

Understanding the Risks of High Blood Pressure

When you visit your doctor, chances are someone wraps a cuff around your upper arm and checks your blood pressure. But do you know why blood pressure is so important to your health?

Why High Blood Pressure Is a Problem

Arteries are the blood vessels that deliver blood from the heart to the rest of your body. As blood moves through the arteries, it puts pressure on the artery walls. This pressure goes up and down depending on several things, including exercise, diet and medicines you take. A person has high blood pressure when the pressure is high most of the time over a period of time.

It is important to keep tabs on your blood pressure. If it is high and you do not know it, or if you do not control it, you may be at greater risk for serious conditions. You may be at risk for a heart attack, heart failure, stroke, kidney disease and other conditions. Detecting high blood pressure early and controlling it can help you avoid such life-threatening conditions.

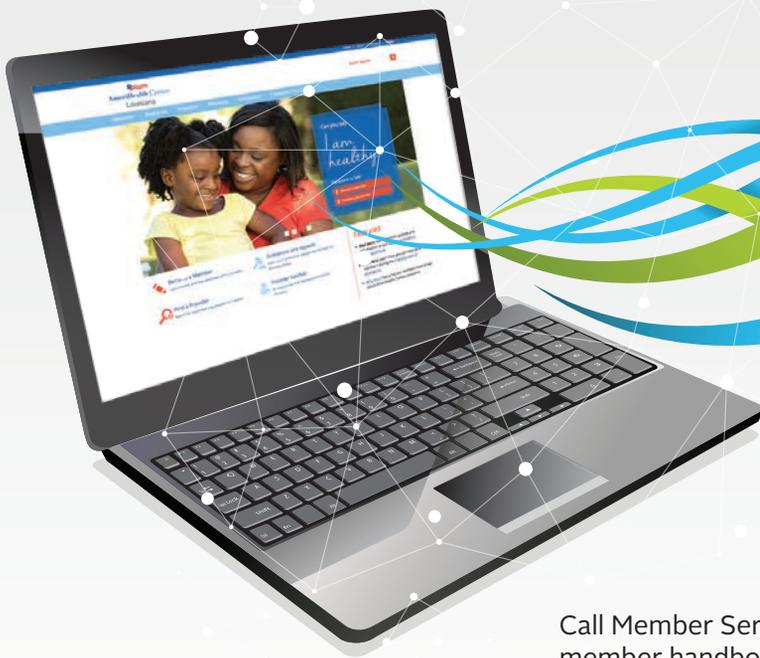
Keep It in Check

Blood pressure tends to rise as you get older. People who are obese, who have certain medical problems such as diabetes, or who take certain medicines are also at risk.

But the good news is that there are things you can do to prevent high blood pressure or to control it, if you already have it:

- **Don't smoke.**
- **Maintain a healthy weight.** If you are overweight, lose excess pounds. Talk with your doctor if you need help.
- **Eat a heart-healthy diet.** Choose a variety of foods that are low in fat, and include lots of fruits, vegetables and whole grains.
- **Be physically active.** Get at least 30 minutes of moderate intensity activity, such as brisk walking, every day.
- **Watch your salt and sodium intake.** Aim for no more than 1,500 mg, or about half a teaspoon, a day.
- **Take medicine.** If you have high blood pressure, take your medicine as prescribed.

Have You Visited Our Website?



Call Member Services at **1-888-756-0004** if you want a provider directory, member handbook, list of rights and responsibilities or other information sent to you by mail.

The AmeriHealth Caritas Louisiana website, www.amerihealthcaritasla.com, has important information about your health benefits and services. You can find:

