

Healthy NOW

SUMMER 2017

www.amerhealthcaritasla.com

Photo credit: Getty Images

**Grand
Opening!**

AmeriHealth Caritas
Louisiana Community
Wellness Center in
Shreveport
see page 5.

Is your family ready for a natural disaster?

It is important to prepare ahead for an emergency. Make a family plan so that you will all know exactly what to do if there is a fire, flood, tornado, hurricane, or earthquake. Decide where you will go, what to take, and how you will contact each other.

Think It through

Include in your plan:

- Directions for how to get to an emergency shelter.
- A meeting place right outside your home.
- A meeting place outside of your neighborhood.
- Contact information for an out-of-town friend. He or she can help family members get in touch with one another if they become separated.

- Steps to provide care for older adults or those with special needs.
- Pet care.

Also find out about the emergency plans at work, school, and at other places your family spends time.

Gather emergency supplies

Store disaster supplies in a plastic tub or container. Keep it in a place that is easy to get to. Include a 3-day supply of water, food that won't go bad, and prescription and over-the-counter medicines you may need. Other items to pack include a flashlight and batteries, a first-aid kit, a battery-powered radio, and supplies to help you stay clean, such as moist wipes.

Big changes for your pain medicine



Pharmacy information

Drug formulary (list of covered medicines)

The AmeriHealth Caritas Louisiana website has a list of medicines covered 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 provider decides you need a certain medicine and it is not listed on the drug formulary, your provider may ask for it through AmeriHealth Caritas Louisiana's prior authorization (pre-approval) process.

Formulary updates

Some medicines recently added to the list include:

- Abreva topical cream.
- Basaglar KwikPen.
- Epinephrine 0.15mg and 0.3mg auto-injector.
- Trulicity pens.

Some medicines removed from the list include:

- EpiPen.
- Lantus vial and SoloSTAR pen.
- Namenda oral solution.
- Renagel tablets.

If you would like a full copy of the drug formulary or a complete list of changes, call Pharmacy Member Services at 1-866-452-1040 24 hours, 7 days a week. 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.

Beginning March 22, 2017, AmeriHealth Caritas Louisiana and other Healthy Louisiana plans started limiting the amount of opioids you can receive per month. Opioids are strong pain medicines like Oxycontin, Lortab, and Tramadol. Right now, this limit will only affect people who have not received an opioid medicine in the past 3 months.

What changes are being made?

Below is a sample of the quantity limits that went into effect on March 22. For a complete list, please visit www.amerihealthcaritasla.com/pharmacy.

Generic name	Brand name	Quantity limit per month
Morphine	MS Contin, Kadian	30 tablets/capsules
Oxycodone	Oxycontin	30 tablets/capsules
Tramadol/ Acetaminophen	Ultracet	40 tablets
Hydrocodone/ Acetaminophen	Lortab, Vicodin	45 tablets/capsules
Hydromorphone	Dilaudid	45 tablets
Tramadol	Ultram	45 tablets
Fentanyl patch	Duragesic	10 – 20 patches per month, depending on drug strength

On July 10, 2017, an additional limit of 120 mg of morphine equivalents per day will be put into place. Morphine equivalents are a way to compare different types of opioids based on their strength. This limit will affect all new and current users of opioid medicines. Please speak with your doctor to see if your prescription exceeds 120 mg of morphine equivalents per day and if any changes in therapy might be needed.

What do you need to do?

If you have filled a pain prescription in the last 3 months, there is nothing you need to do. You can continue filling your prescription(s).

There are exceptions to this limit if you are being treated for cancer or are in hospice care. To help ensure the quantity change does not affect you, your provider will need to write the correct diagnosis code on your prescription.

If you are new to opioid treatment, talk to your provider. If you will need more than the approved limits, then your provider will have to request a prior authorization. Your provider can do this using the Opioid Analgesic Treatment Worksheet available on the AmeriHealth Caritas Louisiana website.

We are here to help

If you are interested, we can help you find non-opioid treatment for your pain. Physical therapy is available, as well as case management to help you find the necessary services to reduce your need for opioids. Call Member Services at 1-888-756-0004 for more information.

