

Get Care, Stay Well



Prepare now for winter weather

Snow and ice offer fun activities, not to mention lovely landscapes. But, sometimes, they can also be a challenge or even dangerous. Like other severe weather, you need to be prepared.

The Centers for Disease Control and Prevention (CDC) has these suggestions to help you prepare now for the winter ahead.

Weatherproof your home

To start:

- Insulate water lines as needed.
- Cut away tree branches that could fall on your home.
- Get any fireplaces, woodstoves, and chimneys inspected.
- Make sure you have supplies, such as a shovel and rock salt.

Learn the signs of hypothermia

The CDC says signs that your core body temperature has dropped too low include:

- Shivering.
- Fumbling hands.
- Exhaustion or drowsiness.
- Slurred speech.
- Confusion or memory loss.

Prepare your car

Get a car tune-up and travel supplies. Pick up an ice scraper, a wintertime mixture for windshield-wiper fluid, a blanket, and sand for traction. Keep these and other items in your car once the temperature drops. ■

Winter will be here before we know it. Learn more about what you should do before, during, and after a storm at www.redcross.org.

Are you at risk
of becoming
unhoused?

Whatever the reason,
you can call **2-1-1 NH**
and ask for help. You
do not have to face
this alone.

Working together: Joe's story



After a visit to the emergency room for alcohol withdrawal symptoms and homelessness, Joe* began working with his AmeriHealth Caritas New Hampshire care manager. As a result, Chris, a master licensed alcohol and drug counselor (MLADC) at AmeriHealth Caritas New Hampshire, had regular phone calls with Joe. By listening without judgment,

Chris was able to learn about all of Joe's needs and concerns.

Due to some legal troubles and missing follow-up mental health appointments, Joe found himself unable to access mental health and substance use services at his former provider. Chris became his advocate. Working with the local Community Mental Health Center, they were able to restore Joe's access to care.

Another success was securing food and housing for him during the cold winter months. This allowed Joe to leave the cold tent he was living in on the outskirts of a major New Hampshire city.

Thanks to these resources, Joe's care and housing became stable. He made much fewer visits to the ER. Just as important, Joe's outlook on life and the future was more positive. ■

**Name has been changed.*

Could you use help?

The AmeriHealth Caritas New Hampshire care management team is ready and excited to help advocate for your needs. We are here to help you understand discharge paperwork, your medicines, and treatment options. Your case manager can also assist with food, housing, school, and other social needs.

Our team is waiting to hear from you and to partner with your provider care team for better outcomes for you. To learn more about how you get can extra support to manage your health, talk to your PCP, or call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)** or the Rapid Response and Outreach Team at **1-833-212-2264**.

We can help you manage your care

AmeriHealth Caritas New Hampshire Care Managers can help you understand your health conditions and get the right care at the right time. At no cost to you, our Integrated Health Care Management program can help both adult and child members with certain health issues that affect their everyday lives. This includes:

- Asthma.
- Diabetes.
- Heart disease.
- Mental health issues.
- Obesity.
- Pregnancy.
- Substance use disorder.
- Social needs, such as food.

What to expect

Once you enroll, a Care Manager can help you:

- Schedule your health care visits.
- Find transportation to and from your health care visits.

- Learn more about your health conditions.
- Get the medicines your provider ordered for you.
- Find helpful community resources for your health care needs.
- Manage your care after a visit to or stay in a hospital.
- Get durable medical equipment, such as a wheelchair, if needed.



How to join

You can ask your primary care provider to enroll you. Or you can call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)** and ask to enroll.

Unsure what type of care management you need? Talk with us. We can then connect you to the type of support you need. ■

AmeriHealth Caritas New Hampshire members can earn \$15* on their CARE Card when they engage in care management.

**Some restrictions and limitations may apply. Earn up to \$250 in cash and noncash goods and services each state fiscal year ending June 30. Complete information is available at www.amerhealthcaritasnh.com.*

Direct access to specialists

Your primary care provider (PCP) may refer you to a network specialist for certain services. **A specialist is a health care provider trained to care for a certain condition or part of the body.** One example is an orthopedist, who provides care for bone, joint, or muscle conditions.

In some cases, AmeriHealth Caritas New Hampshire offers direct access to specialists.

How it works

As an AmeriHealth Caritas New Hampshire member,

direct access allows you to refer yourself to specialists in our network. This means that you do not need to get a referral or approval in advance (prior authorization) for the specialist services you receive to be covered by your health plan.

Types of care

AmeriHealth Caritas New Hampshire members have direct access to specialists for services, including:

- **Routine and preventive women's health care**

services — pelvic exams, family planning, and maternity care.