- The most current member handbook. There you can find out:
 - How to choose a primary care provider (PCP).
 - Standards for how soon you should be seen in emergency, urgent and routine situations.
 - How to get care in an emergency or when you are out of town.
 - How to get a second opinion.
 - How to get specialty care and/or mental health services.
 - What to do if you need to be admitted to the hospital.
 - How AmeriHealth Caritas Louisiana makes decisions about your care when new medical treatments become available.
 - How to get care after normal office hours.
- An AmeriHealth Caritas Louisiana network doctor or hospital. Simply search by name, ZIP code or county. You can also see their specialty, language spoken, gender, office hours, whether they are accepting new patients and wheelchair access.
- A searchable Drug Formulary. The list includes drugs covered by AmeriHealth Caritas Louisiana.
- The Copayment Reference Guide. This includes information about copayments for adults in need of certain services.
- Member Rights and Responsibilities and the Notice of Privacy Practices. Information for reporting fraud and abuse, grievances (complaints), appeals and State Fair Hearings.
- Information about language services. These services are available to you at no cost.
- Frequently asked questions— what to do if you get a bill, prior approvals, who to call when having trouble getting medicine filled, how to choose a doctor, how to change your PCP and more.
- Information about other benefits and services.

Contact us

www.amerihealthcaritasla.com

Member Services
1-888-756-0004
TTY for the Hearing Impaired
1-866-428-7588

Expanded Benefits

New member benefits effective July 1, 2016

Immunizations

Immunizations (vaccines) can protect you and your family against illness. In addition to routine immunizations covered for children under 18 years of age, AmeriHealth Caritas Louisiana now covers the immunizations described below. Talk to your doctor to find out what immunizations you need.

Age 19–20

- Pneumococcal 13 valent.
- Meningococcal B.
- Haemophilus influenzae B (Hib).

Age 21+

- Tetanus, diphtheria and pertussis (Tdap).
- Varicella.
- Zoster.
- Measles, mumps and rubella (MMR).
- Pneumococcal 13 valent.
- Hepatitis A.
- Hepatitis B.
- Meningococcal B.
- Meningococcal 4 valent.
- Haemophilus influenzae B (Hib).

Preventive Medicine

These preventive medicines are now a covered benefit with no copayment. Ask your doctor what medications are right for you.

Medicine	Who is covered	Copay
Aspirin 81 mg	Girls and women ages 12–79	No
Aspirin 81 mg	Men ages 45–79	No
Folic acid 0.4 mg	Girls and women ages 12–54	No
Folic acid 0.8 mg	Girls and women ages 12–54	No
Vitamin D 400 IU	Women and men ages 65 and older	No



Is This An Emergency?

What you should know before going to the emergency room.

How and where to get care



Get care now



Call first



Get care soon

Is it an emergency?

Emergency care is medical care you need right away to treat a serious, sudden injury or illness.

Yes

Call 911 for problems like:

- Chest pain.
- Choking.
- Poisoning.
- Severe wound/heavy bleeding.
- Not able to breathe right.
- Severe spasms/convulsions.
- Loss of speech.
- Broken bones.
- Severe burns.
- Drug overdose.
- Sudden loss of feeling or not being able to move.
- Severe dizzy spells, fainting or blackouts.
- Strong feelings of wanting to hurt yourself or someone else or suicidal thoughts.

I don't know

Before going to the emergency room:

Please call your doctor or the 24/7 Nurse Call Line at 1-888-632-0009 or the Mental Health and Substance Use Crisis Line at 1-844-211-0971.

No

Call your doctor or our 24/7 Nurse Call Line at 1 888-632-0009 or the Mental Health and Substance Use Crisis Line at 1 844 211-0971 for problems like:

- Sprains.
- Fever.
- Sore throat.
- Coughing.
- Ear ache.
- Stomach ache.
- Vomiting.
- Diarrhea.
- Skin rashes.
- Depression or anxiety.

Your 'New' Health Care Team

Most of us go to our primary care doctors when we need health care. These days, however, we are likely to also see these two different medical professionals who provide health care services:

- **Nurse practitioner (N.P.).** These nurses have graduate degrees in nursing and can serve as primary care providers. Depending on which state they work in, N.P.s can work in clinics with or without a

doctor's supervision, handling a range of duties. They may diagnose, treat, and manage diseases; do physical exams; order procedures and lab tests; write prescriptions; and perform certain procedures, including some biopsies.

- **Physician assistant (P.A.).** These professionals work with M.D.s and D.O.s to provide many services. Most P.A.s have bachelor's degrees along with health-related work

experience, often as emergency medical technicians, licensed practical nurses or ambulance attendants. P.A.s perform many of the same services as doctors. They may do physical exams and diagnose and manage diseases. They may also write prescriptions.

