

Welcome Kit

Diamond State Health Plan (DSHP)-Plus for Members
with Long-Term Services and Supports (LTSS)

Welcome to AmeriHealth Caritas Delaware

Thank you so much for choosing AmeriHealth Caritas Delaware.
As your health plan, we can help:

- Get you and your family the care you need to stay healthy.
- Support basic activities of daily life and self-care at home, in the community, and in assisted living and nursing facilities.
- Develop a care plan with you and your caregiver based on your needs.
- Address your needs and risks to help you to live as independently as possible.

Your Welcome Kit

This book will give you a snapshot of your AmeriHealth Caritas Delaware benefits and share important health information. If you have questions or would like more information on anything you read in this Welcome Kit, please call Member Services at

 **1-855-777-6617 (TTY 1-855-362-5769)**

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Member Checklist

Now that you are an AmeriHealth Caritas Delaware member, there are few things you should do:



Save the phone number for Member Services

Our Member Services team is available 24 hours a day, seven days a week at **1-855-777-6617** (TTY **1-855-362-5769**). They can help answer your questions, find a doctor, schedule appointments, and more. When you need us, call Member Services.



Review your Member Handbook

Your member handbook can help explain your benefits and how your health plan works. To view your member handbook, visit **www.amerihealthcaritasde.com**. If you want a physical copy mailed to you at no cost, you can request one by calling Member Services.



Review and sign the important documents about your rights and responsibilities

AmeriHealth Caritas Delaware works to make sure all of our members get the care, respect, and dignity they deserve. Please review and sign the Member Rights and Responsibilities page. Then, provide the signed document to your Case Manager.



Collect your member ID card

Your member ID card is an important card you will need when you go to the doctor, fill your medicines, or in case of an emergency, so be sure to carry it with you at all times. Please check that all the information on your card is correct. If you need to update the information on your ID card at any point, call Member Services.



Choose your primary care provider (PCP)

All members must choose a PCP. If you have children that are also members, you can choose one PCP for your whole family or different PCPs for each member. You have 30 days from the date you enrolled to pick your PCP. If you do not choose a PCP after 30 days, we will choose one for you. However, if you have Medicare and have a PCP through your Medicare network, you can keep your current doctor as your PCP. If you need help finding a PCP near you, visit our website and click “Find a Provider.” Or, call Member Services.



Sign up for the Member Portal

The Member Portal is a secure website that can help you stay connected with AmeriHealth Caritas Delaware and access important health records. To sign up or log in to the Member Portal, see the step-by-step instructions on page 5.

Benefits Overview

As an AmeriHealth Caritas Delaware member, you will receive a complete set of health benefits. These include:



Health care coverage

Access to routine doctor office visits, checkups, sick visits, emergency hospital care, and more through our participating providers/with in-network doctors/providers.*



Translation services

Members have access to bilingual staff and interpreters. Special formats for member materials such as large print, Braille, and audio are also available upon request.



Case management

Your Case Manager is your main health care contact and will be your go-to person for questions about your benefits, care plan, and other concerns. To contact your Case Manager, call **1-855-777-6617** (TTY **1-855-362-5769**).



Bright Start® maternity management program

This special program helps pregnant members make healthy choices with the ultimate goal of having a healthy, full-term baby.



Behavioral health

Our comprehensive benefits cover a wide range of services for behavioral health, substance use disorders, autism spectrum disorders, and crisis intervention.



Adult dental

Members 21 years and older can get up to \$1,000 of coverage per year for routine dental services. We also cover up to \$1,500 for dental emergencies that meet certain requirements.



Non-emergency transportation

We can help you schedule non-emergency transportation to and from your health care appointments.



Pharmacy

If you need medicine, your provider will write you a prescription to take to a participating pharmacy.**

Plus these additional benefits!



Legal services

Available to those experiencing housing instability as well as those interested in creating an advance care directive.



Adult vision

Members 21 years and older can get one routine eye exam, and one pair of prescription glasses or contacts per year.



Financial counseling

Available to members living in the community experiencing housing instability, interested in assistance with budgeting, saving, and developing financial security.



Community Wellness Center

Available to all members, this space (located in Bear, DE) offers many resources to help you improve your health and wellness.



Mission GED®

This program can help members further their education and earn their GED certificate by providing vouchers to help with testing expenses.



Safe-at-Home kit

Available to those with an Alzheimer's disease or dementia diagnosis who live in a community-based setting.

*Some services need to be approved as "medically necessary" by AmeriHealth Caritas Delaware before your PCP or other health care provider can provide or help you get these services. This process can be referred to as "prior authorization" or "preauthorization."

