



**Get
Care,
Stay
Well**

AmeriHealth Caritas New Hampshire welcomes you

Welcome to the AmeriHealth Caritas New Hampshire member newsletter!

We will publish four times a year with articles to support you and your family's health and wellness during each season. We will also have stories useful in your everyday life.

You can find Get Well, Stay Healthy on our website in both English and Spanish. We hope you will take a few minutes to look through it and pick out and read some stories.

And, if you have an idea for a story, send it to: ideas@amerihealthcaritasmh.com.



OUR TEAM IS HERE TO HELP YOU

We can:

- Answer questions about your health and medicines.
- Schedule provider appointments and arrange transportation for you.
- Help you find community resources for housing, food, and clothing.

Call Member Services at 1 833
704 1177 (TTY 1 855 534-6730).

CARE Card Program:

Earn rewards for good health

You can earn CARE Card rewards by doing things that help you stay healthy. To begin earning rewards, all you need to do is complete a well visit to your health care provider or a recommended health screening or test. It's that easy!

Members may earn rewards* for:

- Completing a Health Needs Assessment within 90 days of enrolling.
- Completing child and adult well visits.
- Completing the Department of Health and Human Services' tobacco cessation program.
- Getting your flu shot.

Women may earn rewards* for:

- Joining the Bright Start® maternity program.
- Attending prenatal visits.
- Completing a postpartum visit.
- Getting a breast cancer screening.



Members with diabetes may earn rewards* for:

- Completing a diabetes class.

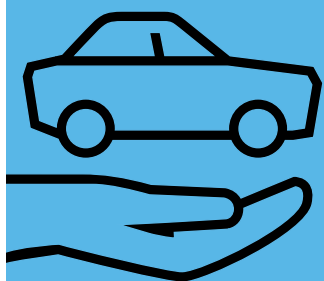
Products you can buy with your CARE Card include:

- Baby care.
- Eye care.
- Children's medicines (over-the-counter).
- Healthy foods.
- Family planning.
- Women's care.
- Diabetes supplies.
- Pain relief.
- Digestion medicines.

*Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each state fiscal year ending June 30.

Do you have a question about eligible items?

Please call Member Services at **1-833-704-1177** (TTY **1-855-534-6730**).



NEED A RIDE TO YOUR NEXT CHECKUP? WE CAN HELP

If it's an emergency and you need an ambulance, always call **911**.

If you need a ride for medical services, we can help. We can help you pay if you use your own vehicle, get a ride with someone else, or use public transportation.

If you don't have those options and meet plan rules, you can get access to free transportation.

To find out if you qualify, call Member Services at **1 833 704 1177** (TTY **1 855 534-6730**).

Why adolescent well-care visits are important

Well-care visits are still very important as your child reaches the teen years. Experts recommend a once-a-year well-care visit through age 21.

Understand the benefits

Unlike visits when your child is sick, well-care visits cover a wide range of health needs. These include:

- Vaccines.
- Checks of vision, hearing, cholesterol, and blood pressure at recommended ages.
- A review of your child's emotional health, sleeping, eating, and physical activity.
- A look at how your teen is doing in school, at home, and in other activities.
- Talking about issues like drinking, smoking, drugs, sexual activity, and depression.

Ask questions

Asking questions during these visits is a great way to build a relationship with the health care provider. That way, he or she can better understand your teen's wellness needs.

Before the appointment, jot down three to five questions about your child's well-being. You can ask about anything from health issues to vaping concerns. Other important questions include:

- How can I make sure my child is getting enough exercise and eating healthy?
- Is my teen's weight healthy?
- What's the best way to teach my teen how to use the internet safely?
- Do you have tips for talking with my child about bullying?
- How do I help my child know what to expect during puberty?



A SIMPLE WAY TO KEEP THE FLU AWAY

There's still time to prevent the flu by taking one simple step: Get a flu shot. The Centers for Disease Control and Prevention says everyone 6 months and older should get one. This includes pregnant women.

The flu vaccine is available in several forms.

- It's usually given by shot, most often into a muscle in the arm. It's approved for most people older than 6 months of age.
- A nasal spray is also an option for healthy people ages 2 to 49 years old. Pregnant women should talk with their doctor.
- A needle-free device called a jet injector can give the vaccine through the skin into the muscle. This may be an option for some people 18 to 64 years old.

