

# Welcome Kit



## Welcome to AmeriHealth Caritas Delaware

Thank you for choosing AmeriHealth Caritas Delaware as your health plan. We are focused on getting you and your family the care you need to stay healthy.

## Your Welcome Kit

This book will give you an overview of your AmeriHealth Caritas Delaware benefits and share important health information. If you have questions or would like more information on anything you read in this Welcome Kit, please call Member Services:



### Diamond State Health Plan:

**1-844-211-0966 (TTY 1-855-349-6281)**



### Diamond State Health Plan-Plus:

**1-855-777-6617 (TTY 1-855-362-5769)**

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# Member Checklist

Now that you are an AmeriHealth Caritas Delaware member, there are few things you should do:



## Save the phone number for Member Services

Our Member Services team is available 24 hours a day, seven days a week. They can help answer your questions, find a doctor, and schedule appointments. Find the Member Services number for your plan and call when you need us:

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



## Review your Member Handbook

Your member handbook can help explain your benefits and how your health plan works. To view the AmeriHealth Caritas Delaware Member Handbook, visit [www.amerihealthcaritasde.com](http://www.amerihealthcaritasde.com). If you want a physical copy of the member handbook mailed to you at no cost, you can request one by calling Member Services.



## Review important documents about your rights and responsibilities

AmeriHealth Caritas Delaware works to make sure all of our members get the care, respect, and dignity they deserve. To review our Notice of Privacy Practices and Member Rights and Responsibilities, visit our website.



## Collect your member ID card

Your AmeriHealth Caritas Delaware member ID card is an important card you will need when you go to the doctor, fill your medicines, or in case of an emergency. Please check that all the information on your card is correct. If you need to update the information on your ID card at any point, call Member Services.



## Choose your primary care provider (PCP)

When you join AmeriHealth Caritas Delaware, you will need to choose a PCP. If you have children who are also AmeriHealth Caritas Delaware members, you can choose one PCP for your whole family or different PCPs for each health plan member. You have 30 days from the date you enrolled to pick your PCP. If you do not choose a PCP after 30 days, we will choose one for you. If you need help finding a PCP near you, visit our website and click "Find a Provider" or call Member Services.



## Complete your Health Risk Assessment

This short survey can give you and your health plan a snapshot of your health, so we can work together toward your health goals. Instructions on completing your Health Risk Assessment are available on [page 4](#).



## Sign up for the Member Portal

The Member Portal is a secure website that can help you stay connected with AmeriHealth Caritas Delaware and access important health records. If you are a first-time user, you will need your member ID number to sign up. Step-by-step instructions on how to sign up can be found on [page 3](#).



# Benefits Overview

As an AmeriHealth Caritas Delaware member, you will receive a complete set of health benefits. These include:



## Health care coverage

Access to routine doctor office visits, checkups, sick visits, emergency hospital care, and more through our network of participating doctors and providers.\*



## Care coordination

A dedicated Clinical Care Coordinator can help you manage your health conditions and other important items that can affect your health. This can include finding emergency food or helping fill out an application for affordable housing. To sign up, call **1-844-623-7090** (TTY **1-855-349-6281**).



## Behavioral health

Our comprehensive benefits cover a wide range of services for behavioral health, substance use disorders, autism spectrum disorders, and crisis intervention.



## Non-emergency transportation

We can help you schedule non-emergency transportation to and from your health care appointments.



## Translation services

Members have access to bilingual staff and interpreters. Special formats for member materials such as large print, Braille, and audio are also available upon request.



## Bright Start® maternity management program

This special program helps pregnant members make healthy choices with the ultimate goal of having a healthy, full-term baby.



## Adult dental

Members 21 years and older can get up to \$1,000 of coverage per year for routine dental services. We also cover up to \$1,500 for dental emergencies that meet certain requirements.



## Pharmacy

If you need medicine, your provider will write you a prescription to take to a participating pharmacy.\*\*



## Community Wellness Center

Available to all members, this space (located in Bear, DE) offers many resources to help you improve your health and wellness.



## CARE Card rewards

Earn rewards for selected healthy activities. For more information on our CARE Card, go to [page 5](#).



## Adult vision

Members 21 years and older can get one routine eye exam, and one pair of prescription glasses or contacts per year.

\*Some services need to be approved as “medically necessary” by AmeriHealth Caritas Delaware before your PCP or other health care provider can provide or help you get these services. This process can be referred to as “prior authorization” or “preauthorization.”