Prescription painkillers: What you don't know can hurt you

Opioids are powerful medicines. They are often prescribed for pain relief after surgery or an injury. They can also be used for cancer pain. When taken as directed, these painkillers can be effective and safe. But it is important to respect their power. Every day in the United States, between 70 and 80 people die from an opioid overdose, according to the Centers for Disease Control and Prevention. Misuse can also lead to addiction. Here are 4 things you should know if you or a loved one takes an opioid:

1. Opioids may not help much for some chronic pain conditions. Usually, it's best to only take Opioids for short-term use. But your doctor may decide that an opioid is the right choice for you to manage chronic pain. If so, be aware that over time, your body may get used to the drug. This means you may need higher and higher doses to get the same relief. Also, some people who take opioids for chronic pain find that their pain gets worse as the dose is increased.

2. For some people, the painkiller's side effects are worse than the pain. Unpleasant side effects of opioids can include constipation, nausea and feeling "foggy."



3. Not following your doctor's instructions exactly can cause trouble. Do not increase your dose or take doses sooner than you should. Make sure any other medicines you take are OK to

use while you are taking the opioid. For example, mixing sleeping pills or anti-anxiety medicines with opioids puts you at risk for an accidental overdose. So does mixing opioids with alcohol.



4. In the wrong hands, opioids can be deadly. A leading cause of accidental poisonings in young children is access to an older family member's prescription drugs. Other people who come into your house may seek prescription painkillers for recreational use. Keep your medicine under lock and key. This can help prevent accidental poisonings and misuse. If your pain goes away before your prescription runs out, get rid of extra pills or patches properly. In many communities, you can drop off unused drugs at the police station,

or there may be scheduled "drug take-back" days. You can also check with your local pharmacy to see if they have a drug take-back program.



Be smart about opioids, and be safe.

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If you need help you can call the AmeriHealth Caritas Louisiana Mental Health and Substance Use Crisis Hotline at **1-844-211-0971**, 24 hours a day, 7 days a week. Or you can call Member Services at **1-888-756-0004**. *We are here to help 24 hours a day, 7 days a week.*
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Making decisions about your care

At AmeriHealth Caritas Louisiana, we give you information to help you and your primary care provider (PCP) make decisions about care and services.

AmeriHealth Caritas Louisiana does not reward health care providers for denying, limiting, or delaying benefits or health care services. We also do not give incentives to our staff making decisions about medically necessary services or benefits that result in more or less health care coverage and services.

Please call Member Services toll free at 1-888-756-0004, 24 hours a day, 7 days a week, to find out if AmeriHealth Caritas Louisiana covers specific services and benefits.



6 important things to know about prostate cancer



About 1 out of every 7 men will be diagnosed with prostate cancer at some point in their lives. Here are 6 key facts from the American Cancer Society that every man should know.

1 The risk of having prostate cancer rises fast after age 50.

More than two-thirds of new cases occur in men between 55 and 74 years old.

2 It is important to ask your doctor if PSA testing is right for you.

A Prostate-specific antigen (PSA) test can often find prostate cancer early, but it is not perfect. Researchers are working to develop better screening methods for prostate cancer.

3 Symptoms should not be ignored.

Many men with prostate cancer do not have symptoms. However, others have symptoms such as:

- Pain when urinating.
- Slow or weak urine stream.
- Needing to urinate more often, especially at night.
- Blood in the urine or semen.
- Trouble getting an erection.

If you have any of these symptoms, see your doctor. Often, they are caused by conditions other than cancer. But it is important to get them checked out.

4 Some men with prostate cancer never need any treatment.

In many cases, prostate cancer grows slowly. Older men and those in poor health may choose to skip treatment. Instead, their doctor keeps an eye on their prostate cancer. If anything changes, they can always consider treatment again.

5 When treatment is needed, there are many options.

There are many options for treating prostate cancer. They include surgery, radiation therapy, hormone therapy, chemotherapy, vaccine treatment, and cryotherapy. The best treatment depends on many factors. Your doctor can help you weigh the risks and benefits of each option.

6 The outlook is excellent for most men with prostate cancer.

Prostate cancer can be life-threatening if it spreads to distant parts of the body. But when it is caught early, the 5-year survival rate is nearly 100 percent. The 15-year survival rate for **all** stages of prostate cancer combined is 95 percent.

