



FALL 2020

Get Care, Stay Well

Rethink your family's screen time

Do you go online or send texts while watching TV? You are not alone. About 87% of people watching TV have another device in hand.¹ Sometimes called “second screening” or “media multitasking,” this habit is not always good for us.

Some studies show that frequent second screeners:²

- Are more often obese.
- Forget things more often.
- Have trouble paying attention.
- Risk anxiety and depression.

To reduce screen time:

- Shut off alerts on social media and messaging apps.
- Make space and time to go device free. Bedrooms and dinnertime are good choices.
- Do other activities, like reading.

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Coronavirus: Stay up-to-date

Visit www.amerihealthcaritasde.com/covid-19 for the latest information about the coronavirus disease (COVID-19), such as updates to our Wellness Center calendar. You can also go to the Centers for Disease Control and Prevention website at www.cdc.gov/coronavirus/2019-ncov.

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Protect yourself against the flu and other illnesses

The flu is a virus spread from person to person. While it can often be prevented, it leads to thousands of deaths across the United States each year.¹ To help protect yourself and those around you, get a flu vaccine (shot) every year. There are other shots you may need, too. See the chart below and talk with your health care provider.

Adult Immunization Schedule ¹				
Vaccine	Influenza (flu)	Tdap or Td (tetanus-diphtheria-pertussis)	Shingles RZV/ZVL (recombinant zoster vaccine/zoster vaccine live)	Pneumonia PPSV23/PCV13 (pneumococcal polysaccharide vaccine/pneumococcal conjugate vaccine)
Frequency	Every year for people ages 6 months and older	Once if you did not get it as a child; you will need a booster every 10 years	2 doses of RZV if you are age 50 or older, or 1 dose of ZVL if you are age 60 or older, even if you have had shingles	At least 1 dose of PPSV23 for people ages 65 and older and for people ages 2 – 64 with certain medical conditions; adults ages 65 and older may also need 1 dose of PCV13

¹ “Table 1. Recommended Adult Immunization Schedule for Ages 19 Years or Older, United States, 2020,” Centers for Disease Control and Prevention, www.cdc.gov/vaccines/schedules/hcp/imz/adult.html.

Measles, mumps, and rubella: 2 shots are better than 1

Measles, mumps, and rubella (MMR) are dangerous diseases that can be prevented. So it is key to get the MMR vaccine (shot). The Centers for Disease Control and Prevention (CDC) advises two doses for children and many adults. Even if you have had one shot, you are not as well protected as those who had both shots.

The CDC says children should have their first dose of the MMR vaccine at 12 to 15 months of age. Then they should have a

second dose at 4 to 6 years of age. However, the second shot can be given as early as four weeks after the first. Along with routine vaccination, the CDC advises that children ages 6 to 11 months have a dose before they travel abroad.

Other people who should have both doses of the MMR shot include health care workers and students in grades K – 12 or college.



Brush up on better oral care

A healthy mouth is important for more than just a bright smile. Good dental habits can protect your overall well-being, too.

Healthy mouth, healthy body

Brushing, flossing, and seeing your dentist can help prevent gingivitis, or gum disease.¹ With gingivitis, your gums become red and swollen, and they bleed. Left untreated, gingivitis can cause your teeth to fall out and lead to even more serious health issues. The inflammation that comes with gum disease may increase your risk of developing heart disease. Gum disease may also put you at risk for stroke.

Basic care for your teeth

Starting at age 1,² AmeriHealth Caritas Delaware advises visiting your dentist two times a year. Some people may need to visit the dentist more often. Talk with your dentist about how often you should go. To help keep your mouth healthy:^{1,2}

- Brush your teeth, gums, and tongue two times a day.
- Use a toothbrush with soft bristles and toothpaste with fluoride.
- Floss one time a day.

¹“Taking Care of Your Teeth and Mouth,” National Institute on Aging, accessed May 18, 2020, www.nia.nih.gov/health/taking-care-your-teeth-and-mouth.

²“Children’s Oral Health,” Centers for Disease Control and Prevention, accessed May 18, 2020, www.cdc.gov/oralhealth/basics/childrens-oral-health/index.html.

Antibiotics do’s and don’ts

Antibiotics can be powerful medicine. But you have to use them the right way. And that can mean not using them at all. Follow this advice from the Centers for Disease Control and Prevention for using antibiotics.

