



Get Care, Stay Well

SPRING 2020

Keep kids healthy with vaccines

As a parent, you want what is best for your baby. Vaccines can help your little one grow up healthy and happy. Vaccines protect infants and children early in life, before they are exposed to diseases that can be serious and even deadly.

Today, vaccines can keep your baby safe from many major diseases. Make sure your child gets all the recommended vaccines.

Vaccines also protect those around you, like your neighbors and friends. Maybe you know someone with a weak immune system because of cancer

treatments. Or maybe your sister just had a baby who is too young to be fully vaccinated. Getting your child vaccinated reduces the chance that these people will be exposed to diseases.

Boost the defense

Children need a lot of vaccines. This used to mean a lot of shots. But now, kids' vaccines often include protection for multiple illnesses. This way, your child needs fewer shots.

Ask your child's pediatrician if your child is due for any vaccinations. By age 2, he or she

should have received protection against all these diseases¹:

- Chickenpox.
- Diphtheria.
- Hepatitis A.
- Hepatitis B.
- Hib (*Haemophilus influenzae* type b).
- Influenza (flu).
- Measles.
- Mumps.
- Pertussis (whooping cough).
- Pneumonia.
- Polio.
- Rotavirus.
- Rubella.
- Tetanus.

¹Centers for Disease Control and Prevention

Q&A:

All about childhood asthma



About 6 million American children younger than age 18 have asthma¹. Here is what parents need to know about this condition.

Q: What causes asthma?

A: We don't know the exact cause of asthma. Children often develop asthma when their immune systems react to allergens in the environment. For example, being around ragweed or pet dander can irritate airways and make it hard to breathe.

Q: Can I help my child avoid developing asthma?

A: You can control some risk factors, but not all of them. One way to avoid risk is by limiting your child's exposure to secondhand tobacco smoke. Do this both before and after birth.

The risk factors that you can't change include:

- Family history of asthma or allergies.
- Personal history of allergies (such as skin reactions or food allergies).
- Frequent respiratory infections.

Q: What symptoms should I watch out for?

A: Asthma is hard to identify in young children. Often, it may seem like your child just has a cough or a cold. Watch for a pattern of symptoms. Notice when coughing, wheezing, and shortness of breath occur:

- At night.
- Early in the morning.
- During or after exercise.
- In cold air.
- After laughing or crying.

If you see a pattern, visit your child's pediatrician. You can also consult an allergy and immunology specialist to diagnose and treat childhood asthma.

If you get the news that your child has asthma, don't panic. Asthma can be controlled with medication and management. Work with your child's provider to help your little one feel better.

¹Centers for Disease Control and Prevention

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.



Drug and alcohol problems:

Find help for your happiness and health

Some people turn to drugs or alcohol in times of stress. These might seem to bring short-term relief, but they can create problems over time. Here is how to tell if you or a loved one has a problem with drugs or alcohol.

Alcohol problems

Alcoholics are dependent on alcohol. They cannot limit their drinking and have strong cravings for alcohol.

But you don't have to be an alcoholic to have a problem with alcohol. For some people, drinking interferes with their work, relationships, or how they think and feel. Do you have any of the feelings below about drinking? If so, you may have an alcohol problem.

- You know it is harmful but drink anyway.
- You feel guilty about it.
- You think you might need to drink less.

Drug problems

Watch out for these signs that a loved one may be abusing drugs:

- Losing interest in favorite things.
- Being really sad and tired.
- Feeling very good at one moment and very bad the next.
- Having extremely high energy.
- Sleeping at odd times.

What to do

If you think a loved one has a problem with drugs or alcohol, bring it up when he or she is sober. Let him or her know that recovery is possible.

Treatment options include:

- Behavioral therapy, either one-on-one or with a group.
- Medication.
- Mutual support groups.
- A combination of the above.

We've got you covered

AmeriHealth Caritas Delaware members can get behavioral health services to help with mental illness, drug use, or alcohol use. Do you think you need these services? Talk with your primary care provider.

You can also call Member Services 24 hours a day, seven days a week:

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



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Women's health corner

What to expect at your prenatal visits

Visiting your provider often during your pregnancy is important for the health of both you and your baby. Here is what you can expect at those visits.

Your first visit will be early on in your pregnancy. Contact your provider as soon as you think you are pregnant. Your first visit will be one of the longest. During this visit, your provider may:

- Have you give a urine sample to check for signs of infection and to confirm that you are pregnant.
- Take your blood pressure.
- Check your weight and height.
- Calculate your due date.
- Do an ultrasound.
- Draw some blood.
- Perform a physical exam.

You will visit your provider more frequently as your pregnancy progresses. If your pregnancy is progressing normally, you will visit your provider monthly up to 28 weeks, every two weeks

between weeks 28 to 36, and weekly from 36 weeks to delivery.

