

Like us or follow us!

Stay up to date on member news, health and wellness tips, events in your community, helpful resources, and more.



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REMINDER!

Avoid losing your Medicaid coverage

Do you know when your annual renewal date is?



➤ If not, call Member Services or your local County Department of Job and Family Services (CDJFS) at **1-844-640-6446**, Monday through Friday, 8 a.m. to 4 p.m. People lose their Medicaid coverage because they didn't realize it was up. Please be aware of your dates and if you're unsure or need help renewing, please call Member Services at **1-833-764-7700** (TTY **1-833-889-6446**), 24 hours a day, seven days a week.

Remember, you can renew by:



Mail



Phone



Online



In-person

www.amerihealthcaritasoh.com



PROTECT YOURSELF AND YOUR COMMUNITY: Why flu vaccines are important



Every year, the flu virus changes and scientists make a new vaccine to fight the most common types expected that season. The flu is not a bad cold; it's a potentially serious illness with symptoms like fever, cough, and sore throat. It can cause you to need to visit the hospital or even die. That's why getting a flu shot is important. It can protect you from the most common types of flu expected that season.

After you get your flu shot, it can take about two weeks to protect your body. Getting vaccinated helps reduce your risk of catching the flu and passing it on to others, especially those who are more at risk such as babies, older adults, and/or people with ongoing health problems. Don't wait! Talk to your doctor or healthcare provider about the flu shot. Protect yourself, your family, and your community this flu season.

ACT TODAY

- Call your doctor or healthcare provider to schedule a vaccine appointment.
- Need help scheduling an appointment? Call Member Services at **1-833-764-7700** (TTY **1-833-889-6446**), 24 hours a day, seven days a week.

Sources:

"Who Needs a Flu Vaccine," Centers for Disease Control, Oct. 3, 2024, https://www.cdc.gov/flu/vaccines/vaccinations.html#cdc_generic_section_4-people-who-should-not-get-a-flu-shot

"Seasonal Flu Vaccine Basics," Centers for Disease Control, Sept. 17, 2024, <https://www.cdc.gov/flu/vaccines/index.html>

"Key Facts About Seasonal Flu Vaccine," Centers for Disease Control, Sept. 17, 2024, <https://www.cdc.gov/flu/vaccines/keyfacts.html>



NEW!

Pediatric Wellness Team

AmeriHealth Caritas Ohio has a new Pediatric Wellness Team. They can help you schedule well-child visits, dental appointments, transportation, and many other resources within your community for your child's needs.



FACT #1:

Kids need well-child visits at 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months.

After age three, children should be seen every year for a well visit (and adults, too!) Attending these visits can earn rewards on your CARE Card.

If you need help scheduling, call the Pediatric Wellness Team at **1-833-891-1700**, Monday through Friday, 8 a.m. to 5 p.m.



FACT #2:

Your child's doctor may be trained to provide oral health exams.

Children should see the dentist by their first birthday or within six months after they get their first tooth. The dentist will tell you when they need to come back.

If you need help scheduling your child's dental appointment, call the Pediatric Wellness Team at **1-833-891-1700**, Monday through Friday, 8 a.m. to 5 p.m.

Vaccines

Vaccines help fight off germs and illness. Some people may have side effects from a shot such as a fever, tiredness, and/or body aches. These usually go away in one to two days. Staying on track with these visits help keep your child on their immunization schedule. As your child gets older, they will need fewer vaccinations. If you have any concerns, talk to your child's doctor.

Lead screenings

Your child will have a lead screening test at their 12-month and 24-month well-child visits. The doctor will take a small sample of blood from their finger, heel, or arm. Testing is important because many children will not have symptoms. Elevated levels of lead in the blood may cause:

- Slowed growth and development
- Learning and behavior problems
- Hearing and speech problems
- Damage to the brain and nervous system

If your child is six years old or younger, and you don't know if they were tested, please talk with their doctor.

Virtual autism assessments

AmeriHealth Caritas Ohio has partnered with the Zest Pediatric Network to offer virtual autism evaluations. If your child is between 18 months and 11 years old and has shown signs of a developmental delay or autism spectrum disorder, or is currently on a waitlist for evaluation, the Zest Pediatric Network is here to support you. Whether concerns have been raised by you, your child's doctor, or teacher, our team will help you with the next steps. You can go online now at <https://zestpeds.com/autism> and select Start the Evaluation Process <https://zestpeds.com/autism-contact-form>. If you need help with scheduling, call the Pediatric Wellness Team at **1-833-891-1700**, Monday through Friday, 8 a.m. to 5 p.m.