No matter who provides your medical care, being involved and informed helps you get the best care.

Pharmacy Information

Drug Formulary (List of Medicines)



The AmeriHealth Caritas Louisiana website has a list of medicines preferred by our plan. This is called the drug formulary. This list helps your health care provider prescribe medicines for you. Visit www.amerihealthcaritasla.com/pharmacy and click on “Searchable formulary” under “Members” for the most up-to-date information.

Amerihealth Caritas Louisiana requires that generic medicines be used, when available. If your doctor decides you need a certain medicine and it is not listed on the drug formulary, your doctor may ask for it through AmeriHealth Caritas Louisiana’s prior authorization (pre-approval) process.

Formulary Updates

Some medicines recently added to the list include:

- Plegridy
- Spiriva Respimat
- Zepatier
- Narcan nasal spray
- Vitamin D 400 IU
- Folic Acid 0.4 mg and 0.8 mg

Some medicines removed from the list include:

- Spiriva Handihaler
- Onglyza
- Avonex
- Exforge tablets

Changes to Age Limits or Prior Authorization (PA) Criteria

Prior authorization is no longer required for:

- Cerdelga
- Teveten

Drug-specific age limits added to antipsychotic medications including:

- Abilify
- Seroquel
- Risperdal

If you do not have access to the Internet and want a full copy of the drug formulary or a complete list of changes, call Pharmacy Member Services at **1-866-452-1040**. Pharmacy Member Services can also help you if you have any questions or if you would like to request that a medicine be added to the formulary.

Could Your Medicines Be Hurting You?

We take medicines to have a positive effect on our health, and they often do. Yet medicines can also have a downside, especially if you take more than 1.

When medicines combine

Sometimes, a drug you take for 1 condition may make another health issue worse. This means that your heart medicine could make depression worse. Or a drug for lung disease could weaken your bones. As you take more medicines, the risk increases.

Medicines can also react with food, supplements and over-the-counter drugs. Some medicines can make you tired when mixed with alcohol. Others do not work as well if you take them with dairy or grapefruit juice. Others can cause harmful side effects when taken with herbal supplements.

Take steps to protect yourself

Make sure your medicines are improving your health as they are supposed to. Here’s how:

- **Keep an up-to-date list of all your medicines with you always.** Include over-the-counter drugs, vitamins and supplements. Ask your doctor to review it at every visit.
- **Ask questions.** When your doctor prescribes a new drug, ask what it is for, how it works and how to use it. Ask about possible side effects if taken with other medicines, food or drinks.
- **Fill all your prescriptions at 1 pharmacy.** When your pharmacist knows all the medicines you take, he or she can alert you about any dangerous drug combinations.
- **Read and save any printed material that comes with your medicines.**

Dispose of medicine properly

Unused prescription medicines can cause accidental poisonings, abuse and water contamination. The safest way to dispose of them is to bring them to a drug take-back event. Ask your local trash department or pharmacist about programs in your community.

To dispose of medicines at home:

- Remove them from their containers. Mix with an unpleasant substance, like kitty litter or used coffee grounds.
- Place the mix in a disposable plastic container. A yogurt tub is a good option.
- Add the container to your trash.
- Mark out your name and prescription number on the empty bottles before you throw them away.

Healthy Pregnancy

Bright Start is a special program for our pregnant members. We want to make sure you have all you need for a healthy pregnancy and baby.

To have a healthy pregnancy you should:

- Follow your OB doctor's advice.
- Keep all of your doctor appointments.
- Take a multivitamin with folic acid.
- Drink at least 6 to 8 glasses of water, juice or milk a day.
- Eat 3 meals a day and healthy snacks to help your baby grow properly.
- If you smoke—STOP! Smoking increases your risk of having problems with your pregnancy. This includes delivering too early or having a baby that is too small.
- Not drink alcohol or take illegal drugs.
- Get some exercise—take walks.
- Get plenty of rest.



When should I see my doctor?

