Attachment T.1-1: Sample Marketing and Member Materials includes the following components:

- Attachment T.1-1a: Member ID Card
- Attachment T.1-1b: Welcome Letter
- Attachment T.1-1c: LA Member Handbook
- Attachment T.1-1d: LA Provider Directory
- Attachment T.1-1e: Welcome Postcard
- Attachment T.1-1f: AmeriTips
- Attachment T.1-1g: EPSDT Wellchild Postcard
- Attachment T.1-1h: Member Newsletter
- Attachment T.1-1i: EPSDT Birthday Reminders
- Attachment T.1-1j: EPSDT 90-Day Reminder
- Attachment T.1-1k: WellChild Immunization Postcard
- Attachment T.1-1l: ER Letter
- Attachment T.1-1m: ER Unable To Reach Letter
- Attachment T.1-1n: Amerigroup On-Call Brochure
- Attachment T.1-1o: Urgent Care After Hours Postcards
- Attachment T.1-1p: Taking Care Of Baby And Me
- Attachment T.1-1q: Community Partnership Grid

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Design Name **LA01-NM**

Description **LA01 New Member**

Card Front

Amerigroup RealSolutions in healthcare

Effective Date:
Date of Birth:
Subscriber #:

Amerigroup Louisiana, 3850 N. Causeway Blvd., Metairie, LA 70002
www.myamerigroup.com/LA

Member Name:
Medicaid or LaCHIP Number:
Primary Care Provider (PCP):
PCP Telephone #:
PCP After Hours #:
PCP Address:
Vision: **1-800-787-3157** (under age 21)
Member Services and Behavioral Health: **1-800-600-4441**
Amerigroup On Call/Nurse HelpLine: **1-866-864-2544**

X198865797800001

Card Back

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for nonemergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 1-800-855-2880.

MIEMBROS: Lleve consigo siempre esta tarjeta de identificación. Muéstrela antes de recibir atención médica. Usted no necesita mostrar esta tarjeta antes de recibir atención de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para la atención que no es de emergencia. Si tiene alguna pregunta, llame a Servicios para Miembros al 1-800-600-4441. Llame al 1-800-855-2884 si es una persona sorda o tiene problemas de la audición.
HOSPITALS: Preadmission certification is required for all nonemergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-800-454-3730.
PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call 1-800-454-3730.
PHARMACIES: Submit claims using Caremark RXBIN: 004336; RXPCN: ADV; RXGRP: RX4299. For technical help, call **Caremark** at 1-800-364-6331.

SUBMIT MEDICAL CLAIMS TO:
AMERIGROUP • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.
Louisiana Medicaid Fraud and Abuse Hotline: 1-800-488-2917

LA01 10/12

Amerigroup
P.O. Box 62509
Virginia Beach, VA 23466-2509

1191809900000001

Amerigroup RealSolutions® in healthcare

Dear Member:

Congratulations! You are now a member of Amerigroup Louisiana. We are part of the exciting change the state has made in how you get your Medicaid and LaCHIP benefits. We are happy we can help arrange quality health care benefits for you and your family.

This is your new Amerigroup ID card. Please show this card when you get health care services. See the back of the card for what you should do in case of an emergency. You will also get a Louisiana Medicaid ID card from the Department of Health and Hospitals. Your Medicaid ID card can be used to get services covered through fee-for-service Medicaid. These services are not covered under your Amerigroup health plan. Please carry your Amerigroup ID card and your Medicaid ID card with you at all times.

If you are a new member, you will also be receiving a New Member Welcome Package from us. The packet tells you how Amerigroup works and how to keep your family healthy. Amerigroup wants you to be healthy! Your Primary Care Provider (PCP) is the best person to take care of your family's health care needs. Your PCP is the family doctor or practitioner you'll go to for routine and urgent care. In an emergency, call 911 or go to the nearest emergency room right away.

Your PCP is listed on your ID card. This is the PCP you chose. Or if you did not choose a PCP, we chose one for you. If we assigned the PCP to you and you don't agree and would like to pick another, call us toll free at 1-800-600-4441. You can also search for network providers and learn more about your benefits online at www.myamerigroup.com/LA. If you are a new Amerigroup member, you should set up a medical checkup with your PCP as soon as possible. Call your PCP today to set up an appointment.

If you do not receive a welcome package or need help making a PCP appointment, call Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880). Member Services can assist you Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. We also offer a service called Amerigroup On Call. You can call 1-866-864-2544 if you have an urgent medical issue and need to speak with a nurse. You can call this same number if you need help setting up an urgent doctor appointment or taking care of an urgent medical issue. Amerigroup On Call is here for you 24 hours a day, 7 days a week, 365 days a year.

Thank you for choosing Amerigroup as your family's health plan. Your health is important to us.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

LA-MEM-0015-11

WL_AMD_034

Estimado(a) miembro:

¡Felicitaciones! Usted es ahora miembro de Amerigroup Louisiana. Somos parte del emocionante cambio que el estado ha hecho en la forma en que usted recibe sus beneficios de Medicaid y LaCHIP. Nos complace poder ayudarlo a coordinar beneficios de cuidado de la salud de calidad para usted y su familia.

Esta es su nueva tarjeta de identificación de Amerigroup. Muestre esta tarjeta cuando reciba servicios de cuidado de la salud. En la parte de atrás de la tarjeta puede ver lo que debe hacer en caso de emergencia. También recibirá una tarjeta de identificación de Louisiana Medicaid del Departamento de Salud y Hospitales. Su tarjeta de identificación de Medicaid puede ser usada para recibir servicios cubiertos a través de Medicaid de pago por servicios. Estos servicios no están cubiertos bajo su plan de salud de Amerigroup. Lleve con usted su tarjeta de identificación de Amerigroup y su tarjeta de identificación de Medicaid en todo momento.

Si usted es un nuevo miembro, también estará recibiendo un paquete de bienvenida de nuevo miembro de parte de nosotros. El paquete le informa sobre la forma de trabajo de Amerigroup y cómo mantener saludable a su familia. ¡Amerigroup desea que esté sano! Su proveedor de cuidado primario (PCP) es la mejor persona para encargarse de las necesidades de cuidado de la salud de su familia. Su PCP es el médico familiar o profesional al que acudirá por cuidado de rutina y urgente. En una emergencia, llame al 911 o vaya inmediatamente a la sala de emergencias más cercana.

Su PCP está listado en su tarjeta de identificación. Es el PCP que usted eligió. O si no eligió un PCP, nosotros le elegimos uno. Si le asignamos el PCP y no está de acuerdo y desea elegir otro, llámenos a la línea gratuita al 1-800-600-4441. También puede buscar proveedores de la red y aprender más sobre sus beneficios en línea en www.myamerigroup.com/LA. Si usted es un nuevo miembro de Amerigroup, debe programar un chequeo médico con su PCP lo más pronto posible. Llame hoy a su PCP y programe una cita.

Si no recibe un paquete de bienvenida o necesita ayuda para hacer una cita con el PCP, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884). Servicios al Miembro puede ayudarlo de lunes a viernes, de 7:00 a.m. a 7:00 p.m. hora del Centro. También ofrecemos un servicio llamado Amerigroup On Call (Amerigroup de turno). Puede llamar al 1-866-864-2544 si tiene un problema médico urgente y necesita hablar con una enfermera. Puede llamar a este mismo número si necesita ayuda para programar una cita médica urgente o atender un problema médico urgente. Amerigroup On Call está para ayudarlo las 24 horas del día, los 7 días de la semana, los 365 días del año.

Gracias por elegir a Amerigroup como el plan de salud de su familia. Su salud es importante para nosotros.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

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www.myamerigroup.com

[Date]

Dear Member:

Welcome to your new health plan, Amerigroup Louisiana, Inc.! We help you and your family get the Medicaid and LaCHIP benefits you need to stay healthy through the Bayou Health program. Below are a few steps you should follow to make this change successful.

Primary care provider
You have either chosen or been assigned to a primary care provider (PCP). If you are in need of medical care, please call your PCP. If you are not sure who your PCP is, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880). They will give you more information about where your PCP is located and how to get in contact with his or her office.

Requesting medical records
If your PCP has changed, you will need to have your medical records transferred from your old PCP to your new PCP.

- You will need to give your old PCP permission to release your medical records to your new PCP.
- Contact your new PCP. They will help you fill out a medical release form so your medical records can be transferred to their office.
- If you need help requesting your medical records, call us at 1-877-440-4065, then press 1, then extension 35792.
- The health plan will follow up with you and your new PCP to make sure your records have been successfully transferred.

Special care needs
We have many services available to assist our members. If you have any special care needs such as not being able to walk, trouble walking, open wounds, frequent hospital or emergency room care, please call us. We are here to discuss free programs or services that may be available to you.

Call Member Services at 1-800-600-4441 if you would be interested in learning more about our free case management and disease management programs.

Again, thank you for joining Amerigroup! We look forward to being your health care plan.

We offer translation services for all languages, free of charge. Call Amerigroup at 1-800-600-4441 if you need a translator. If you are deaf or hard of hearing, our TTY/TDD number is 1-800-855-2880.

www.myamerigroup.com

Ofrecemos traducción para todos los idiomas. Los servicios de traducción son gratuitos. Llame a Amerigroup al 1-800-600-4441 si necesita un traductor. Si es sordo o tiene problemas de audición, nuestro número de TTY/TDD es 1-800-855-2884. Para los miembros hispanohablantes nuestro número es 1-877-298-3373.

Chúng tôi có cung cấp dịch vụ phiên dịch miễn phí cho mọi ngôn ngữ. Hãy gọi cho Amerigroup theo số 1-800-600-4441 nếu quý vị cần biên dịch viên. Nếu quý vị bị khiếm thính hoặc lãng tai, số điện thoại TTY/TDD của chúng tôi là 1-800-855-2880.

Sincerely,

Amerigroup Louisiana, Inc.
Health Care Management Services
Telephone Number: 1-877-440-4065, press option 1, then extension 35792

Member Handbook

Amerigroup Louisiana

3850 N. Causeway Blvd., Suite 600
Metairie, LA 70002

Amerigroup RealSolutions in healthcare℠

www.myamerigroup.com

Dear Member:

Welcome to Amerigroup Louisiana. We are pleased to arrange quality health care benefits for your family.

This member handbook tells you how Amerigroup works and how to keep your family healthy. It also explains how to get health care when you need it.

You will get your Amerigroup ID card and more information from us in a separate mailing. Your ID card tells you when your Amerigroup membership starts. Please check your ID card right away. If any other information is not right, please call us at 1-800-600-4441. We will send you a new ID card with the correct information.

If you need to reach us, you can call Member Services at 1-800-600-4441 (TTY 1-800-855-2880). You can talk to a Member Services representative about your benefits or visit our website at www.myamerigroup.com/LA. Or if you need medical advice and wish to speak with a registered nurse, call Amerigroup On Call at 1-866-864-2544.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Thank you again for choosing us as your family's health plan. We are here to help you find real solutions to your health care needs.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Sincerely,

Sonya Nelson
Chief Operating Officer
Amerigroup Louisiana, Inc.

AMERITIPS

HEALTH TIPS THAT MAKE HEALTH HAPPEN

SCHEDULE A WELLNESS CHECKUP WITH YOUR DOCTOR NOW!

When is it time for a wellness visit?
It is important for all Amerigroup members to have regular wellness visits. This way, your primary care provider (PCP) can help you stay healthy. When you become an Amerigroup member, call your PCP and make the first appointment for you and your Amerigroup family members before the end of 90 days.

Wellness care for children
Children need more wellness visits than adults. These wellness visits for children are part of the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) child health program for Louisiana Bayou Health program members under age 21. Your child should get wellness visits at the times listed below:

- Newborn
- 3-5 days old
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- 3 years old
- 4 years old
- 5 years old
- 6 years old

After age 6, you and your child should keep going to your PCP every year for wellness visits.

What if I become pregnant?
If you think you are pregnant, call your PCP or OB-GYN right away. This can help you have a healthy baby.

If you have any questions or need help making an appointment with your PCP or OB-GYN, please call Amerigroup Member Services at 1-800-600-4441.

ALERT! KEEP THE RIGHT CARE. DO NOT LOSE YOUR HEALTH CARE BENEFITS – RENEW YOUR ELIGIBILITY FOR LOUISIANA BAYOU HEALTH SERVICES BENEFITS ON TIME. SEE PAGE 43 FOR MORE DETAILS.

Amerigroup is a culturally diverse company. We welcome all eligible individuals into our health care programs, regardless of health status. If you have questions or concerns, please call 1-800-600-4441 (TTY 1-800-855-2880) and ask for extension 34925. Or visit www.myamerigroup.com.

Amerigroup Louisiana

Member Handbook/Evidence of Coverage

3850 N. Causeway Blvd., Suite 600 • Metairie, LA 70002

1-800-600-4441
TTY 1-800-855-2880
www.myamerigroup.com/LA

Welcome to Amerigroup Louisiana! You will get most of your health care services covered through Amerigroup. This member handbook will tell you how to use Amerigroup to get the health care you need.

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WELCOME TO AMERIGROUP LOUISIANA!

Information about your new health plan

Welcome to Amerigroup Louisiana, Inc. Amerigroup is a managed care organization (MCO) that arranges health care coverage for those who are eligible for Medicaid or LaCHIP coverage through Louisiana Bayou Health.

Our goal is to offer eligible Medicaid and LaCHIP enrollees:

- A patient-centered medical home that supports continued care
- Preventive care with a focus on self-managing care to help improve quality of life
- Evidence-based information and resources to help enrollees and their providers manage the enrollees' care

Mandatory enrollees

Our members include residents of Louisiana in certain service areas who are:

- Under age 19, including those who are eligible under Section 1931 poverty-level-related groups and optional groups of older children, including:
  - Section 1931 (Low Income Families with Children) – Persons and families who are eligible under the AFDC state plan in effect on July 16, 1996
  - TANF – Persons and families getting cash aid through the Family Independence Temporary Assistance Program (FITAP), managed by the Department of Health and Hospitals (DHH)
  - CHAMP-Child Program – Poverty level children up to age 19 with income at or below 100 percent federal poverty level (FPL) for children ages 6 to 19 and at or below 133 percent FPL for children ages 0 to 6, who are eligible based on certain financial and non-financial standards
  - Deemed-eligible Child Program – Infants born to Medicaid-eligible pregnant women through the infant's first year of life
  - Youth Aging Out of Foster Care – Children under age 21 who were in foster care (and covered by Medicaid) on their 18th birthday but have aged out of foster care
  - Regular Medically Needy Program – Persons and families who have more income than is allowed for ongoing Medicaid but are eligible because their income is spent or needed for medical expenses and
  - LaCHIP Program – Children with income at or below 200 percent FPL enrolled in the Title XXI Medicaid expansion CHIP program for low-income children under age 19 who do not otherwise qualify for Medicaid, including LaCHIP Phases I, II and III
- Parents eligible under Section 1931 and optional caretaker relative groups, including:
  - Low Income Families with Children (LIFC) program
  - Families in Temporary Need of Assistance (FITAP) program
  - Regular Medically Needy program
- Pregnant women – Persons who are eligible due to pregnancy and only eligible for pregnancy-related services, including:
  - LaMOMS (CHAMP-Pregnant Women) – Pregnant women who are otherwise not eligible for Medicaid with family income at or below 200 percent FPL who get coverage for prenatal care, delivery and care 60 days after delivery and

