



Member Brochure

Managed care organization membership

AmeriHealth Caritas Ohio, a part of the AmeriHealth Caritas Family of Companies, is a managed care plan that works with the Ohio Department of Medicaid (ODM) to coordinate your Medicaid health benefits and your healthcare. Once you are determined to be eligible for Ohio's Medicaid program, ODM will enroll you into a managed care plan right away. ODM will send you a letter to tell you which managed care plan you were assigned to. It is important that you read the letter and decide if you want to keep the managed care plan you were assigned to or if you want to change to another plan. You can change to another plan for the following reasons only:

- It is still within the first three (3) months after enrollment.
- It is during annual open enrollment.
- For just cause.

Do I have to be in a managed care plan?





If you are an Ohio resident, you are eligible for Medicaid benefits under any of the following groups:

- Aged, Blind, or Disabled
- Covered Families and Children (including Healthy Start and Healthy Families)
- Children in Custody and Adopted Children
- Breast and Cervical Cancer Project (BCCP) individuals
- Medicaid-eligible individuals enrolled in the Bureau of Children with Medical Handicaps (BCMh) program
- Adult extension

Most individuals on Medicaid must be in a managed care plan. Being in a managed care plan will not cause you to lose your Medicaid, WIC, or other public assistance benefits. Choosing to be a member in AmeriHealth Caritas Ohio is voluntary. It is your choice.











With all managed care plans, you get:

-  All medically necessary Medicaid-covered services, including Healthchek services for individuals under age 21
-  An AmeriHealth Caritas Ohio ID card that replaces your monthly Medicaid card
-  A 24-hour nurse call line to help you with your questions and concerns
-  A care team that includes you, your family, your doctor(s), your managed care plan, and anyone else you want to help you make healthcare decisions



As a member of AmeriHealth Caritas Ohio, you will also get these additional benefits:*

-  **No copayments:** If you get a bill from an AmeriHealth Caritas Ohio network provider and you think the provider should not have billed you, you can call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.
-  **Behavioral health care:** All members have access to services to help with mental health issues like depression or anxiety, or to help with alcohol or other substance use disorders. AmeriHealth Caritas Ohio will help coordinate behavioral healthcare for kids through OhioRISE. **NEW!** Behavioral health telehealth services are now available with MDLIVE at no cost.
-  **Telehealth:** Skip the drive and the waiting room. For non-emergencies, many providers in the AmeriHealth Caritas Ohio network offer video chats through a computer, tablet, or smartphone. We also cover members' telehealth appointments with MDLIVE at no cost. **NEW!** Women's online healthcare is now available for members through **Twentyeight Health**.
-  **Dental:** For members 21 and older — one cleaning per calendar year. For members under 21 years old — one cleaning every six months and, in extreme cases and with prior authorization, braces. For pregnant members — two cleanings per calendar year. Dentures, fillings, extractions, crowns, medical and surgical dental services, and root canals (based on medical necessity).
-  **Vision:** We now offer **contact lens coverage!** For members under 21 years old — one exam and eyeglasses every 12 months. For members 21 to 59 years old — one exam and eyeglasses every 24 months. For members over 60 years old — one exam and eyeglasses every 12 months. Additional eye care for members with diabetes.
-  **Transportation:** AmeriHealth Caritas Ohio helps members get to important appointments, including visits to the doctor, social services, the pharmacy for prescriptions, and other healthcare needs. To schedule a ride, call **1-833-664-6368** or call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**. If you can, please call ahead to arrange your transportation.
-  **Games on your mobile phone:** Motivv mobile gaming supports health education and links to member benefits by asking health trivia questions. By playing ad-free, no-cost games, members can earn rewards on their CARE Card.
-  **Job training and school support**
 - **Home health aide training:** This program offers the Ohio Council for Home Care & Hospice's Home Health Aide Training Program at no cost to interested members. It is a guided course to train and



certify new home health aides. Completion of this program meets both Centers for Medicare & Medicaid Services (CMS) and PASSPORT requirements for home health aide training and education.

- **School supplies and uniforms:** Up to \$75 per student for school supplies and uniforms, including trade school necessities like coveralls, scrubs, and tools.
- **Mission GED:** This program can help members further their education and earn their high school equivalency diploma certificate. It includes motivational coaching and vouchers to help with testing expenses.



Food delivery: Qualifying members recently discharged from a hospital stay or enrolled in our diabetes program, and pregnant and post-delivery members and their families can receive home-delivered meals at no cost.



Housing: Access to a housing coordinator to identify local resources for safe and stable housing. Pregnant and new moms can access up to \$750 in additional safe housing funds during emergency situations.