- Once every 4 weeks until 32 weeks.
- After 32 weeks, every 2 to 3 weeks until 36 weeks.
- Weekly from 37 weeks until delivery.
- You may need to see your doctor more if you are having problems.

The Last Weeks of Pregnancy Count



It is best for you to wait to have your baby until you are at least 39 to 40 weeks.



BRIGHTSTART®

Babies Need Time

Babies born too early may have more health problems at birth and later in life than babies born full term. Being pregnant 39 weeks gives your baby's body the time it needs to grow.

- Organs like the brain, lungs and liver get the time they need to develop.
- The baby is less likely to have vision and hearing problems after birth.
- The baby has time to gain more weight, which helps them stay warm after birth.
- The baby can suck and swallow and stay awake long enough to eat after he's born.
- Babies born early are more likely to have breathing problems, like apnea. Apnea is when a baby stops breathing.
- Babies born early are more likely to die of sudden infant death syndrome (SIDS). SIDS is when a baby dies suddenly, often during sleep.

Bright Start®

Early and complete health care before your child's birth is the key to having a healthy baby. Bright Start® by AmeriHealth Caritas Louisiana helps moms-to-be make healthy choices for themselves and their unborn baby. Any member who is pregnant can join the Bright Start program at no cost.

You can call Bright Start at 1 888-913-0327.

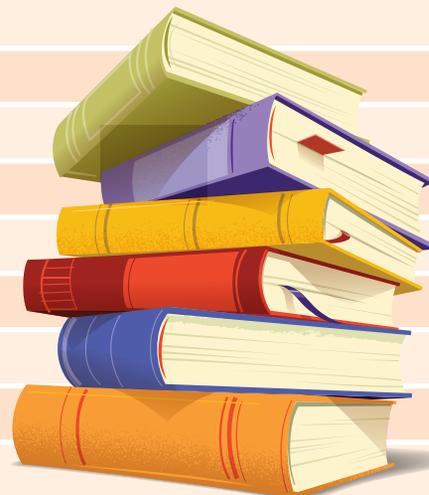
The More You Know



Knowledge is power! You may improve the way you and your health care provider communicate by learning basic medical terms and what they mean.

AmeriHealth Caritas Louisiana cares about the health literacy* of our members.

Medical term	What it means
abrasion	cut, scratch, scrape
aerobic exercise	slow and steady exercise like walking or running that helps your heart stay healthy and work better
allergen	something that causes the body to react by sneezing or forming a rash; something that causes an allergic reaction
allergic reaction	bad reaction, possibly deadly reaction, allergy problem
ambulatory care	outpatient medical care that can include diagnosis, consultation, treatment, and rehabilitation
BMI	body mass index, a measure of body fat based on height and weight, a measure of body fat
epidermis	skin
health literacy*	a person's ability to obtain, process, and understand basic health information to make appropriate health decisions
insomnia	difficulty falling and/or staying asleep
pathogen	germ, virus, disease-causing agent
phalanges	fingers and toes
projectile	flying object, fast object, thrown object
proliferate	grow, spread, reproduce
sedentary	inactive, sitting a lot, couch potato
stimulate	excite, stir up, activate
validate	prove, test
verbatim	exact, word for word



Interested in Joining Our Member Advisory Council?

Join the AmeriHealth Caritas Louisiana Member Advisory Council. We welcome AmeriHealth Caritas Louisiana members, representatives from community and grassroots organizations, counselors, educators and anyone interested in learning more about the services we offer.

We want to hear from *you*. Your feedback is our best source for ideas on how to improve our programs and services.

Also, our dedicated professionals share our successes from the past year, plus they provide information on ways we plan to better serve new and longtime members.

If you are interested in attending a meeting or becoming a member of AmeriHealth Caritas Louisiana's Member Advisory Council, please call 1-888-756-0004 or email MAC@amerihealthcaritasla.com.



AmeriHealth Caritas Louisiana is committed to treating members with respect and dignity. AmeriHealth Caritas Louisiana and its network of doctors and other providers of services, do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation or any other basis prohibited by law. As a member, you have the following rights and responsibilities.

