



Front of the Wellness Center at 3709 Jewella Ave., Shreveport, La.

  
**AmeriHealth Caritas**  
 Louisiana

# Healthy FALL 2017 NOW

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

## Grand Opening Community Wellness Center

**Gov. John Bel Edwards helped AmeriHealth Caritas Louisiana open our first Community Wellness Center in Shreveport in July.**

Gov. Edwards joined AmeriHealth Caritas Family of Companies CEO Paul A. Tufano, AmeriHealth Caritas Louisiana Market President Kyle Viator, AmeriHealth Caritas Regional President Mike Jernigan, and local and state officials to cut the ribbon on our first Community Wellness Center.

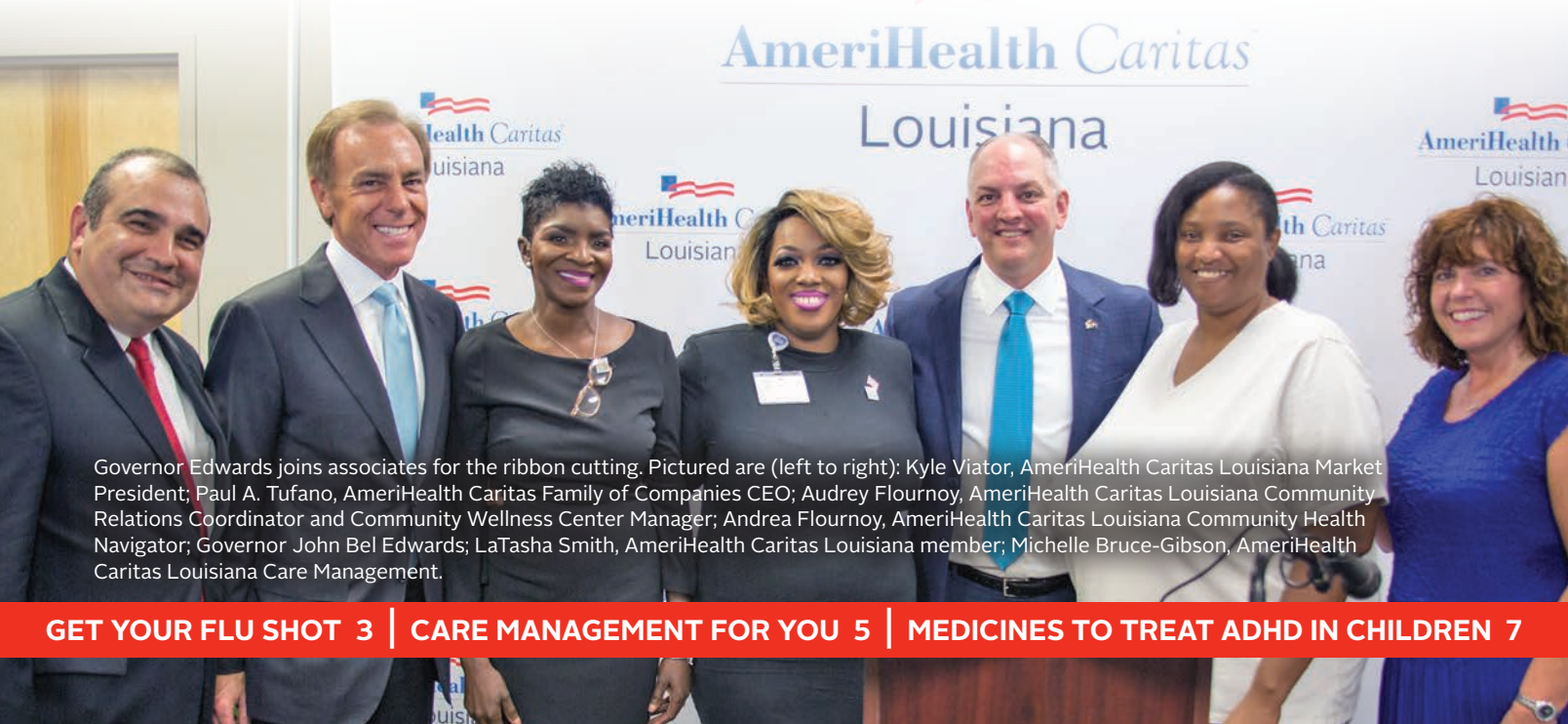
Shreveport-Bossier residents can go to the center to learn about important health benefits and services. AmeriHealth Caritas Louisiana members can get help with member services, like setting up appointments and finding rides to doctor visits. The center will also host health events for the public.