- **Behavioral health or substance use disorder services** — assessments, crisis support (intervention), and medicines.

For more information, call Member Services at **1-833-704-1177**

(TTY 1-855-534-6730).

You can also learn more at **www.amerhealthcaritasnh.com/specialists**.



Checkups help you stay well during and after pregnancy

Taking good care of your baby starts with taking good care of yourself. Seeing your health care provider for regular checkups before and after the birth of your baby is important, even if you have had a healthy pregnancy before.

Along with providing support, your provider can help you find and manage problems that can harm you and your baby, like the following:

Preeclampsia, a serious condition that includes high blood pressure

When: The Centers for Disease Control and Prevention (CDC) says it often starts after 20 weeks of pregnancy. Less often, it starts

soon after giving birth. The CDC also warns that Black women in the United States have a 60% higher chance of preeclampsia than their white counterparts.

Signs: Along with high blood pressure, preeclampsia can result in too much protein in the urine. Other warning signs may include:

- Headaches that do not go away.
- Changes in eyesight or seeing spots.
- Pain in the shoulder or upper stomach.
- Nausea or vomiting in the second half of pregnancy.
- Swollen hands or face.

Tell your provider right away if you have these symptoms.

Preeclampsia does not always have clear symptoms. Your provider should check for high blood pressure at each visit, even if you feel fine.

Gestational diabetes, or high blood sugar

When: The CDC says it often starts around 24 weeks of pregnancy. The CDC also warns that Asian and Hispanic women have higher rates of gestational diabetes.

Signs: Many women do not have any symptoms. It is often found when a provider does screening tests for high blood sugar. Tell your provider if you have extreme thirst, hunger, or fatigue. ■

Are you pregnant?

AmeriHealth Caritas New Hampshire offers our Bright Start® program to give you information about eating well, taking prenatal vitamins, receiving care in a timely manner, and staying away from drugs, alcohol, and smoking. AmeriHealth Caritas New Hampshire will work with your health care providers to make sure you get the care you need. Talk to your provider or call Member Services for more information at **1-833-704-1177 (TTY 1-855-534-6730)**.

Why do we ask about your race, ethnicity, and primary language?

The answer is: We ask because we care! We want to know more about you. We collect race, ethnicity, and language (REL) information from all our members to help us get to know you better and to provide you with the best care possible. These questions help us:

1. Know you and our community better.

Yes, we are all unique individuals. However, studies show that our racial and ethnic backgrounds may place us at differing risks for some diseases. We can work to reduce these risks by making sure everyone gets high-quality health care. That is why knowing your race and ethnicity information helps us better meet your health care needs.

2. Understand each other.

When we know your preferred language, then we know when we need to get an interpreter (including sign language interpreters for Deaf members) to help us speak with you. We can also translate documents into your preferred language. These services are at no cost to you!

3. Support programs that improve quality of care.

When we know this information, we can offer culturally specific programs, in your preferred language, that can improve your health.

It's private!

Your information is kept private and confidential. It is protected by law. The only

people who will see your information are members of your care team and others who are authorized to see your medical record. We limit access to member information, including race and ethnicity. We use the information only if it is needed to provide care. Your information is always protected.

Still don't want to share this information?

You do not have to answer some or all of the REL questions. It is your choice. However, this information can help us provide better care. Remember, we ask all our members these questions because we want to make sure they get the best care possible. ■





Language access services at the pharmacy

Do you or a family member enrolled in Medicaid need an interpreter when you visit your health care provider or to learn about medicines at the pharmacy? You should know that all providers, including pharmacies, must offer you language access services at no cost to you.

This means a professional (trained) interpreter should be used to help make sure you

understand labels, instructions, and other written information about your prescription medicines. They must not charge you for these services.

To locate a pharmacy in the AmeriHealth Caritas New Hampshire network, visit <https://acnh.darwinrx.com/PharmacyLocator>. Have questions? Call Pharmacy Member Services at **1-888-765-6383 (TTY 711)**. ■

Do you know your rights?

As an AmeriHealth Caritas New Hampshire member, you have rights and responsibilities. For example, you have the right to:

- Participate in decisions regarding your health care, such as the right to refuse treatment.
- See your medical records, as well as request and receive a copy of them.
- Request that your medical records be changed (corrected).
- Have your personal health information stay private and be protected (privacy and protection).
- Get a second medical opinion. For more information, see Section 6.6 of your Member Handbook.
- Voice complaints or make appeals about the plan or the care it provides.

These are just a few of your rights. There are many more. To read about all your rights and responsibilities as a member of AmeriHealth Caritas New Hampshire, visit www.amerihealthcaritasnh.com/rights. To request a hard copy be mailed to you, call Member Services at **1-833-704-1177**.

