



Your AmeriHealth Caritas Pennsylvania
Community HealthChoices

Roadmap to Benefits and Services



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Welcome!

Thank you for choosing AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) as your health plan. It is important for you to know about your health plan and how we can support you and your health care needs. The Roadmap will give you a quick look at some of the benefits and services you can get to help you live the healthiest life you can.

In this Roadmap, you will find information about:

- The benefits and services you get.
- How and where to get care.
- Your ID card.
- How to find a provider.
- How to get information in other languages or formats.
- Important numbers.
- How to contact us.

and much more!

Any other questions?

You can call Participant Services 24 hours a day, 7 days a week, at **1-855-235-5115 (TTY 1-855-235-5112)**.

Not finding what you need here? Be sure to read the Participant Handbook that came with your Welcome Kit. It also includes important information about the health plan, your benefits and services, and your rights and responsibilities. If you need a copy of the Participant Handbook, you can:

- Go online to **www.amerhealthcaritaschc.com**, click **Participants**, and then click **Participant Handbook**.
- Call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**. You can ask for a copy of the Participant Handbook to be sent to you.

Now let's get started!

When you become a Participant with AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC), you will get an ID card. This is the card you will use to get the health care benefits and services that are covered by Medical Assistance.

Which ID cards you get depends on what kind of health care coverage you have. The following are the different cards you may have, what they mean, and when to use them.

When you have Medical Assistance and you have picked AmeriHealth Caritas PA CHC as your health plan...

There are **2** important cards you will get:

1. AmeriHealth Caritas PA CHC ID card.
2. Pennsylvania ACCESS card.
 - You should have received your AmeriHealth Caritas PA CHC ID card in the mail. If you have not received your ID card yet, or if it is lost or stolen, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**. You can still get health care services while you wait for your card.

Your AmeriHealth Caritas PA CHC ID card is what you use to get the benefits and services you need that are covered by Medical Assistance.

(Continued on page 6.)

Your **AmeriHealth Caritas PA CHC ID card** will look like this:



Name: <Participant Name>
ID #: <123456789>

Some copays may apply.
RxBIN #: 600428
RxPCN #: 07630000

PCP: <Last Name, First Name>
PCP phone: <PCP phone>



Participants: Call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)** or visit our website at **www.amerhealthcaritaschc.com**.

Providers: Call **1-800-521-6007**.

Provider precertification number: **1-800-521-6622**

Submit claims to:
AmeriHealth Caritas PA CHC Claims
P.O. Box 7110
London, KY 40742

ACPCHC dental PCP: Any network dentist

For pharmacy benefit information:
Participants call: **1-888-987-6696**
Pharmacies call: **1-888-674-8720**

Submit prescription claims to:
<PerformRx/ACPCHC
P.O. Box 516
Essington, PA 19029>

Pharmacists: Rx ID is the Participant ID.

www.amerhealthcaritaschc.com



Your ID cards continued

(Continued from page 5.)

- You also will have an ACCESS ID card from the Pennsylvania Department of Human Services (DHS).

Your **ACCESS** card will look something like this:



If you have not received your ACCESS card, or if it is lost or stolen, please call your case worker at your County Assistance Office for help. You can find a list of County Assistance offices on our website at www.amerihealthcaritaschc.com. You can still get health care services while you wait for your card.

It's important to always carry both cards with you. There are times when you will need to show both ID cards to get the Medical Assistance benefits and services you need.

When you have Medicare and Medical Assistance, and you have picked AmeriHealth Caritas VIP Care as your Medicare health plan and AmeriHealth Caritas PA CHC as your Medical Assistance health plan...

There are **3** important cards you will get:

- AmeriHealth Caritas ID card (for both your AmeriHealth Caritas VIP Care plan and your AmeriHealth Caritas PA CHC plan).
 - You should have received your AmeriHealth Caritas ID card in the mail. If you have not received your ID card yet, or if it is lost or stolen, please call Participant Services at **1-855-332-0434 (TTY 711)**. You can still get health care services while you wait for your card.
 - Your AmeriHealth Caritas ID card is what you use to get the benefits and services you need that are covered by either Medicare or Medical Assistance.
- Medicare card.
- Pennsylvania ACCESS card.

