

Healthy WINTER 2017 NOW

www.amerihealthcaritasla.com

Member
Rights and
Responsibilities

see page 4.

Get mentally ready for the holidays

Many people look forward to the joys of the holiday season. However, 8 out of 10 find the extra demands that the holidays bring to be stressful, according to the American Psychological Association.

So whether you'll soon be celebrating Christmas, Hanukkah, or Kwanzaa, take some time this month to prepare for the busy holiday season ahead. It can help keep you from feeling stressed.

Reduce your stress

Do as much as you can ahead of time, such as:

- **Buying gifts.** Try to get an early start on wrapping them, too.
- **Making a plan.** Include events, parties, gifts needed, and cookies and other seasonal treats you plan to make. Also include family tasks.
- **Keeping your celebration simple.** For example, decide in advance whether you have the time and energy to host a holiday get-together.
- **Focusing on the true meaning of your holiday.** Chances are, it's more than giving or receiving costly gifts.

- **Shortening your holiday card list.** Or send cards through email, which is free and faster.

Plan for grief

If you have lost a loved one, the holidays can seem even more stressful and lonely, especially if it's your first year without that person. Prepare now to help ease your grief throughout the season. Try these tips:

- **Decide what holiday celebrations to attend.** Skip the rest. Choose those where you are likely to feel cared for emotionally and compassionately.
- **Honor your loved one.** Make a charitable donation in his or her name or set a place at the table with a favorite photo.
- **Acknowledge your loss.** Trying to pretend you are not grieving will not make the holidays any easier to bear. Instead, take time to talk with family and friends about your holiday memories with your loved one.
- **Be kind to yourself.** Realize there is no right or wrong way to grieve during the holidays.

Make time for well-child visits

As a busy parent, you juggle many things. While it can be tough to fit everything in, here's something you do not want to skip: well-child visits. Well-child visits are the time for vaccines, important health screenings, and a check of your child's development, as well as an opportunity for you to ask questions and voice concerns. Well-child visits are recommended for infants, children, and teens.

Kids who skip well-child visits are more likely to fall behind on the vaccines they need to stay healthy, according to a study published in the *American Journal of Managed Care*. They may face higher odds for pneumonia and other infections that need hospital treatment.

The tips below can help make getting to well-child visits easier and make the most of them.

Know when to go. The American Academy of Pediatrics (AAP) recommends well-child visits for babies and young toddlers at 3 to 5 days old, then at key monthly checkups at ages 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months. Starting at age 3, kids and teens need 1 well-child visit every year through age 21.

Make scheduling (and remembering) easy. Schedule



well-child appointments at the same time each year to help you remember, like the beginning of the school year. Always say yes to scheduling your child's next well visit while you are already there.

Understand the big wellness benefits. At sick visits, the focus is on diagnosing and treating illness. But well-child visits cover a wide range of health needs. These include:

- Vaccines.
- A physical exam.
- Checks of vision, hearing, cholesterol, and blood pressure at recommended ages.
- An autism screening.
- An assessment of your child's emotional health.
- For teens, confidential conversations that may include assessments for alcohol and drug use and high-risk behavior.

Keep up with your rapidly growing child. Kids' minds and bodies grow quickly. Well visits help you keep pace with what your child needs now. Most of these visits last between 10 and 20 minutes or even longer. That gives you time to talk about topics like:

- Healthy eating.
- Sleeping.
- Physical activity.
- How your child is doing in school, at home, and in activities.

Strengthen your partnership with the health care provider.

Chat away! By speaking freely with your child's pediatrician or family provider, you are adding more information to your child's health history. This can help the provider better understand your child's wellness needs.

Get set for success. Before your appointment, write down 3 to 5 questions about your child's well-being that you would like to discuss. Or print out and complete the short, age-based AAP well-child visit questionnaire. It's available for download at www.healthychildren.org/English/family-life/health-management/Pages/Well-Child-Care-A-Check-Up-for-Success.aspx.

quick tip

for parents

Schedule your child's annual well visit

As children grow, their bodies and needs change. Tracking your child's growth can help to make sure he or she is healthy. The best way to monitor this development is with an annual well-child visit with your child's primary care provider (PCP). Even if your child isn't sick, it is important that he

or she has a well visit one time each year.

At a well-child visit, the PCP can check: your child's height, weight, if they need shots, current medicines, and overall health and development. This is also a great time to ask questions about your child's health, or have the PCP talk about topics like depression and substance use.

When your child becomes a teen, it may be time to change from a pediatrician to a doctor for adults. Talk with your child's

PCP about this. The pediatrician can make sure there are no gaps in your child's care when he or she moves to a new provider.

If you need help finding the right doctor for your child, AmeriHealth Caritas Louisiana can help. We are available to help you find a new provider, make appointments, and even arrange transportation. Our Member Services are available 24 hours a day, seven days a week. Call us at 1-888-756-0004 (TTY: 1-866-428-7588).



NAME
DATE

It's not too late for your flu shot

SIGNATURE
REFILLS



The flu season peaks between December and March. You can still get your flu shot this season. The Centers for Disease Control and Prevention recommends that everyone ages 6 months and older get a flu shot every year.

