

# Healthy NOW

[www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com)

Make Every  
Calorie Count  
*see page 7.*

## High blood pressure affects adults of all ages

**People often think of high blood pressure as an older person's problem.** It is true that the risk for high blood pressure rises with age, but young people can also have it. About 7 percent of U.S. adults younger than age 40 have high blood pressure.

Younger adults are less likely to get treatment for high blood pressure than adults ages 40 and older. A study in the journal *Hypertension* (Zhang and Moran, 2017) looked at health data for more than 41,000 people in 8 national health surveys.

In this study, for people younger than age 40 with high blood pressure:

- 25 percent weren't aware they had it.
- 50 percent weren't getting treatment for it.
- 60 percent didn't have their blood pressure under control.

### High Blood Pressure in Young Adults

In the same study, young men with high blood pressure were less likely to know they had high

blood pressure than young women. They also did not treat or get control of their blood pressure as well as women their age. That may be partly because young men also saw their health care providers less often.

Nearly 75 percent of young adults with high blood pressure were obese, the study found. This number was lower for middle-aged and older adults.

### You're Never Too Young to Manage Your Blood Pressure

To help keep your blood pressure down:

- Maintain a healthy weight.
- Reduce sodium in your diet.
- Get regular physical activity.

All adults age 20 or older should have their blood pressure checked at least every 2 years. If you have high blood pressure, work with your health care provider to lower it. Lifestyle changes and medication can help manage high blood pressure.



# Applied Behavior Analysis Services

**Beginning February 1, 2018**, AmeriHealth Caritas Louisiana began providing Applied Behavior Analysis (ABA) services for eligible members under the age of 21. We are following the Louisiana Department of Health's (LDH) guidelines for providing services. Please contact Member Services to see if there are changes to the services that you currently receive. There is currently no action that you need to take with this change. If you have further questions about your ABA services, contact our Care Connectors by calling at **1-888-643-0005**, option "0", Monday through Friday, 8:30 a.m. to 5:00 p.m. You can also contact our Member Services Call Center at **1-888-756-0004**, 24 hours a day, 7 days a week.

## Need a ride?

Starting on April 1, 2018, our transportation provider will transition from LogistiCare to Southeastrans. The phone numbers you call will not change.

### Some changes you might see are:

- (1) if you are accustomed to a particular driver picking you up, you might have a new driver;
- (2) the Mileage Reimbursement form and public transportation forms might be slightly different than you are accustomed to



## Care management for you

Do you or your child have a complex health problem or chronic condition? Do either of you need mental health or substance use treatment help? Do you need assistance understanding your medicines or your child's medicines? Do you or your child need extra support to stay healthy? If so, AmeriHealth Caritas Louisiana's Care Management team can help you.

As a member, you can refer yourself to receive Care Management services. It's easy! You will be paired with a Care Manager.

### Your Care Manager will:

- Be your 1-on-1 care coach.
- Help you understand your health condition and medicines.
- Help you get the services and information you need.

- Partner with you to help you meet your health goals.

You can request to participate in our Care Management programs. Or your provider may ask us to enroll you in our programs. Our programs cover:

- Asthma.
- Diabetes.
- Heart disease.
- Sickle cell disease.

# AmeriHealth Caritas Louisiana has new rewards and member benefits



**We're always working to do more for our members.** As an AmeriHealth Caritas Louisiana member, you'll get great benefits. You'll also get extra programs, support, and rewards to get healthy and stay healthy. Sign up for one of these new programs to earn rewards for healthy choices.

## **Make Every Calorie Count**

This program gives support to adults and children to live at a healthy weight. Eligible members get 2 visits each year with a dietitian to help you choose healthy foods and activities. Adults and children will receive a gym membership. Children can also receive up to 8 swimming lessons per year.

## **Living Beyond Pain**

Our Living Beyond Pain program

helps members manage their pain. Members are reviewed by case management to determine if they are eligible for the program.

## **Well Visit Rewards**

Have you scheduled your well visit this year? Adults age 21 and older and children ages 2 to 20 can earn \$20 for completing an annual well visit. Young children can earn \$20 for completing each of 6 well baby visits between birth and 15 months.

## **Healthy Pregnancy and Baby**

We offer you several different rewards to make sure you have a healthy pregnancy. You can earn \$10 for each prenatal visit when you are pregnant, up to \$110 per pregnancy. After your baby is born, you can earn \$25 for a postpartum visit. The visit must

be completed between 21 and 56 days after delivery.

Call us when you know you're pregnant and get these no-cost baby care items:

- *The Happiest Baby on the Block* DVD or book.
- A receiving blanket and matching cap.
- Enrollment in the Bright Start program for expecting mothers and the Bright Start mobile app.