Behavioral Health Assessment for OhioRISE

According to the Centers for Disease Control (CDC), nearly one in five children ages 3-17 suffer from an emotional or behavioral health condition.¹ Also, suicide is the leading cause of death for Ohio children ages 10-14, and second leading cause of death for those ages 14-24, the Ohio Children's Hospital reports.²

If you or your child, ages 0-20, is having behavioral health problems, OhioRISE can help. These can include:

- Mental health needs
- Substance use challenges
- Autism or other developmental delays
- Legal involvement or involvement with child protective services
- Difficulties at school
- Difficulties with relationships, including peer and/or family

OhioRISE is a specialized behavioral health program that works with us. To find out if you are eligible for OhioRISE, you can schedule a Child and Adolescent Needs and Strengths (CANS) assessment. Please contact CareStar at **1-800-616-3718** or email **CANS@CareStar.com**; or contact the Pediatric Wellness Team at **1-833-891-1700**, Monday through Friday, 8 a.m. to 5 p.m. for more information.

Sources:

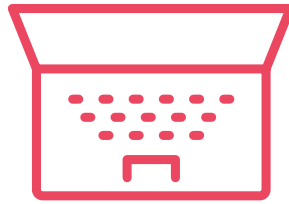
"Older children and teens need vaccines too!" Centers for Disease Control, June 20, 2025, <https://www.cdc.gov/vaccines/imz-schedules/adolescent-easyread.html>

"Good Oral Health Starts Early: AAP Policy Explained," David Krol, MD, MPH, FAAP, Kaitlin Whelan, MD, FAAP, Healthychildren.org, December 19, 2022, <https://www.healthychildren.org/English/healthy-living/oral-health/Pages/Brushing-Up-on-Oral-Health-Never-Too-Early-to-Start.aspx>

"OhioRISE (Resilience through Integrated Systems and Excellence)," Ohio Department of Medicaid, accessed Sept. 8, 2025, <https://managedcare.medicaid.ohio.gov/managed-care/ohiorise>

1. "Data and Statistics on Children's Mental Health," Centers for Disease Control, June 5, 2025, <https://www.cdc.gov/children-mental-health/data-research/index.html>

2. "Ohio Youth Suicide Prevention Collaborative," Ohio Children's Hospital Association, accessed Sept. 5, 2025, <https://ohiochildrenshospitals.org/how-we-collaborate/zerosuicide/>



Did you know that as a member of AmeriHealth Caritas Ohio you have access to telehealth appointments? With MDLIVE, you do. It's an alternative to going to the doctor's office – at no cost to you.

Bringing healthcare home to you

We are excited to announce a new benefit for your in-home healthcare needs. Bridging the gap between health and care is important to improve outcomes. We now partner with Total Care Connect (TCC) to bring quality healthcare directly to your doorstep. As an AmeriHealth Caritas Ohio member, it's no cost to you!

Our dedicated care coordination team works closely with TCC's team to make certain in-home services are offered and/or delivered to you.

Here are the in-home services we offer:

- Well-child visits
- Annual adult wellness visits
- Pregnancy risk assessment
- Colorectal cancer screening
- Behavioral health screenings
- And more!

This coordinated effort can assist you in meeting any medical, behavioral health, and social needs (like transportation, housing, and food access). You'll receive personalized care in the comfort of your own home to make it easy and convenient for you.

To learn more about in-home services and other options call our Rapid Response team at **1-833-464-7768** (TTY **1-833-889-6446**), Monday through Thursday, 8 a.m. to 7 p.m. and Friday 8 a.m. to 5 p.m.

What can MDLIVE help with?

MDLIVE providers can address a wide range of common health issues, including:

- Cold, flu, and COVID-19 symptoms
- Allergy and sinus problems
- Sore throat, cough, and respiratory issues
- Stomachaches, constipation, and diarrhea
- Ear pain and pink eye
- Rash and insect bites
- Urinary tract infections (UTIs) & yeast infections
- And more!



