



Get Care, Stay Well

WINTER 2020

Healthier choices for festive meals

Holiday foods can be rich in sugar, fat, and carbs. The Centers for Disease Control and Prevention also warns that these foods are often short on nutrients, but high in calories. This year, swap out a few typical dishes with new ones that taste good and are healthier. Try these options:

Stuffing: Made with bread, this dish is full of carbs. Replace bread cubes with diced veggies like red onion, yellow squash, and green celery for a colorful, low-carb option.

Mashed potatoes: Serve fewer carbs and calories by making mashed cauliflower instead. Add chives for some extra zest.

Cranberry sauce: Simple and sweet, this side has lots of sugar. Switch to cranberry chutney, which contains half the sugar, but plenty of flavor from fruits, vegetables, and nuts.

Cake: Pound, chocolate, and yellow cakes are all filled with eggs and butter, which are both high in fat. Angel food cake is made without butter or egg yolks for a lighter, low-fat treat.

Coronavirus: Stay up-to-date

Visit www.amerhealthcaritasde.com/covid-19 for the latest information about the coronavirus disease (COVID-19), such as updates to our Community 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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Not just for kids:

Vaccines help protect adults, too

Vaccines (shots) help protect you now and in the future. Talk with your health care provider about what shots you need and when to have them. Shots recommended by the Centers for Disease Control and Prevention (CDC) include:

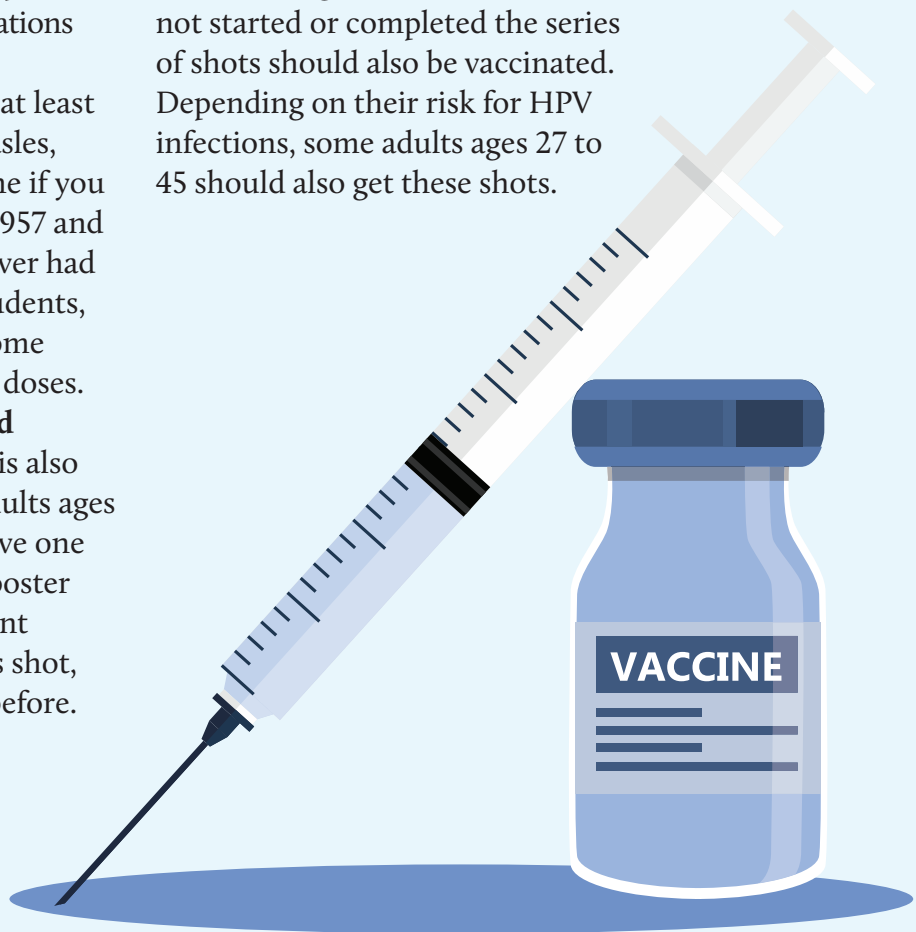
Shingles. Adults ages 50 and older should have this shot to cut their risk of developing shingles. This painful rash can appear years after a person had chickenpox. Its complications can include vision loss.

Mumps. You should get at least one dose of the MMR (measles, mumps, and rubella) vaccine if you were born during or after 1957 and have not had mumps or never had the shot before. College students, health care workers, and some other adults may need two doses.

Tetanus, diphtheria, and pertussis (Tdap). Pertussis is also called whooping cough. Adults ages 19 through 64 should receive one Tdap vaccine and then a booster shot every 10 years. Pregnant women should also get this shot, even if they have had one before.

Influenza (flu). Everyone 6 months and older should get a flu shot each year. The CDC suggests having it before the end of October if you can.