Do take them for bacterial infections, such as pneumonia. Use them exactly as prescribed by your health care provider. Take the full amount, even if you feel better.

Don’t take them unless your provider says you need them. For example, they will not help with a cold or its symptoms, like runny noses and coughs.



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Women's health corner

Should you start getting mammograms earlier?

Screening mammograms are breast X-rays that can detect breast cancer before it causes symptoms. The American College of Obstetricians and Gynecologists (ACOG) stresses that mammograms save lives.

But experts do not agree on the best age to start getting them. The American Cancer Society says that screening mammograms should be an option starting at age 40 and all women should be getting them by age 45. The U.S. Preventive Services Task Force says that all women should start getting mammograms by age 50. So when should you get a mammogram?

Both groups agree on a key point: You should talk with your health care provider about the right starting age for you. If you have risk factors for breast cancer, such as a family history of the disease, earlier mammograms may be very important, according to the ACOG.



Breast cancer screening rewards

October is Breast Cancer Awareness Month. You could get a \$15 Walmart gift card from AmeriHealth Caritas Delaware for having your annual mammogram if you are a woman age 50 to 74. To schedule your mammogram, talk with your health care provider.



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¹Timothy Neate et al., "Cross-Device Media: A Review of Second Screening and Multi-Device Television," *Personal and Ubiquitous Computing* 21, no. 2 (2017): 391-405.

²Melina Uncapher et al., "Media Multitasking and Cognitive, Psychological, Neural, and Learning Differences," *Pediatrics* 140, supp. 2 (2017): 863-68.

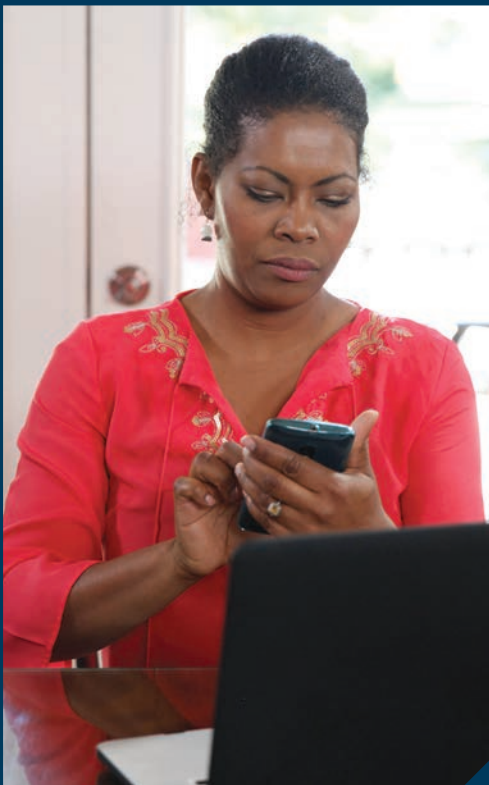
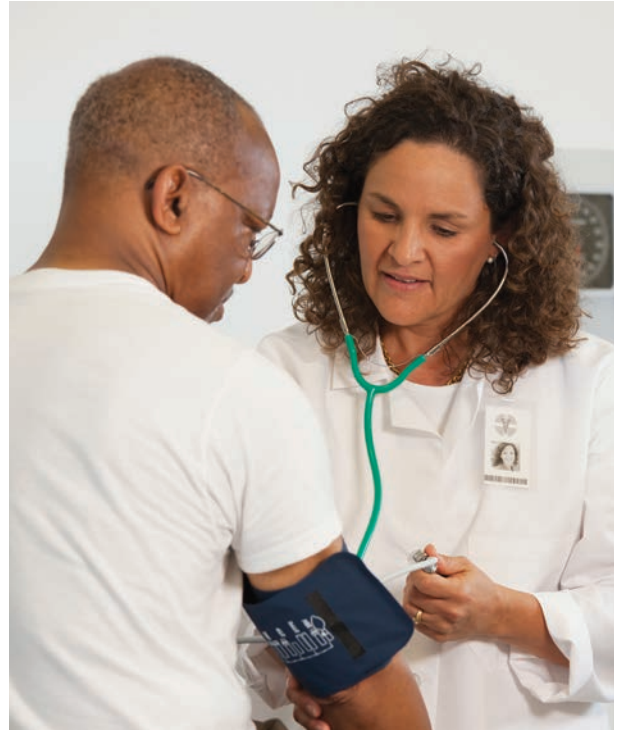
Lifesaving truths about hypertension

If you have high blood pressure (hypertension), you may think it is the result of the aging process. The truth is, unhealthy eating patterns and some medical conditions can cause high blood pressure. Unlike many other diseases, hypertension often causes no symptoms.