Cheesy sweet potato and apple casserole



Ingredients

- 1 tbsp. canola or olive oil
- 1 medium sweet onion, diced
- 1 cup part-skim ricotta cheese
- ½ tsp. black pepper
- 1 tsp. dried thyme
- 2 tsp. dried basil
- ½ tsp. salt
- 2 large sweet potatoes, chopped into medium pieces
- 3 medium apples, chopped into medium pieces
- 1½ cups shredded reduced-fat sharp cheddar cheese

Directions

1. Preheat oven to 350 degrees.
2. Heat a large skillet over medium-high heat. Add oil and let it warm up for one to two minutes. Add diced onions to the skillet and stir. Let onions cook until they start to turn clear, about five to seven minutes.
3. While the onions are cooking, mix the ricotta cheese, black pepper, thyme, basil, and salt in a large bowl.
4. Lightly grease a 9-by-13-inch pan. Add the chopped sweet potatoes, apples, and sautéed onions to the greased pan. Stir to combine.
5. Pour in the ricotta cheese mixture. Gently mix to combine. Sprinkle the cheddar cheese on top.
6. Place the pan in the oven and bake for 40 to 50 minutes, until the sweet potatoes and apples have softened.

Serves eight. Each serving provides 200 calories, 8 g total fat (4 g saturated fat, 0 g trans fat), 20 mg cholesterol, 350 mg sodium, 22 g total carbohydrate, 3 g dietary fiber, 11 g sugars, and 10 g protein.

Medicine updates

The New Hampshire state Medicaid programs maintain a Preferred Drug List (PDL).

This common PDL is used across the New Hampshire Medicaid program. Medicines within the types (therapeutic drug classes) on the PDL are approved based on safety and clinical value (efficacy) first. Then, based on cost.

Our Pharmacy and Therapeutics Committee maintains another (supplemental) list of drugs for

therapeutic classes and over-the-counter medicines that are not a part of the state PDL. The committee meets four times a year to vote on changes to this list. Drugs are added to or removed from the list based on up-to-date clinical information first. Then, based on cost.

Our Drug Formulary combines the state PDL with our supplemental drug list. Visit www.amerihhealthcaritasnh.com/member/pharmacy

to see the Drug Formulary. You can learn about:

- Medicines that are covered.
- Medicines that need prior authorization.
- Limits on prescriptions, refills, and doses.
- When generic medicine can be used in place of a brand-name medicine.
- Copays.

If you have questions, call Pharmacy Member Services at **1-888-765-6383 (TTY 711)**.

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Discrimination is against the law

AmeriHealth Caritas New Hampshire complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of age, race, ethnicity, national origin or ancestry, mental or physical disability, sexual or affection orientation or preference, gender identity, marital status, genetic information, source of payment, sex, creed, religion, health or mental health status or history, need for health care services, amount payable to AmeriHealth Caritas New Hampshire on the basis of an eligible person's or member's actuarial class or pre-existing medical/health conditions, whether or not the member has executed an advance directive, or any other status protected by federal or state law.

AmeriHealth Caritas New Hampshire provides free aids and services to people with disabilities. Examples of these aids and services include qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services, such as qualified interpreters and information written in other languages, to people with limited English proficiency or whose primary language is not English.

If you need these services, contact AmeriHealth Caritas New Hampshire 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

If you believe that AmeriHealth Caritas New Hampshire has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- AmeriHealth Caritas New Hampshire Grievances
P.O. Box 7389
London, KY 40742-7389
1-833-704-1177 (TTY 1-855-534-6730)

- You can also file a grievance by phone at **1-833-704-1177 (TTY 1-855-534-6730)**. If you need help filing a grievance, AmeriHealth Caritas New Hampshire Member Services is available to help you. You can contact Member Services 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

You may also file a discrimination complaint through the Department of Health and Human Services (DHHS) Office of the Ombudsman who has been designated to coordinate the efforts of NH DHHS's civil rights compliance for the Department:

State of New Hampshire, Department of Health and Human Services, Office of the Ombudsman
129 Pleasant Street
Concord, NH 03301-3857
1-603-271-6941 or 1-800-852-3345 ext. 16941
Fax: **1-603-271-4632, (TTY 1-800-735-2964)**
E-mail: **ombudsman@dhhs.nh.gov**

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 **<https://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, DC 20201
1-800-368-1019 (TTY 1-800-537-7697)

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

Attention: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-704-1177 (TTY 1-855-534-6730)**.

Atención: se habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-833-704-1177 (TTY 1-855-534-6730)**.