

Get Care, Stay Well



See page 4
to learn how to
earn rewards!



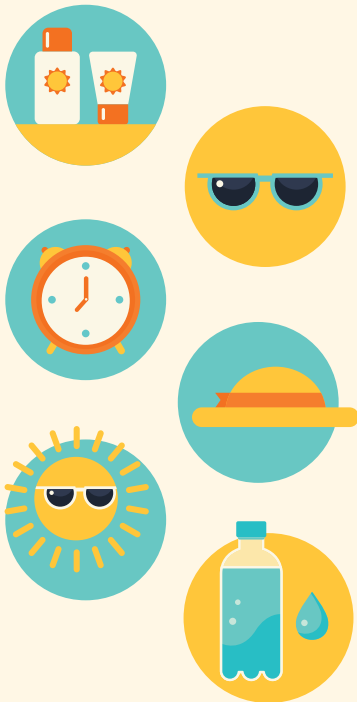
Suncare safety

As the weather gets warmer, you and your family may be spending more time outside in shorts and T-shirts. While it is great to get fresh air and spend time outdoors, it is also important to protect your skin against sun damage. Too much time in the sun can be dangerous and cause sunburn. In some cases, this can lead to skin cancer or early aging.

Whether you are at the beach or going for a walk in the sunshine, follow these tips to keep your skin safe:

- Apply a broad-spectrum sunscreen with SPF 30 or higher to your skin.
- Wear clothing that covers exposed skin, such as pants, a long-sleeved shirt, sunglasses, and a hat.
- Use lip balm (SPF 15 or higher) to protect your lips.
- Avoid or limit being in the sun when it is strongest, usually between 10 a.m. and 4 p.m.
- Find a shady area that is out of direct sunlight.
- Be careful if you are near snow or water. These can reflect the sun's rays and cause sunburn.

Learn more about suncare safety: www.hopkinsmedicine.org/health/wellness-and-prevention/sun-safety



AmeriHealth Caritas New Hampshire Wellness and Opportunity Center

From health tips to local resources, our Wellness and Opportunity Center has something for everyone.

We offer:

- Classes to learn how to cook healthy meals
- Beginner yoga classes
- Computers for job searching and completing redetermination
- Giving Closet for food and personal care items you may need
- Private spaces for phone calls or meetings with counselors
- Kids' play area



We want to bring people together and hope you can join us! The center is open from 8:30 a.m. to 4 p.m. Monday through Friday. It is closed daily from noon to 12:30 p.m. for lunch. You can walk in or make an appointment. **View our schedule of events and more at www.amerhealthcaritasnh.com/community/community-center.**



Take advantage of our transportation program!

Family and Friends Mileage Reimbursement Program

When you drive yourself or get a ride from a friend or family member to a non-emergency medical visit, you can get money back for your fuel costs.

Just submit a [Request for Reimbursement of Medical Transportation \(PDF\)](#) and you can get money back at the rate of 72 cents per mile, paid by check or direct deposit. Please note, the driver of the vehicle must have a valid driver's license and must have completed the [Driver Enrollment Form \(PDF\)](#) on file with Coordinated Transportation Services (CTS).

Call **1-833-301-2264** if you have questions or would like to check the status of your reimbursement. Learn more about the Family and Friends Mileage Reimbursement Program: www.amerihealthcaritasnh.com/transportation

Social trips

AmeriHealth Caritas New Hampshire offers members 14 one-way rides per year at no cost. These can be to or from places in your community such as our Wellness and Opportunity Center, job interviews, laundromats, food banks, and more.

Call Coordinated Transportation Services (CTS) at **1-833-301-2264** at least 48 hours before your trip to schedule a ride or get reimbursement. Social trips have a 30-mile limit each way.



Download the CTS AmeriHealth Caritas New Hampshire transportation app

To learn the one-time code or how to use the app, please visit: www.ctstransit.com/acnh, then view the Member Transportation Portal How To Guide.