**Members can search the AmeriHealth Caritas Delaware formulary at amerihealthcaritasde.com/formulary for a list of covered medications.

Long-Term Services and Supports (LTSS) benefits

AmeriHealth Caritas Delaware provides home- and community-based benefits that support members who are older or have disabilities. This gives you more choices about how and where you receive services. Services for LTSS members may include:*

- **Adult day services.**
- **Attendant Care Services**
- **Caregiver program offering education and supports.**
- **Cognitive services.**
- **Community-based residential alternatives that include assisted-living facilities.**
- **Day habilitation.**
- **Home-delivered meals.**
- **Independent activities of daily living (chore) services.**
- **Minor home modifications.**
- **Nursing facility services.**
- **Nutritional supplements for individuals with an HIV/AIDS diagnosis.**
- **Personal emergency response system.**
- **Respite care.**
- **Self-Directed Home and Community-Based Services.**
- **Specialized medical equipment and supplies (not covered under the Medicaid state plan).**
- **Support for Home and Community-Based Services.**
- **Transition services for those moving from a nursing facility to the community.**

*Prior approval is required. For more information on personal care services and self-directed attendant care, please see your DSHP-Plus Member Handbook or call Member Services.



Member Portal

AmeriHealth Caritas Delaware's member portal is a secure, web-based tool you can access on any computer or mobile phone. It can help you take charge of your health and stay connected with your health plan. With the member portal, you can:



Manage your medicines.

The member portal can send you a notification when your medicines need to be refilled. You can also see a list of prescriptions you've filled within the last two years.



Choose your primary care provider (PCP).

Use the member portal to view a list of PCPs and choose the right one for you.



Order a new ID card. If you lost your ID card or need a replacement, request a new one with just one click.



See your claims status.

Check where your AmeriHealth Caritas Delaware claims are in the approval process.



Keep track of your health care costs. Learn the cost of your past doctors' visits and more.

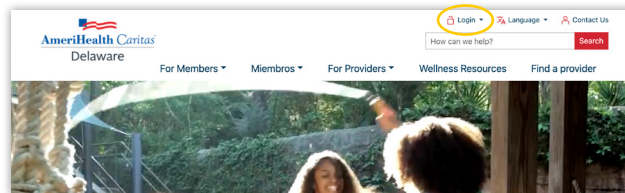
Note: If you have Medicare as your primary insurance, you will not see those claims here. Only claims billed to AmeriHealth Caritas Delaware will show on your member portal.

Set up your Member Portal account

Step 1: Visit our website at www.amerhealthcaritasde.com

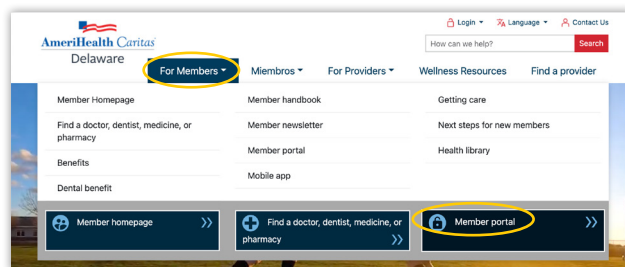
There are two ways to begin:

- Click on **"Login"** at the top of the page.

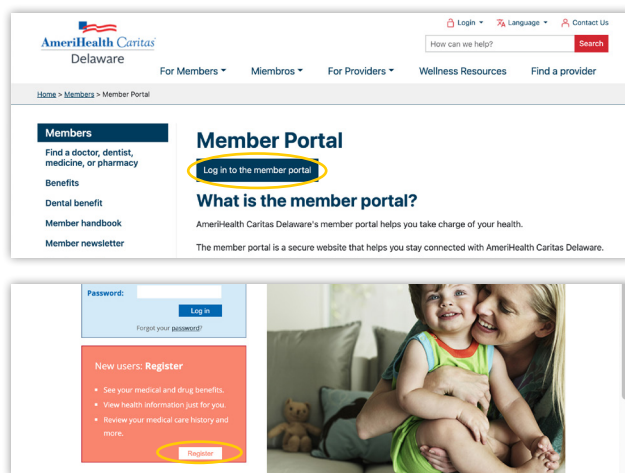


Or

- Click on **"For Members,"** then **"Member portal"**.
- Once the Member Portal page populates, click **"Log in to the member portal"**.



- Scroll down to New User: Register.



- Click on **Register**. This will take you to the member portal login page.

Step 2: Enter your information

Fill in the information requested. Then, click the submit button.

Step 3: Verify your account

You will need to log in to your email to verify the email address you provided. Then, you can create a password. Follow the instructions in the email you received to complete your registration.