Some of the seminars and activities include

CPR trainings, financial wellness, eye health and safety, virtual exercise, and immunization education. You can also receive health screenings at the center during certain times of the year.

The Community Wellness Center is open Monday through Friday from 10 a.m. – 4 p.m. It is also open on the first Saturday of each month.

Call Member Services at **1-888-756-0004** for more information. Member Services is available 24 hours a day, seven days a week. You can find a monthly calendar of events for the Community Wellness Center at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com).



Governor Edwards joins associates for the ribbon cutting. Pictured are (left to right): Kyle Viator, AmeriHealth Caritas Louisiana Market President; Paul A. Tufano, AmeriHealth Caritas Family of Companies CEO; Audrey Flournoy, AmeriHealth Caritas Louisiana Community Relations Coordinator and Community Wellness Center Manager; Andrea Flournoy, AmeriHealth Caritas Louisiana Community Health Navigator; Governor John Bel Edwards; LaTasha Smith, AmeriHealth Caritas Louisiana member; Michelle Bruce-Gibson, AmeriHealth Caritas Louisiana Care Management.

## 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**).

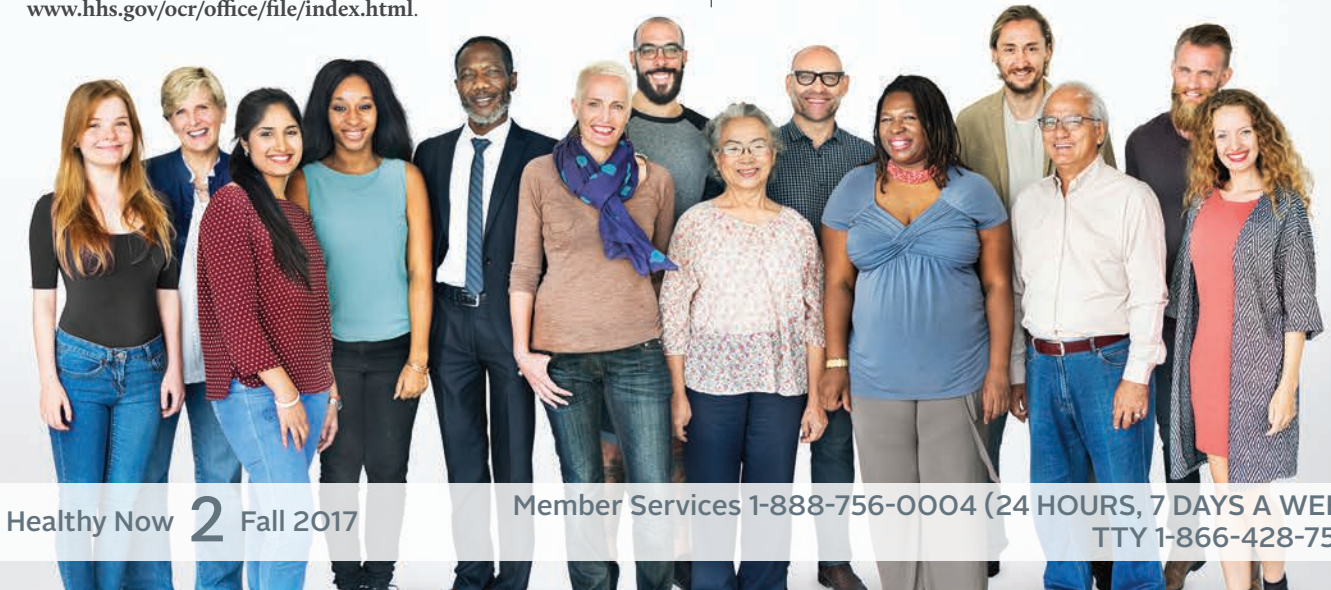
**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-756-0004** (TTY: **1-866-428-7588**).

**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**).





The CDC recommends that everyone ages 6 months and older get a flu shot each year.

# Young and healthy? You need the flu shot, too.

**One of the best ways to protect the people you love is to get your flu shot.** The shot is the number 1 way to avoid getting the flu. Even if you are young and healthy, you probably come into contact with many people who are not as lucky. People at risk for serious flu-related illness include:

- Adults ages 65 and older
- Children younger than age 5 — especially babies younger than 6 months old, since they are too young to get the shot
- People with chronic conditions, such as diabetes, heart disease, and lung disease

Getting your flu shot can help you avoid passing the flu to them.

## Benefits for you

There are also plenty of benefits for you, too. The flu shot lowers your risk of getting the flu by about 60 percent, the CDC says. The flu shot also makes you less likely to miss work or school because of the flu. If you do get the flu, the shot may make your symptoms less severe.