Download from Google Play:



Download from the Apple Store:



CARE Card rewards you for keeping children healthy

You may know that well-child visits with your primary care provider (PCP) are an important part of keeping your child healthy, but did you know that you can earn CARE Card rewards for taking care of your child's wellness needs?



Preventive visits with your clinical team can lead to healthy development through childhood and teen years. During sick visits, there often is not enough time to talk about growth, nutrition, development, and well-being. These recommended visits, which are covered by your health insurance, give you time to track key signs of growth and development, as well as talk about concerns with your trusted PCP.

Infants and toddlers

During the infant and toddler years, it is recommended that your child see the PCP at the following times:

- First week
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months

During these visits, screenings will be done to make sure that your little one is on track for growth and development. Also, immunizations will be given to help avoid life-threatening diseases. At the 12- and 24-month visits, testing will be done to make sure that your child does not have lead poisoning, which can lead to major health issues.

You can earn these CARE Card rewards for the following visits:

- **\$25** for all six infant well visits by 15 months old
- **\$25** after the second lead screening
- **\$25** for all 10 required shots by 24 months
- **\$30** for a health risk assessment (HRA) each year
- **\$25** after the first lead screening

This can add up to an **extra \$130** for the things you need for your child – anything from food to diapers to baby clothes.

Please visit www.amerihhealthcaritasnh.com/member/benefits/carecard to learn more about our CARE Card program. If you have any questions, please call our team at 1-833-704-1177, 24 hours a day, seven days a week.

Children and teens

Annual well visits are still important from childhood through age 21. These visits can give important information for both you and your child, such as fitness and nutrition advice, or advice on puberty and driving. Older children and teens still need to get shots to prevent diseases such as meningitis and cervical cancer.

You can get the following CARE Card rewards:

- **\$20** for an annual flu shot
- **\$30** for an HRA each year
- **\$30** for an annual checkup
- **\$50** for recommended preteen shots by 13th birthday

This can go a long way for everyday needs like toothpaste and body wash, to fruits and vegetables.

Childhood vaccines: Myth versus facts



Myth: Most childhood vaccines can be given at any time.

Facts:

- **Childhood vaccines must be given at specific times.** Researchers have found the best timing for your children to get vaccines based on their growth. Following their advice helps ensure the vaccines work and your kids don't get sick.
- **Following the vaccine schedule** also protects your kids' friends, classmates, and other adults.¹



Myth: It's better to let a child be exposed to illness than get vaccinated.

Facts:

- Although some vaccines may need more than one dose to fully work, they are still **far safer than full-blown infections.** Some infections may have mild symptoms or no symptoms and still be very dangerous.
- Even if you haven't had all the doses of a vaccine, you are **still safer** than someone who hasn't had any doses at all.²



Myth: Children with egg allergies cannot receive the flu vaccine.

Facts:

- The American Academy of Allergy, Asthma & Immunology says that children with egg allergies can and should still get the flu vaccine.
- Although both the nasal spray and shot version of the flu vaccine contain a small amount of egg protein, studies have shown that they are unlikely to cause allergic reactions.
- All vaccines should be given in settings where possible allergic reactions can be treated, such as a doctor's office.³

Earn \$25 in CARE Card rewards when your baby gets all required shots by their second birthday. Learn more: www.amerihhealthcaritasnh.com/member/benefits/carecard

Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each state fiscal year when health activities are not preventive care services. There is no limit to the rewards earned for preventive care services each year.



1. "Understanding the Benefits of Vaccines: Common Questions," American Academy of Pediatrics, November 26, 2025, <https://www.healthychildren.org/English/safety-prevention/immunizations/Pages/understanding-the-benefits-of-vaccines-common-questions.aspx>, accessed February 25, 2026.

2. "How Do Vaccines Work?" World Health Organization, February 25, 2025, <https://www.who.int/news-room/feature-stories/detail/how-do-vaccines-work>, accessed February 26, 2026.