Member Rights and

Information for members

At least 1 time a year, AmeriHealth Caritas Louisiana will notify all members about your right to receive the following information:

- Any limits to your freedom of choice among the mental health and substance use providers in our network.
- Members' rights and protections.
- Information on grievance and fair hearing rights and procedures.
- Information on appeals rights and procedures.
- How to get services, including authorization rules and guidelines.

AmeriHealth Caritas Louisiana also provides:

- Information about physician incentive plans.
- Information on the structure and operation of the health plan.
- Service use policies.
- How to report alleged marketing violations to the Louisiana Department of Health (LDH) using the Marketing Complaint Form.
- Member Handbook and welcome letter.

Member rights

You have the right to:

- Know about AmeriHealth Caritas Louisiana and its health care providers.
- Get information about AmeriHealth Caritas Louisiana, its health care providers, and member rights and responsibilities.
- Get information and know about your benefits and services.
- Get information about the cost of health care services.
- Have your medical records and care kept confidential.
- Expect that AmeriHealth Caritas Louisiana will give you a copy of its Notice of Privacy Practices without your requesting it.
- Privacy of your personal and health information.
- Approve or deny the release of identifiable medical or personal information, except when the release is required by law.
- Be treated with dignity and respect by your health care providers and AmeriHealth Caritas Louisiana.
- Talk with your health care provider about treatment plans.

- Get information from a health care provider on available treatment options and alternatives, given in a way you understand.
- Talk to your health care provider about the kinds of care you can choose to meet your medical needs regardless of cost or benefit coverage.
- Voice complaints about and/or appeal decisions made by AmeriHealth Caritas Louisiana and its health care providers and to receive information about how to do so.
- File for a state fair hearing and receive information about how to do so.
- Get materials and/or help that is easily understood and in alternate languages and formats, if necessary.
- Make an "advance directive."
- Ask for and receive a copy of your medical records in accordance with applicable federal and state laws, and ask that they be amended or corrected at no charge.
- Be given an opportunity to make suggestions for changes in AmeriHealth Caritas Louisiana's policies and procedures.

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d Responsibilities

Member Rights and Responsibilities

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- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in the federal regulations on the use of restraint and seclusion.
- Be a part of the decisions about your health care, including the right to refuse treatment. Your decision to do so will not negatively affect the way you are treated by AmeriHealth Caritas Louisiana, its health care providers or LDH.
- Ask that any communication that has protected health information in it from AmeriHealth Caritas Louisiana be sent to you by alternative means or to an alternative address.
- Ask that AmeriHealth Caritas Louisiana amend certain protected health information.
- Ask for a list of disclosures of protected health information.
- Receive health care services that are accessible, are comparable in amount, duration and scope to those provided under Medicaid fee-for-service, and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are provided.
- Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness or medical condition.
- Receive assistance from both LDH and the enrollment broker in understanding the requirements and benefits of AmeriHealth Caritas Louisiana.
- Receive language interpretation services free of charge for all non-English languages, not just those identified as prevalent.
- Be notified that oral interpretation is available and how to access those services.
- Receive information about the basic features of the plan program, who may or may not enroll in the program, and the plan's responsibilities for coordinating care. Information should be received in time to make an informed choice.
- Report to LDH any marketing violations made by AmeriHealth Caritas Louisiana by calling the Louisiana Medicaid Customer Service Line at 1-888-342-6207 and asking for a marketing complaint form.
- Receive information on the plan's services.
- Receive a complete description of disenrollment rights at least annually.
- Request and receive notice of any significant changes in core benefits and services at least 30 days before the intended effective date of the change.
- Receive detailed information on emergency and after-hours coverage.
- Receive the plan's policy on referrals for specialty care and other benefits not provided by the member's PCP.
- Exercise these rights without adversely affecting the way the plan, its providers or LDH treat you.

For more information or to make suggestions, please call Member Services at **1-888-756-0004**.