## **Keys to Your Care™**

Members who are pregnant can opt in to this texting program by texting MOMMY to 85886. You'll receive weekly updates on how the baby is growing as well as other useful information.

- Obesity.
- Hepatitis C.
- Human immunodeficiency virus (HIV).
- Mental illness in adults.
- Emotional disturbances in children.

But you can choose not to use our Care Management services. You can tell us on

the phone or in writing. Your benefits will not change if you decide not to use our Care Management programs.

**Want to be paired with a Care Manager?**  
Call Member Services at 1-888-756-0004 (TTY 1-866-428-7588) 24 hours, 7 days a week.



# 3 Tips for Staying Out of the Hospital

No one wants an unplanned hospital trip. Fortunately, adopting a few healthy habits can help keep you feeling your best—and clear of the hospital.

**1 Take your medicines as directed.** This means taking the right dose of each medicine at the right time. Taking your medications correctly helps control chronic conditions like asthma, diabetes, and high blood pressure. While it can't cure your illness, medication can reduce symptoms, prevent further problems, or sometimes slow your disease. Here are some tips that may help:

- Ask your doctor or pharmacist if you have any questions about your medicines.
- Use a pill container to keep track of your medicines. Be sure to refill it on the same day and time each week.
- Use timers to remind you to take and refill your medicines.

**2 Talk with your doctor.** Your doctor is your partner in good health. Be sure to keep him or her up to date about your health conditions. Mention any new or unusual symptoms, and ask questions if you don't understand your treatment plan.

**3 Keep up with preventive care.** Routine preventive care, such as mammograms and colon cancer screenings, can find problems early, when they're easier to treat. Ask your doctor what preventive care you need. You should also keep up with vaccines. Get a flu shot every year.



## Find a provider

At AmeriHealth Caritas Louisiana, we want to make it easy for you to find a health care provider. It is also important that the provider meets your health care needs. That is why we give you 3 easy ways to find a provider in our network.



### ONLINE

Click [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com) to use our Find a Provider tool. This is our most current list of providers.



### BY PHONE

You can call Member Services at **1-888-756-0004** or **TTY 1-866-428-7588**. We are here to help 24 hours a day, 7 days a week. We can help you find a provider.



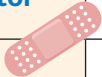
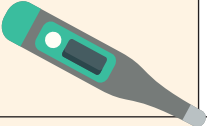
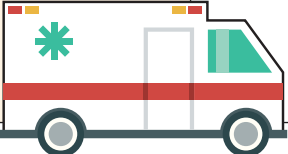
### IN A PRINTED DIRECTORY

Call Member Services at **1-888-756-0004** to request a printed directory.

Make sure your primary care provider (PCP) selection is up to date. This helps us make sure all your providers are working together. Call Member Services at **1 888 756-0004** to select your PCP.

# Know Where to Go for **Medical Care**

If you're sick or injured and need medical care, do you know where to go? Going to the right place means receiving the tests and care that you need when you need it. In some cases it can even save your life. Here's how to know where you should go.

Where to Go	When
<b>Your doctor</b> 	You need routine medical care or have a minor illness or injury that's not an emergency.
<b>Urgent care</b> 	You have a nonemergency medical issue that could be treated in your doctor's office, but the office is closed. Other issues that can be treated at urgent care include: <ul style="list-style-type: none"> <li>• A cut that might need stitches</li> <li>• Blood in your urine</li> <li>• Animal or insect bite</li> <li>• Sharp or persistent pain in your abdomen</li> <li>• Flu</li> <li>• Earache</li> </ul>
<b>Emergency room</b> 	You have a serious or potentially life-threatening medical condition such as: <ul style="list-style-type: none"> <li>• Bleeding that doesn't stop</li> <li>• Sudden or severe pain</li> <li>• Head injury with loss of consciousness, confusion, or vomiting</li> <li>• Seizure</li> <li>• Coughing or vomiting blood</li> <li>• Allergic reaction</li> <li>• Difficulty breathing or shortness of breath</li> <li>• Persistent vomiting or diarrhea</li> <li>• Fractured or broken bone</li> <li>• Chest pain</li> <li>• Fainting, dizziness, weakness</li> </ul> <p><b>Call 911 in a medical emergency. Don't try to drive.</b></p>

## Welcome Premier Health

Members, these urgent care locations are now providers of services for AmeriHealth Caritas Louisiana. If you need care that's not quite an emergency, you can now visit one of these locations.