3. "Egg Allergy and the Flu Vaccine," American Academy of Allergy, Asthma & Immunology, August 13, 2025, <https://www.aaaai.org/tools-for-the-public/conditions-library/allergies/egg-allergy-and-the-flu-vaccine>, accessed February 26, 2026.

Provider Search helps you find the right behavioral health support

At AmeriHealth Caritas New Hampshire, we are here to help you address problems like stress, depression, or anxiety. We can connect you to the support you need to help you feel better through our Provider Search tool.

As a member, your plan offers:

- Substance use disorder (SUD) treatment services
- Outpatient mental health services
- Inpatient mental health services
- Telehealth services
- Resources to connect you to support groups, transportation, and other needs
- Flexible recovery benefit: A one-time flexible benefit up to \$500 is available for members who have successfully completed a non-hospital SUD residential treatment stay.

If you would like to find a behavioral health provider, use our Provider Search tool.

- Go to this link: www.amerhealthcaritasnh.com/find-provider

- Type in your location

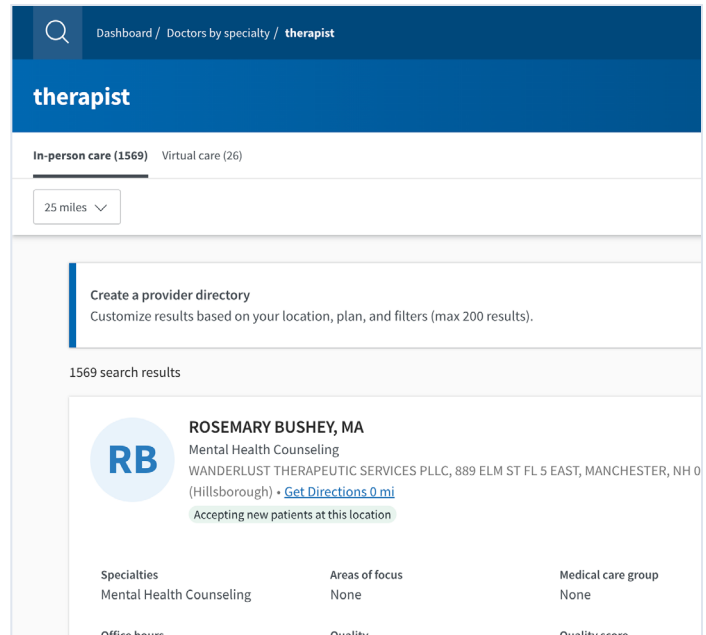
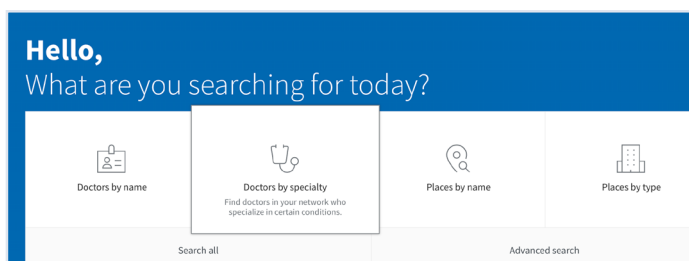
Please enter city/state, county/state, or zip code

03103

📍 Manchester, NH 03103

➤ Use my current location

- Select **Doctors by Specialty**



- Type in the type of provider you are looking for. For example: mental health, counselor, therapist, substance use disorder, addiction services.

For more information, or if you would like help finding a behavioral health provider, Member Services is here to help. Call 1-833-704-1177, 24 hours a day, seven days a week.

We will work with you to help you get the care you need. Learn more: www.amerhealthcaritasnh.com/member/benefits/behavioral

Refer to the Member Handbook for full coverage details: www.amerhealthcaritasnh.com/member/handbook

If you are in danger or need immediate medical attention, call 911. If you are experiencing emotional or mental pain or distress, call the NH Rapid Response Access Point (mental health and/or substance use emergency) at 1-833-710-6477, 24 hours a day, seven days a week, to speak with someone who will listen and can help.



