



AmeriHealth Caritas

Louisiana

Healthy NOW

SPRING 2017

www.amerihealthcaritasla.com

Find
your healthy
weight
see page 5

Do you know your diabetes numbers?

When it comes to diabetes, numbers count. Here's a guide to 3 numbers that everyone with diabetes should know.

1 Hb A1C (also called A1C). This blood test shows how well your blood sugar is controlled. A blood sugar test that you take every day measures your blood sugar at that moment. But the Hb A1C shows how well your blood sugar was controlled during the last 2 to 3 months. This helps you know if your treatment plan is working.

The details: An Hb A1C below 7 percent is often the goal. Your doctor may set your goal above or below this. Be sure to get tested at least 2 times a year.


2 Blood pressure. Your blood pressure numbers show your blood vessel health. High blood pressure makes your heart work harder. It raises the risk for heart attack, stroke and kidney disease. Controlling your blood pressure is important.

The details: A healthy blood pressure is 120/80 ("120 over 80") or lower. High blood pressure is 140/90 or higher. Blood pressure between 120/80 and 140/90 is "early high blood pressure." Get your blood pressure checked at every health care visit.

3 Cholesterol and triglycerides. These numbers tell you if your blood fats are in the healthy range. Abnormal levels can lead to fatty deposits in the arteries and raise your risk for heart attack and stroke.

The details: Get tested every 5 years or as often as your doctor recommends. The American Diabetes Association says most people with diabetes should aim for these numbers:

- **LDL ("bad") cholesterol:** below 100 mg/dl.
- **HDL ("good") cholesterol:** above 40 mg/dl for men and above 50 mg/dl for women.
- **Triglycerides:** below 150 mg/dl.

 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.

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.amerihealthcaritasla.com.

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.amerihealthcaritasla.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 doctor.



In a printed directory

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

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.



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.amerihealthcaritasla.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:

- Women's prenatal vitamins + docosahexaenoic acid (DHA).
- Nexium® 20 mg 24-hour capsule.
- Abreva® 10 percent topical cream.
- Testosterone enanthate 200 mg/ml vial.

Some medicines removed from the list include:

- Zovirax® 5 percent topical cream.
- Prevacid® 15 mg solutab.
- Generic epinephrine 0.15 mg/0.15 ml auto injection.

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.

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.
- 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.

Urgent care and you

Not all injuries or sicknesses need emergency room visits. If you need medical attention for a non-emergency condition, you can visit an urgent care center. Visit www.amerhealthcaritasla.com and click on our "Members" section to find an in-network urgent care center near you.



Fire safety word search

ALARM
DROP
ESCAPE
PLAN
ROLL
STOP

E	S	H	J	S	L	P	W	C
Q	S	P	O	R	D	L	S	Y
U	Y	C	X	P	R	A	O	P
A	X	S	A	S	C	Y	C	R
L	V	A	T	P	N	N	T	X
A	H	O	I	W	E	A	L	L
R	P	Y	V	A	J	L	H	L
M	M	N	U	T	P	P	E	U
V	H	O	M	P	W	O	P	Z

See page 5 for the puzzle answer



5 good-for-you foods to boost your nutrition



A healthy diet includes different types of fruits, vegetables, grains, and other foods. Still, some foods and drinks help fight diseases better than others. Consider adding some of these “super” good-for-you foods to your plate.

Berries

Many berries, including blueberries and raspberries, are high in antioxidants. Antioxidants are strong disease fighters. Some research has found that another nutrient in berries, flavonoids, could help delay memory loss as you age.

Broccoli

Broccoli and other vegetables in the same family, such as Brussel sprouts, cabbage and bok choy, have high levels of antioxidants. This makes them strong disease fighters. Eating vegetables in this family has been linked to a lower risk for certain cancers, including lung and colon cancers.

Salmon and other fatty fish

All fish are good sources of protein with less fat than other kinds of meat. But some fish have more good fats than others. These fatty types, such as salmon, herring, halibut, and sardines,

contain high amounts of omega-3 fatty acids that are good for your heart.

Other sources of omega-3s include:

- Fish oil supplements.
- Flaxseed and flaxseed oil.
- Walnuts.
- Canola oil.

Before taking fish oil supplements, talk with your doctor to see if they are right for you. More research is needed to confirm whether these supplements reduce heart disease risk.