The National Heart, Lung, and Blood Institute warns that untreated high blood pressure can cause problems with the heart, brain, kidneys, and eyes. Those problems may lead to heart attack, stroke, and kidney disease.

Here are more facts about high blood pressure from the American Heart Association:

- Long-term stress can raise your risk. So can smoking, drinking alcohol, or eating junk food to cope with it.
- In some women, being pregnant or taking birth control pills can make blood pressure rise. Your risk also goes up after menopause.
- Making healthy choices can help reduce your risk. Try to exercise daily and eat a balanced diet.



HOW TO REPORT CRITICAL INCIDENTS

If you or your family member has a critical incident, please contact Member Services right away. Critical incidents include, but may not be limited to, the following:

- Unexpected death of a member, including deaths that occur in any suspicious or unusual manner, or suddenly when the deceased was not attended by a physician.
- Suspected physical, mental, or sexual mistreatment, abuse, or neglect of a member.
- Suspected theft or financial exploitation of a member.
- Severe injury sustained by a member.
- Medication error involving a member.
- Inappropriate or unprofessional conduct by a provider involving a member.

KIDS' CRAFT: Silly cup monster

Materials

Pencil (sharpened)
Foam cup
Pipe cleaners
Permanent markers
or pens
Scissors
Clear tape
Optional: construction
paper, stickers, and
stick-on googly eyes

Directions

Use a pencil to poke small holes in the cup where you want to insert pipe cleaners for arms, legs, and antennae. Insert pipe cleaners through holes, starting with those located in the narrowest part of the cup. (For arms, try putting one uncut pipe cleaner through the cup using two holes located on opposite sides.) Cut pipe cleaners to desired sizes. Decorate your cup monster. You can use clear tape to help keep items in place.



YMCA prediabetes program

AmeriHealth Caritas Delaware and the YMCA of Delaware have partnered for the YMCA's Diabetes Prevention Program. Over the course of a year, the program helps members change lifestyle and health behaviors for the better. It consists of 25 group sessions, each lasting one hour. The program is available to AmeriHealth Caritas Delaware members ages 18 and older who are:

1. Not pregnant.
2. Overweight (BMI > 25 or BMI > 23 for Asian individuals).
3. Not diagnosed with Type 1 or 2 diabetes or end-stage renal disease.

Applicants who qualify must also have one of the following:

- Score of 9 or higher on the CDC's Prediabetes Risk Test, available at www.cdc.gov/diabetes.
- Previous diagnosis of gestational diabetes (high blood sugar while pregnant).
- Diagnosis of prediabetes that was given within the last year based on one of the following blood test values:
 - o HbA1C value of 5.7% to 6.4%.
 - o Fasting glucose level of 100 to 125 mg/dL.
 - o Two-hour plasma glucose level of 140 to 199 mg/dL.

For a full program overview, class times and locations, and other details, visit www.ymcade.org/preventdiabetes.

A focus on quality

Did you know that AmeriHealth Caritas Delaware has a **quality improvement (QI) program**? Each year the QI team evaluates our programs and pinpoints ways the plan can improve services. Visit www.amerhealthcaritasde.com or call Member Services if you would like to learn more.



Discrimination is against the law

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. AmeriHealth Caritas Delaware does not exclude people or treat them differently because 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.

AmeriHealth Caritas Delaware provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact AmeriHealth Caritas Delaware Member Services:

- DSHP: **1-844-211-0966 (TTY 1-855-349-6281)**
- DSHP-Plus: **1-855-777-6617 (TTY 1-855-362-5769)**

If you believe that AmeriHealth Caritas Delaware has failed to provide these services or discriminated in another way 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 file a grievance with:

- AmeriHealth Caritas Delaware Grievances
P.O. Box 80102, London, KY 40742
- You can also file a grievance by calling AmeriHealth Caritas Delaware Member Services:
 - DSHP: **1-844-211-0966 (TTY 1-855-349-6281)**
 - DSHP-Plus: **1-855-777-6617 (TTY 1-855-362-5769)**

If you need help filing a grievance, AmeriHealth Caritas Delaware 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 <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 (TDD 1-800-537-7697)

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

ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call the Member Services number on the back of your ID card (**TTY: 711**).