Note: Once you register, you can use the same login for the AmeriHealth Caritas Delaware mobile app.

Where to Go When You Need Care

When you're experiencing a medical issue—whether physical or behavioral—you may not know where to go for care. The Emergency Room (ER) may not always be the right choice. Use the information on this page to save valuable time and get the treatment you or your loved ones need.



Primary Care Physician (PCP)

Your PCP should be your first call for most minor, non-life threatening illnesses, injuries and conditions. Even if you are suffering from a more serious condition, your PCP will often advise you of your next steps.



24/7 Nurse Call Line

Speak to a medical professional anytime by calling the 24/7 Nurse Call Line **(1-844-897-5021)**, especially when your PCP isn't available. They will answer your questions and help you decide what to do next.



988 Suicide and Crisis Hotline

The 988 Suicide and Crisis Hotline can give advice and answer questions any time. For routine behavioral health concerns, call Member Services.



Urgent Care Center

If your condition is more severe, but not life threatening, and your PCP is not available, use your local Urgent Care Center. Call Member Services to find your nearest Urgent Care Center.



Emergency room/911

The ER is your choice for life-threatening conditions or illnesses—or if you are referred there by your PCP, Nurse Call Line or urgent care center. No prior authorization is required to obtain ER services.

Important Phone Numbers

Keep these phone numbers close by so you can get in touch with AmeriHealth Caritas Delaware.

Member Services

For questions about your health or
AmeriHealth Caritas Delaware benefits

1-855-777-6617
(TTY 1-855-362-5769)

24/7 Nurse Call Line

For questions about your health when you can't
get in touch with your primary care provider (PCP)

1-844-897-5021
(TTY 1-855-349-6281)

Non-emergency Transportation (ModivCare™)

To schedule a ride to your medical appointments

1-866-412-3778

Where's My Ride?

To check the status of your scheduled ride

1-866-896-7211

Pharmacy Member Services

For questions about your pharmacy benefits

1-855-294-7048

Member Advocate

For members who need non-clinical help
understanding and navigating their benefits.

1-855-777-6617

Fraud Hotline

To report suspected fraud or abuse

1-866-833-9718

988

For suicide and mental health crisis

988

Delaware Division of Substance Abuse and Mental Health

If you are having a behavioral health crisis

Northern Delaware: **1-800-652-2929**

Southern Delaware: **1-800-345-6785**

911

In case of an emergency

911

**Thank you for being a member of
AmeriHealth Caritas Delaware**

AmeriHealth Caritas Delaware complies with applicable federal civil rights laws and does not discriminate on the basis of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical handicap; or any other status protected by federal or state law.

You can have this information in other languages and formats, such as large print, Braille, and audio at no charge to you. You can also have this interpreted over the phone in any language. To request language services or other formats, call Member Services 24 hours a day, 7 days a week, at **1-844-211-0966 (DSHP)** or **1-855-777-6617 (DSHP-Plus)**. For TTY, call **1-855-349-6281 (DSHP)** or **1-855-362-5769 (DSHP-Plus)**. For pharmacy services, call **1-877-759-6257 (DSHP)** or **1-855-294-7048 (DSHP-Plus)**. To speak to a nurse 24/7, call **1-844-897-5021**.

Puede solicitar esta información en otros idiomas y formatos, como letra grande, Braille y audio, sin costo alguno para usted. También se le puede interpretar esto por teléfono en cualquier idioma. Para solicitar servicios de idiomas u otros formatos, llame a Servicios al Miembro las 24 horas del día, los 7 días de la semana, al **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Para personas que usan TTY, llame al **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Para servicios de farmacia, llame al **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Para hablar con un enfermero las 24/7, llame al **1-844-897-5021**.

您可以免费索取这些信息的其他语言版本及大字印刷、盲文点字、音频等其他格式。您亦可以要求通过电话口译的方式将这些内容翻译为任何语言。如需语言服务或其他格式，请拨打会员服务部每周7天、每天24小时全天候提供服务的电话 **1-844-211-0966 (DSHP)** 或 **1-855-777-6617 (DSHP-Plus)**。TTY 使用者请拨打 **1-855-349-6281 (DSHP)** 或 **1-855-362-5769 (DSHP-Plus)**。如需药房服务，请拨打 **1-877-759-6257 (DSHP)** 或 **1-855-294-7048 (DSHP-Plus)**。如需每周7天、每天24小时随时与护士交谈，请拨打 **1-844-897-5021**。



DELAWARE HEALTH AND SOCIAL SERVICES



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www.amerihealthcaritasde.com