  - LaCHIP Phase IV Program – Separate state CHIP program for CHIP Unborn Option, which covers uninsured pregnant women who are not eligible for Medicaid with family income at or below 200 percent FPL from when the child is conceived to birth
- Breast and Cervical Cancer Program – Uninsured women under age 65 who are not otherwise eligible for Medicaid and are known through the Centers for Disease Control and Prevention (CDC) National Breast and Cervical Cancer Early Detection Program as being in need of treatment for breast and/or cervical cancer
- Aged, blind or disabled adults, age 19 or older, who do not meet any of the conditions for excluding them from being enrolled in a CCN program, including:
  - Supplemental Security Income (SSI) Program – Persons 19 and older who get cash payments under Title XVI (SSI) administered by the Social Security Administration and
  - Extended Medicaid Programs – Certain persons who are no longer eligible for SSI due to a social security cost of living adjustment or in some cases the right to or an increase in Retirement, Survivors, Disability Insurance (RSDI) benefits (i.e., Social Security benefits); extended medical is made up of these programs:
    - Disabled Adult Children – Persons over age 19 who became blind or disabled before age 22 and lost Supplemental Security Income (SSI) eligibility on or before July 1, 1987, as a result of being entitled to or getting an increase in RSDI child insurance benefits
    - Early Widows/Widowers – Persons who are no longer eligible for SSI because of getting RSDI early widow/widower benefits
    - Pickle – Aged, blind or disabled persons who are no longer eligible for SSI as a result of a cost of living increase in RSDI or receipt and/or increase of other income
    - Disabled Widows/Widowers and Disabled Surviving Divorced Spouses Unable to Perform Any Substantial Gainful Activity – Widows/widowers who are not entitled to Part A Medicare and are no longer eligible for SSI due to getting SSA Disabled Widows/Widowers benefits, as long as they were getting SSI for the month prior to the month they would still be eligible for SSI if the amount of the RSDI benefit was not counted as income
    - Blood Product Litigation Program – Persons who are no longer eligible for SSI due to settlement payments under the Susan Walker versus Payer Corporation Settlement and Ricky Ray Hemophilia Relief Fund Act of 1998
    - Medicaid Purchase Plan Program – Working persons from ages 16 through 65 who have a disability that meets Social Security standards and
    - Disability Medicaid Program – Disabled and aged persons, 65 and older, who are eligible for the SSI program as decided by DHH without the Social Security Administration making this decision

Voluntary enrollees

Enrolling in a CCN program is voluntary for:

- Children under 19 years old who are:
  - Eligible for SSI under title XVI
  - Eligible under section 1902(e)(3) of the Act
  - In foster care or other out-of-home placement
  - Receiving foster care or adoption help

  - Receiving services through a family-centered, community-based, coordinated care system that gets grant funds under section 501(a)(1)(D) of title V and is defined by the state Department of Health and Hospitals as being in the program or having special health care needs
  - Enrolled in the Family Opportunity Act Medicaid Buy-In Program
- Native Americans who are members of federally recognized tribes except when the managed care organization is:
  - The Indian Health Service or
  - An Indian health program or urban Indian program run by a tribe or tribal group under a contract, grant, or joint agreement or compact with the Indian Health Services

This member handbook will help you understand your Amerigroup health plan. It also provides other details about your benefits.

How to get help

Amerigroup Member Services department

You can call our Member Services department at 1-800-600-4441 Monday through Friday, 7 a.m. to 7 p.m. Central time, except for holidays. If you call after 7 p.m., you can leave a voice mail message. One of our Member Services representatives will call you back the next working day. He or she can help answer your questions about:

- This member handbook
- Member ID cards
- Your doctors, including names, specialties, addresses, phone numbers and professional qualifications
- Doctor visits
- Health care benefits
- Utilization or health care management processes
- Wellness care
- Special kinds of health care
- Healthy living
- Grievances and appeals
- Rights and responsibilities

You can also call us:

- If you wish to request a copy of the Amerigroup Notice of Privacy Practices; this notice describes:
  - How medical information about you may be used and disclosed
  - How you can get access to this information
- If you move; we will need to know your new address and phone number; you should also call the Louisiana Department of Health and Hospitals' Medicaid Customer Service Unit at 1-888-342-6207 and tell them your new address
- If you want to ask for a copy of the member handbook in a preferred language

You can also reach our Member Services department by sending:

- An email to mpsweb@amerigroup.com
- A fax to 504-836-8860

- A letter to:
  Amerigroup Louisiana, Inc.
  3850 N. Causeway Blvd., Ste 600
  Metairie, LA 70002

For members who do not speak English:

- We can help in many different languages and dialects
- We can help translate for visits with your doctor at no cost to you
- Please let us know if you need an interpreter at least 24 hours before your appointment
- Call Member Services for more details

For members who are deaf or hard of hearing:

- Call the toll-free AT&T Relay Service at 1-800-855-2880
- We will set up and pay for you to have a person who knows sign language help you during your doctor visits

Please let us know if you need an interpreter at least 24 hours before your appointment.

Online and automated self-service features

You can take advantage of these services online at www.myamerigroup.com/LA or with our automated line 24 hours a day, 7 days a week. You can:

- Choose or find a primary care provider (PCP) in the Amerigroup network
- Change your PCP
- Request an ID card
- Update your address or phone number
- Request a member handbook or provider directory

Amerigroup On Call

Call Amerigroup On Call at 1-866-864-2544 if you need to speak with a nurse for advice on:

- How soon you need to get care for an illness
- What kind of health care you need
- What to do to take care of yourself before you see the doctor
- How you can get the care that is needed

You can also call this same number if you need help setting up an appointment with a doctor for an urgent medical issue. Amerigroup On Call is here for you 24 hours a day, 7 days a week, 365 days a year.

We want you to be happy with all the services you get from our network of providers and hospitals. If you have any problems, please call us. We want to:

- Help you with your care
- Help you correct any problems you may have with your care

Other important phone numbers

Service	Information	Phone Number
Emergencies	Call or go to the nearest hospital emergency room.	911
Louisiana Bayou Health Program	Call to: • Learn more about the Bayou Health Program • Find out if you qualify for Bayou Health • Choose a Bayou Health Plan	1-855-BAYOU-4U (1-855-229-6848) TTY 1-855-LaMed4Me (1-855-526-3346) www.bayouhealth.com
Louisiana Medicaid Customer Service Unit	Call the Medicaid Customer Service Unit toll-free hotline or visit your local Medicaid eligibility office to report a change in: • Family size • Living arrangements • Parish of residence • Mailing address	1-888-342-6207
Basic Behavioral Health Care	If you need behavioral health care, call Member Services for help.	1-800-600-4441
Specialty Behavioral Health Services	If you need specialized behavioral health services, call Merit Health/Magellan Health Services.	1-800-424-4399 TTY 1-800-424-4416
Disease Management	If you would like information about our disease management programs, call and ask to speak with a Disease Management Centralized Care Unit (DMCCU) care manager.	1-888-830-4300
Care During Pregnancy	If you have questions or need help making an appointment with your PCP or OB-GYN, call Member Services.	1-800-600-4441
LogistiCare	If you need help getting transportation for medically needed appointments and treatments	For reservations 1-866-430-1101 For ride assistance 1-866-430-1116
Block Vision	If you need help getting vision screenings for members under age 21	Toll free 1-800-787-3157 TTY 1-800-735-2258

Personal disaster plan

Your health is important to us. To help you keep track of your health records, Amerigroup offers you a way to keep them safe. Our online disaster plan can help you get ready before a disaster happens.

All you need to do is follow these easy instructions:

1. Log in to www.myamerigroup.com/LA.
2. Choose Louisiana and click on **State Programs**.
3. Click on the **Programs & Info in Your Community** tab.

4. On the right side, click on **Personal Disaster Plan**.
5. Fill in your health information and click the *Save* button.

Make sure your personal health records are current and safe today. It's just one more way Amerigroup helps you have peace of mind.

Your Amerigroup member handbook

This handbook will help you understand your health plan. If you have questions or need help understanding or reading your member handbook, call Member Services. We also have this member handbook in:

- A large-print version
- An audio-taped version
- A Braille version
- A Vietnamese version

If you want a copy of this handbook in one of these versions, call Member Services. The other side of this handbook is in Spanish.

Your Amerigroup ID card

If you do not have your Amerigroup ID card yet, you will get it soon. You will also get a Louisiana Medicaid ID card.

- Please carry your Amerigroup ID card and your Medicaid ID card with you at all times.
- Your Amerigroup ID card can be used to get services covered by Bayou Health. It tells providers and hospitals:
  - You are a member of our health plan
  - We will pay for the medically needed benefits listed in the section **"Your Health Care Benefits"**

Your Amerigroup ID card shows:

- The name and address of your PCP
- The phone number of your PCP, including an after-hours number
- Your Medicaid identification number
- The date you became an Amerigroup member
- Your date of birth
- Your subscriber (Amerigroup) identification number
- Phone numbers you need to know, such as:
  - Our Member Services department
  - Amerigroup On Call/Nurse HelpLine
  - Getting help with finding a network vision care provider for members under 21
  - Reporting Medicaid Fraud and Abuse
- What you need to do if you have an emergency

Your Medicaid ID card can be used to get services covered through fee-for-service Medicaid. These services are not covered under your Amerigroup health plan. If your Amerigroup ID card is lost or stolen, call us right away at 1-800-600-4441. We will send you a new one. If your Medicaid ID card is lost or stolen, call the Louisiana Medicaid and LaCHIP assistance line at 1-888-342-6207.

YOUR PROVIDERS

Picking a primary care provider

All Amerigroup members must have a family doctor. This doctor is called a primary care provider (PCP).

- Your PCP must be in the Amerigroup network unless you have other primary health insurance.
- Your PCP will give you a medical home. That means he or she will get to know you and your health history.
- Your PCP can help you get quality care.
- Your PCP will give you all of the basic health services you need. He or she will also send you to other doctors or hospitals when you need special medical services and behavioral health.

The name and phone number of your PCP are on your Amerigroup ID card.

You should have picked a PCP when you enrolled in Amerigroup. If you didn't choose a PCP, we assigned one to you who:

- Has given you care before based on claims history and/or a past association, is part of our network and is right for you based on your age and sex or
- Is assigned or was assigned to one of your current family members, is part of our network and is right for you based on your age or sex (If we do not find a PCP who was assigned to one of your family members, then we will assign one who is right for you based on your age and sex) and
- Is closest to where you live, based on required Medicaid guidelines

If we assign a PCP to you, we also look at your language needs if we know them.

If you are re-enrolled in Amerigroup, you will be assigned to the PCP you had before unless:

- You ask for a new PCP
- The PCP has termed or reached the highest number of patients he or she can see

Members who are expectant moms can choose a PCP for their newborns by calling our National Customer Care Center. If you do not choose a PCP for your newborn, we will assign one as stated above. If we assigned a PCP to you or you wish to change your PCP, you can pick a new one.

- Go to www.myamerigroup.com/LA for a current list of Amerigroup network providers.
- Call Member Services for help. We can also help you pick a PCP.

If you are already seeing a PCP, you can look in the provider directory to see if that provider is in our network. If so, you can tell us you want to keep that PCP. Your PCP can be any of the following, as long as he or she is in the Amerigroup network:

- Family or general practitioners
- Advance nurse practitioner
- Internists
- Pediatricians
- Obstetricians or gynecologists (for women when they are pregnant)
- Attending specialists (for members with a range of disabilities, or acute or chronic conditions)
- Federally Qualified Health Centers and Rural Health Clinics

Family members do not have to have the same PCP.

Second opinion

Amerigroup members have the right to ask for a second opinion about the use of any covered health care services. You can get a second opinion from a network provider or a non-network provider if a network provider is not available.

Ask your PCP to submit a request for you to have a second opinion. This is at no cost to you. Once the second opinion is approved:

- You will hear from your PCP
- Your PCP will let you know the date and time of the appointment
- Your PCP will also send copies of all related records to the doctor who will provide the second opinion

Your PCP will let you and Amerigroup know the outcome of the second opinion.

If you had a different primary care provider before you joined Amerigroup

You may have been seeing a PCP who is not in our network for an illness or injury before you joined Amerigroup. In some cases, you may be able to keep seeing this PCP for care while you pick a new PCP.

- Call Member Services to find out more.
- Amerigroup will make a plan with you and your providers. We will do this so we all know when you need to start seeing your new Amerigroup network PCP.

If your primary care provider's office moves, closes or leaves the Amerigroup network

Your PCP's office may move, close or leave the Amerigroup network. If this happens, we will:

- Call or send you a letter to tell you; in some cases, you may be able to keep seeing this PCP for care while you pick a new PCP; call Member Services to find out more about this
- Help you pick a new PCP if you ask us for help; call Member Services
- Send you a new ID card within 10 working days after you pick a new PCP

How to change your primary care provider

If you need to change your PCP, you may pick another PCP from the network. For a list of PCPs in our network, do one of the following:

- Look in the Amerigroup provider directory that came with your new member package.
- Go to www.myamerigroup.com/LA to view the provider directory online.
- Call Member Services for help at 1-800-600-4441.

When you ask to change your PCP:

- We can make the change the same day you ask for it.
- The change will be effective right away.
- You will get a new ID card in the mail within 10 working days after your PCP has been changed.

Call the PCP's office if you want to make an appointment. The phone number is on your Amerigroup ID card. If you need help, call Member Services. We will help you make the appointment.

If your primary care provider asks for you to be changed to another primary care provider

Your PCP may ask for you to be changed to another PCP. Your PCP may do this if:

- Your PCP does not have the right experience to treat you
- The assignment to your PCP was made in error (like an adult assigned to a child's PCP)
- You fail to keep your appointments
- You do not follow his or her medical advice over and over again
- Your PCP agrees that a change is best for you

If you want to go to a doctor who is not your primary care provider

If you want to go to a doctor who is not your PCP, talk to your PCP first. In most cases, your PCP needs to give you a referral so you can see another provider. This is done when your PCP cannot give you the care you need. In these cases, if you go to a provider that your PCP has not referred you to, the care you get may not be covered by Amerigroup.

Please read the section **Specialists** to learn more about referrals. Also, read the section **Services that do not need a referral** for more details.

Picking an obstetrician or gynecologist

Female members can see an Amerigroup network obstetrician and/or gynecologist (OB-GYN) for OB-GYN health needs. These services include:

- Well-woman visits
- Prenatal care
- Care for any female medical condition
- Family planning
- Referral to a special provider within the network

You do not need a referral from your PCP to see an OB-GYN. If you do not want to go to an OB-GYN, your PCP may be able to treat you for your OB-GYN health needs.

- Ask your PCP if he or she can give you OB-GYN care. If not, you will need to see an OB-GYN.
- Choose an OB-GYN from the list of OB-GYNs in the Amerigroup network. You can find the provider directory online at www.myamerigroup.com/LA.

While you are pregnant, your OB-GYN can be your PCP. Our nurses can help you decide if you should see your PCP or an OB-GYN. To speak with a nurse, call Amerigroup On Call at 1-866-864-2544. If you need help picking an OB-GYN, you can:

- Refer to the online Amerigroup provider directory
- Call Member Services

Specialists

Your PCP can take care of most of your health care needs, but you may also need care from other kinds of providers. Amerigroup offers services from many different kinds of providers who provide other medically needed care. These providers are called specialists because they have training in a special area of medicine. Examples of specialists are:

- Allergists (allergy doctors)

- Dermatologists (skin doctors)
- Cardiologists (heart doctors)
- Podiatrists (foot doctors)

Your PCP will refer you to a specialist in the network if he or she cannot give you the care you need.

In most cases, you need to have a referral from your PCP to see a specialist.

- Your PCP will give you a referral so you can see the specialist. The referral tells you and the specialist what kind of health care you need.
- Be sure to take the referral with you when you go to the specialist.

In a few cases, a referral is not needed. Read the section in this handbook **Services that do not need a referral** for more details.

Sometimes, a specialist can be your PCP. This may happen if you have a special health care need that is being taken care of by a specialist. If you believe you have special health care needs, you can talk to your PCP or call Member Services.

GOING TO THE PRIMARY CARE PROVIDER

Your first primary care provider appointment

You should call your primary care provider (PCP) to set up your first visit.

- Call your PCP for a wellness visit (a general checkup) within 90 days of enrolling in Amerigroup.
- If you have already been seeing the PCP who is now your Amerigroup network PCP, call the PCP to see if it is time for you to get a checkup. If it is, set up a visit with your PCP as soon as you can.
- If you want our help setting up your first visit, just call Member Services.