Pregnancy and postpartum care:

- Members get access to our pregnancy care program for help with scheduling appointments and connecting to community resources and additional programs.
- A bundle of essential items for mom and new baby, including items to support a safe sleep environment and postpartum support such as a sleep sack, pacifiers, nursing pads, and a wearable baby carrier.
- Home-delivered meals for postpartum members and their families.
- Access to a housing coordinator to identify local resources for safe and stable housing and up to \$750 toward housing-related expenses in emergency situations for pregnant members.



Diabetes care: We provide home-delivered meals and nutrition counseling; a smartphone with apps for continuous glucose monitoring; additional comprehensive eye exam every year with one new pair of glasses (frame and lenses) every two years, and adjustments to lenses, as needed, every year.



Weight Watchers (WW): Members ages 18 – 64 can get an online WW membership at no cost for six months (up to \$250 value).



Living Beyond Pain: This chronic pain management program can help you improve your pain management with nonopioid alternatives. This includes 15 additional chiropractic and 30 acupuncture visits per year.



Mobile phone: AmeriHealth Caritas Ohio members may qualify for the Lifeline Wireless program.** It includes a no-cost smartphone, talk, text, and 4.5 GB of data. To learn more or apply, go to mybenefitphone.com or use the QR code provided here. If you can't apply online, please contact Member Services.



* Some restrictions and limitations may apply. Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

** Pulsewrx, Inc. is an authorized provider through a qualified telecommunications carrier of its choosing, based on coverage availability, device compatibility, and Eligible Telecommunications Carrier (ETC) designation in the service area. The Lifeline Program is a non-transferable government benefit limited to one discount for each program per eligible household. Complete terms and conditions can be found at <https://mybenefitphone.com>.



Choosing a provider

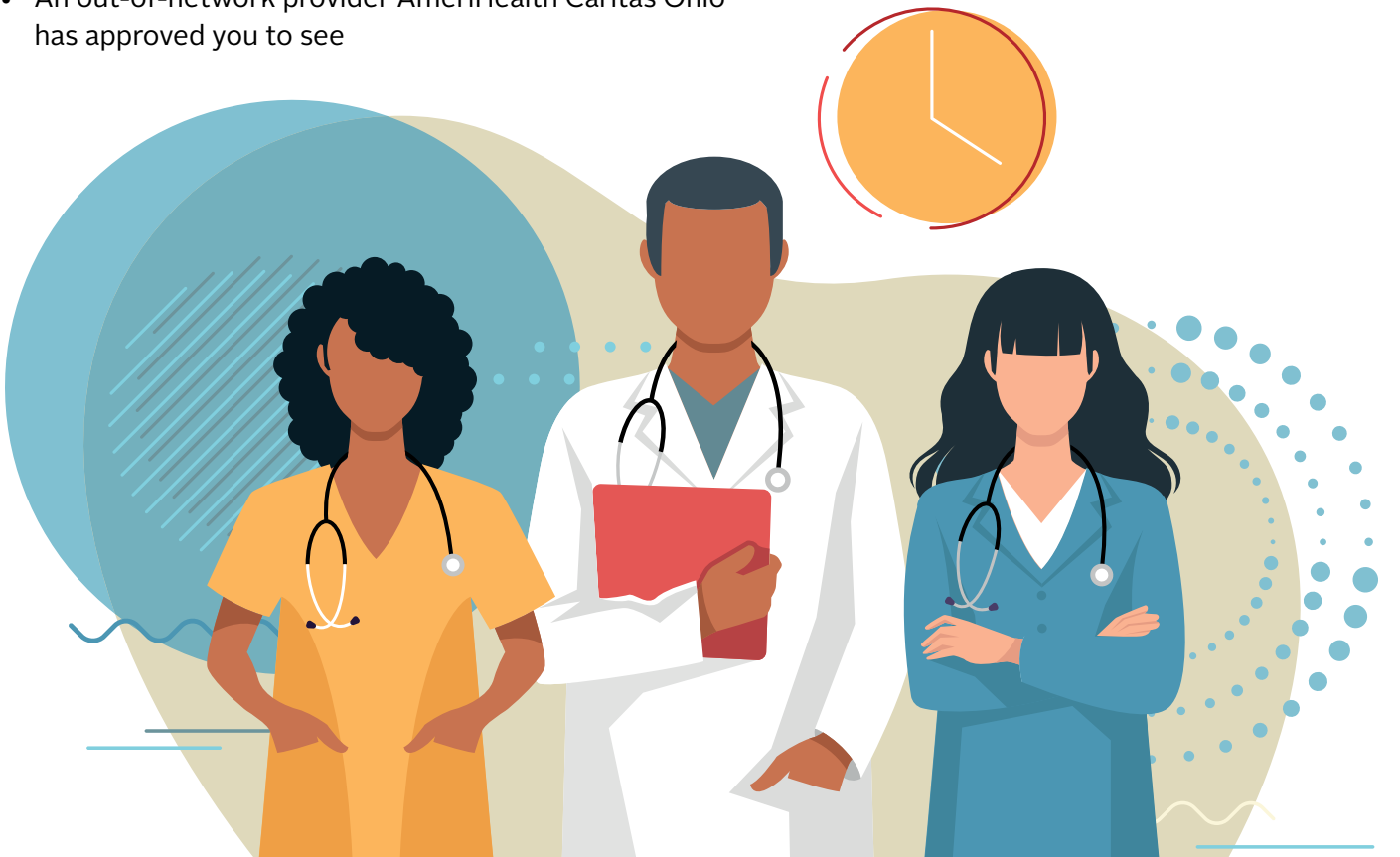
You must choose a primary care provider (PCP) from AmeriHealth Caritas Ohio's network of providers. Your PCP is your personal doctor or advanced practice nurse and will direct most of your healthcare needs or send you to other doctors (specialists) if needed.