Is it **ADHD** or something else?

Almost all parents worry about their child at some point. We watch what they do, compare them to other children, and hope they are on target. But when is a child's behavior normal and when might it mean something is wrong?

If your child is easily distracted, has trouble focusing, is fidgety, and often acts or speaks without thinking, you may be concerned about attention-deficit/hyperactivity disorder (ADHD). And for good reason. ADHD is a common childhood disorder, according to the National Institutes of Health. The symptoms of ADHD are shared by other conditions, so diagnosis is not always easy.

There is no single test that can identify ADHD. That is why it is so important



to have a health professional evaluate your child if you have concerns.

Diagnosing ADHD

Your child's doctor will use specific guidelines to check your child for ADHD. For example, a child must have shown a number of symptoms for longer than 6 months to be diagnosed with ADHD, according to the National Institutes of Health. These symptoms must also have had a negative impact on different areas of the child's life, such as school and home life.

Common symptoms of ADHD include:

- **Inattention:** Does your child have trouble paying attention or often seem to be not listening? Is he or she easily distracted, careless, or forgetful?
- **Hyperactivity:** Is it hard for your child to stay still? Does he or she fidget a lot or have trouble playing quietly?
- **Impulsivity:** Does your child act without thinking about what the result will be? Does he or she have a hard time waiting for things?

Keep in mind that all children display some of these behaviors at some time. That is normal. But children with more severe symptoms of ADHD do not grow out of them.

Talking with your child's doctor

If you think your child shows symptoms of ADHD, talk with your child's pediatrician or your child's school. Ask for the names of professionals who specialize in diagnosing ADHD. You may be referred to a mental health professional with expertise in treating ADHD. Getting a correct diagnosis is one of the most important things a parent can do.

Have questions or need help coordinating care?

We have case managers available to assist. Call our Member Services team at **1-888-756-0004** (TTY **1-866-428-7588**) 24 hours, 7 days a week. Or you can call our Rapid Response and Outreach team at **1-888-643-0005**, 8 a.m. to 5 p.m., Monday through Friday.

Summer 2017 events calendar

Grand Opening!

AmeriHealth Caritas Louisiana Community Wellness Center
Where: 3709 Jewella Avenue Shreveport, LA 71109
Ribbon-cutting ceremony: Thursday, July 20 at 10 a.m.
Open house: Saturday, July 22 from 11 a.m. to 1 p.m.
For updates, go to www.amerhealthcaritasla.com.

AmeriHealth Caritas Louisiana Presents: "On the Move"
Where: North Sherwood Forest Community Park, Baton Rouge
For updates, go to www.amerhealthcaritasla.com.

AmeriHealth Caritas Louisiana Presents: "On the Move"
Healthy Hoops
Where: Booker T. Washington High School, Shreveport
July 21, 8 a.m.–5 p.m.

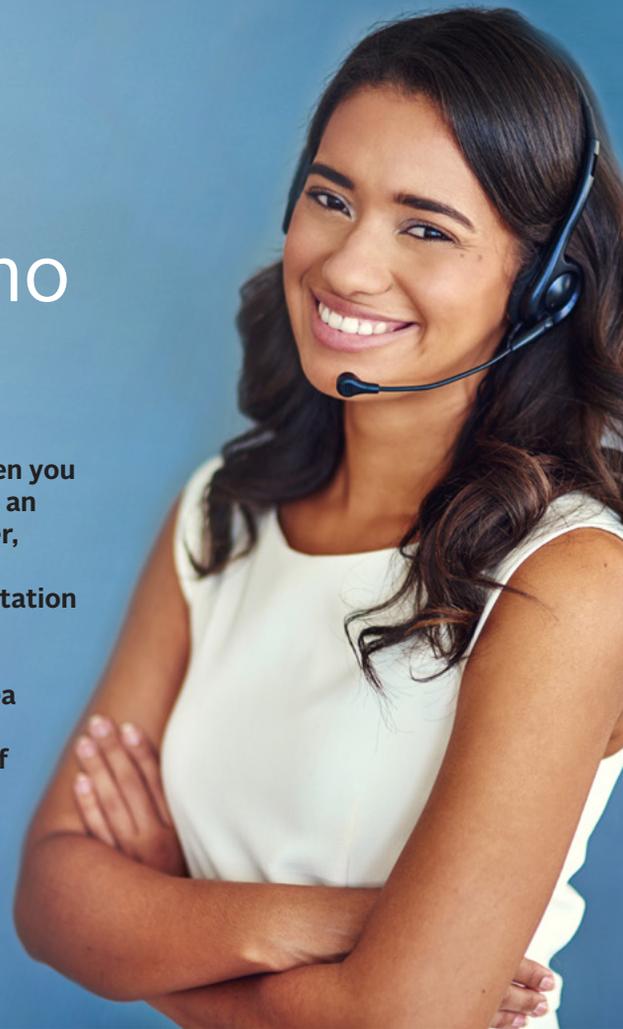
AmeriHealth Caritas Louisiana Presents: "On the Move"
Where: Martin Luther King Recreation Center, Lafayette
August 19, 10 a.m.–2 p.m.



