GET CARE, STAY WELL

A newsletter for Participants of AmeriHealth Caritas Pennsylvania Community HealthChoices

Quality care for our Participants 2

What to do if you 3

The information you need is just a click away! 4

Need information in other languages? 5

An update from our advisory committees 5

As our Participant, you have many rights and responsibilities 6

Our commitment to you 6

We have special programs for you 6

Find information about your prescription benefits online 7

Important numbers 8, 9

Quality care for our Participants

Go to page 2 to learn more.

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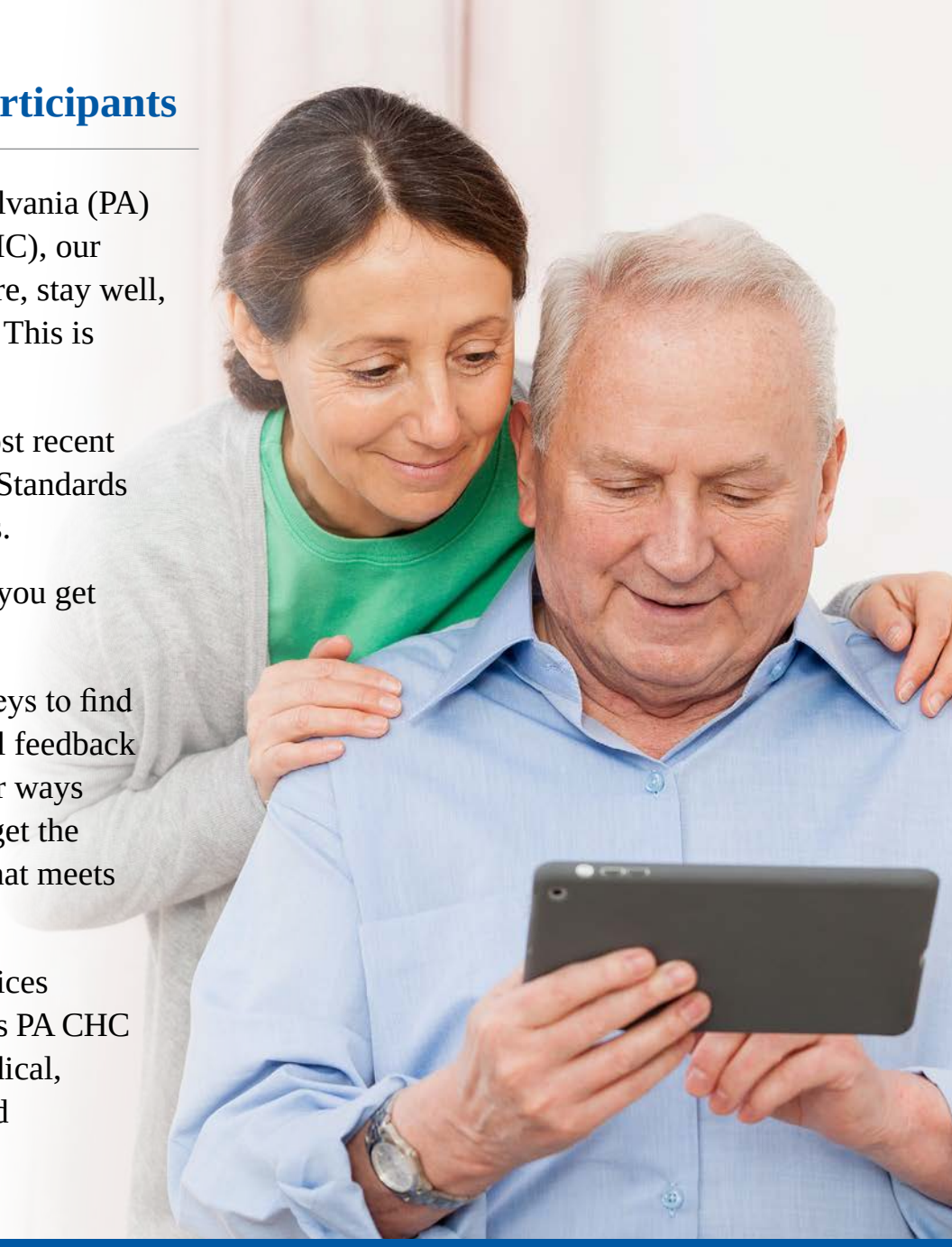
Community HealthChoices

