



AmeriHealth Caritas Louisiana **Member Benefits**

www.amerihealthcaritasla.com


AmeriHealth Caritas[®]
Louisiana

AmeriHealth Caritas Louisiana Member Benefits

| Services | Benefits | | |
|--|---|--|---|
| Member Services | 1-888-756-0004 (TTY 1-866-428-7588); available 24 hours a day, seven days a week | | |
| Access to health information online, mobile apps, texting, and social media programs | <p>www.amerihealthcaritasla.com/memberportal</p> <p>AmeriHealth Caritas Louisiana’s member portal is a secure website where you can see your recent health history. Using any computer or mobile phone, you can track claims, learn about your health risks, and more. Using the member portal is fast, easy, and available at no cost to you.</p> <table border="0" data-bbox="412 506 1503 688"> <tr> <td data-bbox="412 506 943 688"> Texting and social media programs <ul style="list-style-type: none"> • Text4baby • Text4kids • Text4health </td> <td data-bbox="943 506 1503 688"> Mobile apps <ul style="list-style-type: none"> • AmeriHealth Caritas Louisiana mobile app </td> </tr> </table> | Texting and social media programs <ul style="list-style-type: none"> • Text4baby • Text4kids • Text4health | Mobile apps <ul style="list-style-type: none"> • AmeriHealth Caritas Louisiana mobile app |
| Texting and social media programs <ul style="list-style-type: none"> • Text4baby • Text4kids • Text4health | Mobile apps <ul style="list-style-type: none"> • AmeriHealth Caritas Louisiana mobile app | | |
| Applied behavioral analysis (ABA) | Members under the age of 21 are eligible for ABA services. Your provider can submit a request for prior authorization, which will then be reviewed by AmeriHealth Caritas Louisiana. | | |
| Community programs | <p>On the Move: A series of signature events that teach adults and children how healthy activities can be fun.</p> <p>Healthy Hoops®: A hands-on basketball event for children ages 3 – 18, which teaches children and families how to manage their asthma and weight through appropriate use of medicine, proper nutrition, monitored exercise, and recreational activities.</p> <p>Community Support Group meetings at Community Wellness Centers.</p> | | |
| Care management programs | <p>Chronic illness such as asthma, congestive heart failure, diabetes, hepatitis C, HIV, obesity, sickle cell anemia.</p> <p>High-risk pregnancy.</p> <p>Chronic pain management, including chiropractic care, massage therapy, dry needling, TENS device, and gym membership or fitness kit, ages 21+, if you qualify.</p> <p>Cystic fibrosis screening.</p> <p>Remote patient monitoring and equipment, if you qualify.</p> | | |
| Dental — child (up to age 21) | The Louisiana Department of Health offers members the option to choose DentaQuest or Managed Care of North America (MCNA) as the child dental provider. For more information, call DentaQuest at 1-888-278-7310 or MCNA at 1-855-702-6262. | | |
| Dental — adult (ages 21 and older) | Dental exams, cleanings, fillings, extractions, and X-rays with a federally qualified health center. Complete dental services on any treatment up to \$500 maximum per calendar year. For more information or for assistance in locating a dental service provider in your area, contact Member Services. | | |
| Nonemergency medical transportation (NEMT) | <p>For nonemergency situations, AmeriHealth Caritas Louisiana provides NEMT to appointments when you are getting health care services and other needed medical care. We will make sure you have the kind of transportation you need.</p> <p>You will need to schedule your transportation to your appointments at least 48 hours in advance of the appointment time.</p> <p>If you have questions or want to schedule transportation, call 1-888-913-0364 (Monday through Friday, 7 a.m. to 7 p.m.). If you are waiting for a ride that has already been scheduled and you want to check on the status, please call the ride assist line — also known as “Where’s My Ride?” — at 1-888-913-0364.</p> | | |

AmeriHealth Caritas Louisiana Member Benefits

| Services | Benefits | | | | |
|--|---|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
| Pain management — adult (ages 21 and older) | Living Beyond Pain is offered to eligible members enrolled in case management. Members in the program work with their Care Manager to learn about all pain treatment options available. | | | | |
| Pharmacy copays | There are no copays for children, pregnant women, family planning supplies, members in Long Term Care facilities or institutions, or Native American or Alaska Native members. For others, if the medicine is: | | | | |
| | <table border="0"> <tr> <td>\$5 or less = \$0.00 copay</td> <td>\$5.01– \$10.00 = \$0.50 copay</td> <td>\$10.01 – \$25 = \$1 copay</td> <td>\$25.01 – \$50 = \$2 copay</td> <td>Over \$50 = \$3 copay</td> </tr> </table> | \$5 or less = \$0.00 copay | \$5.01– \$10.00 = \$0.50 copay | \$10.01 – \$25 = \$1 copay | \$25.01 – \$50 = \$2 copay |
| \$5 or less = \$0.00 copay | \$5.01– \$10.00 = \$0.50 copay | \$10.01 – \$25 = \$1 copay | \$25.01 – \$50 = \$2 copay | Over \$50 = \$3 copay | |
| Pharmacy — extra medication supply for school | <ul style="list-style-type: none"> • Asthma inhaler • EpiPen® • Diabetes testing meter • Insulin • Insulin needles • Lancets • Test strips • Alcohol swabs • Glucagon • ADHD medications — immediate release formulation only • Diastat • Spacers | | | | |
| Pharmacy — over-the-counter (OTC) medications | Select products available with a prescription and copay. | | | | |
| Pregnancy program | <p>Enrollment in Bright Start® program for pregnant members.</p> <p>Keys to Your Care® text messaging program with helpful information each week of pregnancy, through baby's first 15 months.</p> <p>Pack-and-Play with sheet for completing prenatal visits, if you qualify.</p> <p>Home-delivered meals to support health pregnancy, if you qualify.</p> <p>Baby shower, education, and essential supplies for women who are pregnant or up to two years postpartum, if you qualify.</p> <p>Doula and perinatal community health worker services, including in-home care, lactation counseling, education, and referrals, up to 60 days after delivery.</p> <p>Enhanced access to Nurse Family Partnership for highest-risk first-time pregnancies</p> <p>Remote patient monitoring, if you qualify.</p> | | | | |
| Quit smoking | <p>Phone, web, and text-based counseling for each try to quit smoking and vaping, including:</p> <ul style="list-style-type: none"> • Five sessions for all members • Two more sessions for pregnant or postpartum members • Two more sessions for members with behavioralhealth conditions • Nicotine replacement therapy for up to 12 weeks | | | | |
| Vaccinations — adult (ages 21 and older) | Vaccines and immunizations provided in accordance with state plan services. | | | | |
| Vision — adult (ages 21 and older) | <p>One routine eye exam per calendar year with a \$0 copay.</p> <p>\$100 for prescription eyeglasses (frames and lenses) or contact lenses each year.</p> | | | | |
| Wider Circle: | Access to Wider Circle neighborhood health and peer-to-peer social support network-based program, including meetings and community events to connect members who have similar conditions for peer support. | | | | |
| Weight management program (ages 17 and older) | Make Every Calorie Count: Members in the program get two visits with a registered dietitian each year and a gym membership. Members must be enrolled in the program to get the gym membership. | | | | |
| Weight management program (ages 16 and younger) | Make Every Calorie Count: Members in the program get two visits with a registered dietitian each year. | | | | |