Behavioral health support for families and caregivers

Do you have a friend or family member who is experiencing a mental health challenge? You are not alone, and there are resources to help support you and your loved ones. These resources can help you:

- Understand mental health better
- Support someone who has been hospitalized or has had a mental health crisis
- Learn how to support a child who has mental health challenges
- Maintain a healthy relationship with someone who has mental health challenges

Children's Behavioral Health

Resource Center: This service helps children and young adults, as well as their caregivers, find help for mental health and substance use challenges. Visit <https://childrensbehavioralhealthresources.nh.gov/>.

NH Community Behavioral Health Association: CBHA has 10 community mental health centers located throughout New Hampshire to provide mental health emergency support as well as treatment. Visit <https://nhcbha.org/>.

Caregivers | NH Suicide Prevention Council: Mental health concerns or recovering from a loss can be hard for anyone, especially caregivers.

If you are looking for caregiver support, please be sure to check out the support services available at www.nami.org/family-members-and-caregivers.

If you are in crisis or need immediate help, please dial or text **988** for confidential, judgment-free care.

Learn more: 988lifeline.org/get-help

Medication adherence tips for blood pressure and diabetes drugs

Medication adherence is how closely you follow your doctor's instructions in taking your regular medications. Some medications, especially those that treat high blood pressure and diabetes, need to be taken regularly and at the right dose to be effective.

And if you don't feel any harmful effects if you skip your medication — such as with blood pressure meds — it can be easier to forget to take it. But your body will know the difference in the long term.¹

Why it matters

- Taking medicine correctly helps you feel better and stay out of the hospital.
- Taking blood pressure medicines on time and at the right dose reduces the risk of having a heart attack or stroke.
- Not taking your blood pressure medicines regularly can also lead to problems with your kidneys and even death.²

- Missing several doses of diabetes medicines can cause high blood sugar. You may have blurry vision, thirst, frequent urination, fatigue, and sores.
- Not taking your diabetes medicines regularly can lead to damage to your eyes, nerves, kidneys, and heart.³

Keep it simple

If you're taking several medicines, here are some ways you can make it easier:

- Take your medicines at the same time every day.
- Put your medicines in a pill box so you don't forget what you need to take.
- Try to get all your prescriptions from the same pharmacy.
- Refill as many prescriptions as you can on the same day.
- Use mail order for medications you take every day.⁴



1. Beena Jimmy and Jimmy Jose, "Patient Medication Adherence: Measures in Daily Practice," *Oman Medical Journal*, May 2011, <https://pmc.ncbi.nlm.nih.gov/articles/PMC3191684/>, accessed February 26, 2026.

2. Seyed Mehrdad Hamrahian, et al., "A Critical Review of Medication Adherence in Hypertension: Barriers and Facilitators Clinicians Should Consider," *Patient Preference and Adherence*, October 7, 2022, <https://pmc.ncbi.nlm.nih.gov/articles/PMC9552797/>, accessed February 26, 2026.

3. Jacquelyn Cafasso, "Miss a Dose? What to Do If You Forget to Take a Type 2 Diabetes Pill," *Healthline*, March 1, 2021, <https://www.healthline.com/health/type-2-diabetes/forget-to-take-type-2-diabetes-pill#takeaway>, accessed February 26, 2026.

4. Jennifer K. Bussell, et al., "Ways Health Care Providers Can Promote Better Medication Adherence," *Clinical Diabetes*, July, 2017, <https://pmc.ncbi.nlm.nih.gov/articles/PMC5510928/>, accessed February 26, 2026.

Find the information you need in our Member Handbook

If you have questions about your plan or coverage, visit our Member Handbook online:

www.amerhealthcaritasnh.com/handbook.