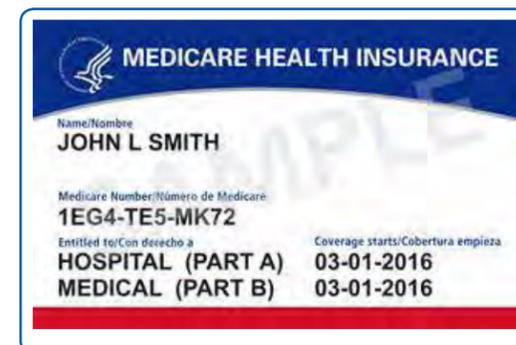
Your **AmeriHealth Caritas ID card** will look like this:



- You should also have a Medicare card from the Centers for Medicare & Medicaid Services (CMS). This is sometimes called your "red, white, and blue" card.

Please **do not** carry your Medicare card with you. Keep it in a safe place. You will **not** need this card to get benefits and services, but you do need to keep it.

Your **Medicare card** will look something like this:



- Finally, you should have an ACCESS ID card from the Pennsylvania Department of Human Services (DHS).

If you have not received your ACCESS card, or if it is lost or stolen, please call your case worker at your County Assistance Office for help. You can find a list of County Assistance offices on our website at www.amerihealthcaritaschc.com. You can still get health care services while you wait for your card.

It's important to always carry both your AmeriHealth Caritas ID card and ACCESS card with you. There are times when you will need to show both ID cards to get the benefits and services you need.

Your **ACCESS** card will look something like this:



How and where to get care

When you're sick, sometimes it's hard to know what kind of care you need. Is it an emergency? Could you go to an urgent care center? Should you call your doctor? Here are some ways to help you decide what kind of care you need.

Is it an emergency?

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

Yes	I don't know	No	
<p>Call 911 for problems like:</p> <ul style="list-style-type: none"> • Chest pain. • Choking. • Poisoning. • Severe wound or heavy bleeding. • Not being able to breathe right. • Severe spasms or convulsions. • Loss of speech. • Broken bones. • Severe burns. • Drug overdose. • Sudden loss of feeling or not being able to move. • Severe dizzy spells, fainting, or blackouts. 	<p>Before going to the ER: Please call your doctor or dentist or the 24/7 Nurse Call Line at 1-844-214-2472 (TTY 711).</p> <p style="text-align: center; background-color: #002060; color: white; padding: 5px;">CALL FIRST</p>	Do you need urgent care?	
<p style="text-align: center; color: white;">Yes</p> <p>Call your doctor or the 24/7 Nurse Call Line for problems like:</p> <ul style="list-style-type: none"> • Coughing. • Vomiting. • Diarrhea. • Sore throats. • Colds. • Pink eye. • Stomachaches. • Rashes. • Bruises. • Toothaches - call your dentist, or call Participant Services if you don't have a dentist. 	<p style="text-align: center; color: white;">No</p> <p>Call your doctor or the 24/7 Nurse Call Line for problems like:</p> <ul style="list-style-type: none"> • Toothaches - call your dentist, or call Participant Services if you don't have a dentist. • Sunburns. • Skin rashes. • Earaches. • Sprains. • Animal or insect bites. • Fever. • Minor cuts. • Sexually transmitted diseases (STDs). 	GET CARE QUICKLY	
GET CARE NOW		GET CARE SOON	

What's the 24/7 Nurse Call Line?*

Your primary care practitioner (PCP) is the doctor you regularly see. There are other doctors you may also see regularly. Examples could be a gynecologist for women's health, or a specialist if you have a special medical condition. It is important to see your PCP and dentist for routine checkups, as well as any specialists you need to see for other health concerns. Seeing your doctors regularly helps keep you healthy.

Here are some guidelines for when to see the doctor for important checkups.

Is it time for your checkup?