Talk with your primary care physician (PCP) about getting the flu shot. It is not just for you. It is for the people you love, too.

## When should I get a flu shot?

Everyone 6 months and older should get a flu vaccine every year. It is best to get it by the end of October. However, getting a flu shot later is OK. You can get a flu shot at any time during the flu season—even in January or later. Some young children might need to get 2 shots for the flu. Your child's PCP can tell you how many doses your child will need.



# Pharmacy information

## 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](http://www.amerihealthcaritasla.com) and click on “View the searchable drug formulary list” 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 branded 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:

- Vyvanse chewable tablets
- Ella 30mg tablet

- Basaglar KwikPen
- Aleve 220mg

Some medicines removed from the list include:

- Lantus vial/Solostar Pen
- Incruse Ellipta
- Pataday

If you would like a full copy of the drug formulary or a full list of changes, call Pharmacy Member Services at **1-866-452-1040** 24 hours, 7 days a week. Pharmacy Member Services can also help if you have questions or if you would like to request that a medicine be added to the formulary.

## Member benefits & services

The AmeriHealth Caritas Louisiana website, [www.amerihealthcaritasla.com](http://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. Information about wheelchair access is also provided.

### A searchable Drug Formulary.

The list includes drugs covered by AmeriHealth Caritas Louisiana.

### The Copayment Reference Guide.

You can find information on copayments at [www.amerihealthcaritasla.com/pharmacy/benefits.aspx](http://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 benefits and services.

**Contact us**  
Member Services  
**1-888-756-0004**

TTY for the deaf and hard of hearing **1-866-428-7588**

# 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.
- Asthma.
  - Diabetes.
  - Heart disease.
  - Sickle cell disease.
  - Obesity.
  - Hepatitis C.
  - Human immunodeficiency virus (HIV).
  - Mental illness in adults.
  - Emotional disturbances in children.
  - Pain Management Program: Living Beyond Pain.

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:

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.

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**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.

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## Fall 2017 Event Calendar

<b>BREC A-Boo Events</b>	October 21
October 12	Baton Rouge
Baker	9:00 a.m. – 6:00 p.m.
9:00 a.m. – 11:00 a.m.	
October 13	October 27
Baker	Baton Rouge
5:30 p.m. – 8:30 p.m.	9:00 a.m. – 8:30 p.m.
	October 31
	Baton Rouge
	6:00 a.m. – 8:30 p.m.

### Other AmeriHealth Caritas Louisiana Events

<b>Boo at the Zoo</b>	<b>Fit, Fun and Fabulous St. Mary</b>
October 21	October 5
Baton Rouge	Franklin
9:00 a.m. – 6:00 p.m.	7:00 a.m. – 2:00 p.m.





# We provide language assistance services at no cost to you

- It is your right to receive telephonic interpretation, for free, when you go to your provider's appointments. If your provider will not use an interpretation line, or is asking you to bring your own interpreter, you should:
  - Tell them your health insurance has free telephonic interpretation if they call Member Services.
  - Call Member Services to ask for assistance.
  - Call Member Services to see if there is a provider in your area that speaks your language.
- Do you read better in another language? We can send you any of our materials in a different language. Just ask us.
- Let us know if you need an American Sign Language interpreter for your next provider appointment.

If you need help or have any questions about these services, call Member Services at 1-888-756-0004.

## ¡Proporcionamos servicios de asistencia de idioma sin cargo para usted!

- Usted tiene derecho a recibir interpretación telefónica, de forma gratuita, cuando va a las citas con su médico. Si su médico no utiliza la línea de interpretación o le pide que traiga su propio intérprete, usted puede:
  - Decirle que su seguro médico tiene interpretación telefónica gratuita si llama a Servicios al Miembro.
  - Llamar a Servicios al Miembro para pedir ayuda.
  - Llamar a Servicios al Miembro para ver si hay un médico en su área que hable su idioma.
- ¿Usted lee mejor en otro idioma? Podemos enviarle cualquiera de nuestros materiales en un idioma diferente. No dude en preguntarnos. Llame a Servicios al Miembro si necesita ayuda o tiene alguna pregunta acerca de estos servicios: **1-888-756-0004**.