Member responsibilities

We need you to help us. It is important to remember to:

- Let AmeriHealth Caritas Louisiana and your health care providers know of any changes that may affect your membership, health care needs or benefits. Some examples include, but are not limited to, the following:
 - You are pregnant or have a special medical or mental health condition.
 - Your address or phone number changes.
 - You or 1 of your children has other health insurance.
 - You have a Workers' Compensation claim.
 - You have a pending personal injury or medical malpractice lawsuit.
 - You are involved in an auto accident.
- Let Louisiana Medicaid or AmeriHealth Caritas Louisiana know if:
 - Your family size changes.
 - Your living arrangement changes.

- Your mailing address, parish or phone number changes.
 - > To report these changes to Louisiana Medicaid, call **1-888-342-6207**, visit online at **www.medicaid.la.gov**, or visit a regional Medicaid office. Call or go online to find the nearest Medicaid office.
- Let AmeriHealth Caritas Louisiana know if your member ID card has been lost or stolen. Misuse of your member ID card, including loaning, selling or giving it to others, could lead to losing your Medicaid benefits and/or legal action.
- Show your member ID card when using health care services.
- Be aware of the benefits and services available through AmeriHealth Caritas Louisiana and how to use them.
- Work with AmeriHealth Caritas Louisiana and our health care providers. This means following the guidelines given to you about AmeriHealth Caritas Louisiana and following your health care provider's instructions about your care. This includes:
 - > Making appointments with your health care provider.
 - > Canceling appointments that you cannot go to.
 - > Giving your health care provider your correct medical history and information.

- > Asking your health care provider questions when it comes to risks, benefits, and following the prescribed care plan.
- > Telling your provider if you cannot follow up with the treatment he/she recommends as soon as possible.
- > Calling AmeriHealth Caritas Louisiana when you have questions about coverage.
- > Treating your health care providers and their staff with respect and dignity.
- > Talking with your health care provider to agree on goals for your treatment, to the degree you are able to do so.

- > Talking with your health care provider so you can understand your health problems, to the degree you are able to do so.
- > Following the grievance process if you have a problem with a health care provider.
- > Try to follow a healthy lifestyle, staying away from behaviors that are bad for your health.
- > Accessing preventive care services.

If you have any questions about your responsibilities or for more information, please call Member Services at **1-888-756-0004 24 hours a day, 7 days a week, 365 days a year.**



What is Health Care Fraud and Abuse?

Health care fraud happens when someone lies on purpose to get benefits or money from our organization that they are not entitled to. An example of fraud is when a doctor charges your insurance for an operation you did not get.

Fraud is a Crime

The federal government, along with all 50 states, considers fraud to be a crime. People who commit fraud can be fined or put into prison.

Abuse

Abuse can happen when a health care provider or medical office does not follow standard practices. This can result in higher costs to the Medicaid program. Sometimes by mistake, providers charge for services they did not provide. Abuse can also happen when a doctor provides care that a patient does not need.

You Can Help

As a member, it's important to know the warning signs. If you feel that something "just isn't right," please tell AmeriHealth Caritas Louisiana right away. State law requires you to report Medicaid fraud and abuse if you know about it. Health care fraud and abuse is a big problem for all of us.

We need your help to prevent it.

Ways You Can Help

- Call AmeriHealth Caritas Louisiana if you suspect fraud or abuse.
- Protect your insurance card and personal information at all times.
- Count your pills each time you pick up your medicine.



How to Report Suspected Medicaid Fraud or Abuse

If you suspect something is not right, please report it. You can report fraud and abuse by calling the AmeriHealth Caritas Louisiana Hotline number at **1 866 833 9718** or by emailing **fraudtip@amerihealthcaritas.com**. To report provider or recipient fraud, waste and abuse to the Louisiana Department of Health (LDH), do one of the following:

1. Visit online at <http://www.ldh.la.gov/index.cfm/page/219>.

2. Call toll-free at **1 888 342-6207**.

3. Mail a letter to:

Customer Service Unit
Louisiana Department of Health
P.O. Box 91278
Baton Rouge, LA 70821-9278

4. Fax a letter to **1-225-389 2610**.

Download our mobile apps today!

Have you ever...

- Arrived at the doctor's office without your ID card?
- Had to select a new doctor or specialist?
- Been lost on your way to an appointment?
- Been asked for a list of your medicines during a visit with the doctor?



- Wanted to call AmeriHealth Caritas Louisiana but could not find our phone number?