Anyone at any age	See your PCP once every year. See your dentist 2 times a year for dental checkups.
All women	See your gynecologist (GYN) or PCP every year for women's health concerns.
If you have learned you are pregnant	See your obstetrician or gynecologist (OB/GYN) right away and make regular appointments. Call your dentist today for a dental checkup.
If you are a woman 40 years old or older	Get your mammogram once every year, or as directed by your doctor. See your dentist 2 times a year for dental checkups.
If you are a man 50 years old or older	Talk to your doctor about screenings for prostate cancer. See your dentist 2 times a year for dental checkups.
If you are 50 years old or older	Talk to your doctor about screenings for colon and rectal cancer. See your dentist 2 times a year for dental checkups.

Choosing, seeing, or changing your doctors

*The Nurse Call Line is available 24 hours a day, 7 days a week, at **1-844-214-2472 (TTY 711)**, if you have questions about your health when your doctor is not available. Trained nurses can help you decide the kind of care you need.

Need help finding or changing a doctor?

To find a doctor in the AmeriHealth Caritas PA CHC network, or to change your PCP, you can:

Go online to www.amerhealthcaritaschc.com. Click **Find a Provider** to find a doctor in your area.

or

Call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)**. We can help you choose or change your doctor.

Note: When changing your PCP, your new PCP will need your medical records from your old PCP. Ask to have your records from your old PCP before you make the change. If you ask for them after you change PCPs, your old PCP can charge you for copying your records.

Do you have Medicare?

If you have Medicare, you can see the Medicare doctors of your choice. They do not need to be AmeriHealth Caritas PA CHC network doctors.

Choosing, seeing, or changing your doctors continued

Benefits and services at a glance

How do I know what I am eligible for?

Medical Assistance

All Participants of AmeriHealth Caritas PA CHC have Medical Assistance benefits.

Medicare

Some Participants have Medicare in addition to their Medical Assistance. If you have Medicare, you have a “red, white, and blue” Medicare card. You probably picked a Medicare plan. If you picked AmeriHealth Caritas VIP Care as your Medicare plan, your ID card will show logos for both plans: AmeriHealth Caritas VIP Care and AmeriHealth Caritas PA CHC. See **Your ID cards** on pages 5 – 7 for examples.

Long-term services and supports (LTSS)

Some Participants also have LTSS. DHS determines if Participants are eligible for LTSS. You will know you have LTSS benefits and services because a Service Coordinator will work with you to get the services and supports you need.

The benefits you receive with AmeriHealth Caritas PA CHC depend on the kind of coverage you are eligible for. DHS determines the coverage that each Participant is eligible for.

All Participants of AmeriHealth Caritas PA CHC have some or all of the following kinds of coverage:

- Medical Assistance.
- Medicare.
- Long-term services and supports (LTSS).

What are my benefits?

Below you will find a list of some of the benefits that all Participants of AmeriHealth Caritas PA CHC get, as well as a list of some of the benefits for Participants with LTSS. If you have Medicare, please see the Medicare Handbook you received from your Medicare plan.

As an AmeriHealth Caritas PA CHC Participant, some of your benefits include:

- **PCP visits:** There are no limits to how many times you can see your PCP. It’s important to see your PCP once a year for regular checkups and screenings. You should also see your PCP after being in the hospital. Please see your PCP within 7 days of being discharged from the hospital.
- **Specialist visits:** Your PCP may send you to a specialist if you have a special health problem. AmeriHealth Caritas PA CHC covers visits to specialists. You may need a prescription from your PCP. Talk with your PCP.

- **Hospital care:** AmeriHealth Caritas PA CHC covers medically necessary hospital care. This includes outpatient services like X-rays and lab tests when medically necessary.
- **Laboratory (lab) services:** AmeriHealth Caritas PA CHC covers preventive and medically necessary lab services when covered by the Pennsylvania Medical Assistance program. Please talk with your PCP about which lab to go to.
- **Home health services:** AmeriHealth Caritas PA CHC covers home health services when ordered by your doctor and when medically necessary.
- **Nursing facility:** AmeriHealth Caritas PA CHC covers medically necessary care in a skilled nursing facility.
- **Durable medical equipment and medical supplies:** AmeriHealth Caritas PA CHC covers these services when medically necessary and when covered under the Pennsylvania Medical Assistance program.

