In a perfect world, your doctor would always have an appointment for you on the date and time you want. The doctor would never run late and would have plenty of time to talk with you. Unfortunately, this isn’t always the case.

**How long should I have to wait to get an appointment?**

**Preventive care** is for a well visit, like a physical. Your primary care practitioner (PCP) should see you within 3 weeks of your call.

**Routine primary care** is for things that are non-urgent, like a bump on your leg that isn’t sore. Your PCP should see you within 10 days of your call.

**Urgent or acute care** is for when you are sick. For example, you have a sore throat and fever. Your PCP should see you within 24 hours of your call.

**Emergency care** is for when you need immediate care. If you think you are having a medical emergency, go directly to the closest emergency room or call 911. If you are not sure if it is an emergency, call your PCP. If your PCP is not available, you can call the AmeriHealth Caritas Pennsylvania 24/7 Nurse Call Line at 1-866-566-1513 (TTY 711).

**Why do I have to wait when I get to my doctor’s visit?**

When you get to your doctor’s visit, your doctor may be running late. Some reasons are out of his or her control, like patients who take more of the doctor’s time than they are scheduled for or emergencies.

**What can I do?**

**Before your visit:**
- Make a list of your health conditions.
- Make a list of the medicines you take.
- Write down any questions for the doctor.
- Write down symptoms or things that are bothering you.

**At your visit:**
- Be on time.
- Bring all your health insurance cards.
- Bring your lists of medicines you take and your health conditions.
- If you can’t make your visit, remember to call your PCP and cancel.

You may still have to wait to see your doctor, but being prepared will help you get the most out of your visit with your doctor.
Yes, We Did it Again!


Keeping you healthy is our top priority, and we are getting better at it. Your satisfaction with our health plan and our doctors helps make us one of the best Medicaid health plans in America. In the coming months some members will be getting the 2015 satisfaction survey in the mail. Please take a few moments to tell AmeriHealth Caritas Pennsylvania how we are doing. We listen to you when we get the results of the survey. The survey takes less than 20 minutes. You will be speaking for all AmeriHealth Caritas Pennsylvania members when you take the time to answer.

We thank you for helping make us one of the best Medicaid health plans in the country!

Dear Doctor

Yes.

As an AmeriHealth Caritas Pennsylvania member, you have a primary care practitioner (PCP). Your PCP is your medical home. If you are sick, call your PCP. Your PCP can answer your medical questions and help you decide what kind of care you need. He or she may be able to see you in the office. If you call your PCP after hours and the office is closed, you will get the doctor’s answering service. Leave your name and number, and someone will call you back.

If your doctor is not available, you can speak to a nurse 24 hours a day, 7 days a week, by calling the AmeriHealth Caritas Pennsylvania Nurse Call Line at 1-866-566-1513 (TTY 711). The nurse can help you decide where to go for care.

If you have an emergency and need immediate medical attention, please call 911 or go to the nearest ER.

If you have a non-urgent question that you would like to see answered in the next newsletter? Please send it to pamembercommunications@amerihealthcaritas.com. We want to hear from you!
Attention Deficit Hyperactivity Disorder (ADHD)

If your child is taking medicine for attention deficit hyperactivity disorder (ADHD), here are some things you can do to help:

- Give your child the medicine the way the doctor tells you.
- Write down questions that come up. Take them to your child’s next doctor visit.
- Ask your child’s doctor about side effects from the medicine.
- Take a family member or friend to doctor’s visits to help you ask questions and write down the answers.
- Talk to your child’s doctor before you make any changes to your child’s medicine.
- Ask your child’s doctor about counseling for your child, and get referrals.
- Always plan ahead! Set up your child’s next visit before you leave the doctor’s office.

Making sure that your child follows up with his or her doctor is also important. Your child will need 1 follow-up visit with his or her doctor 1 month (30 days) after the first time you fill and pick up your child’s medicine at the pharmacy. Your child will need 2 more follow-up visits in the next 9 months.