\*\*Members can search the AmeriHealth Caritas Delaware formulary at [amerihealthcaritasde.com/formulary](http://amerihealthcaritasde.com/formulary) for a list of covered medications.

# Member Portal

AmeriHealth Caritas Delaware's member portal is a secure, web-based tool you can access on any computer or mobile phone. It can help you take charge of your health and stay connected with your health plan. With the member portal, you can:



## Manage your medicines.

The member portal can send you a notification when your medicines need to be refilled. You can also see a list of prescriptions you've filled within the last two years.



## Choose your primary care provider (PCP).

Use the member portal to view a list of PCPs and choose the right one for you.



**Order a new ID card.** If you lost your ID card or need a replacement, request a new one with just one click.



## See your claims status.

Check where your AmeriHealth Caritas Delaware claims are in the approval process.



**Keep track of your health care costs.** Learn the cost of your past doctors' visits, and filled prescriptions.



**Get a snapshot of your health.** Complete your Health Risk Assessment to learn about your health risks and receive tips just for you.

# Set up your Member Portal account

## Step 1: Visit our website at [www.amerihealthcaritasde.com](http://www.amerihealthcaritasde.com)

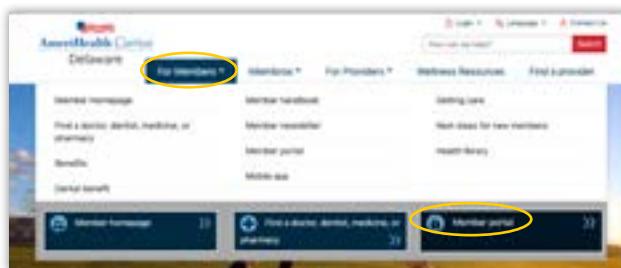
There are two ways to begin:

- Click on "Login" at the top of the page.

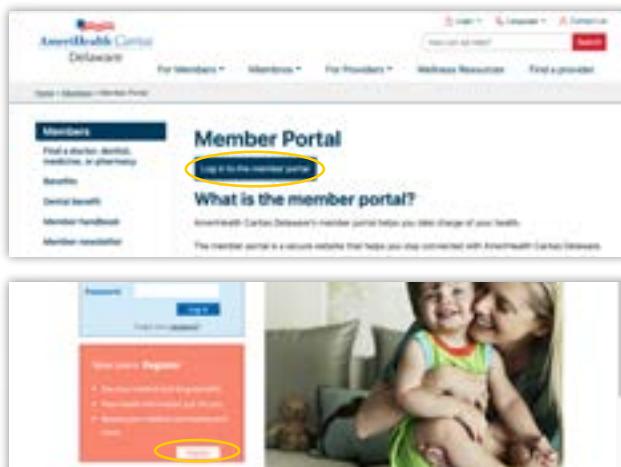


Or

- Click on "For Members," then "Member portal".



- Once the Member Portal page populates, click "Log in to the member portal".



- Scroll down to New User: Register.
- Click on Register. This will take you to the member portal login page.

## Step 2: Enter your information

Fill in the information requested. Then, click the submit button.

## Step 3: Verify your account

You will need to log in to your email to verify the email address you provided. Then, you can create a password. Follow the instructions in the email you received to complete your registration.

# Health Risk Assessment

This short survey can give you and your health plan a snapshot of your health, so we can work together toward your health goals. If you complete your Health Risk Assessment within the first year of enrollment, you can receive \$25 in CARE Card rewards.

## There are three ways to complete your Health Risk Assessment:

- 1**  Complete the Health Risk Assessment form included in this mailing and send it back in the prepaid envelope.
- 2**  Over the phone by calling Member Services.
- 3**  Complete online. Learn more at [www.amerihealthcaritasde.com/hra](http://www.amerihealthcaritasde.com/hra).

## What is a Health Risk Assessment?

A health assessment is a short quiz about your health. You answer questions about your health history and habits. The assessment lets you know if you have any health or injury risks.

## What happens next?

After you answer all of the questions, your results will be shared with our internal team for review.

Upon reviewing your assessment, our Care Coordination team may take action to connect you to resources that you need, including:

- **Health Resources**, such as providers and other teams to assist in managing a disease or health issue.
- **Community Resources**, such as food and housing organizations that ensure you are safe and have the resources you need.