Note: This is not a complete list of benefits. For a more complete list, please see your AmeriHealth Caritas PA CHC Participant Handbook. You can find the Participant Handbook online at www.amerhealthcaritaschc.com.

Some of these benefits require prior authorization (approval) and some require a prescription from your doctor. Please see your AmeriHealth Caritas PA CHC Participant Handbook for more information. You can find the Participant Handbook online at www.amerhealthcaritaschc.com.

Some of these benefits will have copays. Please see the Copayment Schedule that came in your Welcome Kit. You can also find it online at www.amerhealthcaritaschc.com.

As an AmeriHealth Caritas PA CHC Participant who also receives LTSS benefits, there are additional benefits that you may receive. You may be able to receive:

- Adult daily living services.
- Career and job help.
- Financial management services (FMS).
- Personal assistance services (PAS).
- Meals delivered to your home.
- Home modifications.
- Personal emergency response system (PERS).
- Respite services.
- Support for caregivers.
- Transportation.
- Participant-directed goods and services.
- Support when coming home from the hospital or nursing facility.

Note: This is not a complete list. Please see your AmeriHealth Caritas PA CHC Participant Handbook for more information.

Not all Participants are eligible for these services. Please talk with your Service Coordinator or Care Coordinator.

Benefits and services at a glance continued

Pharmacy



AmeriHealth Caritas PA CHC covers medicines that are:

- Medically necessary.
- Approved by the U.S. Food and Drug Administration (FDA).
- Prescribed by your health care provider.

How does my prescription benefit work?

If you need a prescription or certain over-the-counter medicines, your health care provider can write a prescription for you to take to the pharmacy. There could be times when the pharmacist cannot fill your full prescription (for example, you need approval from AmeriHealth Caritas PA CHC before you can get the medicine). If that is the case, the pharmacy can give you a temporary supply, as long as the pharmacist thinks it is safe for you to take that medicine and it is a medicine covered by the Pennsylvania Medical Assistance program. For more information about prescriptions, what is covered, and temporary supplies, please see your Participant Handbook that came with your Welcome Kit. You can also find it online at www.amerhealthcaritaschc.com.

How do I know what medicines are covered?

The AmeriHealth Caritas PA CHC drug formulary is a list of medicines that are covered by AmeriHealth Caritas PA CHC. You can find this list on our website at www.amerhealthcaritaschc.com.

Questions about your medicines?

You can talk with your health care provider, pharmacist, or call Participant Services if you have questions about whether or not your medicine is covered.



Good dental care is not only good for your teeth, mouth, and gums. It also affects other health conditions, such as diabetes and pregnancy. Going to the dentist 2 times a year helps you stay healthy.

As part of AmeriHealth Caritas PA CHC, you receive the following dental benefits:

- Exams.
- Cleanings.
- 1 dental exam and 1 cleaning, per provider/group, every 180 days (6 months).
- Dental emergencies.
- X-rays.
- Fillings.
- Extractions (tooth removals).
- Re-cementing (re-gluing) of crowns.
- Periodontal services.*
- Root canals.*
- Crowns.*
- Dentures,* full and partial.
- Dental surgical procedures.*
- Anesthesia,* general anesthesia/IV, or non-IV conscious sedation.

* Prior authorization is required and medical necessity must be demonstrated. Some dental services have limits.

Dental



Participants are eligible for 2 routine eye exams every calendar year. No referral is needed for routine eye exams.

You may have additional eye exams (up to 2 additional exams per calendar year) if your eye doctor completes a form.

AmeriHealth Caritas PA CHC does not cover prescription eyeglasses or prescription contact lenses. However, there are some exceptions. Participants with a diagnosis of aphakia or cataracts may be eligible for eye wear (glasses or contacts). If you have one of these diagnoses and think you may be eligible for eye wear, please call Participant Services for more information.

There may be copays for some optometry (eye care) services. Please see the Participant Copayment Schedule that came with your Welcome Kit. You can also find it online at www.amerhealthcaritaschc.com.

Vision

Need help finding an eye doctor?