Keep sadness in check this winter

Wintertime can be a tough season. Shorter daylight hours and chilly weather may make you feel down. But there are steps you can try to lift your spirits:

- **Keep on the sunny side.**

A specific type of depression—seasonal affective disorder—actually may stem from too little sunshine. Even if you don't have depression, you might feel blue during these darker months. Step outside when you can, even during cold and cloudy days. Increase your indoor light with lamps and sheer curtains.

- **Get exercise.** Speak with your health care provider about the exercise that is right for you. Ask about stress-busting activities like yoga or stretching.

- **Stay in touch.** Call family members and friends to set up plans, volunteer in your community, or join a social group.

Depression: More than just the blues

Feeling sad from time-to-time is a part of life. But for people with depression, these feelings interfere with daily living. Work, friendships, and self-care may suffer.

Extreme sadness is one symptom of depression, but there are many others. Talk with your doctor if you have any of these signs for more than two weeks:

- You don't enjoy the things and activities that you used to like, or they're not as fun as they used to be.

- You feel empty, worthless, or helpless.
- You have trouble concentrating or making decisions.
- You're fatigued nearly all the time.
- You're thinking of hurting yourself.

Speak up to get help

Many people hesitate to ask for help with depression, anxiety, stress, or another mental health issue because they believe they will be judged. Seeing that you need help is a sign of strength.

Talk with your doctor if you think you might have a mental health condition. Mental health conditions, even severe depression, are treatable. Your doctor may suggest medication or counseling. Many people benefit from both.



DO YOU NEED MORE VITAMIN D?

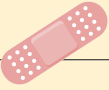
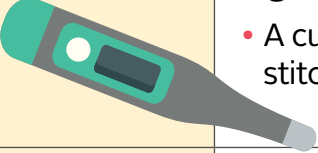

Our bodies make vitamin D when sunlight shines on our skin. Most people meet at least some of their vitamin D needs this way. But winter's short days can cut down on the amount of vitamin D the skin makes.

Ask your doctor if taking a vitamin D supplement is right for you.



Know Where to Go for **Medical Care**

If you're sick or injured and need medical care, do you know where to go? Going to the right place means receiving the tests and care that you need when you need it. In some cases it can even save your life. Here's how to know where you should go.

Where to Go	When
Your doctor 	You need routine medical care or have a minor illness or injury that's not an emergency.
Urgent care 	You have a nonemergency medical issue that could be treated in your doctor's office, but the office is closed. Other issues that can be treated at urgent care include: <ul style="list-style-type: none"> • A cut that might need stitches • Sharp or persistent pain in your abdomen • Blood in your urine • Flu • Earache • Animal or insect bite
Emergency room 	You have a serious or potentially life-threatening medical condition such as: <ul style="list-style-type: none"> • Bleeding that doesn't stop • Seizure • Difficulty breathing or shortness of breath • Chest pain • Fainting, dizziness, weakness • Sudden or severe pain • Coughing or vomiting blood • Persistent vomiting or diarrhea • Head injury with loss of consciousness, confusion, or vomiting • Allergic reaction • Fractured or broken bone

5 reasons to schedule a checkup with your primary care provider

When was the last time you saw your primary care provider (PCP)? A checkup can help ensure that you stay healthy. Here are five reasons to schedule one:

- 1. Your medical records will be current.** Your medical history changes over time, and this may affect your risk of developing conditions like stroke, diabetes, heart disease, and cancer.
- 2. You can stay up-to-date on specialized exams.** Your doctor can notify you about screenings you're due for, such as eye exams, mammograms, and other tests.
- 3. You'll get a look inside your body.** Your doctor will check your blood pressure and do other exams that may alert you to hidden health conditions.
- 4. You'll stay up-to-date on vaccines.** Regular immunizations aren't just for kids. They're for adults, too.
- 5. You'll be able to have conditions treated.** Your PCP can diagnose and address minor problems before they get worse.

YOUR SHOT SCHEDULE



What vaccines do you need? Look at the Centers for Disease Control and Prevention's schedule and share it with your PCP. Visit www.cdc.gov and search for "adult vaccine schedule."



Tips to stop smoking

If you are a smoker, you likely know that now is the time to quit. And although kicking the habit can be hard, it is possible. The key is to have a plan.

Understand your 'why'

Think about why you want to quit and write it down. The sooner you stop smoking, the sooner your body can begin to heal. Over time, quitting lowers your risk for disease and improves your ability to carry out daily activities. It also helps you save money.