AmeriHealth Caritas Pennsylvania

Quality care for our Participants

At AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC), our mission is to help people get care, stay well, and build healthy communities. This is done by:

1. Staying up to date on the most recent National Quality Assurance Standards and Best Practice Guidelines.
2. Providing education to help you get the care you need.
3. Conducting Participant surveys to find ways to improve. We take all feedback seriously. Our team looks for ways we can help make sure you get the quality of care and service that meets your needs.
4. Reviewing the care and services given by AmeriHealth Caritas PA CHC providers. This includes medical, dental, vision, pharmacy, and long-term care services.



To view our Quality Improvement (QI) program and goals for 2019, please visit **www.amerihealthcaritaschc.com > Participants > Getting care > Quality improvement (QI) program**. If you would like more information but do not have access to the internet, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

What to do if you …

… Need health care services

Call your primary care practitioner (PCP) for an appointment. Your PCP is the first person to call with any questions about your health. If you have a special health problem, your PCP may send you to a specialist. A specialist is a doctor trained to treat certain health problems. You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for you. A second opinion may give you more information that can help you make important decisions about your treatment. A second opinion is available to you at no cost other than a copay if required.

… Need special services

Sometimes Participants have special medical conditions. AmeriHealth Caritas PA CHC can help with dental or eye care; get you in touch with community organizations and behavioral health managed care organizations that can help you; and help you find social service agencies that can work with you.

… Need care after hours or when your doctor's office is closed

If you need care when your doctor is not available and it is not an emergency, call the Nurse Call Line at **1-844-214-2472 (TTY 711)**, visit an urgent care center, or leave a message for your doctor to call you back. If it is an emergency, call **911** or go to the nearest emergency room.

… Need help finding a doctor

Check our online provider directory to find a doctor close to your home. If an AmeriHealth Caritas PA CHC doctor in our specialist network cannot provide a medically necessary covered service, we will approve for you to see a doctor out of the AmeriHealth Caritas PA CHC network.

… Get a bill from a health care provider

As an AmeriHealth Caritas PA CHC Participant, you don't have to pay for medically necessary covered services.*

…Want to voice a dissatisfaction

If you have questions or concerns about your AmeriHealth Caritas PA CHC benefits or services, please call Participant Services.

… Want to file a complaint or grievance, or request a fair hearing

We can help you with a complaint, grievance, or fair hearing. Call Participant Services or follow the directions in your Participant Handbook.

Need more information and don't have access to the internet or a Participant Handbook? Call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

*There may be times when you will have to pay a copayment.

The information you need is just a click away!

Visit **www.amerihealthcaritaschc.com** for a copy of the most current Participant Handbook and for information about your health care as an AmeriHealth Caritas PA CHC Participant. You can find information on:

- Your doctor/PCP.
  - How to choose or change a doctor.
- The online provider directory. Here is some information you can find about providers in our network:
  - Name.
  - Address.
  - Phone number.
  - Specialty.
  - Board certification status.
  - Languages spoken by the doctor.
  - Office locations.
  - If the doctor is accepting new patients.

  To find more information about providers, such as medical school training and where they did their residency training, call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**. If you do not have access to the internet, please call Participant Services for a paper copy of the listing.
- Your ID card.
- Referrals from your PCP or self-referrals — steps to get care.
- How to get care from specialists or behavioral health.
- What to do if you get a bill or statement.
- Information in other languages or formats.
- How we pay attention to your care — our dedication to quality care for our Participants.
- Questions about your medicines.
- How to get help if you have special needs.
- It pays to stay healthy — comparing the cost of health care.
- How to get prior authorizations — steps needed to get care or medicine.
- Benefit limits and services that are not covered.*
- Complaints, grievances, and fair hearings.
- Copayment schedule.
- Summary notice of privacy practices.
- For women — information on services specifically for women.
- How to get care in an emergency, after normal business hours, or outside the health plan's coverage area.
- How the health plan evaluates new technology.