## Chúng tôi cung cấp Dịch vụ Hỗ trợ Ngôn ngữ miễn phí cho quý vị!

- Quý vị có quyền nhận được dịch vụ phiên dịch qua điện thoại miễn phí khi thực hiện các cuộc hẹn gặp với bác sĩ. Nếu bác sĩ không sử dụng cùng ngôn ngữ với quý vị, hoặc yêu cầu quý vị đưa theo phiên dịch viên của riêng quý vị, thì quý vị có thể:
  - Nói với họ rằng bảo hiểm y tế của quý vị bao gồm dịch vụ phiên dịch qua điện thoại miễn phí nếu họ gọi đến bộ phận Dịch vụ Thành viên.
  - Gọi đến bộ phận Dịch vụ Thành viên để yêu cầu hỗ trợ.
  - Gọi đến bộ phận Dịch vụ Thành viên để xem liệu có bác sĩ trong khu vực nói cùng ngôn ngữ với quý vị không.
- Quý vị có thể đọc ngôn ngữ khác tốt hơn không? Chúng tôi có thể gửi cho quý vị bất kỳ tài liệu nào của chúng tôi bằng ngôn ngữ khác. Hãy yêu cầu điều đó. Hãy gọi đến bộ phận Dịch vụ Thành viên nếu quý vị cần trợ giúp, hoặc có bất kỳ thắc mắc nào liên quan đến những dịch vụ này theo số: **1-888-756-0004**.

# Medicines to treat ADHD in children

**Children who have attention-deficit/hyperactivity disorder (ADHD)** are often given medicine. Your child's primary care physician (PCP) will work with you to decide if your child needs medicine and, if so, which one is best.

## Possible side effects

Medicines can cause side effects. Most are mild and get better with time. Check with your PCP or pharmacist about possible side effects.


Some types of ADHD medicine come with guides with more information for parents. That's because of recent reports of sudden death in children and teens with heart abnormalities who were taking them. Youngsters who

take these medicines also face a slightly higher risk for paranoia, mania, or hearing voices, according to the Federal Drug Administration.

## When to take

If your child takes a medicine once a day, the best time for him or her to take it is just after breakfast. If he or she takes medicine twice a day, it is best taken 30 to 45 minutes before breakfast and before lunch.

Some children take a medicine "vacation" on weekends. Your child's PCP can discuss whether this is OK for your child. Some children also stop taking medicine during the summer months, when school is out. Your child's PCP can discuss the best schedule for your child.

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



## Black Bean Tortilla Casserole

### Ingredients

- 1 cup frozen chopped bell pepper, thawed and drained
- 1 cup frozen chopped onion, thawed and drained
- 1 can (15 to 16 ounces) no-salt-added black beans, rinsed and drained
- 1 can (14 ½ ounces) no-salt-added diced tomatoes, undrained
- ½ cup salsa or picante sauce
- Vegetable oil spray
- 8 6-inch corn tortillas
- 1 cup shredded light Mexican mixed cheese blend or Monterey Jack cheese
- ⅛ tsp. (heaping) crushed red pepper flakes
- ¼ cup snipped fresh cilantro

### Instructions

1. Preheat the oven to 400 degrees.
2. In a large bowl, stir together the bell pepper, onion, beans, undrained tomatoes, and salsa.
3. Spray a 9-inch square pan with vegetable oil spray. Spoon 1 cup bell pepper mixture into the pan. Arrange 4 tortillas in the pan, overlapping as necessary. Spoon half the remaining sauce over the tortillas. Top with ½ cup cheese. Repeat.
4. Lightly spray a sheet of aluminum foil with vegetable oil spray. Cover the pan with foil, lightly sprayed side down to prevent the cheese from sticking.
5. Bake for 30 minutes. Remove the foil. Bake for 5 minutes more, or until hot and bubbly. Sprinkle with red pepper flakes and cilantro. Cut into 4 squares.

### Yield: 4 servings

Each serving provides: 360 calories, 9 g total fat (3 g saturated fat, 0 g trans fat), 20 mg cholesterol, 550 mg sodium, 55 g carbohydrate, 11 g fiber, 5 g sugars, 17 g protein



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10606M Developed by Staywell



## 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?

The **AmeriHealth Caritas Louisiana mobile app** helps keep you up to date on your health care information.

The **Bright Start® Pregnancy Tracker app** can help soon-to-be moms have healthy pregnancies. It can:

- Set reminders for prenatal appointments and other important events.
- Show you how babies look at every stage of pregnancy.
- Provide health information about each stage of your pregnancy.
- Create a pregnancy action plan just for you.
- Connect you to our maternity health program.

Both apps are available for iPhone and Android smartphones. To get them, visit the Google™ Play Store or Apple® App Store. 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](mailto:MAC@amerihealthcaritasla.com).

Next  
MAC Meeting:  
Tuesday,  
October 24, 2017  
AmeriHealth Caritas  
Community  
Wellness Center  
Jewella Avenue  
Shreveport