Choose a quit date

Pick a specific date in the near future that you plan to quit and tell others about it. Use the time leading up to your date to prepare. Explore support services or medication that can help you and remove reminders of smoking, such as ashtrays and lighters.

Anticipate triggers

Consider what events or situations trigger you to smoke and then plan ways to manage them. For example, if you usually smoke after eating, take a walk instead. Or if you light up with the same friends, plan social events at public places like the movies where smoking isn't allowed.

Don't trade one habit for another

It may be tempting to try e-cigarettes, also known as vaping, to help you quit smoking. But studies show they are far from safe. E-cigarettes contain nicotine and toxic chemicals that can lead to lung damage, cancer, and heart disease. In fact, the U.S. Food and Drug Administration has not found any e-cigarette that is safe and effective in helping smokers quit. Opt for other support services instead.

QUIT NOW



NH can help you ditch tobacco!

Are you ready to quit using tobacco and nicotine products? Now is the time to call **1-800-QUIT-NOW (1-800-784-8669)**.

That's how to join the free QuitNow-NH program. After you sign up, your Quit Coach will help you choose nicotine replacement medicines. You will also learn ways to stop cravings and avoid triggers. Learn more at www.quitnownh.org.

What to expect at your **prenatal visits**

From the moment a pregnancy test turns positive, you enter a whole new world.

You'll notice this world probably has a lot more doctor visits than before. Here's what you can expect over the next nine months.

Contact your doctor as soon as you find out you're pregnant. Your doctor's office will likely schedule your first visit for when you're about eight weeks pregnant. It may be earlier if you have:

- A history of pregnancy complications.
- A medical condition.
- Symptoms like bleeding or stomach pain.

Your first visit will be one of the longest. During this visit, your doctor may:

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

You'll visit your doctor more often as your pregnancy continues. If your pregnancy

is progressing normally, you'll visit your doctor:

- Monthly up to 28 weeks.
- Every two weeks between weeks 28 to 36.
- Weekly from 36 weeks to delivery.



DOWNLOAD OUR MOBILE APP

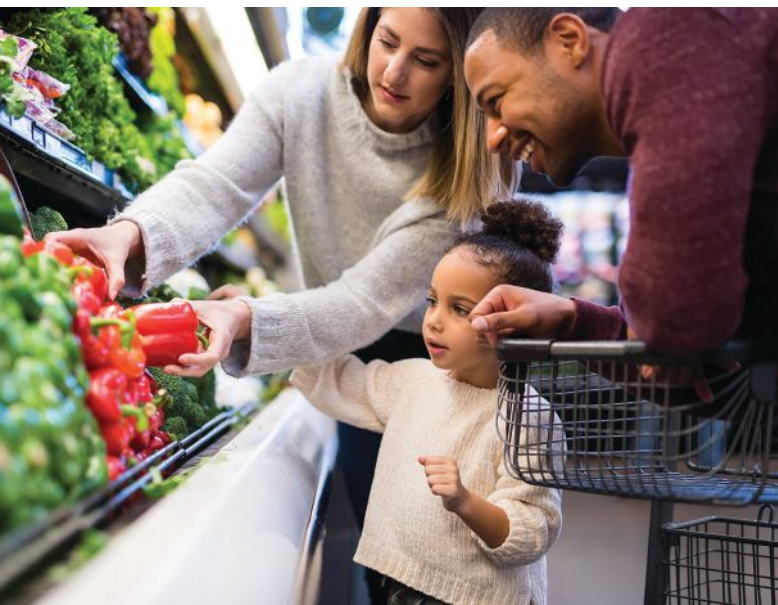
Get valuable health information for you and your family through every stage of life. The Bright Start Plus app has health care tools, education, and reminders. The app connects you directly with useful AmeriHealth Caritas New Hampshire resources.

If you are pregnant, you can also use this app to track your pregnancy and learn about milestones and symptoms.

Get the app from the Google™ Play Store or Apple App® Store.



Fill your grocery cart with **savings**



It's possible to eat well and save money at the same time. Here are some ways to trim your food budget while still serving wholesome, healthy meals to your family:

- **Make a plan.** Each week, check your cabinets and grocery store ads. Combine foods you already have with sale or special items to plan a menu. Keep in mind that some products almost always give you a nutritious bang for your buck. These

include dried beans, sweet potatoes, brown rice, and noninstant whole-grain oatmeal. Write down each meal and a grocery list of foods you need to complete them.