By finding out more about your health now, your PCP can take better care of you if you get sick.

How to make an appointment

It is easy to set up a visit with your PCP.

- Call the PCP's office. The phone number is on your Amerigroup ID card.
- Let the person you talk to know what you need (for example, a checkup or a follow-up visit).
- Tell the PCP's office if you are not feeling well. This will let them know how soon you need to be seen.

If you need help, call Member Services. We will help you make the appointment.

Wait times for appointments

We want you to be able to get care at any time. When your PCP's office is closed, an answering service will take your call. If it is not an emergency, someone should call you back within 30 minutes to tell you what to do. Talk to your PCP and set up an appointment. You will be able to see the PCP as follows.

Emergencies	
Emergencies	Upon arriving at the service site
Follow-up emergency room (ER) visits	According to ER attending provider's discharge orders

Visits to your primary care provider*	
Nonurgent sick care	Within 72 hours or sooner if medical condition worsens into an urgent or emergency condition
Routine, nonurgent or preventive care visits	Within six weeks
Urgent care	Within 24 hours
Visits to a specialist*	
Consults	Within one month of referral or as clinically stated
Visits for lab and X-ray services	
Regular appointments	Within three weeks
Urgent care or as clinically stated	Within 48 hours
Visits for initial prenatal care*	
Newly enrolled pregnant women within their first trimester	Within 14 days of request of postmark date on your new member welcome packet
Members who become pregnant	Within 42 days of request for an appointment
Newly enrolled pregnant women in the second trimester	Within seven days of postmark date on your new member welcome packet
Newly enrolled pregnant women in the third trimester	Within three days of postmark date on your new member welcome package
High-risk pregnancies	• Within three days of when Amerigroup or the member's maternity care provider identifies a pregnant member as high-risk • Immediately, if there is an emergency

*Same-day, medically needed appointments are also available.

When you go to your PCP's or specialist's office for your appointment, you should not have to wait more than 45 minutes to be seen, including time in the waiting room and examination room, unless your provider is delayed. Your PCP or specialist may be delayed if he or she needs to work in an urgent case. If this happens, you will be told right away. If your PCP or specialist expects the wait to be more than 90 minutes, you will be offered a new appointment.

What to bring when you go for your appointment

When you go to your PCP's office for your visit, be sure you bring:

- Your ID cards
- Any medicines you take now
- Any questions you may want to ask your PCP

If the appointment is for your child, be sure you bring your child's:

- ID cards
- Shot records
- Any medicine he or she takes now

How to cancel an appointment

If you make an appointment with your PCP and then cannot go:

- Call the PCP's office or call Member Services if you want us to cancel the appointment for you
  - Try to call at least 24 hours before you are supposed to be there.
  - This will let someone else see the PCP at that time.
- Tell the office to cancel the visit
- Make a new appointment when you call

If you do not call to cancel your PCP visits over and over again, your PCP may ask for you to be changed to a new PCP.

How to get to a doctor's appointment or to the hospital

Members age 16 and older can call LogistiCare toll free for help with getting a ride to medically needed appointments and treatments. Call:

- 1-866-430-1101 for reservations
- 1-866-430-1116 for ride assistance

You can also call Member Services for help. These services can be in or out of the community where you live.

If you have an emergency and need transportation, call 911 for an ambulance.

- Be sure to tell the hospital staff you are an Amerigroup member.
- Get in touch with your PCP as soon as you can so your PCP can:
  - Arrange your treatment
  - Help you get the needed hospital care

Disability access to Amerigroup network providers and hospitals

Amerigroup network providers and hospitals help members with disabilities get the care they need. Members who use wheelchairs, walkers or other aids may need help getting into an office. If you need a ramp or other help:

- Make sure your provider's office knows this before you go there. This will help them be ready for your visit.
- Call Member Services if you want help talking to your doctor about your special needs.

WHAT DOES MEDICALLY NECESSARY MEAN?

Your primary care provider (PCP) will help you get the services you need that are medically necessary as defined below.

Medically necessary services mean health services that are:

- In keeping with generally accepted professional medical principles
- Thought by most physicians (or other licensed practitioners) within the community of their professional organizations to be the standard of care
- Needed to diagnose, correct, cure, ease or prevent the decline of a condition or conditions that endanger life; cause suffering or pain; or have resulted or will result in a handicap, physical deformity or failure

- Not more costly than another service or sequence of services that are at least as likely to give equal healing or diagnostic results to the diagnosis or treatment of that patient's illness, injury or disease
- Specific and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment
- Neither more nor less than what the receiver needs at a certain point in time

The following are excluded from Medicaid coverage and deemed not medically necessary:

- Experimental services
- Investigational services
- Non-Food and Drug Administration (FDA) approved services
- Cosmetic services

The Amerigroup medical director, in talking with the Medicaid medical director, may decide to approve services on a case-by-case basis.

UTILIZATION MANAGEMENT NOTICE

All utilization management (UM) decisions are based solely on a member's medical needs and the benefits offered. The Amerigroup policies do not support the under use of services through our UM decision guide. Practitioners and others involved in UM decisions do not receive any type of reward for denial of care or coverage.

YOUR HEALTH CARE BENEFITS

Your covered services

Below is a summary of the health care services and benefits Bayou Health covers when you need them. Your primary care provider (PCP) will either:

- Give you the care you need
- Refer you to a provider who can give you the care you need

In some cases, your PCP may need to get prior approval from Amerigroup before you can receive a benefit. Your PCP will work with us to get approval.

If you have a question or are not sure if we offer a certain benefit or if there are coverage limits, you can call Member Services for help.

Below is a list of the services covered under Amerigroup.

Covered services	Coverage limits
Ambulatory surgical services	Covered services include these medically needed services and treatment provided on an outpatient basis: • Preventive • Diagnostic • Therapeutic • Rehab • Palliative care

Covered services	Coverage limits
Audiology services	Covered services for persons with speech, hearing and language disorders, given by or under the guidance of an audiologist, include: • Diagnostic • Preventive • Corrective
Ancillary medical services	Covered services include support services, other than room and board, given to hospital patients in the course of care, such as lab, radiology and physical therapy services.

Basic behavioral health services	Covered basic behavioral health services include but are not limited to:
	• Screening, prevention, early intervention, medication management and referral services given in your PCP's or practitioner's office, including:
	  – Complete health and development history screening, as covered under Early Periodic Screening, Diagnosis and Treatment (EPSDT) services, to assess both physical and mental health
	  – Outpatient, non-psychiatric hospital services, based on medical need
	  – Behavioral health services for members whose need for these services is second to a primary medical condition in any given event of care
	• Inpatient hospital services based on medical need, including:
	  – Acute medical detox treatment that provides 24-hour non-surgical medical care for acute intoxication and/or conditions that threaten a person's life
	  ▪ This treatment is given under the guidance of a physician in a hospital or other equipped medical setting
	  ▪ Continued services are offered to persons with an alcohol and/or drug-related crisis
	  – Maternity services, which include:
	  ▪ Coverage for a hospital stay after a normal vaginal delivery for no less than 48 hours for the mother and newborn child
	  ▪ Coverage for a hospital stay after a Cesarean section for no less than 96 hours for the mother and newborn child
	• Emergency room services for an emergency medical condition
	  – An emergency is when you need to get care right away; if you do not get it, it could cause very serious harm to your body; this means that someone with an average knowledge of health and medicine can tell the problem may threaten your life or cause serious harm to your body or harm your

Covered services	Coverage limits
	unborn child if you are pregnant Certain limits apply. Prior approval may be required for nonemergency services.
Chiropractic services	Covered services include medically needed chiropractic services for Medicaid members under age 21 referred to a chiropractor as part of an EPSDT checkup. Certain limits apply. Prior approval may be required.
Clinic services (other than hospitals)	Covered services include diagnostic, preventive, therapeutic, rehab or palliative items or services that are given both: • On an outpatient basis • By or under the guidance of a physician in a facility that is not part of a hospital (e.g., mental health clinics, prenatal health care clinics and family planning clinics)
Clinical lab services, diagnostic testing and radiology services	Covered services include: • Inpatient and outpatient diagnostic testing, and radiology services – Ordered or given by a network or non-network provider as required • Clinical lab services and mobile X-rays for members who cannot leave their home without special transport or help to be able to get PCP-ordered lab services and X-rays Certain limits apply. Prior approval may be required.
Communicable disease services	Covered services include services to help control and prevent diseases such as: • Tuberculosis (TB) • Sexually transmitted diseases (STD) • Human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS) infection Amerigroup network providers will report all cases of TB, STD and HIV/AIDS infection to the DHH Office of Public Health: • Within 24 hours of notice or • From the date of service The Office of Public Health will: • Promote care management • Help ensure patient privacy in line with state and federal laws
Durable medical equipment (DME)	Covered services include medically needed DME, appliances and assistive devices, which include but are not limited to: • Hearing aids • Disposable incontinence supplies and enteral formula Certain limits apply. Prior approval may be required.

Covered services	Coverage limits
Early and Periodic Screening, Diagnosis and Treatment (EPSDT)/well-child visits The EPSDT service is a complete and preventive child health program for Medicaid members under age 21. The EPSDT program covers screenings and diagnostic services to decide health care needs and other measures to correct or improve • Physical or mental defects • Chronic conditions	Covered services include: • Complete medical screens, including: – Complete health and development history with assessment for both physical and mental health development – Complete physical exam – Proper immunizations (shots) according to age and health history – Lab tests, including lead blood level assessment – Health education – Vision screening – Hearing screening – Dental screenings • Other needed health care or diagnostic screens or exams Certain limits apply.
Emergency dental services	Covered services include lab or radiology services that may be required to: • Treat an emergency • Provide surgical services related to an emergency
Emergency medical services An emergency is when you need to get care right away; if you do not get it, it could cause very serious harm to your body. This means that someone with an average knowledge of health and medicine can tell the problem may threaten your life or cause serious harm to your body or harm your unborn child if you are pregnant.	Covered services include emergency services given by a network or out-of-network provider under these conditions: • You have an emergency medical condition; this includes cases in which the absence of getting medical care right away would not have had the outcome defined as an emergency medical condition or • Amerigroup tells you to get emergency services The attending emergency physician or the provider treating you will decide when you are stable for transfer or discharge. Prior approval is not required.
End-stage renal disease services	These services are covered for eligible child and adult members. Certain limits apply. Prior approval may be required.
Eye care and vision services	Covered services include vision services for members ages 0-20 that: • Are given by a licensed network ophthalmologist or optometrist • Conform to accepted methods of screening, diagnosis and treatment of: – Eye ailments – Visual impairments or conditions Certain limits apply. Prior approval may be required.
Family planning services	Family planning services are covered for members of childbearing age who choose to delay or prevent pregnancy. Services include:

Covered services	Coverage limits
	• Medical history and physical exam • Annual physical assessment; no-prescribed methods can be seen every two years • Lab tests performed as part of an initial or regular follow-up visit or exam for the purpose of family planning: – Pap smears – Gonorrhea and chlamydia testing – Syphilis serology – HIV testing – Rubella titer • Education – Reproductive anatomy and physiology – Fertility regulation – STD transmission • Counseling – to help make an informed decision • Method counseling – to give results of history and physical exam, means of action, and the side effects and possible complications • Special counseling (when stated) – pregnancy planning and management, sterilization, genetics and nutrition • Pregnancy diagnosis, counseling and referral Members do not need a referral for family planning services. Members may choose a network or non-network provider. See the section **Family planning services** under the heading **Special kinds of health care** for more details.
Federally Qualified Health Centers	Access to covered services offered through a Federally Qualified Health Center (FQHC) are covered if you: • Live in the service area of the FQHC • Request these services We will cover access to covered services offered through a non-network FQHC if a network FQHC is not in the service area where you live. Amerigroup covers all behavioral health services given at an FQHC. Certain limits apply. Prior approval may be required.
Home health extended services	For eligible members from ages 0-20
Home health services	This covered service offers part-time or alternate care for members who do not need hospital care. • The service is given under the direction of a physician to keep a member from: – Going back in the hospital – Being institutionalized

Covered services	Coverage limits
	• The service may also include: – Skilled nursing – Therapies – Supplies and home health aide services
Inpatient hospital services	Covered services include: • A semiprivate room for: – Routine care – Surgical care – Obstetrics and newborn nurseries – Behavioral health emergency and/or crisis services A private inpatient room is covered if a member's medical condition requires isolation. • Nursing services • Dietary services • Ancillary services, such as: – Lab – Radiology – Pharmacy – Medical supplies – Blood and blood by-products
Lab and X-ray services	Services include medically needed lab and radiology services ordered by an Amerigroup network doctor. These services are also part of emergency care.
Medicines	Amerigroup has a list of commonly prescribed drugs. Your or your child's PCP or specialist can choose from this list of drugs to help you get well. This list is called a Preferred Drug List (PDL). It is part of the Amerigroup formulary. The covered medicines on the PDL include prescriptions and certain over-the-counter medicines. • All Amerigroup network providers have access to this drug list. • Your or your child's PCP or specialist should use this list when he or she writes a prescription. • Certain medicines on the Amerigroup PDL need prior approval. • All medicines that are not listed on the Amerigroup PDL need prior approval. Here's a list of things to remember: • Amerigroup covers up to a 30-day supply of prescriptions. • You can get prescriptions filled at Amerigroup network pharmacies. • The Amerigroup pharmacy network includes most major pharmacy chains and many independent community pharmacies.

Covered services	Coverage limits
Medical transportation services	Covered services include medical transportation for: • Emergencies • Nonemergencies if you need a ride to and from a provider's office to get covered services If you have an emergency, you should call **911** or go to the nearest hospital emergency room right away. If you want advice, call your PCP or Amerigroup On Call at 1-866-864-2544. If you need nonemergency transportation, call LogistiCare at 1-866-430-1101 to set up a ride.
Nurse midwife services	These services are covered for eligible child and adult members. Certain limits apply. Prior approval may be required.
Organ transplant and related services	These services are covered for members diagnosed with certain medical conditions. Services include: • Reviewing pretransplant inpatient or outpatient needs • Searching for donors • Choosing and getting organs/tissues • Preparing for and performing transplants, including: – Heart – Bone marrow – Kidney – Small bowel – Liver – Pancreas – Lung • Outpatient follow-up care Certain limits apply. Prior approval may be required.
Outpatient hospital services	Covered services include: • Any of the above inpatient services that can be properly given on an outpatient or ambulatory basis, such as: – Lab – Therapies – Radiology – Ambulatory surgery • Observation services, if needed to decide whether a member should be admitted for inpatient care Certain limits apply. Prior approval may be required.
Physician services	Covered services include services performed in a physician's office such as: • Medical assessments • Treatments • Surgical services Services must be given by licensed allopathic or osteopathic physicians. Certain limits apply. Prior approval may be required.
Podiatry services	These services are covered for eligible child and adult members.

Covered services	Coverage limits
	Certain limits apply. Prior approval may be required.

Poststabilization care services	Poststabilization services are covered if:
	• Care is received within or outside the Amerigroup network of providers and preapproved by Amerigroup
	• Care is received within or outside the Amerigroup network of providers but is not preapproved by Amerigroup because:
	  – Services are given to keep a member's condition stable within one hour of asking Amerigroup for preapproval of more services
	  – Services are given to maintain, improve or resolve a member's stabilized condition, and:
	  ▪ We do not respond to a request for prior approval within one hour
	  ▪ The treating physician cannot get in touch with Amerigroup
	  ▪ Amerigroup and the treating physician cannot agree on the member's care and a network physician is not on hand for consult; if this happens, we will:
	  • Give the treating physician the chance to consult with a network physician
	  • Let the treating physician still give care until a network physician is reached or one of the following occurs:
	  – A network physician with privileges at the treating hospital becomes responsible for the member's care
	  – A network physician becomes responsible for the member's care through transfer
	  – Amerigroup and the treating physician reach an agreement on the member's care
	  – The member is discharged
	If your PCP or another network provider tells you to get emergency care in or out of the Amerigroup network, we will cover:
	• The screening exam
	• Other medically needed emergency services
	• Emergency medical transport, including hospital-to-hospital ambulance transport for a behavioral health condition
	
	We will cover these services even if your condition does not qualify as an emergency. Prior approval is not required.