Are you ready to take the first step toward a healthier you? Complete the Health Risk Assessment today and begin your journey to getting care, staying well, and being part of a healthy community.

## CARE Card Rewards

You can earn rewards for completing select health activities. Here are some ways you can earn rewards on your CARE Card:\*

Category	Details	Reward amount
Health Risk Assessment	Complete a one-time Health Risk Assessment within the first year of joining.	\$25
Infant well visits	Complete six well visits from birth to 15 months.	\$25
Child well visit	Complete a child well visit. One per year for children ages 3 – 20.	\$25
Child lead screening	Complete a lead screening at both 12 months and 24 months of age. Reward applies to each completed screening.	\$35
	If lead screening is not completed at 12 and 24 months of age, complete one lead screening between 24 and 74 months of age.	\$25
Breast cancer screening	Complete a breast cancer screening. One per year for women ages 40 – 74.	\$25
Cervical cancer screening	Complete a cervical cancer screening. Once every three years for women ages 21 – 64.	\$25
Prostate cancer screening	Complete a prostate-specific antigen (PSA) test. One per year for men ages 50 – 69.	\$25
Diabetes screening	Complete an HbA1c screening once per year with a result of < (less than) 8% for members ages 18 – 75 with a diagnosis of diabetes.	\$25
Blood pressure screening	Complete a blood pressure check once per year with a result of 139/89 or lower for members ages 18 – 85 with a diagnosis of hypertension.	\$25
Child asthma health	Refill 90-day fill of an asthma controller medication for ages 5 – 18 diagnosed with asthma (incentive can be earned up to four times per year).	\$10
Prenatal health	Enroll in our Bright Start® program in your first trimester of pregnancy. Call <b>1-833-669-7672</b> to enroll.	\$15

\*The CARE Card benefit is not available for Long-Term Services and Supports (LTSS) or Lifespan Waiver members.

CARE Cards are mailed once you've finished a healthy activity. Remember to hold onto your CARE Card! You'll need it when you earn additional rewards.

### What rewards can you earn?

Monica earned **\$50** for completing her Health Risk Assessment and getting screened for breast cancer.



Lauren earned **\$75** on her CARE Card for completing her Health Risk Assessment and getting her blood pressure screening, and taking her baby to all his well visits.



Bobby and Joan earned **\$125** by completing their Health Risk Assessments and going to their recommended screenings. This included breast and cervical cancer screenings for Joan and a diabetes screening for Bobby.

\*The CARE Card benefit is not available for Long-Term Services and Supports (LTSS) or Lifespan Waiver members.

### Using your CARE Card

Your CARE Card works like a credit card but will only work on select items and with participating retailers. When you check out using your CARE Card, eligible items up to your available card balance can be paid for with your card. If you have a remaining balance, it will carry over so you can use it for your next purchase. New rewards will be loaded to your card as you earn them.

# What you can buy with your CARE Card

Products you can buy with your CARE Card include:\*

Baby care	Eye care	Diabetic supplies	Digestion medicines	Wellness items
Diapers	Contact solution	Glucose monitors	Antacids	Vitamins
Baby wipes	Contact lens cases	Compression socks	Laxatives	Nutrition bars
Nursing items	Sunglasses	Foot bath supplies	Stomach medicines	Sport drinks
Baby powder				Weight loss foods and shakes
Diaper bags				
Bottles				
Formula				
Baby foods				
Pacifiers				
Teething relief				
Baby clothes				
Bibs				
Training pants				
Family planning		Pain relief		Healthy foods
	Pregnancy tests	Muscle pain creams		Fruits and vegetables
	Condoms	Joint pain medicines		Bottled water
Women's care				Meats
	Feminine pads and tampons			Milk and cream
	Panty liners			
	Antifungal creams			
Home health items				
		Bandages		
		Mattress covers		
		Wound dressings		
		Air purifiers		

\*You cannot use your rewards to purchase alcohol, tobacco, or firearms. Rewards expire 12 months after your most recent reward or upon member disenrollment. Your rewards may not be converted to cash.



## Places you can use your CARE Card

Eligible CARE Card program rewards are subject to change. AmeriHealth Caritas Delaware will notify you before the change happens. For questions, 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).**

# Where to Go When You Need Care

When you're experiencing a medical issue—whether physical or behavioral—you may not know where to go for care. The Emergency Room (ER) may not always be the right choice. Use the information on this page to save valuable time and get the treatment you or your loved ones need.