Barley and fiber-rich foods

Barley contains a “soluble fiber” that has been shown to reduce “bad” LDL cholesterol. This type of fiber is also found in many other foods, including peas, beans, fruits and vegetables, oat bran and whole grains.

Tomatoes and tomato products

All red fruits and vegetables contain lycopene, which may help protect against certain types of cancer.

But tomato products, such as ketchup and pizza sauce, are the richest source of lycopene in the American diet.



Berry-Banana Smoothie

- 1 banana
- 1 cup blueberries
- 1 cup fat-free vanilla yogurt
- 1 cup low-calorie cranberry juice
- 1 cup chopped ice

Directions

Put all ingredients in blender and purée until smooth. Pour into frosted glasses. Serves 2.

Per serving:

- Calories: 170
- Fat: less than 1 g
- Calories from fat: 3 percent
- Cholesterol: 0 mg
- Sodium: 89 mg
- Carbohydrates: 40 g

Sources: National Heart, Lung, and Blood Institute; Office of Minority Health, National Institutes of Health; Health and You magazine



Bad-for-you foods to limit in your diet

Eating a piece of cake or a serving of french fries once in a while probably won't hurt you. But many junk foods and sweets are high in saturated or trans fats, which can raise the levels of heart-clogging cholesterol in your blood. These foods also tend to be high in calories. If you are going to eat these foods, limit them to only every once in a while:

- Fried chicken.
- Sweetened soft drinks.
- Candy.
- Cakes, cookies and pie.
- Ice cream made from whole milk.
- Fast-food hamburgers.
- French fries.
- Potato chips and other chips.

Just add exercise

Whether you want to lose weight, stay at a healthy weight or improve your overall health, adding exercise to a healthy diet is key. Combining regular exercise with a healthy eating plan is one of the best paths to good health at any age.

Not just for weight loss

Getting regular exercise can help you lose weight and keep extra pounds off. But the benefits don't stop there. Exercise can also lower your risk for heart disease, certain cancers, type 2 diabetes, osteoporosis, anxiety, and depression. And getting regular exercise helps you stay fit enough

to continue to do your daily activities. It can also improve your mood and make you feel good.

Ready, set, go!

If it has been a while since you have exercised, start slowly. That may mean exercising just a few minutes a day. Try these tips to get started:

- Choose an activity you enjoy. Any activity that gets you moving, such as walking, dancing, gardening, or swimming, can help.
- Set small goals that you know you can reach. For example, your goal may be to walk for 10 minutes twice a day.
- Join an exercise class at your local gym, senior center, or community center. Or start a walking group with friends or neighbors. Many people enjoy exercise more when it is a social event.
- Try a new activity you have never done before.

- Find creative ways to add extra exercise to everyday activities. For example, walk to the store to run errands or lift 2-pound arm weights while watching TV.
- Try doing your exercise in the morning. This helps you fit it in before you get busy with other things.
- Track your progress by keeping an exercise diary. This can help you stay motivated.

Puzzle Answer

E	S	H	J	S	L	P	W	C
Q	S	P	O	R	D	L	S	Y
U	Y	C	X	P	R	A	O	P
A	X	S	A	S	C	Y	C	R
L	V	A	T	P	N	N	T	X
A	H	O	I	W	E	A	L	L
R	P	Y	V	A	J	L	H	L
M	M	N	U	T	P	P	E	U
V	H	O	M	P	W	O	P	Z



Finding your healthy weight

While weight loss should not be the only goal of exercise, exercise can help you reach or stay at your weight goal. Your doctor can help you figure out what weight is healthy for you. You can also use an online body mass index (BMI) calculator to learn if your weight is in a healthy range. Or use this formula from the American Heart Association to find your BMI: Multiply your weight in pounds by 703, then divide by your height in inches and again by your height.

- Underweight—a BMI below 18.5.
- Normal—BMI between 18.5-24.9.
- Overweight—BMI between 25-29.9.
- Obese—BMI of 30 or above.

8 Ways to better manage stress

From long checkout lines to short-tempered bosses, maddening situations are part of everyone's life. You may be able to handle the occasional glitch without much problem. But when the pressures build faster than you can cope, the result is stress.

