

# Get Care, Stay Well



## Overcome spring allergies without raising your blood pressure

When a stuffy nose or other symptoms start, think twice before you reach for over-the-counter (OTC) medicine. There are risks.

### Medicine concerns

Decongestants and some other medicines work by narrowing blood vessels in the nose and sinuses. But they also narrow other blood vessels throughout your body. This can raise blood pressure, warns the American Academy of Family Physicians (AAFP). As a result, taking them could be risky if you have high blood pressure or take certain medicines to treat it.

If you are not sure if an OTC medicine is safe for you, ask your primary care provider (PCP).

### Safer choices

The AAFP suggests you try:

- Antihistamine pills or sprays to help relieve sneezing, itchiness, and a runny nose.
- Eye drops to help soothe itchy, watery eyes.
- Liquid saline solution to flush the sinuses.

Have questions about your symptoms? Call your PCP or the 24/7 Nurse Call Line at 1-855-216-6065. Talk with your

PCP before starting any new product or medicine. ■

**Managing high blood pressure has many rewards.** Members with diabetes or hypertension who complete a reading at their PCP's office with a result lower than 140/90 may earn a \$50 reward on their CARE Card.\* Visit our website to learn more.

*\*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](http://www.amerhealthcaritasnh.com).*

# Lead screenings for children

Lead is not good for anyone. For children, it is extra dangerous. Their bodies and brains are still growing and developing. That is why screening for lead is part of health exams for kids.

## Key points

You should know that:

- A blood test can tell if there is lead in your child's body.
- The New Hampshire Department of Health and Human Services recommends children be tested for lead at **age 1 (between 11 months and 23 months)** and again at **age 2 (between 23 months and 36 months)**.

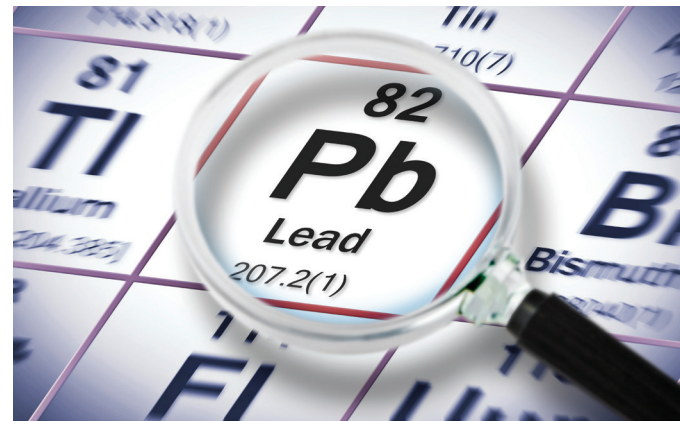
If you think your child is at risk from lead in paint, water, or

other sources, do not wait. Call their health care provider right away. When a child's lead level is too high, the provider should help you get any care they need.

## Health risks

The Centers for Disease Control and Prevention (CDC) warns that over time, lead exposure can cause:

- Damage to the brain and nerves.
- Hearing and speech problems.
- Slower growth.
- Trouble with learning and behavior.



Learn how you can help keep children safe from lead at <https://leadfreekidsnh.org>.

If you would like help scheduling a lead screening for your child, call Member Services at **1-833-704-1177** (TTY **1-855-534-6730**). ■

## It may be time to renew your medical coverage

The annual Medicaid eligibility review process was suspended due to the COVID-19 public health emergency. The review process started again in 2023.

When you receive a notice from the New Hampshire Department of Health and Human Services, Medicaid members will need to renew by doing one of these four options:



Make updates using your NH EASY account at <http://nheasy.nh.gov>.



Call the NH Department of Health and Human Services at **1-844-ASK-DHHS (1-844-275-3447)**.



Mail your completed Redetermination Form to: Central Scanning Unit, P.O. Box 181, Concord, NH 03302



Take your completed form to a District Office. You can find an office at [www.dhhs.nh.gov/about-dhhs/locations-facilities](http://www.dhhs.nh.gov/about-dhhs/locations-facilities).

Have questions? Call AmeriHealth Caritas Member Services at **1-833-704-1177** (TTY **1-855-534-6730**) or the NH Department of Health and Human Services at **1-844-ASK-DHHS (1-844-275-3447)**.

# Two tools to help you manage your health care

## Secure member portal

Use this website on your mobile phone\* and computer. To register, go to [www.amerihealthcaritasnh.com/memberportal](http://www.amerihealthcaritasnh.com/memberportal).

- Once you log in, you can:
- See your recent health history.
  - Set up medicine refill reminders.
  - Order a replacement ID card.
  - Track claims.
  - Sign up for special health care programs.
  - Learn about your health risks.