If you would like more information but do not have access to the internet, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

*If you have met the limit of a covered benefit, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)** for information about continuing care and resources available to you.

Need information in other languages?

AmeriHealth Caritas PA CHC is committed to serving all of our Participants. Please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)** if you need information in a language other than English. We can help with:

- Information about your AmeriHealth Caritas PA CHC services and benefits.
- Any other AmeriHealth Caritas PA CHC information we have sent you.

We have associates who speak Spanish available to help you. We also use interpreters for any other language you may need. Our written materials are available in many languages and formats. If you need these materials in a different language, you can call and request that the materials be translated in the language you read.

An update from our advisory committees

AmeriHealth Caritas PA CHC has 2 advisory committees that come together throughout the year to talk about issues that matter to you. Helping you understand your benefits and services is important to us.

1. Participant Advisory Committee (PAC).
2. Health Education Advisory Committee (HEAC).

You can find more information about these committees and how to become a member at **www.amerihealthcaritaschc.com > Community**. Be on the lookout for more highlights from the PAC and HEAC in upcoming newsletters!

As our Participant, you have many rights and responsibilities

AmeriHealth Caritas PA CHC is committed to treating our Participants with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against Participants based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of Participant rights and responsibilities, please visit **www.amerihealthcaritaschc.com > Participants > Participant Rights, Responsibilities, and Privacy**. If you do not have access to the internet, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

Our commitment to you

At AmeriHealth Caritas PA CHC, we work with you and your PCP to make sure your benefits are used in the right and most cost-effective way. We make decisions based on the appropriateness of care and services and existence of coverage. We also do not give rewards or financial incentives to our staff who make decisions or to providers or anyone else for denying, limiting, or delaying health care coverage or services. Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.

Please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)** to learn more. We can provide language assistance if needed.

We have special programs for you

AmeriHealth Caritas PA CHC has special programs to help you stay healthy. You do not need a referral from your doctor to be a part of any of these programs. If you have one of the health care conditions listed here, you can become a part of one of our special programs.

- Asthma.
- Chronic obstructive pulmonary disease (COPD).
- Diabetes.
- Heart disease.
- Hemophilia.
- HIV/AIDS.
- Sickle cell anemia.

Call AmeriHealth Caritas PA CHC Care Management at **1-855-332-0116 (TTY 711)** or go to **www.amerihealthcaritaschc.com** to learn more.

Find information about your prescription benefits online

Visit AmeriHealth Caritas PA CHC's website for information about:

- How your prescription benefits work.
- The AmeriHealth Caritas PA CHC drug formulary. A formulary, also called a preferred drug list (PDL), is a list of medicines that AmeriHealth Caritas PA CHC covers.
- How we let you know about formulary changes.
- Limits and exceptions.
- Prior authorization.
- Generic substitution and step therapy.

Talk with your doctor or pharmacist if you have questions about your medicines. You can also call AmeriHealth Caritas PA CHC Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

For the most up-to-date formulary list, visit **www.amerihealthcaritaschc.com.** You can also call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

If you would like more information but do not have access to the internet, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**.

Important numbers

Participant Services:
1-855-235-5115

Participant Services TTY:
1-855-235-5112

Nurse Call Line:
1-844-214-2472 (TTY 711)

Care Management and Personal Care Connection Team:
1-855-332-0116 (TTY 711)

Bright Start® (pregnancy):
1-877-364-6797 (TTY 711)

Pennsylvania tobacco cessation information:
1-800-QUIT-NOW (1-800-784-8669)

Medical Assistance Transportation Program (MATP): Call your county number for more information. MATP phone numbers may change. Visit **http://matp.pa.gov** for the most up-to-date phone numbers.