Remember, your doctor visits are not done until you’ve done 1 in 1 and 2 in 9! If you have any questions, please talk with your doctor.
Bright Start is the AmeriHealth Caritas Pennsylvania program for pregnant women. The Bright Start program wants to help you have a healthy pregnancy and baby.

**Bright Start can:**
- Provide you with information and resources to help you have a safe pregnancy and a healthy baby.
- Help you select a provider who is right for you.
- Help you arrange doctor visits during and after your pregnancy.
- Provide you with a Bright Start care manager.
- Help you register for childbirth and other health information classes.
- Help you get food for your baby through WIC.
- Help you with transportation needs.

When you are pregnant, it is important to see your doctor during the first 12 weeks of your pregnancy. It is also important to go to all your doctor visits, even if you feel fine. Your doctor will also want to see you 3 to 8 weeks after you deliver your baby. Regular care during and after your pregnancy is one of the best things you can do for yourself and your baby.
Many same-sex couples have healthy and happy relationships. Rates of domestic abuse are similar for same- and opposite-sex couples. People who are bisexual have slightly higher rates of abuse. This article also concerns people who are transsexual.

Abuse can happen with any couple, despite:
- Sexual identity
- Race
- Income
- Religion
- Social status

About one in four same-sex couples deals with domestic abuse. An abusive person may hit, kick or slap another person. Abuse may consist of calling a person names and doing things to shame or threaten them. It may be keeping a person away from their friends or family. It may be trying to control a person or their money. It may be stalking a person or blocking their access to health care. It may be sexual abuse.

Abuse specific to same-sex couples can include:
- Threats to tell others they are gay
- Threats to tell someone who can take their children away
- Claims that the abuse is “mutual”
- Use of homophobia to limit social outings
- Hiding medicine or other items a transsexual person needs

Abuse may include casting doubt that a partner is really gay or insisting they act a certain way. It is often hard to leave an abusive partner. No one deserves to be abused. ALL victims deserve the same respect and services. Legal protection and options are out there for domestic abuse victims who are part of a same-sex couple.

All state-funded* domestic violence programs will help victims in a same-sex couple. These services are free and confidential.

More Information

* To find the domestic abuse program in Pennsylvania nearest to you, visit www.pcadv.org and click on “Find Help” or use the Find Help map on the home page.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE. For TTY, dial 1-800-787-3224.

To reach the National Teen Dating Violence Hotline, call 1-866-331-9474 or text “loveis” to 22522. For TTY, dial 1-866-331-8453.
We Need YOUR Help!

Members can help AmeriHealth Caritas Pennsylvania uncover provider fraud, waste and abuse. You should keep track of the following things:

- Who provided your health care.
- What services you received during the visit, and any additional tests or visits the doctor ordered.
- When you got a health care service.
- Where the service took place.

Call AmeriHealth Caritas Pennsylvania if you think the provider may have billed incorrectly or offered a service you didn’t think you needed. Please remember, do not:

- Give your ID card or numbers to anyone other than your doctor, clinic, hospital or other health care provider.
- Ask your doctor or any other health care provider for medical services or supplies that you don’t need.
- Sign your name to a blank form.
- Share your medical records with anyone other than your doctor, clinic, hospital or other health care professional.

AmeriHealth Caritas Pennsylvania has a team that works hard to identify and prevent fraud, waste and abuse. But we still need all providers and members to report possible fraud, waste and abuse.

Just a Click Away…

Have you checked out the secure member portal? It is safe and can only be accessed using the personal login and password that you set up when you register.

To find the secure member portal:
- Click on the link for “Member Portal.”

Once you set up a personal login and password that only you know, you can find:

- A list of your recent medicines and when you got them.
- A list of your most recent visits to the doctor.
- Your health history.
- Reminders about important tests you need.
- Information about your doctor.
- A directory of doctors and providers.

If you do not have access to the Internet, please call Member Services to request any of the information above.