Pregnancy-related services	**Prenatal care services** Covered services include: • Offering direct access to routine OB-GYN services within the Amerigroup network; the OB-GYN will contact the member's PCP to let the PCP know:

Covered services	Coverage limits
	– These services are being given – The OB-GYN will manage this care with the PCP • Arranging a risk assessment for all pregnant members • Ensuring high-risk pregnant members in need of further assessment or care have access to maternal fetal medicine specialists • Ensuring the PCP or OB-GYN counsels a pregnant member about plans for her child, such as: – Choosing the family practitioner or pediatrician who will perform the newborn exam – Choosing a PCP to give follow-up pediatric care to the child once the child is enrolled in Bayou Health – Letting her know about the Women, Infants and Children (WIC) program to help her take good care of her health and eat healthy foods – Learning about the Text4Baby program, a free mobile health service that gives health information through text messages to pregnant women and new mothers during their babies' first year **Maternity services** Covered services include: • Coverage for a hospital stay after a normal vaginal delivery for no less than 48 hours for the mother and newborn child • Coverage for a hospital stay after a Cesarean section for no less than 96 hours for the mother and newborn child **Postpartum care services** Covered services include: • Postoperative care visit after a C-section delivery • Postpartum care visit between 3-8 weeks after delivery • Electric breast pump for mothers who wish to breast feed but are not able to due to the mother's or infant's medical condition If needed, long-term electric breast pump needs are covered by renting a hospital-grade electric breast pump. **Preconception/interconception care** Covered services for fertile women of reproductive age include ensuring the member's PCP or OB-GYN: • Discusses the member's plan for future pregnancy on an annual basis during routine OB-GYN care • Offers family planning and/or interconception health services based on the member's desire for future pregnancy • Helps the member achieve her plan with the best health status

Covered services	Coverage limits
	in the short-term
Private duty nursing services	These services are covered for eligible child and adult members. Certain limits apply. Prior approval may be required.
Rehabilitation therapy services	Covered services include: • Physical therapy • Occupational therapy • Speech therapy These therapies must: • Be prescribed by your PCP or attending physician for an acute condition • Make it possible for you to improve as a result of rehab
Respiratory therapy services	These services are covered on an inpatient or outpatient basis. Services must be: • Prescribed by your PCP or attending physician • Needed to restore, maintain or improve respiratory function
Rural Health Clinic services	Access to covered services offered through a Rural Health Clinic (RHC) are covered if you: • Live in the service area of the RHC • Request these services We will cover access to covered services offered through a non-network RHC if a network RHC is not on hand in the service area where you live. All behavioral health services given at an RHC are covered. Certain limits apply. Prior approval may be required.
School-based health clinic services	Covered services include those Medicaid services offered within school setting to Medicaid-eligible children under age 21. We will work with school-based providers and Amerigroup providers to support: • Case management • Referrals Members may get these services without a referral.
Women's health services	**OB-GYN services** Covered services for female members include: • A minimum of two routine annual visits; the second visit must be based on medical need • Follow-up treatment given within 60 days after either routine visit if the care relates to: – A condition diagnosed or treated during the visits – A pregnancy

Covered services	Coverage limits
	Abortion services Services are restricted to these reasons: • A physician has found and confirms in writing that, on the basis of his or her judgment, the life of the pregnant woman would be in danger if the fetus were carried to term • In the case of ending a pregnancy due to rape or incest, these requirements must be met: – The member must report the act to a law enforcement official unless the treating physician confirms in writing that, in his or her expert opinion, the victim was not physically or psychologically able to report the rape or incest – The report of the act to the law enforcement official or the treating physician's statement that the victim was not able to report the rape or incest must be submitted to Amerigroup – The member must confirm that the pregnancy is the result of rape or incest; this certification must be witnessed by the treating physician - The Office of Public Health Certification of Informed Consent – Abortion form must be witnessed by the treating physician; the provider must attach this form to their claim form **Hysterectomies** Hysterectomies are covered when they are nonelective and medically needed; the following requirements must be met: • The person or her representative must be told orally and in writing that this procedure will leave the person unable to reproduce • The person or her representative, if any, must sign and date an Acknowledgement of Receipt of Hysterectomy Information form prior to the hysterectomy; this must be obtained despite diagnosis or age – This form can be submitted after surgery **only if** it clearly states the patient was told before surgery that she would be left unable to reproduce. – This form is not required if the person was sterile prior to the hysterectomy. Required a hysterectomy due to a life-threatening emergency and the physician decided prior acceptance was not possible **Sterilization** Sterilization means a medical procedure, treatment or operation that causes a person to no longer be able to reproduce;

Covered services	Coverage limits
	requirements include: • The person to be sterilized must give informed consent not less than 30 full calendar days (or not less than 72 hours in the case of a premature delivery or abdominal surgery), but not more than 180 calendar days before the date of the sterilization • A new consent form is required if 180 days have passed before the surgery is given The consent for sterilization cannot be obtained while the patient is in the hospital for labor, childbirth, abortion, or under the influence of alcohol or other substances that affects a patient's awareness. • The person to be sterilized: – Must be at least 21 years old at the time consent is received – Must be mentally competent – Must not be in an institution (i.e., not involuntarily confined or kept under a civil or criminal status in a correctional or rehab facility or confined in a mental hospital or other facility for the care and treatment of mental illness) – Has given informed consent on the approved Sterilization Consent Form

Extra Amerigroup benefits

Amerigroup covers extra benefits eligible members cannot get from fee-for-service Medicaid. These extra benefits are called value-added services. We offer the following:

- Taking Care of Baby and Me® program – Offers pregnant moms educational materials and up to $65 in gift cards for completing prenatal care and a postpartum checkup
- Weight loss program for adults – Gives eligible members the chance to attend Weight Watchers meetings and learn how to live healthier lives; the first four meetings are free
- SafeLink cell phone minutes and health text messages – Offers an extra 100 minutes of cell phone time for eligible members who choose to receive free health information text messages
- Online quit smoking program – Includes a full range of nicotine replacement therapy products, as well as coaching and support services
- Respite care for caregivers – Offers eight hours of respite services each month for caregivers of members who receive personal assistance services
- Amerigroup On Call – gives you access to licensed nurses who can answer questions about your health 24 hours a day, 7 days a week, 365 days a year
- Personal website for members who have an illness – Allows you to update your health status and gives family and friends the chance to leave encouraging messages
- Health A to Z – Offers an online health and information site, with a symptom checker, health encyclopedia and support groups
- Hypoallergenic bedding – Offers members diagnosed with asthma a one-time $100 benefit towards the purchase of any hypoallergenic bedding

- Entertainment discount coupons – Gives members discount coupons to top local and online retailers
- Personal Disaster Kit – Offers a Personal Disaster Kit to members who complete the online Personal Disaster Plan

We give you these benefits to help keep you healthy.

SERVICES COVERED UNDER THE LOUISIANA STATE PLAN OR FEE-FOR-SERVICE MEDICAID

Some services are covered by the Louisiana State Plan or fee-for-service Medicaid instead of Amerigroup. These services are called carved-out services.

Even though we do not cover these services, your Amerigroup PCP or specialist will:

- Provide all required referrals
- Assist in setting up these services

These services will be paid for by the Louisiana Department of Health and Hospitals (DHH) on a fee-for-service basis. Carved-out benefits include:

- Services given through the DHH Early Steps program
- Hospice services
- Intermediate Care Facility/Developmentally Disabled services
- Personal care services (EPSDT and Long-Term Personal Care services)
- Nursing facility services
- School-based Individualized Education Plan services given by a school district and billed through the intermediate school district or school-based services funded with certified public expenditures
- All home- and community-based waiver services
- Specialized behavioral health services
- Targeted case management services, including nurse family partnership

For details on how and where to access these services, call the Louisiana DHH at 1-888-342-6207. Copays may apply for certain services.

PRIOR AUTHORIZATIONS

Some Amerigroup services and benefits require prior approval. This means that your provider and/or you must ask Amerigroup to approve those services or benefits before you get them.

These services do not require prior approval:

- Emergency services
- Poststabilization services
- Urgent care
- Family planning services

CASE MANAGEMENT

Amerigroup covers case management for members eligible for Bayou Health services. Through this process, a case manager will work with you and your family (or a representative) to review your strengths and needs. The review should result in a service plan that:

- You, your family or representative, and case manager agree on
- Meets your medical, functional, social and behavioral health needs in the most unified setting

The case manager can help with:

- Assessing your health care needs
- Developing a plan of care
- Giving you and your family the information and training needed to make informed decisions and choices
- Giving providers the information they need about any changes in your health to help them in planning, delivering and monitoring services

To collect and assess this information, your case manager will conduct phone interviews or home visits with you or your representatives. To complete the assessment, the case manager will also get information from your primary care provider (PCP) and specialists and other sources to set up and decide your current medical and nonmedical service needs.

You can also call Member Services if you think you need case management services. We will refer you to our Case Management department.

SERVICES THAT DO NOT NEED A REFERRAL

It is always best to ask your primary care provider (PCP) for a referral for any Amerigroup service. But you can get these services without a referral from your PCP.

- Preventive and routine services from an Amerigroup network OB-GYN provider, including physicians, physician assistants and nurse practitioners within the scope of their practice
- Special health care needs that require a special course of treatment or need to be checked on a regular basis
- EPSDT services
- Routine shots
- Screening or testing for sexually transmitted diseases including HIV
- Emergency care

NEW TECHNOLOGY

Amerigroup has a process to consider new technology or new uses for current technology for coverage. Call Member Services to get more information about this process.

DIFFERENT TYPES OF HEALTH CARE

Routine, urgent and emergency care: What is the difference?

Routine care
In most cases when you are not feeling well and need medical care, you call your primary care provider (PCP) to make an appointment. Then you go to see your PCP. This type of care is known as **routine care**. Some examples are:

- Most minor illnesses and injuries
- Regular checkups

You should be able to see your PCP within six weeks for routine care.

But this is only part of your PCP's job. Your PCP also takes care of you before you get sick. This is called **wellness care**. See the **Wellness care for children and adults** section in this handbook.

Urgent care
Some injuries and illnesses are not emergencies but can turn into emergencies if they are not treated within 24 hours. This type of care is called **urgent care**. Some examples are:

- Throwing up
- Minor burns or cuts
- Earaches
- Headaches
- Sore throat
- Fever over 101 degrees Fahrenheit
- Muscle sprains/strains

If you need urgent care:

- Call your PCP. Your PCP will tell you what to do.
- Follow your PCP's instructions. Your PCP may tell you to go to:
  - His or her office right away
  - Some other office to get immediate care
  - The emergency room at a hospital for care; see the next section about emergency care for more details

You can also call Amerigroup On Call at 1-866-864-2544 if you need advice about urgent care. You should be able to see your PCP within 24 hours for an urgent care appointment.

Emergency care
What is an emergency? An emergency is when you need to get care right away. If you don't get it, it could cause your death. It could cause very serious harm to your body.

This means that someone with an average knowledge of health and medicine can tell the problem may threaten your life or cause serious harm to your body or harm your unborn child if you are pregnant. Here are some examples of problems that are most likely emergencies:

- Trouble breathing
- Chest pains
- Loss of consciousness
- Very bad bleeding that does not stop
- Very bad burns

- Shakes called convulsions or seizures

If you have an emergency, call 911 or go to the nearest hospital emergency room.
You should be able to see a physician right away.

If you want advice about emergency care, such as where to go for care, call your PCP or Amerigroup On Call at 1-866-864-2544. Medical emergencies do not need prior approval by Amerigroup.

After you visit the emergency room:
- Call your PCP as soon as you can.
- If you cannot call, have someone else call for you.

Your PCP will give or set up any follow-up care you need. This is called **poststabilization care**. You get these services to help keep your condition stable. These services do not need prior approval by Amerigroup.

How to get health care when your primary care provider's office is closed

Except in the case of an emergency (see previous section) or when you need care that does not need a referral, you should always call your primary care provider (PCP) **first** before you get medical care. If you call your PCP's office when it is closed, leave a message with your name and a phone number where you can be reached. If it is not an emergency, someone should call you back within 30 minutes to tell you what to do. You may also call Amerigroup On Call 24 hours a day, 7 days a week for help.

If you think you need emergency services (see previous section), call 911 or go to the nearest emergency room right away.

How to get health care when you are out of town

- If you need emergency services when you are out of town or outside of Louisiana,* go to the nearest hospital emergency room or call 911.
- If you need urgent care:
  - Call your PCP. If your PCP's office is closed, leave a phone number where you can be reached. Your PCP or someone else should call you back within 30 minutes.
  - Follow your PCP's instructions. You may be told to get care where you are if you need it right away.
  - Call Amerigroup On Call if you need help.
- If you need routine care like a checkup:
  - Call your PCP.
  - Call Amerigroup On Call if you need help.

***If you are outside of the United States and get health care services, they will not be covered by Amerigroup or fee-for-service Medicaid.**

How to get health care when you cannot leave your home

If you cannot leave your home, we will find a way to help take care of you. Call Member Services right away. We will put you in touch with a case manager who will help you get the medical care you need.

WELLNESS CARE FOR CHILDREN AND ADULTS

All Amerigroup members need to have regular wellness visits with their primary care provider (PCP). During a wellness visit, your PCP can see if you have a problem. If you do, your PCP can help you before it is a bad problem.

When you become an Amerigroup member:

- Call your PCP.
- Make your first appointment within 90 days.

Wellness care for children

Why well-child visits are important for children

Children need more wellness visits than adults. These wellness visits for children are for anyone in Medicaid that is under 21 years old. Babies need to:

- See their PCP at least seven times by the time they are 12 months old
- Go more times if they get sick

Your child may have special needs or an illness like asthma or diabetes. If so, one of our case managers can help your child get checkups, tests and shots.

Your child can get checkups from his or her PCP or any Amerigroup network provider. You do not need a referral for these visits.

At these wellness visits, your child's PCP will:

- Make sure your baby is growing well
- Help you care for your baby, talk to you about what to feed your baby and how to help your baby go to sleep
- Discuss how your baby grows and develops at different stages and what you can do to help and how to prevent childhood accidents and diseases
- Answer questions you have about your baby
- See if your baby has any problems that may need more health care
- Give your baby shots that will help protect him or her from illnesses

When your child should get wellness visits

Well-child care in your baby's first year of life

The first well-child visit will be in the hospital. This happens right after the baby is born. For the next seven visits, you must take your baby to his or her PCP's office.

Set up a visit with the doctor when the baby is:

- Between 3-5 days old
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old

Well-child care in your baby's second year of life

Starting in your baby's second year of life, he or she should see the doctor at least four more times:

- 15 months
- 18 months
- 24 months
- 30 months

Well-child care for children ages 3 through 20

Your child should see the doctor again at ages 3, 4 and 5. Be sure to set up these visits. It is important to take your child to his or her PCP when scheduled.

From ages 6 through 20, your child should see his or her PCP at least one time each year for a well-child checkup.

Blood lead screening

Your child's PCP will begin to screen your child for lead poisoning at every well-child visit. Your child's PCP will give your child a blood lead test at 12 and 24 months unless your child's PCP decides it should be done at other times. Your child's PCP will also give your child blood lead tests between 3 and 6 years of age if he or she has not been tested before.

Your child's PCP will take a blood sample by pricking your child's finger or taking blood from his or her vein. The test will tell if your child has lead in his or her blood.

Vision screening

Your child's PCP should check your child's vision at every well-child visit.

Hearing screening

Your child's PCP should check your child's hearing at every well-child visit.

Dental screening

Your child's PCP should check your child's teeth and gums as part of each well-child visit. Children should start seeing a dentist when they get their first tooth or before their first birthday. Your child should then keep seeing a dentist every six months.