How can I connect with MDLIVE?

Fast, professional care – when and where you need it most!

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



Home Health Aide Training Program

Are you looking for a rewarding career where you can make a real difference in the lives of others?

Consider signing up for our Home Health Aide Training Program – at no cost to you.

This program provides the training and certification needed to become an Ohio home health aide.

Participants in the program get virtual classroom and hands-on training to learn how to work with people who need personal care and support. You will learn how to help with everyday tasks like bathing, dressing, mobility, and meal preparation, as well as how to ensure a safe and comfortable home environment for your clients. Becoming a home health aide not only empowers you to support others—it can also be the first step in a long-term career in healthcare.

Whether you're starting a new career or looking to grow your skills in the healthcare field, this opportunity can open doors to stable and meaningful employment. To learn more and see if you qualify, visit <https://www.amerihhealthcaritasoh.com/member/benefits/home-health-aides-training-program> and sign up today.



Scan the QR code with your phone and check out when the Mobile Wellness and Opportunity Center will be in

your community. We offer a variety of programs addressing education, safety, transportation, nutrition, and preventive health services. Join us for classes, wellness events, and health screenings — at no cost to you!



Play ad-free mobile games through the Motivv app.



Scan the QR code with your phone and follow these steps to download:

1. Visit the App Store or Google Play store.
2. Select one of the games from Motivv Health Studios, LLC, and download it.
3. Create your account. You will need your AmeriHealth Caritas Ohio Member ID. The activation code is ACOH.
4. Start playing and earning CARE Card funds.

You will be able to answer health trivia and earn CARE Card rewards at no cost to you!*

*Some restrictions and limitations may apply. Call Member Services at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week to learn more.



SIMPLE AND EFFECTIVE: **Take charge with life-saving health checks**

Celebrate how amazing you are by making your health top of the list. You are worth it, and your future self will thank you!

As the fall and winter sports seasons start and you see players wearing their cancer awareness colors and people in your community wearing cancer awareness ribbons, let their courage inspire you to take control of your health with breast and cervical cancer screenings.

Breast and cervical cancer screenings are some of the best steps you can take for your future. It is your personal game plan for winning!

Breast Cancer Screenings: The power of finding cancer early

You are strong, resilient, and worth protecting! When cancer is found early, treatments work much better. This gives you every reason to feel good about staying healthy for all the moments that matter most.

What you need to know:

- Health experts say people ages 40 – 74 should have breast cancer screenings every two years.
- If breast cancer runs in your family, you may need to start getting tested earlier.
- Talk to your doctor about what is right for your body and situation.

Cervical Cancer Screenings: Win by stopping cancer before it starts

Cervical cancer is one of the easiest cancers to detect! With regular testing, you are not just getting checked – you are winning against a disease before it even has a chance to start. How amazing is that?

The Pap test is like your personal health superhero. It finds problems before they become big problems and helps keep you in control of your health. What is even better is that members ages 21 to 64 can get **\$50** on their CARE Card by getting a cervical cancer screening. You can get this reward once every three years.

What you need to know from health experts:

- People with a cervix ages 21 to 29 should get screened for cervical cancer every three years.
- People with a cervix ages 30 to 65 should get screened for cervical cancer every three to five years, depending on what test is done.

Ready to act?

Your health journey starts with one phone call. We believe in you! Schedule your tests today and join a community of people who refuse to leave their health to chance. Call your doctor or call our Member Services at **1-833-764-7700** (TTY **1-833-889-6446**), 24 hours a day, seven days a week.

Source: U.S. Preventive Services Task Force (USPSTF) <https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/cervical-cancer-screening>
American Cancer Society <https://www.cancer.org/cancer/types/cervical-cancer/detection-diagnosis-staging/cervical-cancer-screening-guidelines.html>.



CAHPS Reminder

Help us better help you

AmeriHealth Caritas Ohio uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey each year to evaluate services important to you. The survey is mailed to a random sample of members. Survey results tell us how you feel about your healthcare providers, our plan, and the care you receive. It helps us improve our programs to better support our mission to help people get quality care, stay well, and build healthy communities.

The next CAHPS survey will be mailed in early 2026. We would appreciate your time and feedback on responding to this survey. We look forward to hearing from you.