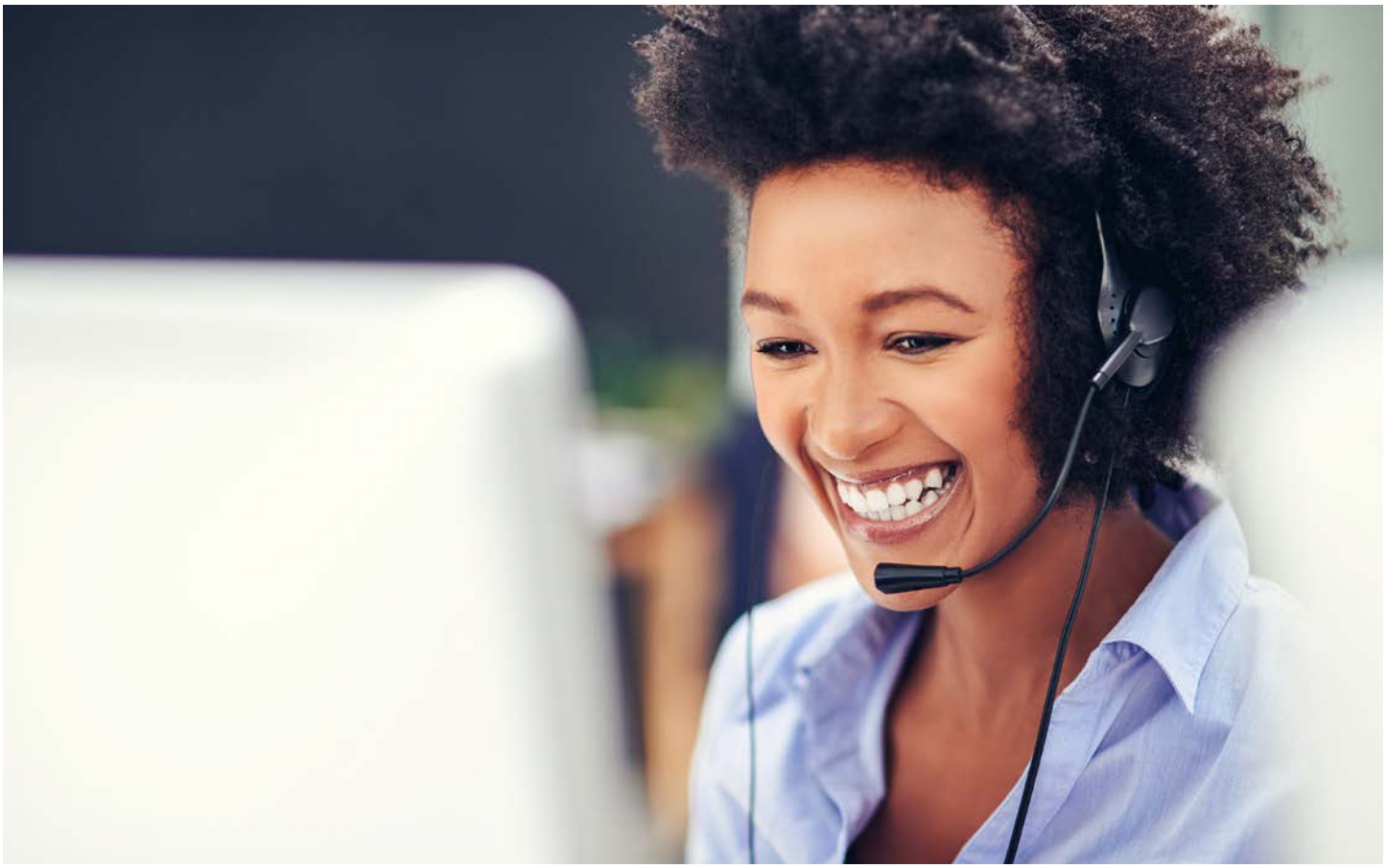
County	MATP services phone numbers
Allegheny	**1-412-350-4476** or **1-888-547-6287**
Armstrong	**1-724-548-3408** or **1-800-468-7771**
Beaver	**1-724-375-2895** or **1-800-262-0343**
Bedford	**1-814-623-2002** or **1-800-323-9997**
Blair	**1-814-695-3500** or **1-800-458-5552**
Butler	**1-724-431-3692** or **1-866-638-0598**
Cambria	**1-814-535-4630** or **1-888-647-4814**
Fayette	**1-724-628-7433** or **1-800-321-7433**
Greene	**1-724-627-6778** or **1-877-360-7433**
Indiana	**1-724-463-3235** or **1-888-526-6060**
Lawrence	**1-724-652-5588** or **1-888-252-5104**
Somerset	**1-814-445-9628** or **1-800-452-0241**
Washington	**1-724-223-8747** or **1-800-331-5058**
Westmoreland	**1-724-832-2706** or **1-800-242-2706**