## AHC Mobile app\*

This AmeriHealth Caritas New Hampshire smartphone app offers many features including:

- Digital ID card.
- Member Handbook.
- Find a provider (with driving directions).
- Medicine Cabinet (with features to help you stay on track).
- Report fraud, waste, and abuse concerns.



To get the app, visit the Google™ Play Store or Apple® App Store. ■

\*Standard messaging and data fees may apply.

## Need a ride to your next checkup? We can help

Always call **911** if you have a medical emergency and need an ambulance. For health care that is not an emergency, you have other options.

With our Family and Friends program, you can be repaid (reimbursed) for mileage if you use your own vehicle, get a ride with someone else, or use public transportation. If you do not have access to those options and meet plan rules, you can get access to transportation for medical services at no cost to you.

Learn more at [www.amerihealthcaritasnh.com/transportation](http://www.amerihealthcaritasnh.com/transportation). To find out if you qualify, call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)**.



## We want to hear from you! Join our Member Advisory Board

The Member Advisory Board (MAB) is a way for you to tell us what you like or do not like about your experience with AmeriHealth Caritas New Hampshire. You will also get updates on ways we are improving services. Your feedback can make a difference in improving our programs and services.

The MAB meets four times a year on Zoom. We welcome members and their families, people from community organizations, counselors,

educators, and others who would like to learn more about the services we offer. Do you want to attend a meeting or become a member of our MAB? Email [acnhmemberadvisoryboard@amerihealthcaritasnh.com](mailto:acnhmemberadvisoryboard@amerihealthcaritasnh.com) or call **1-833-704-1177 (TTY 1-855-534-6730)**. ■

**AmeriHealth Caritas New Hampshire members can earn \$25\* on their CARE Card for each MAB meeting they attend.**

\*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.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com).





# Is it time for a well visit?

The American Academy of Pediatrics recommends children have checkups (well-child visits) at:

- 3 to 5 days old.
- Months 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30.
- Once a year from ages 3 to 21.

AmeriHealth Caritas New Hampshire member benefits include well visits at no cost to you. Completing well visits and certain shots may also earn members CARE Card rewards. To learn more, visit [www.amerihealthcaritasnh.com/CAREcard](http://www.amerihealthcaritasnh.com/CAREcard).

## What to expect

What the PCP does and asks during your child's exam depends on their age. They may ask questions about their general and mental health, diet, and how they act with other kids who are the same age. A PCP may also order tests and recommend shots for your child.

## Get suggested shots

Millions of children safely get vaccines each year, reports the Centers for Disease Control and Prevention (CDC). Talk with your child's PCP about what shots they need, why they need them, and any concerns you have about the shots.

The chart below shows shots the CDC recommends based on a child's age. ■

	Birth	1-2 mos.	2 mos.	4 mos.	6 mos.	6-18 mos.	12-15 mos.	12-23 mos.	15-18 mos.	2-3 yrs.	4-6 yrs.	11-12 yrs.	16 yrs.	7-18 yrs.
DTaP			✓	✓	✓				✓		✓			
IPV			✓	✓		✓					✓			
MMR							✓				✓			
Hib			✓	✓	✓		✓							
Varicella							✓				✓			
HepB	✓	✓				✓								
PCV			✓	✓	✓		✓							
Flu (yearly)						✓		✓		✓	✓			✓
HepA								✓						
Meningococcal												✓	✓	
RV			✓	✓	✓									
Tdap												✓		
HPV												✓		

# How to manage diabetes

When you have diabetes, it is important to manage your blood sugar levels. This can help you avoid many health problems (complications).

You should follow your eating, exercise, and medicine plans. The Centers for Disease Control and Prevention (CDC) says you may need to take a statin to help lower a high level of low-density lipoprotein (LDL), or “bad,” cholesterol.

You should also stay on track with checkups and tests that help guide your diabetes care. The CDC says you should have:

**Blood pressure checks at every visit.** You may also need to check your levels at home.



**A cholesterol blood test once a year.** This shows your levels of LDL and HDL (“good”) cholesterol and triglycerides.

**A dilated eye exam at least once a year.** This helps a provider look for eye diseases.



**HbA1c test at least twice a year.** This shows your average blood sugar level over the past three months.

**Kidney function tests once a year.** These often include urine and blood tests. ■



## Would you like extra support to help you manage diabetes?

Talk with your PCP. You can also call the Rapid Response and Outreach Team at **1-833-212-2264** or Member Services at **1-833-704-1177 (TTY 1-855-534-6730)**.