AmeriHealth Caritas Louisiana Member Benefits

| Services | Benefits |
|---|--|
| More benefits | <p>Care meals: Home-delivered meals post discharge for eligible members.</p> <p>GED® registration fees voucher: Receive a voucher to pay for the cost of taking the GED exam.</p> <p>Gym memberships at no cost for members 18 years and older who complete one adult well visit annually. Members must complete one well visit each year to continue the benefit. This includes access to an on-demand digital workout library and home fitness kits.</p> <p>Housing and Nutrition program: Up to 90 days of respite care, with health care and social services, for members experiencing homelessness, if they qualify.</p> <p>Home assessments and financial assistance toward remediation of identified risks such as pests, mold, limited home repairs, and mobility upgrades, for members who qualify.</p> <p>Heart Healthy Monitoring Program, including blood pressure cuffs and digital scales, if you qualify.</p> |
| CARE Card eligible activities | With the AmeriHealth Caritas Louisiana CARE Card, you may be eligible to get rewards for doing things that help you stay healthy.* |
| Adult well visits (ages 21 and older) | \$20 in rewards for a primary care provider visit within 90 days of enrollment, and annually after the first year |
| Child well visits (birth – age 20) | \$20 in rewards for completing six well visits (birth – 15 months) \$15 in rewards for an annual well visit (ages 2 – 20) |
| Diabetic screenings | \$10 in rewards for completing all three: dilated eye exam, kidney screening, and A1c (blood sugar) test for members diagnosed with diabetes |
| Pregnancy notification- | \$25 in rewards for completing a Notice of Pregnancy form or calling Bright Start to inform us of your pregnancy in your first 12 weeks |
| Prenatal exams | \$25 in rewards for a prenatal visit in your first 12 weeks of pregnancy |
| Postpartum exam (7 – 84 days after delivery) | \$20 in rewards for a postpartum visit |
| Wellness screenings | \$10 in rewards for cervical cancer screening for women (ages 21 – 64) \$10 in rewards for colorectal cancer screening (ages 45 – 75) |
| Other rewards | <p>\$10 in rewards for a completed health needs assessment within 90 days of enrollment in the health plan</p> <p>\$5 in rewards for a flu shot</p> <p>\$10 in rewards for follow-up assessment after behavioral health hospitalization (limit three per year)</p> <p>\$10 in rewards for follow-up after behavioral health emergency room visit (limit three per year)</p> <p>\$50 in rewards for members (one per household) who opt in to our mobile app texting campaign.</p> |

You can use rewards to purchase healthy foods, baby care, wellness items, diabetic supplies, women’s care, children’s medicine and more. To learn more, visit Benefits and services at www.amerihhealthcaritasla.com.

For more information about your benefits, please call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.

*Once your doctor notifies us that you have completed a healthy activity we will add rewards to your card. Members may not be eligible to earn all of the rewards listed. You cannot use your rewards to purchase alcohol, tobacco, or firearms.

Rewards expire 12 months after your most recent reward or upon member disenrollment.

Your rewards may not be converted to cash. Eligible CARE Card program rewards are subject to change. AmeriHealth Caritas Louisiana will notify you before the change happens.



1-855-229-6848 (TTY 1-855-526-3346)

Representatives available Monday to Friday, 8 a.m. – 5 p.m. (automated 24/7)

www.healthy.la.gov

Download the new Healthy Louisiana mobile app on



AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay.

You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, seven days a week, at **1-888-756-0004 (TTY 1-866-428-7588)**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede recibir la interpretación por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004 (TTY 1-866-428-7588)** las 24 horas del día, los siete días de la semana.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể yêu cầu thông dịch thông tin này ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi ban Dịch vụ Hội viên phục vụ 24 giờ/ngày, 7 ngày/tuần, theo số **1-888-756-0004 (TTY 1-866-428-7588)**.

ACLA_244012610-1

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