### LCMC Urgent Care

#### Locations:

- 826 Harrison Ave., Ste. A, New Orleans
- 2600 Belle Chasse Hwy, Ste. B-2, Gretna
- 107 Maryland Dr., Luling
- 70340 Hwy. 21, Suite A, Covington

#### Lourdes After Hours

- 1700 Kaliste Saloom Rd., Bdg. 2 Ste. 200, Lafayette
- 3824 NE Evangeline Thruway, Carencro
- 1821 Rees St., Breaux Bridge

### Lake Urgent Care

#### Ascension

- 14350 Hwy. 73, Prairieville
- 1702 North Burnside Ave., Gonzales
- 40546 Hwy. 42, Prairieville
- 10714 Hwy. 431, Saint Amant

#### Rapides Urgent Care

- 2389 LA Hwy. 28 East, Pineville
- 3800 Jackson St., Alexandria

#### St. Francis Urgent Care

- 1201 Oliver Rd., Suite 100, Monroe

### Total Urgent Care and Occupational Medicine

- 314 Hwy. 3162, Cut Off

#### Lake After Hours

- **Perkins:** 12525 Perkins Rd., Ste. B, Baton Rouge
- **Kids:** 12525 Perkins Rd., Baton Rouge
- **O'Neal:** 2380 O'Neal Lane, Ste. A, Baton Rouge
- **Central:** 8751 Sullivan Rd., Baton Rouge
- **Drusilla:** 3333 Drusilla Lane, Ste. B, Baton Rouge
- **Highland/Lee:** 123 Lee Dr., Baton Rouge

- **Hammond:** 42205 Veterans Ave., Hammond
- **Denham Springs North:** 31985 LA Hwy. 16, Denham Springs
- **Denham Springs South:** 8249 Vincent Rd., Denham Springs
- **Brusly:** 4463 Hwy. 1 South, Port Allen
- **Zachary:** 18989 Old Scenic Hwy., Zachary
- **Coursey:** 13702 Coursey Blvd., Bldg. 10 Ste. A, Baton Rouge
- **Total Occupational Medicine:** 3333 Drusilla Lane, Ste. B, Baton Rouge

# A focus on quality

**Did you know that AmeriHealth Caritas Louisiana has a Quality Improvement (QI) Program?** Each year, the QI team evaluates our programs and pinpoints ways the plan can improve services. Please visit our website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com) or call Member Services at **1-888-756-0004** 24 hours, 7 days a week, if you would like more information about this program.



## **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**.

# 5 healthy foods to put on your grocery list

You can help make every calorie count by choosing nutritious foods. Try these 5 powerhouse foods that pack a healthy punch for your next meal.

## Artichokes

This Mediterranean vegetable is low in calories and sodium. It is also fat-free and cholesterol-free. Artichokes are a good source of fiber, vitamin C, folate, and magnesium. Try steaming them for 25 to 45 minutes, depending on their size.



## Beets

Beets are full of compounds that protect your heart and reduce inflammation. Try adding them to a stir-fry. You can also bake them with other root vegetables like carrots and sweet potatoes.

## Cauliflower

Cauliflower is a good source of vitamin C and folate. It is also fat-free, very low in sodium, and cholesterol-free. Try roasting or steaming cauliflower as a side dish. It also tastes great pureed in soups.



## Kefir

This fermented dairy product has many health benefits. Like yogurt, it has probiotics that help digestion. Kefir can help lower cholesterol. It may also help reduce allergies and asthma. Try kefir instead of a glass of milk at breakfast.

## Lentils

Lentils are high in protein, fiber, folate, and iron. They are a good source of vitamins and minerals. Tannins are another healthy nutrient found in lentils. They may reduce blood pressure and cholesterol. They also give a boost to your immune system. Make a hearty lentil soup for lunch. Or, mix them with grains such as rice.



## Important Numbers

Member Services 24/7

1-888-756-0004

Nurse Call Line 24/7

1-888-632-0009

Pharmacy Member Services

1-866-452-1040

Mental Health and Substance Use Treatment Services Crisis Hotline 24/7

1-844-211-0971

Schedule a ride 24/7

1-888-756-0004

Where's My Ride?

1-877-659-6144

Healthy Louisiana

1-888-342-6207

Police/Fire Department

911

Community Resources

211

Poison Control

1-800-222-1222

National Suicide Prevention Lifeline

1-800-273-8255

American Red Cross

1-800-733-2767

FEMA

1-800-621-3362

Quit Smoking

1-800-784-8669

Alcoholics Anonymous (AA)

1-800-840-0762



## Make your calories count!

AmeriHealth Caritas Louisiana can help you make healthy choices. Make Every Calorie Count gives eligible members 2 visits with a dietitian every year to help you include healthy foods in your diet. You also get a free gym membership! See page 3 for details.

# KEEP AN EYE ON YOUR TEEN'S HEALTH

Teenagers may think they're invincible, but it's still important for them to see a health care provider for a well-child checkup. These visits can help catch health problems early, and they also help encourage teens to take control of their own health.