To find a network provider, visit www.amerihealthcaritasoh.com and select the **Find a Provider** link at the top of your screen or call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. You can also contact the Ohio Medicaid Consumer Hotline at **1-800-324-8680 (TTY 711)** or visit www.ohiomh.com.

You can change your PCP once per month. To change your PCP, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

As an AmeriHealth Caritas Ohio member, you must use our network of providers and facilities to get covered services. The only time you can use an out-of-network provider is for:

- Emergency services
- Services at federally qualified health centers or rural health clinics
- Certified nurse midwives or certified nurse practitioners and any other services or provider types designated by ODM or AmeriHealth Caritas Ohio; behavioral health services provided through facilities
- An out-of-network provider AmeriHealth Caritas Ohio has approved you to see





Prescription drug coverage

As an AmeriHealth Caritas Ohio member, all your pharmacy services are covered by Gainwell, Ohio Medicaid's Single Pharmacy Benefit Manager (SPBM). Drugs covered by the Ohio Medicaid pharmacy program are limited to those that are manufactured or labeled by companies participating in the Medicaid Drug Rebate Program. Drugs must also be dispensed by duly enrolled providers and are covered or prior authorized prescription, over-the-counter, or compounded medications. You must use only Gainwell network pharmacies to get medications under the pharmacy benefit.

Emergency services

Emergency services are services for a medical problem that you think is so serious that it must be treated right away. We cover emergency care statewide from providers both in and outside our network. If you have an emergency, call **911** or go to the nearest emergency department (ED) or other appropriate setting. If you are not sure if you have an emergency, call your PCP or the 24/7 Nurse Call Line at **1-833-625-6446 (TTY 1-833-889-6446)**.

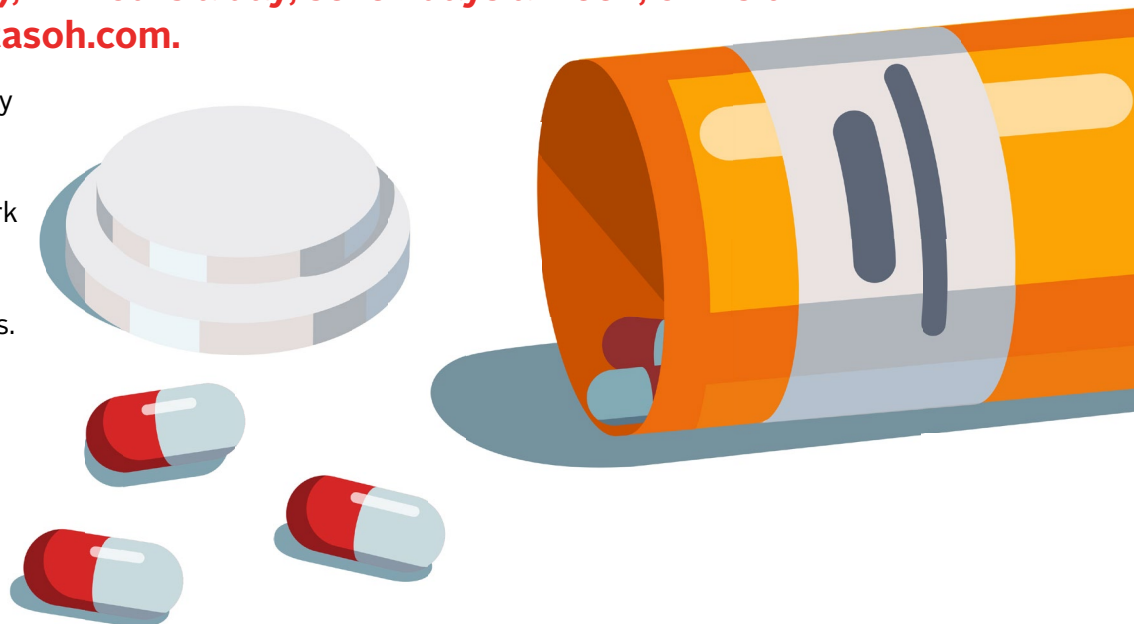
Where can I get more information?