Important numbers

Behavioral health treatment contact numbers: Call your county number for more information.

County	Behavioral health treatment contact number
Allegheny	**1-800-553-7499**
Armstrong, Indiana	**1-877-688-5969**
Beaver	**1-877-688-5970**
Bedford, Somerset	**1-866-773-7891**
Blair	**1-855-520-9715**
Butler	**1-877-688-5971**

County	Behavioral health treatment contact number
Cambria	**1-800-424-0485**
Fayette	**1-877-688-5972**
Greene	**1-877-688-5973**
Lawrence	**1-877-688-5975**
Washington	**1-877-688-5976**
Westmoreland	**1-877-688-5977**



Nondiscrimination Notice

AmeriHealth Caritas Pennsylvania Community HealthChoices complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Pennsylvania Community HealthChoices does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Pennsylvania Community HealthChoices provides free 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)

AmeriHealth Caritas Pennsylvania Community HealthChoices provides free 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 Pennsylvania Community HealthChoices** at **1-855-235-5115 (TTY 1-855-235-5112)**.

If you believe that **AmeriHealth Caritas Pennsylvania Community HealthChoices** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

AmeriHealth Caritas Pennsylvania
Community HealthChoices,
Participant Complaints Department,
Attention: Participant Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-855-235-5115**, **TTY 1-855-235-5112**,
Fax: **215-937-5367**, or
Email: PAmemberappeals@amerihealthcaritas.com

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: **(717) 787-1127**, TTY/PA Relay **711**,
Fax: **(717) 772-4366**, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, AmeriHealth Caritas Pennsylvania Community HealthChoices and the Bureau of Equal Opportunity are 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 **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 S.W.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, **800-537-7697** (TDD).

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

Nondiscrimination Notice

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call: **1-855-235-5115 (TTY 1-855-235-5112)**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-235-5115 (TTY 1-855-235-5112).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-235-5115 (телетайп: 1-855-235-5112)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-855-235-5115 (TTY 1-855-235-5112)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-235-5115 (TTY 1-855-235-5112).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-235-5115** (رقم هاتف الصم والبكم: **1-855-235-5112**).

ध्यान दिनुहोस्: तपाईले नेपाली बोल्नुहुन्छ भने तपाईको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-855-235-5115 (टिटिवाइ: 1-855-235-5112)** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-235-5115 (TTY 1-855-235-5112)** 번으로 전화해 주십시오.

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-855-235-5115 (TTY 1-855-235-5112)** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le **1-855-235-5115 (ATS 1-855-235-5112).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-855-235-5115 (TTY 1-855-235-5112)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-235-5115 (TTY 1-855-235-5112).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-235-5115 (TTY 1-855-235-5112).**

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-855-235-5115 (TTY 1-855-235-5112).**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-855-235-5115 (TTY 1-855-235-5112).**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-235-5115 (TTY 1-855-235-5112).**

Community HealthChoices

AmeriHealth Caritas Pennsylvania

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www.amerihealthcaritaschc.com

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