Stress may cause unpleasant symptoms. You may feel irritable. You may experience anxiety, headaches, and heartburn. Over time, stress may also play a factor in developing serious health problems, such as depression, high blood pressure, heart disease, and obesity.

Fortunately, you can learn ways to help you cope. By using these strategies on a regular basis, you can help reduce the harmful effects of stress.

Stop stress in its tracks

Be alert for the warning signs that stress is building up. Maybe you feel like you're rushing around without getting much done. Or maybe you feel like you can't get off the couch. Your muscles may tense, your jaw may clench, or you might develop unexplained aches and pains. You may also feel overwhelmed, anxious, helpless, angry or depressed.

If you're already feeling stressed, try these calming strategies:

- 1. Count to 10.** If you find yourself getting irritated, try to collect your thoughts before you speak. Better yet, if you can, physically step away from the situation for a few minutes. Even a brief break may give you a chance to regain your self-control and put things in perspective.
- 2. Try positive self-talk.** Rephrase negative thoughts in more positive terms. Instead of thinking, "This is more than I can handle," tell yourself "I'll give it my best shot, and I'll ask for help if I need it."
- 3. Laugh off stress.** Crack a joke, watch a funny video or share a laugh-out-loud picture on social media. Laughter is a great stress reliever.
- 4. Take control of your time.** Prioritize your daily activities. Decide which tasks must be done each day and which can be put off or removed from your list completely. If possible, say "no" to new tasks when your schedule is already full. At the end of the day, even if you didn't finish everything, congratulate yourself on what you've accomplished.
- 5. Get some exercise.** As little as 20 minutes of physical activity like walking, running, cycling, swimming, tennis, or dancing can lower your stress level.
- 6. Make time for something fun.** Set aside at least a few minutes every day to do something you enjoy. Pursue a hobby, read for pleasure, listen to music, or work on a creative project—whatever makes you happy.
- 7. Learn to relax.** Deep breathing exercises, yoga, meditation, or mindfulness may help you relax.
- 8. Stay connected with others.** When life gets hard, supportive family and friends can help you recover and keep moving forward.

Keep stress from starting

To stress less in the first place, practice these strategies regularly:

- 4. Take control of your time.** Prioritize your daily activities. Decide which tasks must be done each day and which can be put off or removed from your list completely. If possible, say "no" to new tasks when your schedule is already full. At the end of the day, even if you didn't finish everything, congratulate yourself on what you've accomplished.
- 5. Get some exercise.** As little as 20 minutes of physical activity like walking, running, cycling, swimming, tennis, or dancing can lower your stress level.

We've got you covered

Since December 2015, AmeriHealth Caritas Louisiana, your Medicaid health plan under Healthy Louisiana, covers mental health and substance use treatment services.

To learn about these covered services, please visit www.amerihealthcaritasla.com or call Member Services at 1-888-756-0004, 24 hours, 7 days a week.



Spring celebrations around the world

March 20 is the first day of spring in 2017. Many cultures around the world mark this day in special ways.

In Bulgaria, people wear red and white bracelets that stand for health. They also hand out red and white bracelets to friends and loved ones to wish them peace and joy.

In India, people gather in the streets and throw dyed powder on each other. The fun event gives people a chance to join with each other and let go of any past hard feelings.

In Japan, people host parties under blooming cherry trees.

Take the lead in colorectal cancer screenings

Let's face it: It's nice to be in control. It feels better when we choose healthy options when given a choice. This positive attitude regarding choice also applies to medical care.

A new study shows that people who have a choice about what type of colorectal cancer screening they undergo are more likely to follow through with testing than those whose doctors choose for them.

Screening options

It's important to get colorectal cancer screenings. They largely prevent or find cancer when it's most treatable. But they don't work if you don't get them.

Most experts recommend that people with an average risk for colorectal cancer have one of these tests beginning at age 50. Ask your doctor which test you should have.

- Flexible sigmoidoscopy every five years
- Colonoscopy at least every 10 years
- Double contrast barium enema every five years



- Guaiac-based fecal occult blood test annually
- Fecal immunochemical test annually
- Stool DNA test every three years

and talk to your doctor about your options. You may need an earlier screening if you have a higher risk. Ask your doctor when and how often you should get a screening, as well as the benefits and risks of various tests.

Take action today

Take the lead in your health



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 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's 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**.