The viruses that cause the flu are always changing. Each year, a new shot is made to protect against the new strains of flu for that year.

If you have questions about the flu vaccine, talk with your doctor.

Get the lowdown on lead

Exposure to lead, a toxic metal, can be dangerous.

Children have a higher risk for lead poisoning. Their little bodies take in more lead than adults' bodies do.

Lead poisoning can harm children's brains and nervous systems. Kids also come into contact with more lead because they can touch something that contains lead and then put their hands in their mouths.

Lead can be found in:

- Soil.
- Pipes in homes built before 1986.
- Dust.
- Older toys and play jewelry.
- Paint in homes built before 1978.

Take action against lead

You're not powerless against lead. Here's what you can do to keep your family safe:

- Wipe children's hands and remove their shoes after playing outdoors.
- Use cold water to prepare food and drinks.
- Clean floors with a damp mop each week.

- Don't let kids play in dirt too much.
- Wipe down flat surfaces, like windowsills, each week with a damp paper towel.
- Wash pacifiers, toys, or bottles that fall on the floor.

Protect your family

In certain counties around the U.S., children younger than age 6

may have higher levels of lead in their blood. No matter where you live, ask your child's health care provider to test blood lead levels before age 2.

If you rent, you have rights when it comes to avoiding lead. If your landlord isn't responding to your complaints, call your parish health department.





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.

d Responsibilities

Member Rights and Responsibilities

- 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.
- Refuse to undergo any medical service, diagnoses, or treatment or to accept any health service provided by the MCO if the member objects (or in the case of a child, if the parent or guardian objects) on religious grounds.

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

A copy of official member rights and responsibilities are shared with all vendors and subcontractors who provide direct services to members.

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.

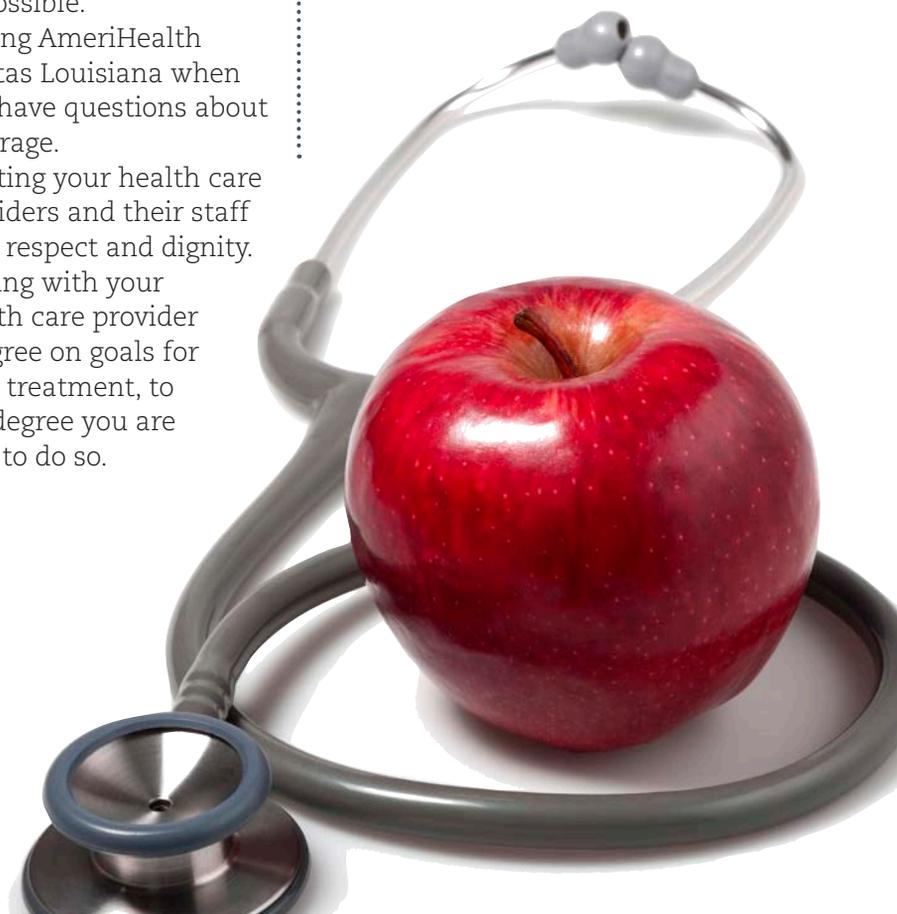
- You have a Workers' Compensation claim.
- You have a pending personal injury or medical malpractice lawsuit.
- You are involved in an auto accident.
- Let Louisiana Medicaid or AmeriHealth Caritas Louisiana know if:
 - Your family size changes.
 - Your living arrangement changes.
 - Your mailing address, 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.
- > Trying 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.**





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**.



Member benefits & services

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 physician (PCP).
- 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 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 health care provider or hospital.

Simply search by name, ZIP code, or parish. You can also see each provider's specialty, language spoken, gender, office hours, and whether he or she is accepting new patients. You can also find out information like where they went to medical school, where they did their residency, professional qualifications and if they are board certified. Information about wheelchair access is also provided.