Go to www.amerhealthcaritaschc.com and click **Find a Provider**. You will find a link there for eye care (vision) providers. You can also call Participant Services.



AmeriHealth Caritas PA CHC has many special services and programs available to its Participants. You can call Participant Services for more information about our programs. Here are some of the programs available to you.

Bright Start® maternity program

Bright Start helps you stay healthy when you are pregnant and helps you have a healthy baby. Participants who are pregnant receive personal services, support, information, and a visit from a home nurse when the baby is born.

To learn more about Bright Start, please call **1-877-364-6797 (TTY 711)**.



Services and
programs

Care Management

AmeriHealth Caritas PA CHC has special programs to help you stay healthy. You do not need a referral to join. Our Care Management programs are for the following conditions:

- Heart failure.
- Coronary artery disease.
- Chronic obstructive pulmonary disease (COPD).
- Diabetes.
- Asthma.
- HIV/AIDS.
- Hemophilia.
- Sickle cell anemia.
- Pregnancy.

To learn more about our Care Management programs, please call Participant Services.

Tobacco Cessation

Do you smoke but want to stop? We provide counseling and other services to help you stop smoking and using tobacco. Call the PA Free Quitline at **1-800-QUIT-NOW**. You can also call Participant Services for more information.

Welcome Home

When eligible Participants are moving from a long-stay nursing facility or institution back into the community, we offer financial support and services to help with housing. Limits may apply.

Services and
programs
continued



Flexible Benefit

The Flexible Benefit helps Participants who need short-term services and supports in their home and community. This benefit can help with things like personal care, respite care, or home-delivered meals.

Nurse Call Line

The AmeriHealth Caritas PA CHC Nurse Call Line is a confidential service that you can call 24 hours a day, 7 days a week. Trained nurses can answer your questions about your health and give you information when your doctor is not available. They can help you decide what kind of care you need. There is also an audio library where you can listen to information about health topics.

You can reach the Nurse Call Line at **1-844-214-2472 (TTY 711)**, 24 hours a day, 7 days a week.

Please remember: The Nurse Call Line does not take the place of your doctor. Always follow up with your doctor if you have questions about your health care.

If you have any questions about these services and programs, please call AmeriHealth Caritas PA CHC Participant Services.

Participants who have long-term services and supports (LTSS) will have a Person-Centered Planning Team and a Service Coordinator.

What is a Person-Centered Planning Team (PCPT)?

The Person-Centered Planning Team focuses on you and what your life can be. Your team is led by you. **Your Service Coordinator is there to help you.**

The goal of having a team is to have open communication. Important information is shared with you and those who support you, with your consent.

What is the role of your Service Coordinator?

Your Service Coordinator will meet with you in person. Your Service Coordinator will:

- Go over and document your health care needs and goals.
- Coordinate your care with other health and service providers, like Personal Assistance agencies and your PCP.
- Schedule your team meetings.
- Help you develop your Person-Centered Service Plan.

Service
coordination



- Update your plan as needed.
- Guide you and your team through the CHC program.

Remember, you are the most important person on your team. It will be important for you to share your needs and concerns with the team. This will help keep you as independent as possible.

What is a Person-Centered Service Plan?

The Person-Centered Service Plan (PCSP) is your plan of care. We will put your PCSP in writing for you. Here are some things your plan will include:

- What you need, including your:
 - Health care needs.
 - LTSS needs.
 - Wellness goals.
- All of the covered services that were approved for you. Also, the community resources you will get in order to reach your goals.
- Your health conditions and current medicines.

Not sure if you are eligible for LTSS benefits? Call Participant Services and they will help you.



Transportation

Medical Assistance Transportation Program (MATP)

MATP is a special service to help you get to and from health care appointments. MATP is for people who have Medical Assistance and need help getting to medical appointments. This is not for emergencies. (If you have an emergency, call **911**.)