AmeriHealth Caritas New Hampshire members with Type 1 or Type 2 diabetes who use insulin may be eligible to receive a continuous glucose monitor with a pharmacy copay. Members with Type 1 or Type 2 diabetes who do not use insulin may still be eligible if their providers submit a prior authorization request.

## Managing your health offers many rewards

AmeriHealth Caritas New Hampshire members can earn CARE Card rewards, such as\*:

- \$10** reward each year you get a flu shot.
- \$20** reward for completing a HbA1c test. One per year for members with diabetes.
- \$30** reward each year you have a well visit from ages 2 to 21.
- \$50** reward for having one blood pressure reading lower than 140/90 at your PCP’s office. One per year for members with diabetes or hypertension.
- \$75** reward from Baby Bright Start® for completing all 10 required immunizations, at least six well visits, and a lead screening by baby’s second birthday.

To learn more, visit [www.amerihealthcaritasnh.com/CAREcard](http://www.amerihealthcaritasnh.com/CAREcard).

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# Overcoming opioid use with the right treatment

The United States is having an opioid crisis, says the Substance Abuse and Mental Health Services Administration (SAMHSA). A ray of hope is that treatments for opioid addiction have come a long way.

## Medications for Opioid Use Disorder (MOUD)

SAMHSA says MOUD programs are tailored to each person and should offer:

- Medicines that stop the cravings for opioids.
- Counseling and behavioral therapies to work through related issues.
- Other treatments based on a person's needs.

Some people may need MOUD for a few months, says SAMHSA. Others may need MOUD for years or even the rest of their lives.

## How medicines work

Buprenorphine, naltrexone, and methadone are medicines used to treat OUDs. They can help reduce cravings and withdrawal symptoms. Some also block the effect of opioids.

## Is stigma keeping you from seeking treatment?

It can be hard to put aside your worries and ask for help. Shame, embarrassment, and fear of judgment are common reasons people avoid treatment for mental health conditions. But keep in mind that treatment can help you or a loved one feel better.

Mental Health America reports that almost half of all American adults will have a mental illness at some point in their lives. These conditions include substance use disorders, depression, and anxiety disorders. The National

Alliance on Mental Illness says treatment can help most people recover.

## How to find help

AmeriHealth Caritas New Hampshire offers the **Living Beyond Pain care management program**, which includes access to alternative treatments. Talk with your health care provider.

You can also visit the SAMHSA website for an Opioid Treatment Program Directory. ■

**AmeriHealth Caritas New Hampshire members have access to mental health services.**

Learn about these services at [www.amerhealthcaritasnh.com](http://www.amerhealthcaritasnh.com). You can also call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)**. They can help you find the type of provider who meets your needs.



# Need help? Want to talk?

At AmeriHealth Caritas New Hampshire, we know it can be frustrating and scary for you to reach out and talk with us when English is not your first language. Please know that we want to hear from you. We can provide interpreters at no cost to you if needed.

An interpreter can make it easier to understand each other.

There are a few ways that an interpreter can join us:

- 1. Over the phone.** Interpreters can be added to a phone call.
- 2. Video call.** We can set up a video call (like Zoom) and have the interpreter join it. This could be done when we are at different locations or at the same location.
- 3. In person.** If you meet with us in our Wellness and Opportunity Center, we can

have an interpreter join us by phone. We can also help you get an interpreter for your health care provider's visit if they do not provide one.

In addition to asking for an interpreter, you can request that letters from AmeriHealth Caritas New Hampshire be translated into the language you

need. It will take a bit of time to get the letter translated. It is often faster to call and ask for an interpreter.

**All of these language access services are offered at no cost to you.** We hope to hear from you soon! You can call Member Services 24 hours a day, seven days a week at **1-833-704-1177** (TTY **1-855-534-6730**). ■



## Avocado banana chocolate pudding

Kids can help make this easy treat that sneaks a lot of healthy nutrients into dessert.

### Ingredients

- 1 avocado, peel and pit removed
- 1 banana, peel removed
- ¼ cup unsweetened almond milk (or dairy milk)
- 3 tbsp. unsweetened cocoa powder
- 2 tbsp. honey
- ¼ tsp. vanilla extract

### Directions

Place all ingredients in a blender or food processor. Blend until smooth. Divide among four bowls. If you want, put banana slices on top of the pudding.

**Serves four.** Each ½ cup serving made with almond milk provides 137 calories, 6 g total fat (1 g saturated fat, 0 g trans fat), 0 mg cholesterol, 5 mg sodium, 21 g total carbohydrates, 5 g dietary fiber, 16 g sugar, and 2 g protein.



## 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>**.

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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)**.