Human papillomavirus (HPV). HPV can cause genital warts, cervical cancer, and other types of cancer. Everyone should get two doses when they are 11 or 12 years old. Those ages 13 to 26 who have not started or completed the series of shots should also be vaccinated. Depending on their risk for HPV infections, some adults ages 27 to 45 should also get these shots.



Need a ride?

To schedule a ride for non-emergency appointments, call the reservation line at **1-866-412-3778**. This service is not a covered benefit for Delaware Healthy Children Program members.



Your opinion counts



AmeriHealth Caritas Delaware uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to ask members what they think about the quality of their care and their satisfaction with the plan. On an annual basis, members chosen at random are surveyed. The results from the survey help us find out:

- What we do best.
- What we need to work on.
- How happy you are with us.

If you responded to the survey, we thank you for your time and appreciate your feedback. Some of the areas that were rated high in 2020 were:

- How Well Doctors Communicate.
- Personal Doctor.
- Customer Service.

Areas of improvement we will be working on are:

- Access — Getting Needed Care.
- Getting Care Quickly.

We are excited about these results, and we are glad you are our member! We work hard every day to meet your health care needs. We strive to always provide you with the highest quality of care and service. We want to make sure you are satisfied with your health plan.

We want to hear from you! Don't forget to call your Delaware Health and Social Services (DHSS) office and let them know of any changes to your address or phone number so you can get the survey.

At AmeriHealth Caritas Delaware, we put you first! We want to help our members be healthy and get the care they need.

If you have questions about your plan

Call 1-844-211-0966 (TTY 1-855-349-6281) for Diamond State Health Plan.
Call 1-855-777-6617 (TTY 1-855-362-5769) for Diamond State Health Plan-Plus.



Follow us online!



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Women's health corner

Pregnant women and new moms should have depression screenings

Many women experience perinatal depression. This term refers to a wide range of mood disorders that can affect women during and after pregnancy. Yet a lot of them do not seek help for it. That is why the U.S. Preventive Services Task Force advises screenings for pregnant women and new moms. To screen you for depression, your health care provider will ask you a series of questions. Be sure to give honest answers so you can get the help you need.

If you are diagnosed with depression, your provider will work with you to make a treatment plan. It may include talk therapy and prescription medicines. However, the Office on Women's Health (OWH) notes that some drugs may not be safe for your baby while you are pregnant or breastfeeding.



Know the signs of depression

The OWH says to call your provider if you have any of these symptoms for more than two weeks:

- Sadness or anxiety.
- Crying spells.
- Sleeping too much or too little.
- Eating less or more than usual.
- Feeling hopeless.
- Low energy.
- Thoughts of hurting yourself or the baby.

Download the Bright Start PlusSM app today at no cost to you! Keep information at your fingertips by tracking health data for yourself and your entire family.



Keep your children safe from lead poisoning

Lead poisoning can happen without you even knowing. That is why experts advise routine risk assessments for children. Health care providers may assess the risk of lead poisoning during your child well visits.

If your child is at risk, the provider will perform a blood test to check for lead. Children enrolled in Medicaid need to have blood lead screening tests at ages 12 and 24 months. Children between 24 and 72 months with no record of a blood lead screening test should receive one. Talk with your child's provider about testing and ways to reduce your family's risk for lead exposure. Start with these tips:

- Drink and cook with cold water.
- Let cold water run out of the tap for a few minutes before you use it.
- Think about using a water filter to remove lead from your water. Options include water pitchers and faucet mounts.



STIs can be serious

Many people do not know that sexually transmitted infections (STIs) can cause serious and even life-threatening health problems. Gonorrhea, chlamydia, genital herpes, human papillomavirus (HPV), and human immunodeficiency virus (HIV) are all STIs. The Centers for Disease Control and Prevention (CDC) warns that STIs can cause:

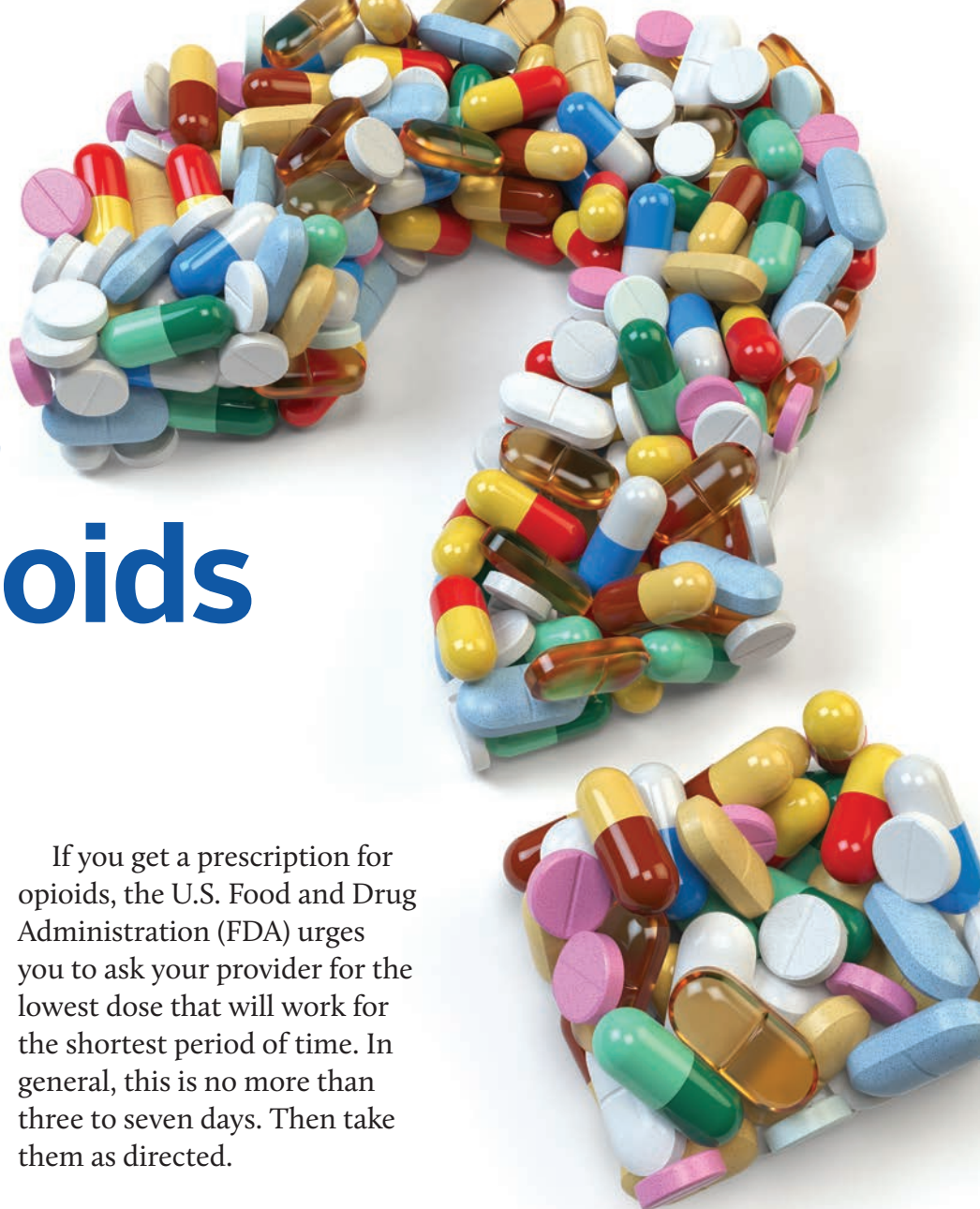
- Pelvic inflammatory disease — an infection of female reproductive organs that can cause pain, fever, bleeding, and pregnancy problems.
- Infertility — being unable to get pregnant after six to 12 months of trying, depending on your age.
- Cancer of the throat, mouth, anus, cervix, and penis.

Using a condom the right way every time you have sex reduces your risk for STIs. Even if you use other types of birth control, such as pills or a patch, the CDC still advises using a condom. This will also help prevent an unplanned pregnancy.

Testing can help protect your health

Talk with your health care provider and learn more at www.cdc.gov/std/prevention. Click on "Which STD Tests Should I Get?"

How to use opioids safely



Opioids are sometimes needed to control pain. These prescription drugs include oxycodone (OxyContin), hydrocodone (Vicodin), and fentanyl. The National Institute on Drug Abuse reports that health care providers most often prescribe them for:

- Injuries.
- Toothaches.
- Cancer.
- After some types of surgery and dental work.

Opioids might not work as well for some chronic conditions, such as back pain or osteoarthritis.

Before you start

Talk with your provider about the benefits and risks. Tell your provider if you have a personal or family history of substance misuse or addiction. Depending on the cause of your pain, you may have other options, like a different medicine or physical therapy.

If you get a prescription for opioids, the U.S. Food and Drug Administration (FDA) urges you to ask your provider for the lowest dose that will work for the shortest period of time. In general, this is no more than three to seven days. Then take them as directed.

Take these steps

- **Set a follow-up visit.** Your provider will check how the drugs are working and help you taper off when treatment is complete. Stopping suddenly can cause withdrawal symptoms, such as chills, diarrhea, and vomiting.
- **Ask about naloxone.** The FDA says this drug can reverse the effects of an opioid overdose. You may be able to get a prescription to keep at home.
- **Avoid interactions.** Taking opioids with other drugs can be unsafe. Talk with your provider about all your medicines. Avoid

alcohol and other substances while taking opioids.

- **Store drugs in a locked cabinet or lockbox.** Keep them in the original packaging. The FDA warns that one dose can prove fatal for a child. Other people may also be tempted to use them.
- **Do not keep or share unused drugs.** Ask your provider how to get rid of them. This may include drug take-back programs or flushing them down the toilet.

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.

Multi-language interpreter services / Servicios de intérprete multilingüe

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 અર્થ 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 못하는 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 मेंबर 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 taalhelpdiensten. Bel het nummer voor Ledenservice (Member Services) op de achterkant van uw ID-kaart (**TTY: 711**).