## Primary Care Physician (PCP)

Your PCP should be your first call for most minor, non-life threatening illnesses, injuries and conditions. Even if you are suffering from a more serious condition, your PCP will often advise you of your next steps.



## 24/7 Nurse Call Line

Speak to a medical professional anytime by calling the 24/7 Nurse Call Line **(1-844-897-5021)**, especially when your PCP isn't available. They will answer your questions and help you decide what to do next.



## 988 Suicide and Crisis Hotline

The 988 Suicide and Crisis Hotline can give advice and answer questions any time. For routine behavioral health concerns, call Member Services.



## Urgent Care Center

If your condition is more severe, but not life threatening, and your PCP is not available, use your local Urgent Care Center. Call Member Services to find your nearest Urgent Care Center.



## Emergency room/911

The ER is your choice for life-threatening conditions or illnesses—or if you are referred there by your PCP, Nurse Call Line or urgent care center. No prior authorization is required to obtain ER services.

# Important Phone Numbers

Keep these phone numbers close by so you can get in touch with AmeriHealth Caritas Delaware.

## Member Services

For questions about your health or AmeriHealth Caritas Delaware benefits

Diamond State Health Plan:

**1-844-211-0966 (TTY 1-855-349-6281)**

Diamond State Health Plan-Plus:

**1-855-777-6617 (TTY 1-855-362-5769)**

## 24/7 Nurse Call Line

For questions about your health when you can't get in touch with your primary care provider (PCP)

**1-844-897-5021**

**(TTY 1-855-349-6281)**

## Non-emergency Transportation (ModivCare™)

To schedule a ride to your medical appointments

**1-866-412-3778**

## Where's My Ride?

To check the status of your scheduled ride

**1-866-896-7211**

## Pharmacy Member Services

For questions about your pharmacy benefits

Diamond State Health Plan:

**1-877-759-6257**

Diamond State Health Plan-Plus:

**1-855-294-7048**

## Member Advocate

For members who need non-clinical help understanding and navigating their benefits.

**1-844-623-7090**

## Fraud Hotline

To report suspected fraud or abuse

**1-866-833-9718**

## 988

For suicide and mental health crisis

**988**

## Delaware Division of Substance Abuse and Mental Health

If you are having a behavioral health crisis

Northern Delaware: **1-800-652-2929**

Southern Delaware: **1-800-345-6785**

## 911

In case of an emergency

**911**

**Thank you for being a member of  
AmeriHealth Caritas Delaware**



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.

You can have this information in other languages and formats, such as large print, Braille, and audio at no charge to you. You can also have this interpreted over the phone in any language. To request language services or other formats, call Member Services 24 hours a day, 7 days a week, at **1-844-211-0966 (DSHP)** or **1-855-777-6617 (DSHP-Plus)**. For TTY, call **1-855-349-6281 (DSHP)** or **1-855-362-5769 (DSHP-Plus)**. For pharmacy services, call **1-877-759-6257 (DSHP)** or **1-855-294-7048 (DSHP-Plus)**. To speak to a nurse 24/7, call **1-844-897-5021**.

Puede solicitar esta información en otros idiomas y formatos, como letra grande, Braille y audio, sin costo alguno para usted. También se le puede interpretar esto por teléfono en cualquier idioma. Para solicitar servicios de idiomas u otros formatos, llame a Servicios al Miembro las 24 horas del día, los 7 días de la semana, al **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Para personas que usan TTY, llame al **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Para servicios de farmacia, llame al **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Para hablar con un enfermero las 24/7, llame al **1-844-897-5021**.

您可以免费索取这些信息的其他语言版本及大字印刷、盲文点字、音频等其他格式。您亦可以要求通过电话口译的方式将这些内容翻译为任何语言。如需语言服务或其他格式, 请拨打会员服务部每周7天、每天24小时全天候提供服务的电话 **1-844-211-0966 (DSHP)** 或 **1-855-777-6617 (DSHP-Plus)**。TTY使用者请拨打 **1-855-349-6281 (DSHP)** 或 **1-855-362-5769 (DSHP-Plus)**。如需药房服务, 请拨打 **1-877-759-6257 (DSHP)** 或 **1-855-294-7048 (DSHP-Plus)**。如需每周7天、每天24小时随时与护士交谈, 请拨打 **1-844-897-5021**。



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MCO-DE\_255317550-1