Immunizations (shots)

It is important for your child to get shots on time. Follow these steps:

1) Take your child to the doctor when his or her PCP says a shot is needed.
2) Use the table below as a guide to help you keep track of the vaccines your child needs.

IMMUNIZATION (SHOT) SCHEDULE FOR CHILDREN

AGE ➡ VACCINE ⬇	Birth	1 mo	2 mo	4 mo	6 mo	12 mo	15 mo	18 mo	19-23 mo	2-3 years	4-6 years	7-10 years	11-12 years	13-18 years
Hepatitis B	HepB	HepB			HepB							HepB Series if not given		
Rotavirus			Rota	Rota	Rota if needed									
Diphtheria, Tetanus, Pertussis			DTaP	DTaP	DTaP		DTaP				DTaP		Tdap	Tdap if not given
Haemophilus influenzae type b			Hib	Hib	Hib if needed	Hib								
Pneumococcal			PCV	PCV	PCV	PCV				PPSV if high-risk		PPSV if high-risk		
Inactivated Poliovirus			IPV	IPV	IPV						IPV	IPV Series if not given		
Influenza					Influenza (Yearly)						Influenza (Yearly)			
Measles, Mumps, Rubella						MMR					MMR	MMR Series if not given		
Varicella						Varicella					Vari-cella	Varicella Series if not given		
Hepatitis A						HepA (2 doses)				HepA Series if high-risk				
Meningococcal										MCV4 if high-risk			MCV4	MCV4 if not given
Human Papillomavirus													HPV (3 doses) (for females)	HPV Series if not given

Wellness care for adults

WELLNESS VISITS SCHEDULE FOR ADULT MEMBERS		
Males and females of all ages		
Exam type	**Who needs it?**	**How often?**
Blood pressure check	Members age 18 and over	Every 2 years if 120/80 or below
	High blood pressure is 140/90 or higher	Every year if 120/80 or higher
Cholesterol screening	At-risk members age 20 and over	As recommended by your PCP
Diabetes screening	At-risk members	As recommended by your PCP
Colorectal cancer (CRC) screening	Members age 50 and over	As recommended by your PCP
	At-risk members: May need to begin screenings before age 50	
Other cancer screenings	Based on members' personal health history	As recommended by your PCP
Depression	Members should talk to their PCP if they have been feeling down or sad	Ask for a referral
Problem drinking and substance abuse screening	Members should share any history of drug or alcohol with their PCP	Ask for a referral
Females		
Pap test	Women under age 21 who are sexually active	Every 1-3 years
	Ages 21-65	Every 1-3 years
Chlamydia test	Women under age 24 who are sexually active	As recommended by your PCP
Mammogram	Most doctors recommend a mammogram screening every 1-3 years	As recommended by your PCP
Osteoporosis testing	Women under age 65	As recommended by your PCP
	Age 65 and older	At least once
Males 50-65 and older		
Screening for sexually transmitted diseases	At-risk men	As recommended by your PCP
Screening for Abdominal aortic aneurysm	Men ages 65-75 who have ever smoked	One-time screening

When you or your child misses one of your wellness visits

If you or your child does not get a wellness visit on time:

- Set up a visit with the PCP as soon as you can.
- Call Member Services if you need help setting up the visit.

If your child has not visited his or her PCP on time, Amerigroup will send you a postcard reminding you to make your child's wellness appointment.

SPECIAL KINDS OF HEALTH CARE

Special care for pregnant members

Taking Care of Baby and Me® is the Amerigroup program for all pregnant members. It is very important to see your primary care provider (PCP) or OB-GYN for care when you are pregnant. This kind of care is called **prenatal care**. It can help you have a healthy baby. Prenatal care is always important even if you have already had a baby. With our program, members receive health information and up to $65 in gift cards for getting prenatal and postpartum care.

Our program also helps pregnant members with complicated health care needs. Nurse case managers work closely with these members to provide:

- Education
- Emotional support
- Help in following their doctor's care plan

Our nurses also work with doctors and help with other services members may need. The goal is to promote better health for members and the delivery of healthy babies.

When you become pregnant

If you think you are pregnant:

- Call your PCP or OB-GYN doctor right away. You do not need a referral from your PCP to see an OB-GYN doctor.
- Call Member Services if you need help finding an OB-GYN in the Amerigroup network.

When you find out you are pregnant, you must also call Amerigroup Member Services.

We will send you a pregnancy education package. It will include:

- A letter welcoming you to the Taking Care of Baby and Me program
- A self-care book with information about your pregnancy; you can also use this book to write down things that happen during your pregnancy
- The Taking Care of Baby and Me reward program brochures; it tells you how to get your gift cards for getting prenatal care
- A helpful tips brochure with information on:
  - Enrolling in Text4Baby – a free text-messaging service
  - Centering pregnancy group visits
  - Delivering a full-term baby
  - Getting a flu shot – when to get one

While you are pregnant, you need to take good care of your health. You may be able to get healthy food from the Women, Infants and Children Program (WIC). Member Services can give you the phone number for the WIC program close to you. Just call us.

When you are pregnant, you must go to your PCP or OB-GYN at least:

- Every four weeks for the first six months
- Every two weeks for the seventh and eighth months
- Every week during the last month

Your PCP or OB-GYN may want you to visit more than this based on your health needs.

When you have a new baby

When you deliver your baby, you and your baby may stay in the hospital at least:

- Forty-eight hours after a vaginal delivery
- Seventy-two hours after a Cesarean section (C-section)

You may stay in the hospital less time if your PCP or OB-GYN and the baby's provider see that you and your baby are doing well. If you and your baby leave the hospital early, your PCP or OB-GYN may ask you to have an office or in-home nurse visit within 48 hours.

After you have your baby, you must:

- Call Amerigroup Member Services as soon as you can to let your care manager know you had your baby. We will need to get details about your baby.

After you have your baby

Amerigroup will send you the Taking Care of Baby and Me postpartum education package after you have your baby. It will include:

- A letter welcoming you to the postpartum part of the Taking Care of Baby and Me program
- A baby-care book with information about your baby's growth; you can also use this book to write down things that happen during your baby's first year
- Taking Care of Baby and Me reward program brochure about going to your postpartum visit
- A brochure about postpartum depression

Disease Management Centralized Care Unit

Amerigroup has a Disease Management Centralized Care Unit (DMCCU) program. A team of licensed nurses and social workers, called DMCCU care managers, educate you about your condition and help you learn how to manage your care. Your primary care provider (PCP) and our team of DMCCU care managers will assist you with your health care needs.

DMCCU care managers provide support over the phone for members with:

- Asthma
- Bipolar disorder
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Diabetes
- HIV/AIDS
- Hypertension
- Major depressive disorder
- Obesity
- Schizophrenia
- Transplants

DMCCU care managers work with you to create health goals and help you develop a plan to reach them. As a member in the program, you will benefit from having a care manager who:

- Listens to you and takes the time to understand your specific needs
- Helps you create a care plan to reach your health care goals
- Gives you the tools, support and community resources that can help you improve your quality of life
- Provides health information that can help you make better choices
- Assists you in coordinating care with your providers

As an Amerigroup member enrolled in the DMCCU program, you have certain rights and responsibilities.

You have the right to:

- Have information about Amerigroup; this includes all Amerigroup programs and services as well as our staff's education and work experience; it also includes contracts we have with other businesses or agencies
- Refuse to take part in or disenroll from programs and services we offer
- Know which staff members arrange your health care services and who to ask for a change
- Have Amerigroup help you to make choices with your doctors about your health care
- Learn about all DMCCU-related treatments; these include anything stated in the clinical guidelines, whether covered by Amerigroup or not; you have the right to discuss all options with your doctors
- Have personal and medical information kept private under HIPAA; know who has access to your information; know what Amerigroup does to keep it private
- Be treated with courtesy and respect by Amerigroup staff
- File a complaint with Amerigroup and be told how to make a complaint; this includes knowing about the Amerigroup standards of timely response to complaints and resolving issues of quality
- Get information that you can understand

You are encouraged to:

- Listen to and know the effects of accepting or rejecting health care advice
- Provide Amerigroup with information needed to carry out our services
- Tell Amerigroup and your doctors if you decide to disenroll from the DMCCU program

If you have one of these conditions or would like to know more about our DMCCU, please call 1-888-830-4300, Monday through Friday from 8 a.m. to 5 p.m. Central time. Ask to speak with a DMCCU care manager. You can also visit our website at www.myamerigroup.com/LA. Choose Louisiana from the map and click **State Programs**. Then choose **Programs & Info in Your Community**. You can also call the DMCCU if you would like a copy of DMCCU information you find online.

Medicines

Amerigroup has a list of commonly prescribed drugs. Your PCP or specialist can choose from this list of drugs. This list is called a Preferred Drug List (PDL). It's part of the Amerigroup formulary. The covered medicines on the PDL include:

- Prescriptions
- Certain over-the-counter medicines

Things to remember about the PDL:

- You, your providers and your pharmacy have access to this drug list.
- Your PCP or specialist should use this list when he or she writes a prescription.
- Certain medicines on the PDL need prior approval.
- Most medicines that are not on the PDL need prior approval.

You can get prescriptions filled at any Amerigroup network pharmacy. Our network includes most major chains and many independent pharmacies.

For a complete list of Amerigroup network pharmacies go to www.myamerigroup.com/LA.

If you don't know if a pharmacy is in our network, ask the pharmacist. You can also call Member Services for help at 1-800-600-4441.

To get a prescription filled, follow these steps:
1) Take the written prescription from your provider to the pharmacy, or your provider can call in the prescription. Certain medicines require a written prescription.
2) Show your Amerigroup member ID card and Medicaid ID card to the pharmacy.
3) If you use a new pharmacy, tell the pharmacist about all of the medicines you are taking; include over-the-counter medicines, too.

It's good to use the same pharmacy each time. This way, your pharmacist:
- Will know all the medicines you are taking
- Can watch for problems that may occur

SPECIAL AMERIGROUP SERVICES FOR HEALTHY LIVING

Health information

Learning more about health and healthy living can help you stay healthy. Here are some ways to get health information:
- Ask your primary care provider (PCP).
- Call us. Amerigroup On Call is available 24 hours a day, 7 days a week to answer your questions. They can tell you:
  - If you need to see your PCP
  - How you can help take care of some health problems you may have

Health education classes

Amerigroup works to help keep you healthy with our health education programs. We can help you find classes near your home. You can call Member Services to find out where and when these classes are held.

Some of the classes include:
- Our services and how to get them
- Childbirth
- Infant care
- Parenting
- Pregnancy
- Quitting cigarette smoking
- Protecting yourself from violence
- Other classes about health topics

Some of the larger medical offices (like clinics) in our network show health videos. They talk about immunizations (shots), prenatal care and other important health topics. We hope you will learn more about staying healthy by watching these videos.

We will also mail a member newsletter to you twice a year. This gives you health news about well care and taking care of illnesses. It gives you tips on how to be a better parent and other topics.

Community events

Amerigroup sponsors and participates in special community events and family fun days where you can get health information and have a good time. You can learn about topics like:

- Healthy eating
- Asthma
- Stress

You and your family can play games and win prizes. People from Amerigroup will be there to answer your questions about your benefits, too. Call Member Services to find out when and where these events will be.

Domestic violence

Domestic violence is abuse. Abuse is unhealthy. Abuse is unsafe. It is never OK for someone to hit you. It is never OK for someone to make you afraid. Domestic violence causes harm and hurt on purpose. Domestic violence in the home can affect your children, and it can affect you. If you feel you may be a victim of abuse, call or talk to your PCP. Your PCP can talk to you about domestic violence. He or she can help you understand you have done nothing wrong and do not deserve abuse.

Safety tips for your protection:

- If you are hurt, call your PCP.
- Call 911 or go to the nearest hospital if you need emergency care. Please see the section **Emergency care** for more information.
- Have a plan on how you can get to a safe place (like a women's shelter or a friend's or relative's home).
- Pack a small bag and give it to a friend to keep until you need it.

If you have questions or need help:

- Call Amerigroup On Call at 1-866-864-2544.
- Call the National Domestic Violence hotline number at 1-800-799-7233 (TTY 1-800-787-3224).

Minors

For most Amerigroup members under age 18, our network doctors and hospitals cannot give them care without a parent's or legal guardian's consent. This does not apply if emergency care is needed.

Parents or legal guardians also have the right to know what is in their child's medical records. Members under age 18 can ask their PCP not to tell their parents about their medical records, but the parents can still ask the PCP to see the medical records.

These rules do not apply to emancipated minors. Members under age 18 may be emancipated minors if they:

- Are married
- Are pregnant
- Have a child

Emancipated minors may make their own decisions about their medical care and the medical care of their children. Parents no longer have the right to see the medical records of emancipated minors.

MAKING A LIVING WILL (ADVANCE DIRECTIVES)

Emancipated minors and members over 18 years old have rights under advance directive law. An advance directive talks about making a living will. A living will says you may not want medical care if you have a serious illness or injury and may not get better. To make sure you get the kind of care you want if you are too sick to decide for yourself, you can sign a living will. This is a type of advance directive. It is a paper that tells your provider and your family what kinds of care you do not want if you are seriously ill or injured.

If you wish to sign a living will, you can:

- Ask your primary care provider (PCP) for a living will form.
- Fill out the form by yourself, or call us for help.
- Take or mail the completed form to your PCP or specialist. Your PCP or specialist will then know what kind of care you want to get.

You can change your mind anytime after you have signed a living will.

- Call your PCP or specialist to remove the living will from your medical record.
- Fill out and sign a new form if you wish to make changes in your living will.

You can sign a paper called a durable power of attorney, too. This paper will let you name a person to make decisions for you when you cannot make them yourself. Ask your PCP or specialist about these forms.

If the wishes stated in your advance directive are not followed, you can file a complaint with the Office of Health Standards (Louisiana's Survey and Certification agency) by calling 225-342-0138.

GRIEVANCES AND MEDICAL APPEALS

If you have any questions or concerns about your Amerigroup benefits, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880). You can also write to us.

Grievances

If you have a problem with our services or network providers concerning such things as quality of care, or rudeness of a provider or an Amerigroup associate, you may:

- Call or write to us about it
- Ask a representative of your choice to call or write to us

If you ask a provider to call or write to us, we will need your written approval for the provider to represent you.

Filing a grievance with Amerigroup

Member Services will be happy to help you prepare and submit your grievance. You can call, fax, mail or file in person within 30 calendar days of the date you were aware of the problem:

- Call Member Services at 1-800-600-4441 and file a grievance orally or ask for help with filling out a grievance form; include information such as the date the problem happened and the people involved
- File your grievance by fax to 1-888-708-2584
- Send your letter to or visit in person:
  Grievance Department
  Amerigroup Louisiana, Inc.
  3850 N. Causeway Blvd., Ste 600
  Metairie, LA 70002

When we get your letter, our grievance coordinator will:

- Send you a letter within three business days to let you know we received your grievance
- Look into your grievance when we get it
- Send you a letter within 30 calendar days of when you first told us about your grievance; it will tell you the decision made by Amerigroup and all the information that we received

If your grievance is urgent or emergent, we will respond within 24 hours of when you tell us about it. You may ask us to extend the grievance process for 14 calendar days if you have more details that we should see. If you are not happy with the decision we make about your grievance, you may also request an appeal.

Medical appeals

There may be times when we say we will not pay for all or part of the care your provider recommended. If we do this, you (or your provider on your behalf and with your written consent) can appeal the decision.

A medical appeal is when you ask Amerigroup to look again at the care your provider asked for and we said we will not pay for. You must file for a medical appeal within 30 calendar days of the postmark on our first letter that says we will not pay for a service.

A medical appeal can be filed by:

- You
- A person helping you
- Your PCP or the provider taking care of you at the time

If you want your PCP to file an appeal for you, he or she must have your written permission, unless you are asking for an expedited appeal.