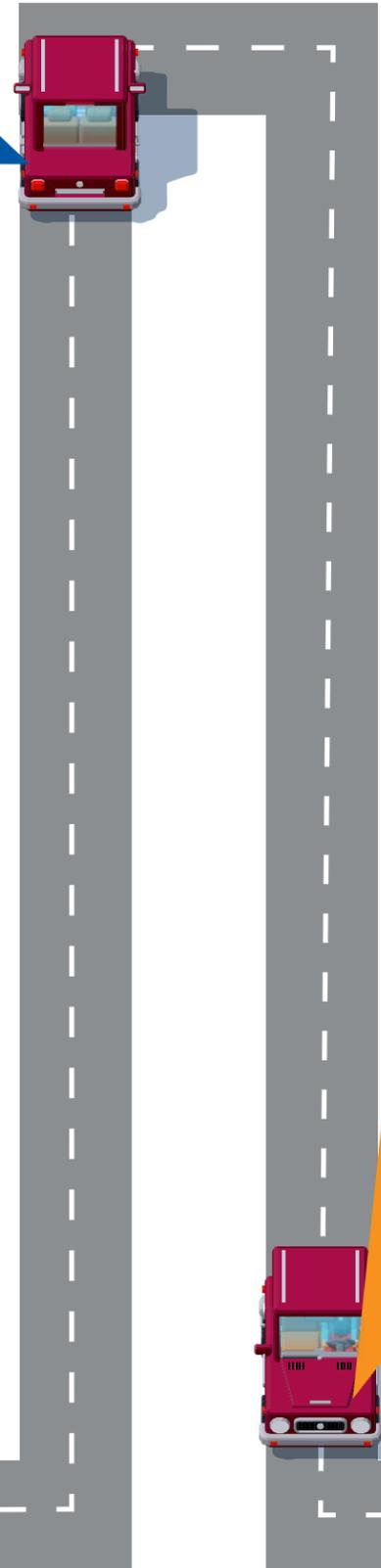
To get MATP services:

You must enroll first. You can enroll by calling the phone number for MATP in your county. A list of phone numbers for MATP in your area came with your Welcome Kit. You can also find it online at www.amerhealthcaritaschc.com.

Once you are enrolled, call to schedule your rides as soon as you know when your appointments are. The sooner you call to schedule your ride, the easier it will be to get the time you need.

Make sure you have your Pennsylvania ACCESS card with you when you ride. You may need to show it when the driver picks you up.

Make sure to plan ahead!
It can take up to 2 weeks from the time you call for you to be enrolled and for MATP to start giving you rides. Enroll today!



Non-medical transportation

Non-medical transportation services help Participants who have LTSS. Non-medical transportation services are:

- An addition to covered medical transportation services.
- Only for Participants who are Nursing Facility Clinically Eligible (NFCE)
- For LTSS services that are authorized in the Patient-Centered Service Plan (PCSP).

Your Service Coordinator and Person-Centered Planning Team will help you learn how to set up non-medical transportation.

Behavioral health treatment is mental health and drug and alcohol services. These services are available for any AmeriHealth Caritas PA CHC Participant through your county mental health, drug, and alcohol office. If you need these services, help is available 24 hours a day, 7 days a week.

Your PCP can also help you get the treatment you need. You should let your PCP know if you or someone in your family is having mental health, drug, or alcohol problems.

AmeriHealth Caritas PA CHC, your health care providers, and your behavioral health plan all work together to help you get the services you need. You can call Participant Services and ask to have a special meeting with AmeriHealth Caritas PA CHC, your health care providers, and your behavioral health plan to talk about the services you get.

Your county mental health, drug, and alcohol office may also be able to help with transportation to your appointments, if you need it.

Call the toll-free number for the county where you live. Talk to someone there to make an appointment. (A list of phone numbers for your area is in your Welcome Kit. You can also find it online at www.amerhealthcaritaschc.com.)



Go to our website at www.amerhealthcaritaschc.com.
Click **Participants** and then click **Important Numbers**. You will find the phone numbers for each county behavioral health treatment program.

Chronic Conditions and Depression

How we feel on the outside can impact how we feel on the inside. Especially if you have a chronic condition that affects your body. A chronic condition is an illness that lasts a very long time. It usually cannot be cured completely. But it can be managed.