Spanish: ATENCIÓN: Si no habla inglés, los servicios de asistencia lingüística están disponibles para usted de forma gratuita. Llame a Servicios al Miembro al número que aparece al reverso de su tarjeta de identificación (**TTY 711**).

Simplified Chinese: 注意: 如果您不会说英语, 也可以免费获得语言援助服务。请拨打您的会员卡背面的会员服务部电话 (**TTY: 711**)。

Haitian Creole: ATANSYON: Si w pa pale anglè, ou ka resevwa sèvis ki gratis pou ede w nan lang pa w. Rele ekip Sèvis pou manm yo nan nimewo ki nan do kat idantifikasyon w lan (**711 pou moun kip a tande byen yo**).

Gujarati: કૃપા કરી ધ્યાન આપશો: જો તમે અંગ્રેજી ના બોલતા હો, તો તમને ભાષા સહાયતા સેવાઓ, કોઈ ખર્ચ કર્યા વગર ઉપલબ્ધ છે. તમારા ઓળખપત્રની (આઈડી કાર્ડની) પાછળ આપેલા મેમ્બર સર્વિસીસ નંબર પર ફોન કરો (**TTY: 711**).

French: ATTENTION : Si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez l'équipe Services aux membres au numéro indiqué au verso de votre carte d'identification (**711 pour les malentendants**).

Korean: 참고: 영어를 구사하지 못하시는 경우, 무료로 언어 지원 서비스를 제공받을 수 있습니다. ID 카드 뒷면에 기재되어 있는 회원 서비스 전화번호로 연락주시기 바랍니다(**TTY: 711**).

Italian: ATTENZIONE: Se non si parla la lingua inglese, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare Member Services al numero riportato sul retro della tessera di identificazione (**TTY: 711**).

Vietnamese: LƯU Ý: Nếu quý vị không nói được tiếng Anh, thì có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Hãy gọi đến số điện thoại của Ban Dịch Vụ Hội Viên ở mặt sau thẻ ID của quý vị (**TTY: 711**).

German: ACHTUNG: Falls Sie kein Englisch sprechen, steht Ihnen ein kostenloser Sprachhilfsdienst zur Verfügung. Kontaktieren Sie den Mitgliederservice unter der Nummer auf der Rückseite Ihrer ID-Karte) (**TTY: 711**).

Tagalog: PAUNAWA: Kung hindi ka nagsasalita ng Ingles, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tawagan ang numero ng Mga Serbisyo sa Miyembro na nasa likod ng iyong ID card (**TTY: 711**).

Hindi: कृपया ध्यान दें: यदि आप अंग्रेजी नहीं बोलते हैं तो आपके लिए भाषा सहायता सेवा निशुल्क उपलब्ध है। अपने पहचान-पत्र के पीछे दिए गए मंबर सर्विस नंबर पर कॉल करें (**TTY: 711**)।

Urdu:

دھیان دیں: اگر آپ انگریزی نہیں بولتے/بولتی ہیں تو، آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ اپنے آئی ڈی کارڈ کے پیچھے درج ممبر سروسز کے نمبر پر ہمیں کال کریں (**ٹی ٹی وائی: 711**)۔

Arabic:

تنويه: إذا كنت لا تتحدث اللغة الإنجليزية فستتوفر لك خدمات مساعدة لغوية مجاناً. اتصل برقم خدمات الأعضاء المدون خلف بطاقة عضويتك (**الهاتف النصي: 711**).

Telugu: గమనిక: ఒకవేళ మీరు ఇంగ్లీషు మాట్లాడలేనట్లైతే, ఖర్చు లేకుండా భాషా సహాయ సేవలు మీకు లభిస్తాయి. మీ గుర్తింపు కార్డు యొక్క వెనుక వైపు ఉన్న సభ్యుల సేవా సంఖ్యకు కాల్ చేయండి (**టిటివై: 711**).

Dutch: LET OP: Als u geen Engels spreekt, kunt u kosteloos gebruik maken van taalhulpdiensten. Bel het nummer voor Ledenservice (Member Services) op de achterkant van uw ID-kaart (**TTY: 711**).