To continue receiving services that we have already approved but may be part of the reason for your appeal, you or your provider must file the appeal:

- Within 10 calendar days from the date on the notice to you to let you know we will not pay for the care that has already been approved or
- Before the date the notice says your service will end

You can appeal our decision in two ways:

1. You can call Member Services to begin your appeal. Let us know if you want someone else to help you with the appeal process, such as a family member, friend or your provider. If you call us, we will send you a letter to let you know we got your request for an appeal. We will include an appeal form. Fill out the entire form and mail it back to us.

If you are asking for an expedited appeal, you do not need to send us the form.

2. You can send us a letter or the appeal form to the address below.
   - Include information such as the care you are looking for and the people involved.
   - Have your doctor send us your medical information about this service.

   Central Appeals Processing
   Amerigroup Louisiana, Inc.
   P.O. Box 62429
   Virginia Beach, VA 23466-2429

   When we get your letter or appeal form, we will send you a letter within three business days. The letter will let you know we got your appeal.

After we receive your appeal:

- A different provider than the one who made the first decision will look at your appeal.
- We will send you and your provider a letter with the answer to your appeal. We will do this within 30 calendar days from when we get your appeal. This letter will:
  - Let you and your provider know what we decide
  - Tell you and your provider how to find out more about the decision and your rights to a fair hearing

If you have more information about your appeal:

- You may ask us to extend the appeals process for 14 days if you know more information that we should consider
- We will let you or the person you asked to file the appeal for you know in writing the reason for the delay

You may also ask us to extend the process if you know more information that we should consider. After you have gone through all of the Amerigroup appeal process, you may ask the state for a state fair hearing. See the **State fair hearings** section for more details.

Expedited appeals

If we or your provider feels that taking the time for the standard appeals process, which is usually 30 calendar days, could seriously harm your life or your health, we will review your appeal quickly. We will call you and let you know the answer to your expedited appeal. We will also send you a letter. We will do this within three calendar days.

If we or your provider does not feel your appeal needs to be reviewed quickly, we will:

- Call you right away
- Send you a letter within two calendar days to let you know that your appeal will be reviewed within 30 calendar days

If the decision on your expedited appeal upholds our first decision and we will not pay for the care your doctor asked for, we will call you and send you a letter. This letter will:

- Let you know how the decision was made
- Tell you about your rights to request a state fair hearing

Payment appeals

If you receive a service from a provider and we do not pay for that service, you may receive a notice from Amerigroup called an Explanation of Benefits (EOB). **This is not a bill.** The EOB will tell you:

- The date you received the service
- The type of service
- The reason we cannot pay for the service

The provider, health care place or person who gave you this service will get a notice called an explanation of payment.

If you receive an EOB, you do not need to call or do anything at that time, unless you or your provider wants to appeal the decision.

A payment appeal is when your provider asks Amerigroup to look again at the service we said we would not pay for. Your provider must ask for a payment appeal within 30 days of receiving the EOB.

To file a payment appeal, your provider can mail the request and medical information for the service to:
Provider Payment Dispute
Amerigroup Louisiana, Inc.
P.O. Box 61599
Virginia Beach, VA 23466-1599

Continuation of benefits

If you request to continue your benefits during the appeal process, we will continue coverage of your benefits until one of the following occurs:

- You withdraw your request for an appeal.
- An appeal decision is reached and is not in your favor.
- The approval ends or the approved service limits are met.

If a decision is made in your favor as a result of the appeal process, we will:

- Start to cover services as quickly as you have need for care and no later than 10 calendar days from the date we get written notice of the decision
- Approve and pay for the services we denied coverage of before

You may have to pay for the cost of any continued benefit if the final decision is not in your favor.

State fair hearings

After you have gone through all of the Amerigroup appeal process, you have the right to ask for a state fair hearing. You must ask for a state fair hearing within 30 calendar days from the date you get the letter from Amerigroup that tells you the result of your appeal. If you wish to continue benefits during the state fair hearing, the request should be submitted within 10 calendar days from the date you get the letter from Amerigroup that tells you the results of your appeal.

You can ask for a state fair hearing in one of several ways:

- Call Member Services toll free at 1-800-600-4441. We will file it for you.
- Or send a letter to:
  Division of Administrative Law - Health and Hospitals Section
  P.O. Box 4189
  Baton Rouge, LA 70821-4189
- You can also file orally by calling the Division of Administrative Law (DAL) at 225-342-5800 or fax your request to 225-219-9823.
- Or go online to www.adminlaw.state.la.us/HH.htm to fill out a Member State Fair Hearing Request Form.

Once the DAL gets your letter:

- DAL will submit a copy of the request to the Amerigroup Appeals department
- DAL will notify the Department of Health and Hospitals (DHH) that a state fair hearing request has been has been filed
- Amerigroup will send DAL a copy of your appeal, the information we used to make our decision, and a copy of the notice of decision sent to you

An administrative law judge at the DAL will conduct the state fair hearing. When the hearing is finished, the Director of DAL will report the results of the hearing decision to you, Amerigroup and DHH.

If you have any questions about your rights to appeal or request a fair hearing, call Member Services at 1-800-600-4441.

Continuation of benefits

If you request to continue your benefits during the state fair hearing process, we will continue coverage of your benefits until one of the following occurs:

- You withdraw your request for a fair hearing.
- A fair hearing decision is reached and is not in your favor.
- The approval ends or the approved service limits are met.

If a decision is made in your favor as a result of the fair hearing, we will:

- Start to cover services as quickly as you have need for care and no later than 10 calendar days from the date we get written notice of the decision
- Approve and pay for the services we denied coverage of before

You may have to pay for the cost of any continued benefit if the final decision is not in your favor.

OTHER INFORMATION

If you move

You should contact the Louisiana Department of Health and Hospitals (DHH) at 1-888-342-6207 as soon as you move to report your new address. Once you contact DHH, you should then call Amerigroup Member Services.

You will continue to get health care services through us in your current area until the address is changed. You must call Amerigroup before you can get any services in your new area unless it is an emergency.

Renew your Medicaid or LaCHIP benefits on time

Keep the right care. Do not lose your health care benefits! You could lose your benefits even if you still qualify. Every year, you will need to renew your Louisiana Bayou Health benefits. If you do not renew your eligibility, you will lose your health care benefits.

You will receive a renewal notice. Follow the instructions in the notice to renew your benefits. Your local DHH office can answer your questions about renewing your benefits. We want you to keep getting your health care benefits from us as long as you still qualify. Your health is very important to us.

If you are no longer eligible for Medicaid or LaCHIP

You will be disenrolled from Amerigroup if you are no longer eligible for Medicaid or LaCHIP benefits. If you are ineligible for Medicaid for two months or less and then become eligible again, you will be re-enrolled in Amerigroup. If possible, you will be given the same primary care provider (PCP) you had when you were in Amerigroup before.

How to disenroll from Amerigroup

If you do not like something about Amerigroup, please call Member Services. We will work with you to try to fix the problem.

- If you are a new member and choose Amerigroup during the initial choice period, you can switch health plans during your first 90 days of enrollment.
- If you are a current Bayou Health member and wish to choose Amerigroup or a new managed care organization during your annual open enrollment, you must choose a new plan within 60 days from when you receive open enrollment information from Bayou Health. If you do not choose a new plan within 60 days, you will remain enrolled in your current Bayou Health plan for the next 12 months; you can only change health plans during the next 12 months if you can show good cause.

You may request to transfer to another health plan at any time. However, you may be required to provide proof or detailed information that good cause exists for your request to be processed. **If you need to be disenrolled from Amerigroup at any time, please call Bayou Health Enrollment Center at 1-855-BAYOU4U (1-855-229-6848), TTY 1-855-LAMed4Me (1-855-526-3346).**

Reasons why you can be disenrolled from Amerigroup

There are several reasons you could be disenrolled from Amerigroup without asking to be disenrolled. Some of these are listed below. If you have done something that may lead to disenrollment, we will contact you. We will ask you to tell us what happened.

You could be disenrolled from Amerigroup if:

- You are no longer eligible for Medicaid
- You move out of the Amerigroup service area
- You let someone else use your Amerigroup ID card
- You try to hurt a provider, a staff person or Amerigroup associate
- You steal or destroy property of a provider or Amerigroup
- You try to hurt other patients or make it hard for you or other patients to get the needed care

If you have any questions about your enrollment, call Member Services.

If you get a bill

Always show your Amerigroup ID card when you:

- See a provider
- Go to the hospital
- Go for tests

Even if your provider told you to go, you must show your Amerigroup ID card to make sure you are not sent a bill for services covered by Amerigroup.

If you do get a bill, send it to us with a letter saying you have been sent a bill. Send the letter to the address below:

Claims
Amerigroup Louisiana, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

You can also call Member Services for help.

If you have other health insurance (coordination of benefits)

Please call Amerigroup Member Services if you or your children have other insurance, including employer-sponsored insurance. Amerigroup will be secondary to that insurance.

Because you already have other insurance, we will not assign you a primary care provider (PCP) from our network. Ask your primary insurance carrier for a PCP if you don't already have one. Or you can call Member Services to ask for an Amerigroup PCP. See your PCP for all of your routine health care needs and checkups.

Always show your Amerigroup and other health insurance cards when you see a provider, go to the hospital or go for tests. The other insurance plan needs to be billed for your health care services before Amerigroup can be billed. Amerigroup will work with the other insurance plan on payment for these services.

You should also call Amerigroup Member Services if you have:

- A Workman's Compensation claim
- A pending personal injury or medical malpractice law suit
- Been involved in an auto accident

Changes in your Amerigroup coverage

Sometimes, Amerigroup may have to change the way we work, your covered services or our network providers and hospitals. DHH may also change the covered services that we arrange for you. We will mail you a letter when we make changes in the services that are covered. Your PCP's office may move, close or leave our network. If this happens, we will call or send you a letter to tell you about this.

We can also help you pick a new PCP. You can call Member Services if you have any questions. Member Services can also send you a current list of our network PCPs.

If you have just transferred from or are about to transfer to another health plan, please notify us so we can assist with transitioning your care. Please contact the Amerigroup Louisiana Case Management department at 1-800-454-3730, ext. 35792, Monday through Friday, 7 a.m. to 4:30 p.m. Central time.

How to tell Amerigroup about changes you think we should make

We want to know what you like and do not like about Amerigroup. Your ideas will help us make Amerigroup better. Please call Member Services to tell us your ideas. You can also send a letter to:

Amerigroup Louisiana, Inc.
P.O. Box 62509
Virginia Beach, VA 23466-2509

Amerigroup has a group of members who meet quarterly to give us their ideas. These meetings are called member advisory meetings. This is a chance for you to find out more about us, ask questions and give us suggestions for improvement. If you would like to be part of this group, call Member Services.

We also send surveys to some members. The surveys ask questions about how you like Amerigroup. If we send you a survey, please fill it out and send it back. Our staff may also call to ask how you like Amerigroup. Please tell them what you think. Your ideas can help us make Amerigroup better.

How Amerigroup pays providers

Different providers in our network have agreed to be paid in different ways by us. Your provider may be paid each time he or she treats you (fee-for-service). Or your provider may be paid a set fee each month for each member whether or not the member actually gets services (capitation).

These kinds of pay may include ways to earn more money. This kind of pay is based on different things like how happy a member is with the care or quality of care. It is also based on how easy it is to find and get care.

If you want more details about how our contracted providers or any other providers in our network are paid, please call the Amerigroup Member Services department or write to us at:

Amerigroup Louisiana, Inc.
P.O. Box 62509
Virginia Beach, VA 23466-2509

YOUR RIGHTS AND RESPONSIBILITIES AS AN AMERIGROUP MEMBER

Your rights
As an Amerigroup member, you have the right to:

- **Privacy**
  Be sure your medical record is private; be cared for with dignity and without discrimination. That includes the right to:
  - Be treated fairly and with respect
  - Know your medical records and discussions with your providers will be kept private and confidential
  - The right to receive a copy of your medical records (one copy free of charge); the right to request that the records be amended or corrected
- **Take part in making decisions about your health care**
  Consent to or refuse treatment and actively take part in treatment decisions.
- **Receive care without restraint**
  Not be restrained or secluded if doing so is:
  - For someone else's convenience
  - Meant to force you to do something you do not want to do
  - To get back at you or punish you
- **Have access to health care services**
  Get health care services that are similar in amount and scope to those given under fee-for-service Medicaid. That includes the right to:
  - Get health care services that will achieve the purpose for which the services are given
  - Get services that are fitting and are not denied or reduced due to:
    - Diagnosis
    - Type of illness
    - Medical condition
- **Receive all information in a manner that may be easily understood**
  Be given information in a manner and format you can understand. That includes:
  - Enrollment notices
  - Information about your health plan rules, including the health care services you can get and how to get them
  - Treatment options and alternatives, regardless of cost or whether it is part of your covered benefits
  - A complete description of disenrollment rights at least annually
  - Notice of any key changes in your benefits package at least 30 days before the effective date of the change
  - Information on the grievance, appeal and state fair hearing procedures

- **Get information about the Amerigroup health plan prior to joining Amerigroup**
  Receive information about Louisiana Bayou Health offered through Amerigroup so that you can make an informed choice. That includes:
  - Basic features of Bayou Health
  - The populations that may or may not enroll in the program
  - The responsibility of Amerigroup to arrange care in a timely manner
- **Receive information on Amerigroup services**
  Receive information on Bayou Health services offered through Amerigroup. That includes:
  - Covered benefits
  - Procedure for getting benefits, including any prior approval requirements
  - Any copay requirements
  - Service area
  - Names, locations and phone numbers of, and non-English languages spoken by current contracted providers, including, at a minimum:
    - Primary care providers
    - Specialists
    - Hospitals
  - Any restriction on your freedom of choice of network providers
  - Names of providers who are not accepting new patients
  - Benefits not offered by Amerigroup but that members can obtain and how to get them; this includes how transportation is offered
  - Service utilization policies
- **Get information on emergency and after-hours coverage**
  Receive detailed information on this coverage. That includes:
  - What constitutes an emergency medical condition, emergency services and poststabilization services (Poststabilization care services are Medicaid covered services that you receive after emergency medical care. You get these services to help keep your condition stable.)
  - Poststabilization rules
  - Notice that emergency services do not require prior approval
  - The process and procedures for getting emergency services
  - The locations of any emergency settings and other sites where providers and hospitals furnish emergency and poststabilization covered services
  - Your right to use any hospital or other setting for emergency care
- **Get the Amerigroup policy on referrals**
  Receive the Amerigroup policy on referrals for specialty care and other benefits not given by your primary care provider (PCP)
- **Get help from DHH and the Enrollment Broker**
  Know the requirements and benefits of the Louisiana Medicaid CCN program
- **Get oral interpretation services**
  Receive oral interpretation services. That includes the right to:
  - Receive these services free of charge for all non-English languages, not just those known to be common
  - Be told these services are offered and how to access them

- **Exercise your rights without adverse affects**
  Exercise your rights without adverse affects on the way Amerigroup, our providers or DHH treats you. That includes the right to:
  - Tell us your complaint or file an appeal about Amerigroup or the care or services you receive from our providers
  - Make recommendations regarding your rights and responsibilities as an Amerigroup member

Your responsibilities

As an Amerigroup member, you have the responsibility to:

- **Learn about your rights**
  Learn and understand each right you have under the Medicaid program. That includes the responsibility to:
  - Ask questions if you do not understand your rights
  - Learn what choices of health plans are available in your area
- **Learn and follow your health plan and Medicaid rules**
  Abide by the health plan Medicaid policies and procedures. That includes the responsibility to:
  - Carry your ID card at all times when getting health care services
  - Let your health plan know if your ID card is lost or stolen
  - Let your health plan know right away if you have a workman's compensation claim or a pending personal injury or medical malpractice law suit or been involved in an auto accident
  - Learn and follow your health plan and Medicaid rules
  - Make any changes in your health plan and PCP in the ways established by Medicaid and by the health plan
  - Keep scheduled appointments
  - Cancel appointments in advance when you cannot keep them
  - Always contact your PCP first for your nonemergency medical needs
  - Be sure you have approval from your PCP before going to a specialist
  - Understand when you should and should not go to the emergency room
- **Tell your providers about your health care needs**
  Share information relating to your health status with your PCP and become fully informed about service and treatment options. That includes the responsibility to:
  - Tell your PCP about your health
  - Talk to your providers about your health care needs and ask questions about the different ways health care problems can be treated
  - Help your providers get your medical records
  - Provide your providers with the right information
  - Follow the prescribed treatment of care recommended by the provider or let the provider know the reasons the treatment cannot be followed as soon as possible
- **Take part in making decisions about your health**
  Actively participate in decisions relating to service and treatment options, make personal choices and take action to maintain your health. That includes the responsibility to:
  - Work as a team with your provider in deciding what health care is best for you
  - Understand how the things you do can affect your health
  - Do the best you can to stay healthy
  - Treat providers and staff with respect

Call Amerigroup Member Services if you have a problem and need help.