The AmeriHealth Caritas Louisiana mobile app helps keep you up to date on your health care information.



The Bright Start Pregnancy Tracker app helps soon-to-be-moms have healthy pregnancies. It can:

- Help you keep track of your health.
- Set reminders for prenatal appointments and other important events.
- Show you how babies look at every stage of pregnancy.
- Provide health information about each stage of your pregnancy.
- Create a pregnancy action plan just for you.
- Connect you to our maternity health program.

Both apps are available for iPhone and Android smartphones. To get them, visit the Google™ Play or Apple App® Store.

Stay on the Path to Mental Health

When you are seriously ill, a hospital stay is sometimes just what you need to get the problem under control. That is just as true after a mental health crisis as after a heart attack. In the hospital, you can work with professionals to fine-tune your treatment and learn self-care skills.

But what happens after you go home? You need to keep building on the progress you made in the hospital. Otherwise, a mental health issue, such as depression or anxiety, may start to get worse again.

Take a Step Toward Lasting Recovery

One of the first things you should do after leaving the hospital is to meet with your health care team:

Make an appointment with your doctor. Work with

your primary care provider or a psychiatrist to keep taking your medication and manage any side effects. This not only helps you feel better now. It may also reduce your risk of having another mental health crisis in the future.

Schedule a visit with your therapist. Often, a therapist is part of your support team as well. Therapy may help you readjust to life at home and stay on the road to recovery.

Ideally, your first mental health visit should occur within a week after getting home from the hospital. To learn about mental health services covered by your health plan, contact your insurance provider.

Keep Moving in the Right Direction

In your first weeks back home,

give yourself time to heal, just as you would after a serious physical illness. Ease back gradually into your activities. Follow a predictable routine for eating and sleeping, much like you did in the hospital. And if any problems come up, do not hesitate to call your health care team.



Outsmarting Colds and Flu

Colds and the flu are caused by viruses that infect your nose, throat or sinuses. The cold or flu virus spreads when someone sneezes or coughs near you. You can also become infected if you touch your nose, mouth or eyes after you touch a door handle or object with germs on it.

Stay Well

To prevent colds and the flu, wash your hands often, especially after using the bathroom and before eating or drinking. Keep a bottle of hand sanitizer handy for times when you cannot wash your hands. Avoid touching your mouth, nose and eyes so you do not transfer germs from your hands.

Feel Better

If you do catch a cold or the flu, try the following methods. They will help you get rid of cold and flu symptoms and get on with your day:

- Saline nasal drops can help clear out your nose and moisten raw skin. Petroleum jelly also can relieve dry skin on your nose.
- Avoid drinking alcohol, smoking or inhaling secondhand smoke.
- Drink plenty of water and eat soup—clear liquid can

loosen mucus and prevent dehydration.

- Soothe a sore throat with sprays or lozenges. Or try gargling with salt water a few times a day.
- Take aspirin or acetaminophen to relieve pain and fever. However, don't give aspirin to children or teenagers. You can also try tepid baths or cool sponges to help lower your temperature.
- Over-the-counter medicines can help relieve symptoms such as watery eyes, a runny nose, congestion and coughing.

If you have a fever, chills, body aches or a severe cough—or your symptoms came on suddenly—it's best to stay home or go home if possible. You may have a more serious viral infection. It's also a good idea to stay home if you feel you may be contagious or pose a danger to others.



Protect Yourself

Make sure you are up-to-date on immunizations. Get a flu shot every year and ask your doctor if you need a 1-time pneumonia vaccination. The flu shot is your best protection against the flu.

Diabetes and the Flu

Diabetes puts you at risk for flu-related complications, such as pneumonia. This means you need to take special care to protect yourself against the flu. And you will need to take special care when you first notice flu symptoms.

What to do when you are sick

- Contact your doctor if you have signs of the flu, such as chills, body aches, sore throat or fatigue. Your doctor may prescribe antiviral medicine. These drugs can help prevent serious flu complications in people with diabetes.
- Pay special attention to your blood sugar. Being ill can raise your blood sugar level, the American Diabetes Association warns. Test your blood glucose every 4 hours or as directed by your doctor.
- Even if you aren't hungry, try to eat normally when you have the flu. Your blood sugar can dip if you go too long without eating. If you can't eat, you should still take your diabetes medication.