It is easy for people with chronic conditions to become depressed. Conditions like these can make it hard to live your life the way you want. This can cause people to feel sad. Sometimes the way your condition affects your body or side effects of your medicine can cause depression.

If you think you are depressed, talk with your doctor. You can call the number for the county you live in to connect with your behavioral health plan. (A list of phone numbers for your area is in your Welcome Kit. You can also find it online at www.amerihhealthcaritaschc.com.) You can also talk with your PCP about treatment options.

If you need help managing your chronic condition, our Care Managers can help connect you to the care you need. Please call our Care Management department at **1-855-332-0116 (TTY 711)**.

Behavioral health
continued



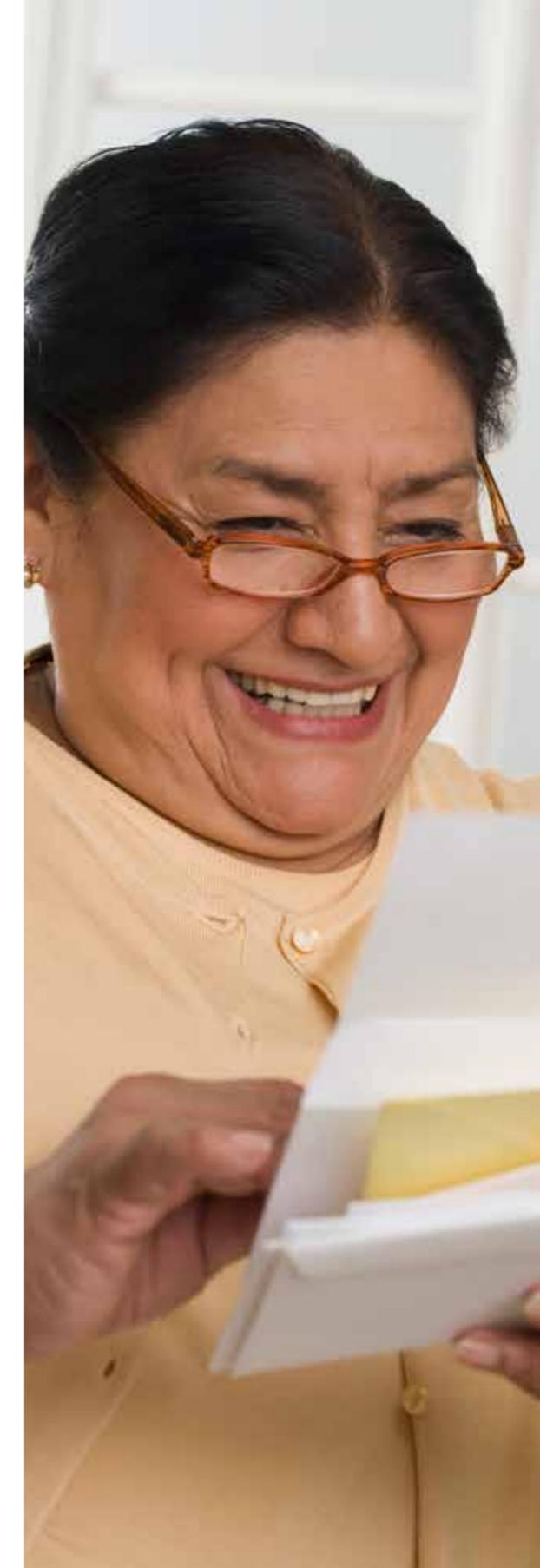
AmeriHealth Caritas PA CHC has written Participant materials in languages other than English and in other formats for the visually impaired. Other formats include Braille, audio tape, large print, compact disk (CD), DVD, computer diskette, and/or electronic communication. These materials do not cost you any money. Please call Participant Services to ask for Participant materials in another language or in other formats.

If you do not speak English, we have representatives who speak languages other than English. We can also use the Language Line Services to help you.

If your PCP or specialist cannot provide an interpreter for your appointments, AmeriHealth Caritas PA CHC will provide an interpreter to help you.

If you are deaf or hard of hearing, our TTY number is **1-855-235-5112**.

Other
languages
and formats





www.amerihealthcaritaschc.com

CHCPA_1770760

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