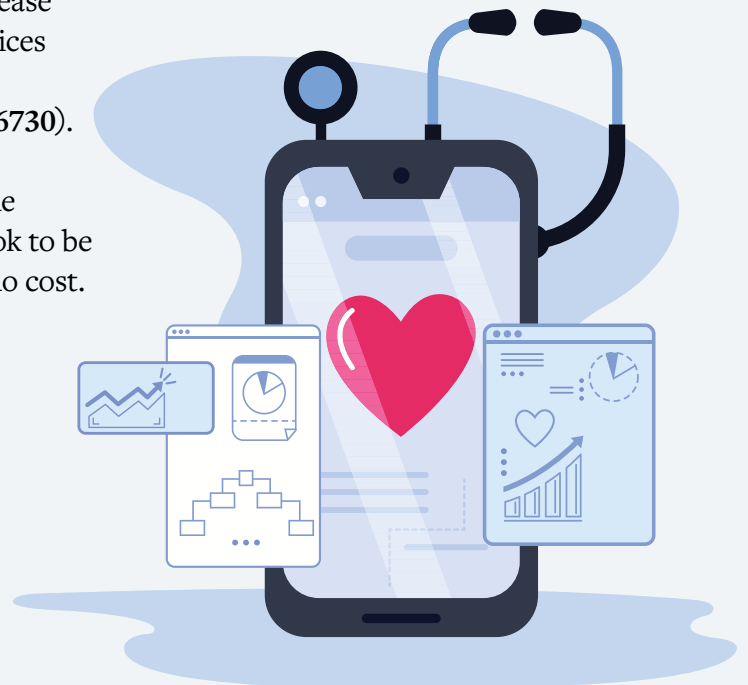
You can find information including:

- What to do if you get a bill or statement
- Information in other languages or formats
- How we pay attention to your care
- Information about your medicine
- How to get help if you have special needs
- How to earn rewards on your CARE Card by taking steps to stay healthy
- How to get prior authorizations
- How to get care or medicine
- Benefits available to you
- Benefit limits, including restrictions for services received outside of AmeriHealth Caritas New Hampshire's service area, and services that are not covered*

- Complaints, grievances, and appeals
- Summary notice of privacy practices
- Services for women
- Pharmaceutical management procedures
- How to get care in an emergency, after normal business hours, or outside the health plan's coverage area
- How the health plan views and uses new technology

If you do not have access to the internet, please call Member Services at 1-833-704-1177 (TTY 1-855-534-6730).

You can ask for a printed copy of the Member Handbook to be mailed to you at no cost.



*If you have met the limit of a benefit, please call Member Services at 1-833-704-1177 (TTY 1-855-534-6730) to learn about continuing care and resources available to you.

Why do you ask my race, ethnicity, and primary language?



The simple answer is — we ask because we care! We want to know more about you. We are collecting race, ethnicity, and language (REL) information from all our members to help us get to know you better and to provide you with the best care possible. These questions help us:

1. Know you and our community better

We are all unique individuals. However, studies show that our racial and ethnic backgrounds may place us at differing risks for some diseases. We can work to reduce these risks by making sure that everyone gets high quality health care. Information about your race and ethnicity helps us make sure we provide you with the highest quality of care. By knowing more about your racial and ethnic background, we can get a better idea of health risks you may have and better meet your health needs.

2. Understand each other

When we know your preferred language, then we know when we need to get an interpreter (including sign language interpreters for Deaf members) to help us speak with you. We can also translate documents into your preferred language. These services are at no cost to you!

3. Support programs that improve quality of care

When we know this information, we can offer culturally specific programs, in your preferred language, that can improve your health.

It's private!

Your information is kept private and confidential and is protected by law. The only people who will see your information are members of your care team and others who are authorized to see your medical record. We limit access to member information, including race and ethnicity. We only use the information if it is needed to provide care. Your information is always protected.

Still don't want to share this information?

You do not have to answer these questions. It is your choice. It will not affect your care. It is perfectly all right if you do not want to answer some or all of the questions. However, this information does help us provide better care.

Remember, we ask these questions because we care. We want to make sure that all our members get the best care possible.



What is a specialist doctor?