Call the Fraud Hotline at 1-866-833-9718 (TTY 711). You have the option to remain anonymous at all times.

AmeriHealth Caritas Pennsylvania Community Outreach Solutions Team

There may be times when AmeriHealth Caritas Pennsylvania is trying to reach you but can’t. That’s when the Community Outreach Solutions (COS) team comes in. The COS team is AmeriHealth Caritas Pennsylvania’s “feet on the street.” The team visits members’ homes to connect members with needed resources, help them get care and inform them about upcoming events. The COS team is here to help you.
There are 2 types of diabetes:

**Type I diabetes** occurs when the body does not make enough of a substance called insulin. Not having enough insulin can cause high sugar levels in the blood.

**Type II diabetes** occurs when the body makes the right amount of insulin, or even too much insulin, but things like too much fat in the body block insulin from working right. This can cause high sugar levels in the blood.

Both types of diabetes have 1 thing in common: high sugar levels in the blood. All people with diabetes should have a blood test called the glycosylated hemoglobin (Hb A1c) test. The Hb A1c test shows how well your sugar has been controlled for 3 months before the test. While every member with diabetes should have his or her own goal for this test, a normal level is below 7. You should have an Hb A1c test at least 2 times a year. Work with your doctor to find out how often you need an Hb A1c test.

When someone has diabetes for a long time, high blood sugar can lead to other medical problems, like damage to nerves and arteries. Nerves carry signals from the brain to all parts of the body. Some of the nerves carry information about sensation. When nerves are damaged, they can cause pain and numbness. Ask your doctor to check your feet for signs of nerve damage at least 1 time a year.

There are small arteries in the back part of the eye, which is called the retina. A special eye doctor called an optometrist or ophthalmologist can check these arteries for damage from high blood sugar. If there is no damage, your eye doctor should check your retinas every 2 years. If there is damage, you will need to stay under the care of your eye doctor. Your primary care practitioner (PCP) will refer you to the eye doctor to have this test done.

Damage from high blood sugar can cause problems with kidneys, too. A simple urine test can check for kidney damage. Be sure to have this test done every year.

If you have questions about your diabetes, talk with your doctor.

---

**Have These Tests if You Have Diabetes:**

- **Hemoglobin A1c (Hb A1c)**
  - How often: at least 2 times a year

- **Comprehensive foot examination**
  - How often: 1 time a year

- **Dilated eye examination**
  - How often: 1 time every 2 years

- **Urine test**
  - How often: 1 time a year
Formulary Update

The following drugs have been added to the AmeriHealth Caritas Pennsylvania formulary:

<table>
<thead>
<tr>
<th>DRUG</th>
<th>USED FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nexium 24-hour OTC capsules (omeprazole or pantoprazole must be tried first)</td>
<td>Heartburn/reflux</td>
</tr>
<tr>
<td>Haloperidol 10-mg tablets. Members no longer have to fill 2 of the 5-mg tablets.</td>
<td>Schizophrenia</td>
</tr>
<tr>
<td>Fluoxetine 40-mg capsules. Members no longer have to fill 2 of the 20-mg tablets.</td>
<td>Depression and other behavioral disorders</td>
</tr>
</tbody>
</table>

Turkey Meat Loaf

Here’s a healthier version of an old favorite.

Ingredients
1 lb. ground lean turkey
½ cup dry regular oats
1 large egg
1 tbsp. dehydrated onion
¼ cup ketchup

Directions
1. Preheat oven to 350 degrees.
2. Combine all ingredients and mix well.
3. Bake in loaf pan for 30 to 35 minutes or to an internal temperature of 165 degrees.
4. Cut into 5 slices and serve.

Per Serving
Serves 5; serving size is 1 slice (3 ounces).
Each serving provides: Calories 192, Total fat 7 g (Saturated fat 2 g), Cholesterol 103 mg, Sodium 214 mg, Carbohydrates 23 g, Dietary fiber 1 g, Protein 21 g.

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