Amerigroup provides health coverage to our members on a nondiscriminatory basis, according to state and federal law, regardless of gender, race, age, religion, national origin, physical or mental disability or type of illness or condition.

HOW TO REPORT SOMEONE WHO IS MISUSING THE MEDICAID OR LACHIP PROGRAM

If you know someone who is misusing (through fraud, abuse and/or overpayment) the Medicaid or LaCHIP program, you can report him or her.

To report doctors, clinics, hospitals, nursing homes, or Medicaid or LaCHIP enrollees, write or call Amerigroup at:

Corporate Investigations Department
Amerigroup Louisiana, Inc.
P.O. Box 62509
Virginia Beach, VA 23466-2509

Suspicions of fraud and abuse can be emailed directly to the Amerigroup Corporate Investigations department at corpinvest@amerigroup.com. Or go online at www.myamerigroup.com/LA. Choose your state from the map and click **State Programs**. Then choose **Report Waste, Fraud & Abuse** to report details about a possible issue. This information is sent directly to the email address above, which is checked every business day.

You can also call the Louisiana Medicaid Fraud and Abuse Hotline at 1-800-488-2917.

HOW TO REPORT SOMEONE WHO HAS NOT FOLLOWED REQUIRED MARKETING GUIDELINES

If you know someone who has not followed proper marketing guidelines, you must report the incident to the Louisiana Medicaid Department of Health and Hospitals (DHH) by completing the DHH Louisiana Bayou Health Marketing Complaint form.

To request a form, contact DHH at 1-888-342-6207.

We hope this handbook/evidence of coverage has answered most of your questions about Amerigroup. For more information, call the Amerigroup Member Services department at 1-800-600-4441.

HIPAA NOTICE OF PRIVACY PRACTICES

The original effective date of this notice was April 14, 2003. The most recent revision date is indicated in the footer of this notice.

Please read this paper carefully.
This tells you who can see your protected health information (PHI) with and without your OK. It also tells what rights you have to see and change your information.

Information about your health and money is private. The law says we must keep this kind of information, called protected health information (PHI), safe for our members. That means if you're a member right now or if you used to be.

We get information about you from state agencies for Medicaid and the Children's Health Insurance Program after you become eligible and sign up for our health plan. We also get PHI from your doctors, clinics, labs and hospitals so we can OK and pay for your health care.

Federal law says we must tell you what the law says we have to do to protect PHI that's told to us, in writing or saved on a computer. We also have to tell you how we keep it safe. To protect PHI:

- On paper (called physical), we:
  - Lock our offices and files
  - Destroy paper with health information so others can't get it
- Saved on a computer (called technical), we:
  - Use passwords so only the right people can get in
  - Use special programs to watch our systems
- Used or shared by people who work for us, doctors or the state, we:
  - Make rules for keeping information safe (called policies and procedures)
  - Teach people who work for us to follow the rules

When is it OK for us to use and share your PHI? We can share your PHI with your family or a person you choose who helps with or pays for your health care if you tell us it's OK. Sometimes, we can use and share it **without** your OK:

- **For your medical care**
  - To help doctors, hospitals and others get you the care you need
- **For payment**
  - To share information with the doctors, clinics and others who bill us for your care
  - When we say we'll pay for health care or services before you get them
- **For health care business reasons**
  - To help with audits, fraud and abuse programs, planning, and everyday work
  - To find ways to make our programs better
- **For public health reasons**
  - To help public health officials keep people from getting sick or hurt
- **With others who help with or pay for your care if you can't speak for yourself and it's best for you**

We must get your OK in writing before we use or share your PHI for anything but your care, payment, everyday business, research or other things not in this notice. Other things could be selling it or using it to sell things to you. We have to get your written OK before we share psychotherapy notes from your doctor about you.

You may tell us in writing that you want to take back your written OK. We can't take back what we used or shared when we had your OK. But we will stop using or sharing your PHI in the future.

Other ways we can – or the law says we have to – use your PHI:

- To help the police and other people who make sure others follow laws
- To report abuse and neglect
- To help the court when we're asked
- To answer legal documents
- To give information to health oversight agencies for things like audits or exams
- To help coroners, medical examiners or funeral directors find out your name and cause of death
- To help when you've asked to give your body parts to science
- For research
- To keep you or others from getting sick or badly hurt
- To help people who work for the government with certain jobs
- To give information to Worker's Compensation if you get sick or hurt at work

What are your rights?

- You can ask to look at your PHI and get a copy of it. We don't have your whole medical record, though. **If you want a copy of your whole medical record, ask your doctor or health clinic.**
- You can ask us to change the medical record we have for you if you think something is wrong or missing.
- Sometimes, you can ask us not to share your PHI. But we don't have to agree to your request.
- You can ask us to send PHI to a different address than the one we have for you or in another way. We can do this if sending it to the address we have for you may put you in danger.
- You can ask us to tell you all the times over the past six years we've shared your PHI with someone else. This won't list the times we've shared it because of health care, payment, everyday health care business or some other reasons we didn't list here.
- You can ask for a paper copy of this notice at any time, even if you asked for this one by email.
- If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us.

What do we have to do?

- The law says we must keep your PHI private except as we've said in this notice.
- We must tell you what the law says we have to do about privacy.
- We must do what we say we'll do in this notice.
- We must send your PHI to another address or to send it in a way other than regular mail if you ask for reasons that make sense, like if you're in danger.
- We must tell you if we have to share your PHI after you've asked us not to.
- If state laws say we have to do more than what we've said here, we'll follow those laws.
- We have to let you know if we think your PHI hasn't been kept private.

What if you have questions?
If you have questions about our privacy rules or want to use your rights, please call Member Services at **1-800-600-4441.** If you're deaf or hard of hearing, call the AT&T Relay Service at **1-800-855-2880.**

What if you have a complaint?
We're here to help. If you feel your PHI hasn't been kept safe, you may call Member Services or contact the Department of Health and Human Services. Nothing bad will happen to you if you complain.

Write to or call the Department of Health and Human Services:
Office for Civil Rights
U.S. Department of Health and Human Services
1301 Young Street, Suite 1169
Dallas, TX 75202

We reserve the right to change this notice and the ways we keep your PHI safe. If that happens, we'll tell you about the changes in a newsletter. We'll also post them on the Web at **www.myamerigroup.com**.

As we told you in our Health Insurance Portability and Accountability Act (HIPAA) notice, we must follow state laws if they say we need to do more than the federal HIPAA Privacy Rule. This notice tells you about your rights and what the state laws say we have to do.

Your personal information
We may ask for, use and share personal information (PI) as we talked about in this notice. Your PI is not public and tells us who you are. It's often taken for insurance reasons.

- We may use your PI to make decisions about your:
  - Health
  - Habits
  - Hobbies
- We may get PI about you from other people or groups like:
  - Doctors
  - Hospitals
  - Other insurance companies
- We may share PI with people or groups outside of our company without your OK in some cases.
- We'll let you know before we do anything where we have to give you a chance to say no.
- We'll tell you how to let us know if you don't want us to use or share your PI.
- You have the right to see and change your PI.
- We make sure your PI is kept safe.

Amerigroup RealSolutions® in healthcare

Real

Solutions

Provider Directory
Directorio de Proveedores

Louisiana

BAYOUHEALTH
Your Health | Your Choice

DIR-AG-GS-B-0514

1-800-600-4441 ■ www.myamerigroup.com/LA

Louisiana Provider Directory/Louisiana directorio de proveedores

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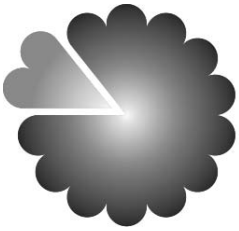
5/19/14



Amerigroup RealSolutions in healthcare

Welcome to Amerigroup Louisiana!
Amerigroup is a managed care organization. And we help people with Medicaid and LaCHIP get their benefits every day. We help arrange your coverage through Louisiana BAYOU HEALTH.

Get the services and support you need
With Amerigroup, you get your regular Medicaid and LaCHIP benefits such as:

- A wide range of network doctors and specialists to choose from
- A hospital in your service area
- Health checkups and screenings
- Immunizations
- Rides to doctor appointments
- Eye care for members under age 21

You also get help with coordinating the services and support you need when you need them.

Get extra help, too
With Amerigroup, you get important extras like:

- Taking Care of Baby and Me® program for pregnant members
- A fitness program to help parents learn how to eat and cook healthier and promote a healthier lifestyle for their children
  Amerigroup On Call for when you need to reach a doctor or nurse, day or night

Your search for better health just got easier
We can help take the guesswork out of choosing your Primary Care Provider (PCP) because all our doctors work with Medicaid.

Need to find a doctor? We make it simple. Try our fast online provider directory.

Find:

- Your own doctor
- Doctors accepting new patients
- Doctors who speak your language
- Specialists who can help keep you healthy
- After-hours and urgent-care clinics

And

- Compare doctors
- Create a custom directory
- Get directions and routes

If you're not sure of the closest PCP:

- Call us at 1-800-600-4441 (TTY 1-800-855-2880) or
- Visit our website www.myamerigroup.com/LA to access our easy-to-use provider search tool

Your PCP will

- Give you all the basic health services you need
- Send you to other doctors or hospitals when you need special health care

How you get OB/GYN services
You can see an Amerigroup OB/GYN without a referral from your PCP for services such as:

- Well-woman visits
- Care related to pregnancy
- Care for any female medical condition
- Family planning

You also may be able to choose an OB/GYN as your PCP. Call Member Services at 1-800-600-4441 (TTY 1-800-855-2880) with the name of the OB/GYN you want as your PCP.

How you can help your children stay healthy
Babies and children need more care to get a good start in life. That's why it's important for children to get well-child checkups on time. Your member handbook tells you how often children should see their PCP for wellness visits. These visits also help doctors find health problems early when it's easiest to take care of them. During a wellness visit, your child will get things like:

- Height/weight checks

- Immunizations (shots)
- Tests for TB, lead and other health problems
- Eye and ear tests
- Physical exams
- Nutrition reviews
- Tips about safety and health

You can get wellness visits for children under age 21 from any Amerigroup network provider. You don't need a referral. If you need help finding a PCP for your child:

- Call Member Services at 1-800-600-4441 (TTY 1-800-855-2880) or
- Visit our website for a current list of providers

How you get special care
Your PCP will send you to other doctors (called specialists) or hospitals if you need special care. This is called a referral. That means your PCP:

- Agrees you need special care for a problem
- Will send you to a doctor that specializes in your problem; some examples are:
  - Allergist (for allergy problems)
  - Cardiologist (for heart problems)
  - Dermatologist (for skin problems)

Make sure your specialist is in our network so your care is covered.

What you need to know about Federally Qualified Health Centers and Rural Health Clinics
You can get covered services, such as health screenings and shots for kids, offered at our network Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) if the FQHC or RHC is in the service area where you live and you ask for these services. You can access covered services offered at FQHCs or RHCs outside our network if a network provider isn't in the service area where you live. We also cover behavioral health services given at an FQHC or RHC.

If you don't see an FQHC or RHC provider's name listed in our directory, you can visit our website www.myamerigroup.com/LA for our latest directory or call Member Services toll free at 1-800-600-4441.

Getting pharmacy services
You can get prescriptions filled at any Amerigroup network pharmacy. Our network includes most major chains and many independent pharmacies.

For a complete list of Amerigroup network pharmacies, go to www.myamerigroup.com/LA and select Find A Provider.

If you're not sure if a pharmacy is in our network, ask the pharmacist. You can also call Member Services at 1-800-600-4441.

Getting the care you need when you need it
We've teamed up with providers and urgent care clinics to help you get the care you need, when you need it. If you're sick or hurt and your doctor's office is closed, you can call one of the after-hours or urgent-care providers in our network for help. You can get covered services from any provider found in this directory or in our online provider list. If it's an emergency, you should still go to the nearest emergency room or emergency facility for care.

Our after-hours and urgent-care providers and their hours are listed in this directory. Getting care is easy. Just follow these steps:

- Choose a convenient location from this directory or visit www.myamerigroup.com/LA and choose a location close to you
- Call the provider before arriving
- Let the provider know you're an Amerigroup member and you need after-hours care

If you need help finding a provider in your area for after-hours or urgent care, call Amerigroup On Call at 1-866-864-2544. This is a toll-free service available seven days a week. If you are deaf or hard of hearing, call the TTY services at 1-800-855-2880.

When you need help, we're here for you
Member Services is ready to answer any questions you may have about this directory or any of our benefits and services. We're just a phone call away. Call 1-800-600-4441. If you are deaf or hard

of hearing, call 1-800-855-2880. Or visit our website www.myamerigroup.com/LA.

You can also call Amerigroup On Call 24 hours a day, 7 days a week and speak with a nurse

- For answers to questions about your health or
- For help reaching a doctor after hours or setting up an urgent-care appointment

Call 1-866-864-2544. All calls are private.

We want you to know we're always working to grow our network to help make sure you get the right care when and where you need it. After all, helping our members get the best possible health care is our number one priority. It's what we do every day at Amerigroup.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Amerigroup is a culturally diverse company. We welcome all eligible individuals into our health care programs, regardless of health status. If you have questions or concerns, please call 1-800-600-4441 (TTY 1-800-855-2880) and ask for extension 34925. Or visit www.myamerigroup.com/LA.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

¡Bienvenido a Amerigroup Louisiana!
Amerigroup es una organización de cuidado administrado. Y ayudamos a personas que tienen Medicaid y LaCHIP a recibir sus beneficios todos los días. Ayudamos a coordinar su cobertura a través de Louisiana BAYOU HEALTH.

Reciba los servicios y el apoyo que necesita
Con Amerigroup, usted recibe sus beneficios regulares de Medicaid y LaCHIP, tales como:

- Una amplia variedad de doctores y especialistas de la red de los cuales elegir
- Un hospital en su área de servicio
- Chequeos y exámenes de detección médicos
- Inmunizaciones
- Transporte hacia citas médicas
- Cuidado de la vista para miembros menores de 21 años

También recibe ayuda con la coordinación de los servicios y el apoyo que necesita cuando los necesita.

Reciba también ayuda adicional
Con Amerigroup, recibe importantes beneficios adicionales como:

- Programa Taking Care of Baby and Me (Cuidando de mí y de mi bebé)® para miembros embarazadas
- Un programa de acondicionamiento físico para ayudar a los padres a aprender cómo comer y cocinar más saludable y promover un estilo de vida más sano para sus hijos
  Amerigroup On Call (Amerigroup de turno) para cuando necesita comunicarse con un doctor o enfermera, de día o de noche

Su búsqueda de una mejor salud se acaba de facilitar
Podemos ayudar a eliminar las conjeturas al elegir su proveedor de cuidado primario (PCP) debido a que todos nuestros doctores trabajan con Medicaid.

¿Necesita encontrar un doctor? Lo simplificamos. Pruebe nuestro veloz directorio de proveedores en línea.