For more information about the managed care plans available and for help selecting a managed care plan, call the Ohio Medicaid Consumer Hotline at **1-800-324-8680 (TTY 711)** or visit **www.ohiomh.com**.

You may ask ODM to end your membership at any time for certain reasons. If ODM decides that you meet one of these reasons, it will end your membership. Also, if there is something special about the care you need or how you get the care and your managed care plan is not able to provide it, you can ask to end your membership. ODM will give you more information about this.

To learn more about AmeriHealth Caritas Ohio, call 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week, or visit www.amerihhealthcaritasoh.com.

This brochure is only a summary of important information. AmeriHealth Caritas Ohio can provide you a list of network providers, share information on how we pay our providers, and answer any other questions.





Discrimination is Against the Law

AmeriHealth Caritas Ohio complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). AmeriHealth Caritas Ohio does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Ohio provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.). AmeriHealth Caritas Ohio provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact AmeriHealth Caritas Ohio Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by mail, phone, or online.

Mail: AmeriHealth Caritas Ohio
Attn: Civil Rights Coordinator
P.O. Box 7133
London, KY 40742

Phone: **1-833-764-7700 (TTY 1-833-889-6446)**

Online: **<https://apps.amerhealthcaritasoh.com/securecontact/index.aspx>**

If you need help filing the grievance, the AmeriHealth Caritas Civil Rights Coordinator 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

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: **1-800-368-1019 (TDD 1-800-537-7697)**

Online: **www.hhs.gov/ocr/office/file/index.html**

AmeriHealth Caritas Ohio is committed to maintaining the privacy and security of the personal information of its plan members. Read more on our privacy practices at **www.amerhealthcaritasoh.com/privacy-notice.aspx**

This notice is also available at AmeriHealth Caritas Ohio's website **www.amerhealthcaritasoh.com**.



If you have a problem reading or understanding this information or any other AmeriHealth Caritas Ohio information, please contact our Member Services toll-free at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week for help at no cost (free) to you. Call if you would like:

- Sign language, oral interpretation, oral translation
- Auxiliary aids and services
- Written information in your non-English primary language
- Written information in other formats, such as braille or large print

English ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700** (TTY **1-833-889-6446**).

Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700** (TTY **1-833-889-6446**).

Haitian French Creole ATANSYON: Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700** (TTY **1-833-889-6446**).

Ukrainian УВАГА: Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700** (TTY **1-833-889-6446**).

Nepali/Nepalese (Nepal) ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू नि:शुल्क रूपमा उपलब्ध हुन्छन् । **1-833-764-7700** (TTY **1-833-889-6446**) मा फोन गर्नुहोस् ।

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم **1-833-764-7700** (TTY **1-833-889-6446**).

Somali FIIRO GAAR AH: Haddii aadan ku hadlin Af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700** (TTY **1-833-889-6446**).

Russian ВНИМАНИЕ: если вы говорите по-русски, в вашем распоряжении бесплатные услуги переводчика. Позвоните по тел. **1-833-764-7700** (TTY **1-833-889-6446**).

Swahili TAHADHARI: Ikiwa huzungumzi Kiswahili, utapokea huduma za usaidizi wa lugha, bila malipo. Piga simu kupitia **1-833-764-7700** (TTY **1-833-889-6446**).

French ATTENTION : Si vous parlez français, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez-nous au **1-833-764-7700** (TTY **1-833-889-6446**).

Kinyarwanda (Burundi) MENYA NEZA: Nimba uvuga Ikirundi (Burundi), ama seruvise afasha mu vy'indimi, atangwa ku buntu, arahari ku bwanyu. Hamagara kuri **1-833-764-7700** (TTY **1-833-889-6446**).

Uzbek (Uzbekistan) DIQQAT: Agar ingliz tilida gapirmasangiz, siz uchun bepul til yordam xizmatlari mavjud. **1-833-764-7700** (TTY **1-833-889-6446**) ga qo'ng'iroq qiling.

Pashtu (Afghanistan)

توجه: که تاسی په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دی **1-833-764-7700** (TTY **1-833-889-6446**) شمېرې ته زنگ ووهئ.

Vietnamese CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi **1-833-764-7700** (TTY **1-833-889-6446**).

Tigrinya አስተውላለ:- ቋንቋ ትግርኛ ዘይትዘረብ እንተደኣ ኹንካ ብናጻ ዝወሃብ ኣገልግሎት ኣገዝ ንዓኻ ክፋት እዩ። ናብ **1-833-764-7700** (TTY **1-833-889-6446**) ደውል።

Dari (Afghanistan)

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارایه میشود. با نمبر **1-833-764-7700** (TTY **1-833-889-6446**) به تماس شوید.