Signs of an emergency

Call your doctor immediately or go to the emergency room if:

- Your blood glucose level is lower than 60 mg/dl or higher than 300 mg/dl
- You can't eat normally, or you go 6 or more hours without being able to keep food down
- Your temperature is more than 101 degrees



Urgent care and you

Not all injuries or sicknesses need emergency room visits, but they still may need some medical attention. For little to no wait time, you can visit an urgent care center. Visit www.amerihealthcaritasla.com and click on our “Member” section to find an in-network urgent care center near you!

Get rewards for healthy living

AmeriHealth Caritas Louisiana offers gift card rewards for taking care of your everyday health needs.

We offer gift cards for:

- Going to your well-care appointments with your primary care provider (PCP).
- Taking your children to their annual PCP appointments.
- Prenatal and postpartum care.
- Getting your A1C and nephropathy screenings for diabetes.
- Much more!

Visit our website at www.amerihealthcaritasla.com for more details.



We provide Language Assistance Services at no cost to you!

- It is your right to receive telephonic interpretation, for free, when you go to your doctor's appointments. If your doctor will not use an interpretation line, or is asking you to bring your own interpreter, you can:
 - Tell them your health insurance has free telephonic interpretation if they call Member Services.
 - Call Member Services to ask for assistance.
 - Call Member Services to see if there is a doctor in your area that speaks your language.
 - Do you read better in another language? We can send you any of our materials in a different language. Just ask us.
 - Let us know if you need an American Sign Language interpreter for your next doctor's appointment.
- Call Member Services if you need help, or have any questions about these services: **1-888-756-0004**.

¡Proporcionamos servicios de asistencia de idioma sin cargo para usted!

- Usted tiene derecho a recibir interpretación telefónica, de forma gratuita, cuando va a las citas con su médico. Si su médico no utiliza la línea de interpretación o le pide que traiga su propio intérprete, usted puede:
 - Decirle que su seguro médico tiene interpretación telefónica gratuita si llama a Servicios al Miembro.
 - Llamar a Servicios al Miembro para pedir ayuda.
 - Llamar a Servicios al Miembro para ver si hay un médico en su área que hable su idioma.
 - ¿Usted lee mejor en otro idioma? Podemos enviarle cualquiera de nuestros materiales en un idioma diferente. No dude en preguntarnos.
- Llame a Servicios al Miembro si necesita ayuda o tiene alguna pregunta acerca de estos servicios: **1-888-756-0004**.

Chúng tôi cung cấp Dịch vụ Hỗ trợ Ngôn ngữ miễn phí cho quý vị!

- Quý vị có quyền nhận được dịch vụ phiên dịch qua điện thoại miễn phí khi thực hiện các cuộc hẹn gặp với bác sĩ. Nếu bác sĩ không sử dụng cùng ngôn ngữ với quý vị, hoặc yêu cầu quý vị đưa theo phiên dịch viên của riêng quý vị, thì quý vị có thể:
 - Nói với họ rằng bảo hiểm y tế của quý vị bao gồm dịch vụ phiên dịch qua điện thoại miễn phí nếu họ gọi đến bộ phận Dịch vụ Thành viên.
 - Gọi đến bộ phận Dịch vụ Thành viên để yêu cầu hỗ trợ.
 - Gọi đến bộ phận Dịch vụ Thành viên để xem liệu có bác sĩ trong khu vực nói cùng ngôn ngữ với quý vị không.
 - Quý vị có thể đọc ngôn ngữ khác tốt hơn không? Chúng tôi có thể gửi cho quý vị bất kỳ tài liệu nào của chúng tôi bằng ngôn ngữ khác. Hãy yêu cầu điều đó.
- Hãy gọi đến bộ phận Dịch vụ Thành viên nếu quý vị cần trợ giúp, hoặc có bất kỳ thắc mắc nào liên quan đến những dịch vụ này theo số: **1-888-756-0004**.