A specialist is a health care provider trained to care for a condition or part of the body. Your PCP may send you to a specialist. For some types of care, you can refer yourself. This includes:

- **Women's health services.** Here you can access pelvic exams, family planning, and maternity care.
- **Behavioral health or substance use disorder care.** This includes assessments, crisis support, and medications

These services are still covered by your health plan. To learn more, visit www.amerihhealthcaritasnh.com/specialists or call Member Services at 1-833-704-1177 (TTY 1 855 534 6730).

Need help? Want to talk?

When your first language is not English, we know it can be frustrating to contact Member Services to speak with us. So, we wanted to reach out to you to let you know that we want to hear from you. We provide interpreters at no cost to you.

You can call us or walk into our Wellness and Opportunity Center, and we will get an interpreter to help us talk to each other. We can also help you get an interpreter for your doctor's visit if your doctor doesn't provide one. There are a few ways that an interpreter can join us:

1. **Over-the-phone interpreting (OPI):** Interpreters can be called and added to a phone call. We can also use an interpreter on speaker phone if you are meeting with us in the Wellness and Opportunity Center.
2. **Video remote interpreting (VRI):** We can set up a video call (like Zoom) and have the interpreter join that call. This could be done when we are at different locations or at the same location.
3. **In-person interpreting:** If you have an appointment scheduled in advance, we can have an interpreter join us.
4. **For TDD/TTY, please call Member Services at 1-833-704-1177 (TTY 1-855-534-6730), 24 hours a day, seven days a week.**

You can also request that letters from AmeriHealth Caritas New Hampshire be translated into the language you need, including Braille and large font. It will take a bit of time to get the letter translated. It is faster to call and ask for an interpreter.



Please remember that all these communication and language access services come at no cost to you! We hope to hear from you soon.

We can help you manage your care

AmeriHealth Caritas New Hampshire Care Managers can help you understand your health conditions and get you the right care at the right time, at no cost to you. Our Care Management program helps both adult and child members with health issues that affect their everyday lives. These include:


- Asthma
- Diabetes
- Heart disease
- Mental health issues
- Obesity
- Pregnancy
- Substance use disorder
- Social needs, such as food


What to expect

Once you enroll, a Care Manager can help you:

- Schedule your health care visits
- Find rides to and from your visits

Search for AmeriHealth Caritas New Hampshire on any of the following platforms to follow us on social media.

 @AmeriHealthCaritasNH

 @amerihealthcaritasnh

 @AmeriHealthNH

Care Manager services

Your Care Manager will also help you:

- Learn more about your health conditions
- Get the medicines your provider ordered for you
- Find helpful community resources for your health care needs
- Manage your care after a visit or stay in a hospital
- Get durable medical equipment, such as a wheelchair, if needed

How to join

Ask your primary care provider to enroll you. Or call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)** and ask to enroll. Participation is your choice. You do not have to join this program. You can leave the program at any time by calling Member Services at **1-833-704-1177 (TTY 1-855-534-6730)**.

Unsure what type of care management you need?

Call us. We will help you find the right kind of support for your needs.



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; color; 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, including sex stereotypes, sex characteristics including intersex traits; pregnancy or related conditions; 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
1557 / Civil Rights Coordinator
P.O. Box 7389
London, KY 40742-7389
Phone: **1-833-704-1177 (TTY 1-855-534-6730)**
Email: acfcgrievances@amerihealthcaritas.com

- You can also file a grievance by phone. 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 may also file a discrimination complaint through the Department of Health and Human Services (DHHS) Office of the Ombudsman who has been designated to coordinate the efforts of NH DHHS's civil rights compliance for the Department:

State of New Hampshire, Department of Health and Human Services, Office of the Ombudsman
129 Pleasant Street
Concord, NH 03301-3857
1-603-271-6941 or **1-800-852-3345 ext. 16941**
Fax: **1-603-271-4632, (TTY 1-800-735-2964)**
E-mail: ombudsman@dhhs.nh.gov

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 (TTY 1-800-537-7697)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Attention: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-704-1177 (TTY 1-855-534-6730)**.

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