealth Caritas Ohio needs to approve some services as medically necessary before you receive them. This is called prior authorization.

To get a prior authorization, your provider must make a request to AmeriHealth Caritas Ohio through the Ohio Department of Medicaid portal. For the list of services that need prior authorization, visit our provider pages at www.amerihealthcaritasoh.com > **Providers > Provider Resources > Prior Authorizations.**

NOTICE OF NON-DISCRIMINATION

DISCRIMINATION IS AGAINST THE LAW

AmeriHealth Caritas Ohio complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). AmeriHealth Caritas Ohio does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Ohio provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.). AmeriHealth Caritas Ohio provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact AmeriHealth Caritas Ohio Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by mail, phone, or online.

Mail: AmeriHealth Caritas Ohio
Attn: Civil Rights Coordinator
P.O. Box 7133
London, KY 40742

Phone: **1-833-764-7700 (TTY 1-833-889-6446)**

Online: <https://apps.amerihealthcaritasoh.com/securecontact/index.aspx>

If you need help filing the grievance, the AmeriHealth Caritas Civil Rights Coordinator 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

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: **1-800-368-1019 (TDD 1-800-537-7697)**

Online: www.hhs.gov/ocr/office/file/index.html

This notice is also available at AmeriHealth Caritas Ohio's website
www.amerihealthcaritasoh.com.

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.amerihealthcaritasoh.com/privacy-notice.aspx

MULTI-LANGUAGE INTERPRETER SERVICES

If you have a problem reading or understanding this information or any other AmeriHealth Caritas Ohio information, please contact our Member Services toll-free at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week for help at no cost (free) to you. Call if you would like:

- Oral interpretation, oral translation
- Auxiliary aids and services
- Written information in your non-English primary language
- Written information in other formats, such as braille or large print

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**).

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**).

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**).

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**).

Nepali/Nepalese (Nepal) 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 ।

Arabic

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

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

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**).

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

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)**.

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)**.

Uzbek (Uzbekistan) DIQQAT: Agar ingliz tilida gapirmasangiz, siz uchun bepul til yordam xizmatlari mavjud. **1-833-764-7700 (TTY 1-833-889-6446)** ga qo'ng'iroq qiling.

Pashtu (Afghanistan)

توجه: که تاسې 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.

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)**.

Tigrinya ኣስተውዕል :- ቋንቋ ትግርኛ ዘይትዘረብ እንተደኣ ሽንካ ብናጻ ዝወሃብ ኣገልግሎት ሓገዝ ንዓኻ ክፋት እዩ። ናብ **1-833-764-7700 (TTY 1-833-889-6446)** ደውል።

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** به تماس شوید.



www.amerihealthcaritasoh.com