Here are some important aspects of teen checkups:



Depression and mental health

Hearing and vision checks

Dental check

Acne and skin care discussion

Vaccines, including human papillomavirus (HPV) vaccine

Body mass index check

Nutrition and exercise counseling

Body safety discussions (safe driving, gun safety, abuse awareness, etc.)

Sexually transmitted infections education and screening

Substance use counseling

Looking for a primary care doctor for your teen? Visit [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) to find one.



# 7 Preventive Screenings You Should Never Skip



**Your primary care provider is there for you when you are sick.** But it's just as important to visit your provider when you are well. During your annual wellness visit, ask your provider which health screenings you need. Health screenings check for signs of disease before you have any symptoms. The earlier problems are found, the easier they are to treat. Here are seven screenings you should discuss with your provider at your next visit.

## Blood Pressure

High blood pressure is known as a “silent killer” because it often has no symptoms. It can lead to heart disease and stroke if you don't treat it. Have your blood pressure checked starting at age 18. Your provider can tell you how frequently you should check your blood pressure based on your health conditions.

## Breast Cancer

A mammogram is an X-ray of the breast. It can find breast cancer before you have any symptoms. Experts recommend women get mammograms every year

beginning at age 45, and every two years when they turn 55. You may start screening earlier based on your family history and other risk factors. Talk with your doctor about when you should start getting mammograms and how often you should get them.

## Cervical Cancer

A Pap test can find abnormal cervical cells. Your provider can treat them before they become cancer. Women ages 21 through 65 should get a Pap test every three years.

## Cholesterol

You should have a cholesterol test every four to six years, starting at age 20. Your provider may recommend that you have your cholesterol checked more often.

## Colorectal Cancer

Most adults should get their first colorectal cancer screening at age 50. There are many different tests available. Talk to your doctor about which one is best for you and how often to get it. You may need to get tested earlier if you have a close family member who had colorectal cancer or polyps.

You may also need to get tested earlier if you have bowel disease or other risk factors.

## Diabetes

Blood glucose checks for adults who are overweight or obese should start at age 40. If you are a healthy weight, you may not need to start blood sugar screenings until age 45. Diabetes can lead to serious health issues, such as heart disease and stroke. Your provider will let you know how often you should check your glucose levels.

## Lung Cancer

In the U.S., more people die of lung cancer than any other type of cancer. A scan of the lungs can detect the disease in its earliest stages. Experts suggest this test for:

- adults ages 55 through 80 who have smoked a pack of cigarettes a day for 30 years.
- adults who smoked two packs a day for 15 years and currently smoke, or only quit within the past 15 years.

Patients who fit in these groups should repeat the scan every year.

## Kids Never Outgrow Regular Checkups

Babies need to see the doctor often—even when they're healthy. A 2 year-old should have had almost a dozen well-child visits. It's true that older children need fewer checkups. But well-child visits are still important as children grow.

Your child should have a well-child visit every year from age

3 until age 21. The provider will make sure your child's shots are up-to-date. He or she will also check that your child is growing properly.

Well-child visits include checks for height, weight, and blood pressure. Your provider may also screen your child for:

- lead poisoning

- tuberculosis
- high cholesterol

Children should be screened for high cholesterol between ages 9 and 11, regardless of family history. They should have it checked again between ages 17 and 21.



# 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.amerihhealthcaritasla.com/pharmacy](http://www.amerihhealthcaritasla.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:

- Aricept 23 mg.
- Enoxaparin.
- AMavyret.
- Qvar Redihaler.

Some medicines removed from the list include:

- Methadone.
- Dulera.
- Exelon patch.

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.

## 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** 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 Store or Apple® App Store.

## Members’ right to request a welcome packet

It is your right to request a member welcome packet 1 time a year. After 1 year on our plan, or if you lose your packet, you can ask for another one. It includes information about your benefits and services.

Call Member Services at **1-888-756-0004** to receive a packet or visit the Member Portal online at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).

## 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](http://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](http://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:** ໂປດຊາບ: 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:** โปรดทราบ: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-888-756-0004** (TTY: **1-866-428-7588**).



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*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.*

# New contact information? Let us know

**Did you move or change your phone number lately?** Remember to give us your new information.

Current contact information helps us coordinate your health care with your providers. It also helps avoid delays or mistakes.

Call Member Services to give us your new information.

## We're going paperless!

The AmeriHealth Caritas Louisiana Healthy Now newsletter will be available via email in 2018. Please email us at [newsletter@amerihealthcaritasla.com](mailto:newsletter@amerihealthcaritasla.com) to sign up for the digital version of the newsletter and get it delivered right to your email. Confirm your email address through the mobile app or call member services to confirm your email address. If you prefer a print version, please call Member Services to confirm and update your current mailing address.

New Digital Newsletter



## 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](mailto:MAC@amerihealthcaritasla.com).