You will pee in a cup — a lot. You will provide a urine sample at every visit throughout your pregnancy. Your provider will check your urine for signs of diabetes, infections, and preeclampsia.

At most visits, your provider will perform routine tests. These include:

- Checking your blood pressure.
- Tracking your weight.
- Measuring your belly to check your baby's growth.
- Listening to your baby's heart rate.

You may receive some special tests along the way. The specific tests you receive depend on a number of factors, such as your age and family history.



Get rewarded for prenatal care!

Go to four prenatal appointments by week 24 for a \$15 gift card. Go to eight prenatal appointments by week 36 for a Pack 'n Play®. Do you have questions about these rewards? Please call Stellar Health Services at **1-855-229-1619 (TTY 711)** and dial 3, then dial 2.



Health plan services to remember

- **Ride services.** 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 (DHCP) members.
- **Dental care.** To find a dentist or make an appointment, call Member Services for Diamond State Health Plan at **1-844-211-0966** (TTY **1-855-349-6281**) or for Diamond State Health Plan-Plus at **1-855-777-6617** (TTY **1-855-362-5769**).
- **24/7 Nurse Call Line.** Call us at **1-844-897-5021**.
- **Mobile app.** Go to the Google™ Play Store or Apple App® Store and type in AmeriHealth Caritas.
- **Interpretation and translation.** To request these free language services, contact us 24/7.
- **Behavioral health services.** Call Member Services for more information.
- **Community Wellness Center.** Visit our center at 1142 Pulaski Highway, Bear, Delaware 19701. We are open Monday through Friday, from 9 a.m. to 5:30 p.m. Hours may be extended for some scheduled events.
- **Bright Start PlusSM app.** Download the app today at no cost to you! Keep information at your fingertips by tracking health data for yourself and your entire family.
- **Text reminders.** You may get texts from AmeriHealth Caritas Delaware to give you key reminders about health screenings.

Join us at our Member Advisory Council meetings

Member Advisory Council (MAC) meetings allow you to share ideas about AmeriHealth Caritas Delaware's programs and services and how we can do things better. We welcome members and family and anyone who would like to learn more about the services we offer.

We want to hear from you. Your feedback is valuable to us!

We host our meetings four times a year:

- Two meetings in New Castle County.
- One meeting in Kent County.
- One meeting in Sussex County.

Follow us on Facebook and Instagram to stay informed of the next meeting. If you would like to attend, please call Member Services:

- Diamond State Health Plan members:
1-844-211-0966
(TTY **1-855-349-6281**)
- Diamond State Health Plan-Plus members:
1-855-777-6617
(TTY **1-855-362-5769**)

Know your BMI

Body mass index, or BMI, is one number providers use to check if you are at a healthy weight. BMI provides an estimate of your total body fat — and your possible health risks.

You can find your BMI using online tools. For one tool, visit www.cdc.gov and search for “BMI calculator.”

The effects of obesity

Obesity raises the risk for heart disease, some cancers, and other chronic conditions. For example:

- A high BMI is linked to more risk for knee arthritis.

- Obesity can contribute to sleep apnea and breathing problems.

Lower your BMI

Losing weight is a big task. But little changes can add up. Try some of these ideas:

- **Eat a healthy breakfast.** People who do so are less likely to overeat later in the day.
- **Try a healthier diet.** Fruits, veggies, whole grains, and low-fat or fat-free dairy products are key.
- **Exercise.** Aim to get at least 150 minutes of moderate-intensity aerobic activity per week.



SWEET POTATO CUSTARD

Ingredients

1 cup mashed cooked sweet potato
½ cup mashed banana
1 cup evaporated skim milk
2 tablespoons packed brown sugar
2 beaten egg yolks
½ teaspoon salt
non-stick cooking spray
¼ cup raisins
1 tablespoon sugar
1 teaspoon ground cinnamon

Directions

1. Preheat oven to 325° F. In a medium bowl, stir together sweet potato and banana. Add milk and mix well. Add brown sugar, egg yolks, and salt, mixing well.
2. Spray a 1-quart casserole dish with cooking spray. Add sweet potato mixture to dish.
3. Mix raisins, sugar, and cinnamon. Sprinkle over top of sweet potato mixture.
4. Bake for 40 to 45 minutes, or until a knife inserted near the center comes out clean.

Per serving

Serves six; serving size is ½ cup. Each serving provides: 144 calories, 2 g total fat, < 1 g saturated fat, 92 mg cholesterol, and 235 mg sodium.

Source: National Heart, Lung, and Blood Institute/National Institutes of Health



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 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 अंग्रेज़ी 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**).