- **Follow through.** At the store, stick to your list. Stay at the outer edges—near the produce, meat, dairy, and bakery—and in the canned and frozen aisles. You'll avoid being tempted by fancy displays or unhealthy, expensive processed foods. Read labels carefully to be sure you're getting the lowest price per ounce. Consider store brands instead of brand names.
- **Shop in season.** Buy fresh fruits and vegetables near the time when they're grown. Check farmers markets if they aren't available at your grocery store. Only buy as much as you need. Or try frozen fruits and veggies. They're just as healthy and often less expensive, especially outside growing season.
- **Get help if you need it.** The U.S. Department of Agriculture offers assistance programs for families in need. Call 1-800-221-5689 or visit snaped.fns.usda.gov for details.

Healthy Recipe



Roasted Carrot Sticks



For a finger food alternative to French fries and a warm alternative to raw carrot sticks, stick 'em in the oven!

Ingredients

4 large carrots,
peeled and
cut into
french-fry-size
strips

cooking oil spray

Directions

Preheat oven to 425 degrees. Prepare carrots. Spray cooking oil spray on a cookie sheet. Spread carrot sticks on the sheet. When the oven is hot, put the cookie sheet in for two minutes.

Roast for 10 minutes, turning once about halfway through. Serve hot or cool. Variation: Want something on your carrots? Mix a little mustard in soy sauce and you have a fat-free dip!

Nutrition information

Makes four servings. Each serving contains approximately 30 calories, 1 g protein, less than 1 g fat, 7 g carbohydrates.

Discrimination is against the law

AmeriHealth Caritas New Hampshire complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of age, race, ethnicity, national origin or ancestry, mental or physical disability, sexual or affection orientation or preference, gender identity, marital status, genetic information, source of payment, sex, creed, religion, health or mental health status or history, need for health care services, amount payable to AmeriHealth Caritas New Hampshire on the basis of an eligible person's or member's actuarial class or pre-existing medical/health conditions, whether or not the member has executed an advance directive, or any other status protected by federal or state law.

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

If you need these services, contact AmeriHealth Caritas New Hampshire 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

If you believe that AmeriHealth Caritas New Hampshire has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- AmeriHealth Caritas New Hampshire Grievances
P.O. Box 7389
London, KY 40742-7389
1-833-704-1177 (TTY 1-855-534-6730)
- You can also file a grievance by phone at **1-833-704-1177 (TTY 1-855-534-6730)**. If you need help filing a grievance, AmeriHealth Caritas New Hampshire Member Services is available to help you. You can contact Member Services 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

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
<http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language interpreter services

English — Attention: If you speak English, language assistance services, free of charge, are available to you. Call **1-833-704-1177** (TTY **1-855-534-6730**).

Spanish — Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-833-704-1177** (TTY **1-855-534-6730**).

French — Attention : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-833-704-1177** (TTY **1-855-534-6730**).

Chinese — 注意：如果您使用中文，我们可为您提供免费语言援助服务。请致电 **1-833-704-1177** (TTY **1-855-534-6730**)。

Nepali — ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छन्। फोन गर्नुहोस्: **1-833-704-1177** (TTY **1-855-534-6730**)।

Vietnamese — Chú ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-833-704-1177** (TTY **1-855-534-6730**).

Portuguese — Atenção: Se você fala português, serviços de assistência linguística estão disponíveis gratuitamente. Ligue para **1-833-704-1177** (TTY **1-855-534-6730**).

Greek — Προσοχή: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-833-704-1177** (TTY **1-855-534-6730**).

Arabic — ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-833-704-1177** (TTY **1-855-534-6730**).

Serbo-Croatian — Pažnja: Ako govorite srpskohrvatski, besplatno su vam dostupne usluge jezičke pomoći. Nazovite **1-833-704-1177** (TTY **1-855-534-6730**).

Indonesian — Perhatian: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi **1-833-704-1177** (TTY **1-855-534-6730**).

Korean — 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-833-704-1177** (TTY **1-855-534-6730**)번으로 전화해 주십시오.

Russian — Внимание: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-833-704-1177** (TTY **1-855-534-6730**).

French Creole — Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-833-704-1177** (TTY **1-855-534-6730**).

Kirundi — Uragaba: Nimba uvuga Ikirundi, uzohabwa serivisi zigufasha mu ndimi ku buntu ata kiguzi. Terefona **1-833-704-1177** (TTY **1-855-534-6730**).

Polish — Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-833-704-1177** (TTY **1-855-534-6730**).