A searchable Drug Formulary.

The list includes drugs covered by AmeriHealth Caritas Louisiana. The formulary also has a list of Brand-name and generic medicines that may be used, when available, as well as limitations on what can be prescribed.

The Copayment Reference Guide.

You can find information on copayments at www.amerihealthcaritasla.com/pharmacy/benefits.aspx.

Member rights and responsibilities.

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.

There you can find out what to do if you get a bill and what prior approvals you need. You can also learn who to call when having trouble getting medicine filled, how to choose a provider, how to change your PCP, and more.

Information about other covered and non-covered benefits and services.

Know your coverage

Drug Formulary (List of 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 and under the Pharmacy menu, click on "searchable formulary" for the most current information.

AmeriHealth Caritas Louisiana requires that generic medicines be used, when available. If your provider decides you need a generic or brand-name medicine and it is not on the drug formulary, he or she may ask for it through our prior authorization (pre-approval) process.

Formulary Updates

Some medicines recently added to the list include:

- Vivitrol
- generic Rilutek
- generic Benicar
- generic Micardis

Some medicines removed from the list include:

- generic Pataday
- Percodan
- oxycodone capsules
- morphine suppositories

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 a day, 7 days a week. Pharmacy Member Services can also help if you have questions or would like to request that a medicine be added to the formulary.

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 사용하시는 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: ໂປດຊາວ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **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 **1-888-756-0004** (TTY: **1-866-428-7588**) 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: โปรดทาม: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-888-756-0004** (TTY: **1-866-428-7588**).



HIV: What can you do?

HIV is a sexually transmitted disease. Today, it is seen as a chronic illness. This means that even if you get the disease, you can still live for a long time.

Several drugs are available that slow down HIV infection. These drugs have cut the number of deaths from AIDS by more than 25 percent, according to the World Health Organization. AIDS is the last stage of HIV infection.

People should still be careful. There is no cure for HIV. People who take drugs for HIV can still spread the disease.

Who gets HIV?

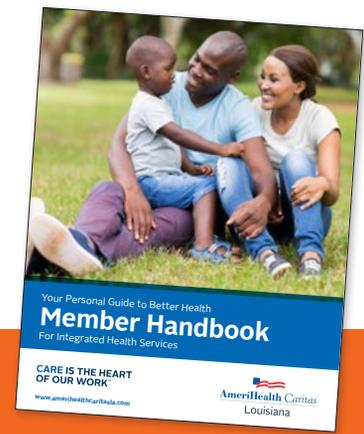
Anyone can get HIV. African-Americans, however, are 8 times more likely to contract HIV than Caucasians, according to the Centers for Disease Control and Prevention (CDC). The number of women and young people with HIV is also up.

Be safe

You can prevent HIV by being careful. Don't share needles or have sex with an infected person. When you aren't sure about a person's HIV status, use a latex condom.

The only way to be sure a person has—or doesn't have—HIV is to get tested. For information about confidential testing, call the CDC at **1-800-342-AIDS**.

Some people do not develop any symptoms when they first become infected with HIV. But some people with HIV get sick about a month or 2 after they are infected. They may have a fever or feel tired.



Know your coverage

Do you know where to go to learn about your benefits? Answers to many questions can be found in the Member Handbook. It includes information about many of the most common topics, including covered services, important phone numbers, and more.

Check your Member Handbook if you have questions about:

- Finding a provider.
- Your ID card.
- Emergency care.

Your rights and responsibilities as a member.

- Grievances and appeals.
- Language services.

We want you to get the care you need. Your Member Handbook and our website, www.amerhealthcaritasla.com, can help you to make the most of your benefits. If you have questions about your health care, call Member Services 24 hours, seven days a week, at **1 888 756-0004**.



When you have questions about your health care coverage, we can help.

AmeriHealth Caritas Louisiana's Utilization Management (UM) department is responsible for coverage decisions and can answer your questions.

UM decides which services are covered, based on:

- If the service is necessary.
- If the service is effective.
- If the service is right for the member.

UM may review your health records or talk to your providers before making coverage decisions. Providers are not rewarded for their recommendations, and coverage is not based on financial incentives. Our coverage decisions are focused on making sure you get the right care at the right time. At AmeriHealth Caritas Louisiana, your care comes first.

If you have questions about coverage for services, call us at **1-888-756-0004** (TTY: **1-866-428-7588**).

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

10606M Developed by Staywell

This is to help you learn about your health condition. It is not to take the place of your doctor. If you have questions, talk with your doctor. If you think you need to see your doctor because of something you have read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.

Download our mobile apps today!



Have you ever:

- Arrived at your primary care physician's (PCP's) office without your ID card?
- Had to select a new PCP 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?
- 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.

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:

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

Join our Member Advisory Council

We invite you to join the (MAC). The MAC is a way for you to provide feedback on our programs and policies and get updates on ways we are improving services. We welcome members and family, people from community organizations, counselors, educators, and anyone who would like to learn more about the services we offer. The MAC meets 4 times a year at locations across the state.

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