Doula services

We cover doula services for pregnant and postpartum members. A doula is a trained, non-medical professional who can advocate for you during and after your pregnancy. They provide support before, during and after childbirth.

To learn more about our Bright Start maternity care coordination program, call us toll-free at **1-833-606-2727** (TTY **1-833-889-6446**), 8 a.m. to 5 p.m., Monday through Friday, or visit www.amerihhealthcaritasoh.com/member/eng/getting-care/pregnancy.aspx. The care coordination staff are available to answer questions, provide educational materials, and work with you during your pregnancy.

Earn rewards on a reloadable gift card by doing things to stay healthy!

Did you know you could use your card at these participating stores:



DOLLAR GENERAL

FAMILY DOLLAR



NEW and UPDATED Value-Added Services/ Incentives for 2026:

- Asthma bundle for members under 18 with a diagnosis of asthma to support a healthy home environment.
- **\$25** CARE Card benefit for flu vaccination.
- **\$30** CARE Card benefit for pediatric members with two or more antipsychotic prescriptions completing blood glucose and cholesterol testing.
- **\$30** CARE Card benefit for well-child visits age 0-15 months. This is an increase from \$20 per visit.
- **\$150** allowance towards purchase of contact lenses per calendar year.

We have special healthcare programs for you

AmeriHealth Caritas Ohio has special healthcare programs to help you stay healthy at no cost to you. These are interactive. You work directly with a Care Manager to help you get the best services and information for your health needs. No referral required.

To help our members, we offer the following special healthcare programs:

- Diabetes
- Pregnancy
- Care Coordination
- Complex Care Management (multiple chronic conditions)
- Other special programs (Dental, Food as Medicine, Pain Management, and Vision)

Your PCP, specialist, or other healthcare provider may also talk to you about becoming a part of a program. To learn more or to join, you can:

- Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. Your PCP can also call Member Services for more information about:
 - Who is eligible to participate
 - How to use program services
 - How to join or leave the program
- Log in to our member portal at **<https://memberportal.amerihealthcaritasoh.com/apps/userauth/log-in.aspx>**. Go to **Enroll in a Special Program**.



Oncology Pathway

AmeriHealth Caritas Ohio Care Coordination offers dedicated support for members living with cancer. Empowering Care Choices helps you align treatment with your personal goals and values, make confident decisions, and focuses on what matters most to you throughout your care. If you are interested in learning more, please call our care coordination team at **1-833-464-1700**, Monday through Friday, from 8 a.m. to 5 p.m.

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**



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:

- Sign language, 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 مجاناً. 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)

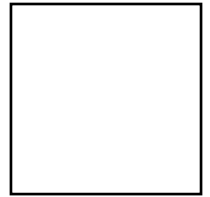
توجه: که تاسې په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دې **1-833-764-7700** (TTY **1-833-889-6446**) شمېرې ته زنگ ووهئ.

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 አስተውሉ:- ቋንቋ ትግርኛ ዘይትዘረብ እንተደኣ ኹንኩ ብናጻ ዝወሃብ ኣገልግሎት ሓገዝ ንዓኹ 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 ارایه میشود. با نمبر **1-833-764-7700** (TTY **1-833-889-6446**) به تماس شوید.



Navigating your mental health during the holiday season



The holidays can be a time of joy, togetherness, and celebration, but they can also be a difficult period of stress, anxiety, and loneliness. Navigating mental health during the holidays requires a combination of self-awareness, self-compassion, and intentional choices. Planning how you will approach the holidays can help you remain at ease.

Here are some things to keep in mind:

1. Recognize your feelings
2. Set real expectations
3. Create boundaries
4. Reach out for support
5. Create meaningful traditions

Source: "Navigating Mental Health During the Holidays: A Compassionate Guide," Center for Behavioral Medicine, Knoxville, accessed Sept. 8, 2025, <https://knoxvillebehavioralmedicine.com/131-2/>

24/7 Nurse Call Line: If you need to speak to a registered nurse, call **1-833-625-6446 (TTY 1-833-889-6446)**. They help you decide whether you need to get help now or whether it's safe to wait. Our nurses are available 24 hours a day, seven days a week. If you have an emergency, please call **911**.

All images are used under license for illustrative purposes only. Any individual depicted is a model.