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 provider's appointments. If your provider will not use an interpretation line, or is asking you to bring your own interpreter, you should:
 - 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 provider 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 provider appointment.

If you need help or have any questions about these services, call Member Services at 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**.



Louisiana

Discrimination is against the law

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas Louisiana does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Louisiana:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact AmeriHealth Caritas Louisiana at **1-888-756-0004** (TTY **1-866-428-7588**). We are available 24 hours a day, 7 days a week.

If you believe that AmeriHealth Caritas Louisiana 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:

- AmeriHealth Caritas Louisiana Grievance and Appeals
P.O. Box 7326, London, KY 40747
Phone: **1-888-756-0004** (TDD/TTY **1-866-428-7588**),
Fax: **1-225-300-9209**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Louisiana Member Services 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 **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:

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

1-800-368-1019 or TDD: **1-800-537-7697**

Complaint forms are available at:
www.hhs.gov/ocr/office/file/index.html.

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-888-756-0004** (TTY: **1-866-428-7588**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-756-0004** (TTY: **1-866-428-7588**).

French: ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-756-0004** (TTY: **1-866-428-7588**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-756-0004** (TTY: **1-866-428-7588**).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-888-756-0004** (TTY: **1-866-428-7588**).

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 **1-888-756-0004** (TTY: **1-866-428-7588**)。

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (TTY: **1-866-428-7588**) **1-888-756-0004**.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-756-0004** (TTY: **1-866-428-7588**).

Korean: 주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-756-0004** (TTY: **1-866-428-7588**) 번으로 전화해 주십시오.

Portuguese: ATENÇÃO: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone **1-888-756-0004** (TTY: **1-866-428-7588**).

Laotian: ໂປດຊາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-888-756-0004** (TTY: **1-866-428-7588**).

Japanese: 注意事項: 日本語を話される場合、無料の通訳サービスをご利用いただけます。 **1-888-756-0004** (TTY: **1-866-428-7588**) まで、お電話にてご連絡ください。

Urdu: توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-888-756-0004** (TTY: **1-866-428-7588**)۔

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-756-0004** (TTY: **1-866-428-7588**).

Persian: توجه: اگر فارسی صحبت می کنید، سرویس مجانی زبانی در خدمت شماست. با شماره تلفن (TTY: **1-866-428-7588**) **1-888-756-0004** تماس بگیرید.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-756-0004** (TTY: **1-866-428-7588**).

Thai: โปรดทราบ: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-888-756-0004** (TTY: **1-866-428-7588**).

Louisiana

P.O. Box 83580
Baton Rouge, LA 70884

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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 a provider?
- 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** can help soon-to-be moms

have healthy pregnancies. It can:

- 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 Store or Apple® App Store.



Urgent care and you

Not all injuries or sicknesses need emergency room visits. **If you need medical attention for a non-emergency condition, you can visit an urgent care center.** Broken bones, sprains, cuts, even fevers and infections all can be treated at an urgent care center. Many urgent care centers also provide routine medical care, such as flu shots, wellness checkups, and school physicals. Visit www.amerihealthcaritasla.com and click on our **Members** section to find an in-network urgent care center near you.