Encuentre:

- Su propio doctor
- Doctores que están aceptando nuevos pacientes
- Doctores que hablan su idioma
- Especialistas que pueden ayudarlo a mantenerse sano
- Clínicas de atención fuera de horas laborales y cuidado urgente

Y

- Compare doctores
- Cree un directorio personalizado
- Obtenga direcciones y rutas

Si no está seguro del PCP más cercano:

- Llámenos al 1-800-600-4441 (TTY 1-800-855-2884) o
- Visite nuestro sitio web www.myamerigroup.com/LA para acceder a nuestra herramienta de búsqueda de proveedores de fácil uso

Su PCP

- Le dará todos los servicios básicos de salud que necesite
- Lo enviará a otros doctores u hospitales cuando necesite cuidado de la salud especial

Cómo recibe servicios de obstetricia/ginecología
Usted puede acudir a un obstetra/ginecólogo de Amerigroup sin un referido de su PCP para servicios tales como:

- Visitas de mujer sana
- Cuidado relacionado con embarazo
- Cuidado para cualquier condición médica femenina
- Planificación familiar

Usted también podrá elegir a un obstetra/ginecólogo como su PCP. Llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884) con el nombre del obstetra/ginecólogo que desea como su PCP.

Cómo puede ayudar a sus hijos a mantenerse sanos

Los bebés y niños necesitan más cuidado para tener un buen inicio en la vida. Por eso, es importante que los niños se hagan chequeos de niño sano a tiempo. Su manual del miembro le dice la frecuencia con que sus hijos deben acudir a su PCP para visitas de bienestar. Estas visitas también ayudan a los doctores a encontrar problemas de salud de forma temprana cuando es más fácil atenderlos. Durante una visita de bienestar, su hijo recibirá cosas tales como:

- Chequeos de estatura/peso
- Inmunizaciones (vacunas)
- Análisis de tuberculosis, plomo y otros problemas de salud
- Exámenes de la vista y el oído
- Exámenes físicos
- Revisiones nutricionales
- Consejos sobre seguridad y salud

Usted puede obtener visitas de bienestar para niños menores de 21 años de parte de cualquier proveedor de la red de Amerigroup. No necesita un referido. Si necesita ayuda para encontrar un PCP para su hijo:

- Llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884) o
- Visite nuestro sitio web para ver una lista actualizada de proveedores

Cómo recibe cuidado especial

Su PCP lo enviará a otros doctores (llamados especialistas) u hospitales si necesita cuidado especial. Esto se llama un referido. Eso significa que su PCP:

- Está de acuerdo en que usted necesita cuidado especial para un problema
- Lo enviará a un doctor que se especializa en su problema; algunos ejemplos son:
  - Alergólogos (para problemas de alergias)
  - Cardiólogos (para problemas del corazón)
  - Dermatólogos (para problemas de la piel)

Asegúrese de que su especialista esté en nuestra red para que su cuidado esté cubierto.

Qué debe saber sobre los Centros de Salud Calificados Federalmente y las Clínicas de Salud Rural

Usted puede recibir servicios cubiertos, tales como exámenes de detección y vacunas para niños, ofrecidos en los Centros de Salud Calificados Federalmente (FQHCs) y Clínicas de Salud Rural (RHCs) de nuestra red si el FQHC o la RHC están en el área de servicio donde vive y usted pide estos servicios. Puede acceder a servicios cubiertos ofrecidos en FQHCs o RHCs fuera de la red si no hay un proveedor de la red en el área de servicio donde usted vive. También cubrimos servicios de salud del comportamiento dados en un FQHC o una RHC.

Si no ve el nombre de un proveedor de FQHC o RHC listado en nuestro directorio, puede visitar nuestro sitio web www.myamerigroup.com/LA para ver nuestro directorio más reciente o llamar a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Cómo recibir servicios farmacéuticos

Puede surtir sus recetas en cualquier farmacia de la red Amerigroup. Nuestra red incluye la mayoría de las cadenas principales y muchas farmacias independientes.

Para ver una lista completa de farmacias de la red de Amerigroup, vaya a www.myamerigroup.com/LA y seleccione Find A Provider (Encontrar un proveedor).

Si no está seguro de si una farmacia está en nuestra red, pregunte al farmaceuta. También puede llamar a Servicios al Miembro al 1-800-600-4441.

Cómo recibir el cuidado que necesita cuando lo necesita

Hemos conformado un equipo con proveedores y clínicas de cuidado urgente para ayudarlo a recibir el cuidado que necesita, cuando lo necesita. Si está enfermo o herido y el consultorio de su doctor está cerrado, puede llamar a uno de los proveedores de cuidado fuera de horas laborales o de cuidado urgente de nuestra red para ayuda. Puede recibir servicios cubiertos de cualquier proveedor que encuentre en este directorio o que esté en nuestra lista de proveedores en línea. Si es una emergencia, aun debe ir a la sala de emergencias o centro de emergencias más cercano para cuidado.

Nuestros proveedores de cuidado fuera de horas laborales y cuidado urgente y sus horarios están listados en este directorio. Recibir cuidado es fácil. Solo tiene que seguir estos pasos:

- Elija una ubicación conveniente de este directorio o visite www.myamerigroup.com/LA y elija una ubicación cerca de usted
- Llame al proveedor antes de llegar
- Informe al proveedor que usted es un miembro de Amerigroup y que necesita cuidado fuera de horas laborales

Si necesita ayuda para encontrar un proveedor en su área para cuidado urgente o fuera de horas laborales, llame a Amerigroup On Call (Amerigroup de turno) al 1-866-864-2544. Este es un servicio gratuito a su disposición los siete días de la semana. Si es sordo o tiene problemas auditivos, llame a los servicios de TTY al 1-800-855-2884.

Cuando necesite ayuda, estamos a su disposición

Servicios al Miembro está listo para responder cualquier pregunta que pueda tener sobre este directorio o cualquiera de nuestros beneficios y servicios. Estamos a solo una llamada telefónica. Llame al 1-800-600-4441. Si es sordo o tiene problemas auditivos, llame al 1-800-855-2884. O visite nuestro sitio web en www.myamerigroup.com/LA.

También puede llamar a Amerigroup On Call las 24 horas del día, los 7 días de la semana y hablar con una enfermera

- Para respuestas a preguntas sobre su salud o
- Para que lo ayude a comunicarse con un doctor después de horas laborales o programar una cita de cuidado urgente

Llame al 1-866-864-2544. Todas las llamadas son privadas.

Queremos que sepa que siempre estamos trabajando para desarrollar nuestra red con el fin de asegurarnos de que usted reciba el cuidado adecuado donde y cuando lo necesita. Después de todo, ayudar a que nuestros miembros reciban el mejor cuidado de la salud posible es nuestra principal prioridad. Es lo que hacemos todos los días en Amerigroup.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Amerigroup es una empresa culturalmente diversa. Recibimos a todas las personas elegibles en nuestros programas de cuidado de la salud, independientemente del estado de salud. Si tiene preguntas o dudas, llame al 1-800-600-4441 (TTY 1-800-855-2884) y pida la extensión 34925. O visite www.myamerigroup.com/LA.

Urgent Care, Walk-In Clinics, After Hours Physicians/Cuidado urgente, clínica sin cita previa, después de médicos de horas

Calcasieu Parish/Parroquia Calcasieu
Pediatric Nurse Practitioner/Enfermera profesional pediátrica

The centers and physicians listed in this section are available to provide urgent care when your primary care physician is unavailable. After hours care is available at physician offices listed below Monday through Friday before 8:00 a.m. and after 5:30 p.m., and on weekends and holidays. When it's not an emergency and you need help finding a doctor, an urgent care center or after hours services, you can contact Amerigroup On Call at 1-866-864-2544.

Los centros y médicos listados en esta sección están disponibles para proveer atención urgente cuando su médico de atención primaria no está disponible. Hay disponible atención después de horas laborales en los consultorios médicos listados abajo de lunes a viernes antes de las 8:00 a.m. y después de las 5:30 p.m. y en fines de semana y días feriados. Cuando no es una emergencia y necesita ayuda para encontrar un médico, un centro de atención urgente o servicios después de horas laborales, puede ponerse en contacto con Amerigroup On Call al 1-866-864-2544.

Acadia Parish/ Parroquia Acadia

Family Practice Nurse Practitioner/ Enfermera profesional de medicina familiar

Murray, Kelly M. NP
Church Point Primary
202 W Murrell St
Church Point 70525
(337) 684-1300
MTuThF 8am-5pm/Sa 8am-12pm/W 8am-6pm

Pediatrics/ Pediatría

Dawson-Caswell, Marin R. DO
Languages: French
Treats patients ages 18 & under
Acadiana Family Medical Assoc
717 Curtis Dr
Rayne 70578
(337) 334-7551
Sa 8am-12pm/M-F 8am-5pm

Korab, Mazen S. MD
Languages: French
Treats patients ages 18 & under
Crowley Walk In Clinic
621 N Avenue K
Crowley 70526
(337) 783-8215
M-Su 8am-5pm

Ascension Parish/ Parroquia Ascension

Family Practice/ Medicina familiar

Reddy, Nagaratna C. MD
Languages: Telugu
Reddy Family Medical Clinic-Donaldsonville
217 Railroad Ave
Donaldsonville 70346
(225) 473-3931
M-F 8am-5:30pm/Sa 8am-1pm

Internal Medicine/ Medicina interna

Twum-Antwi, Yaw MD
Treats patients ages 2 & over
723 E Highway 30
Gonzales 70737
(225) 644-5393
M-Su 8am-5pm

Avoyelles Parish/ Parroquia Avoyelles

Family Practice/ Medicina familiar

Gauthier Jr, Newell E. MD
Cottonport Family Clinic
912 Bryan St
Cottonport 71327
(318) 876-3696
F 8am-4pm/Sa 8am-12pm/M-Th 8am-5pm

Family Practice Nurse Practitioner/ Enfermera profesional de medicina familiar

Jeansonne, II, Herndon M. NP
Mansura Family Clinic
2104 Cleco St
Mansura 71350
(318) 964-2551
Sa 8am-12pm/M-F 8am-5pm

Cottonport Family Clinic
912 Bryan St
Cottonport 71327
(318) 876-3696
F 8am-4pm/Sa 8am-12pm/M-Th 8am-5pm

Vallet, Melissa F. NP
Cottonport Family Clinic
912 Bryan St
Cottonport 71327
(318) 876-3696
M-Th 8am-5pm/Sa 8am-12pm/F 8am-4pm

Bossier Parish/ Parroquia Bossier

Family Practice/ Medicina familiar

McCommon, Nicole A. MD
NCMC Medical and Surgical Clinic
108 N Louisiana St
Plain Dealing 71064
(318) 326-7272
M 8:30am-5pm/WTh 8am-5pm/Sa 9am-12pm/F 8am-5:30pm

Caddo Parish/ Parroquia Caddo

Family Practice/ Medicina familiar

Chance, Jody D. MD
Languages: Spanish
NCMC Medical and Surgical Clinic
1003 S Spruce St
Vivian 71082
(318) 375-3239
M 8:30am-1;00pm/TuWF 8:30 am-5pm/Th 8:30am-1pm/Sa 9am-12pm

General Practice/ Medicina general

Tate, Jamesetta W. MD
Languages: Spanish
Treats patients ages 1 & over
Tate & Barnes Walk In Clinic
6823 Pines Rd Ste A
Shreveport 71129
(318) 603-0440
SaSu 9am-6pm/M-F 8am-6pm

Pediatrics/ Pediatría

Holliway, Brondwyn A. MD
Treats patients ages 18 & under
3824 Hearne Ave
Shreveport 71103
(318) 635-8606
M-F 8am-5pm/Sa 9am-3pm

Walker, Susannah P. MD
Treats patients ages 18 & under
Christus Provider Network
950 Olive St
Shreveport 71104
(318) 681-4896
Sa 8am-12pm/M-F 8am-5pm

Urgent Care Center/Centro de cuidado urgente

Uh-Oh Pediatric Urgent Care
1549 E 70th St Ste 300
Shreveport 71105
(318) 798-8464

Calcasieu Parish/ Parroquia Calcasieu

Family Practice/ Medicina familiar

Jacobs, Eric F. MD
Jacobs Family Medical Clinic
102 E Fourth St
Dequincy 70633
(337) 786-3030
M-WF 8am-5pm/Th 10am-6:30pm

Family Practice Nurse Practitioner/ Enfermera profesional de medicina familiar

Boudreaux, Marcus A. NP
Treats patients ages 18 & under
The Pediatric Ctr Of SWLA
2640 Country Club Rd Ste 100
Lake Charles 70605
(337) 477-0935
Sa 9am-1pm/M-F 8am-8pm

Neidigh, Timothy S. NP
Languages: Spanish
Treats patients ages 18 & under
The Pediatric Ctr Of SWLA
600 Cypress St
Sulphur 70663
(337) 527-6371
Su 1pm-4pm/F 8am-5pm/M-Th 8am-7:30pm/Sa 9am-12pm

Pediatric Nurse Practitioner/ Enfermera profesional pediátrica

Myers-Vines, Jana N. NP
Treats patients ages 18 & under
The Pediatric Ctr Of SWLA
2640 Country Club Rd
Lake Charles 70605
(337) 527-6371
F 8am-5pm/M-Th 8am-8pm/Sa 9am-1pm

The Pediatric Ctr Of SWLA
600 Cypress St
Sulphur 70663
(337) 477-0935
Sa 9am-12pm/M-Th 8am-8pm/F 8am-5pm/Sa 1pm-4pm

Stowell, Jenni L. NP
Languages: Spanish
Treats patients ages 18 & under
The Pediatric Ctr Of SWLA
2640 Country Club Rd Ste 100
Lake Charles 70605
(337) 477-0935
Su 1pm-4pm/M-Th 8am-7:30pm/Sa 9am-12pm/F 8am-5pm

LA-PD-0013-13

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P.O. Box 62509
Virginia Beach, VA 23466-2509

Welcome to Amerigroup Louisiana!

¡Bienvenido a Amerigroup Louisiana!

Are you ready to get the health care you need?

Call 1-800-600-4441
(TTY 1-800-855-2880)

We're here for you. We'll help you get the care you need plus important services like:

- Physician care services from a Primary Care Provider (or PCP) you choose
- Health checkups and screenings
- Immunizations
- Rides to doctor appointments
- Eye care for children under 21

We've got free benefits just for you!

With Amerigroup, you get unlimited visits to your PCP and important extras like:

- Free Weight Watchers® meetings for eligible adults
- Free Entertainment® discount coupons to top local retailers
- Free SafeLink cell phone minutes for qualified members
- Free hypoallergenic bedding for qualified members with asthma
- Fitness and nutrition program for qualified families; includes 10 weeks of classes
- Up to eight hours of respite services each month, allowing eligible caregivers of Amerigroup members to take much-deserved breaks
- Quit smoking program for members who smoke; includes nicotine replacement products and coaching to quit

Learn more about what benefits you can get!

To learn more about Amerigroup benefits and services:

- Call **1-800-600-4441** (TTY 1-800-855-2880)
- Go to **www.myamerigroup.com/LA**
- Read your member handbook

BAYOUHEALTH
Your Health | Your Choice

Amerigroup RealSolutions® in healthcare

¿Está listo para recibir el cuidado de la salud que necesita?

Llame al 1-800-600-4441
(TTY 1-800-855-2884)

Estamos para servirle. Lo ayudaremos a recibir el cuidado que necesita además de servicios importantes como:

- Servicios de cuidado médico de un proveedor de cuidado primario (PCP) de su elección
- Chequeos y exámenes de detección médicos
- Inmunizaciones
- Transporte hacia citas médicas
- Cuidado de la vista para niños menores de 21 años

¡Tenemos beneficios gratuitos solo para usted!

Con Amerigroup, usted recibe visitas ilimitadas a su PCP y beneficios adicionales importantes como:

- Reuniones gratuitas de Weight Watchers® para adultos elegibles
- Cupones de descuento gratuitos de Entertainment® para las principales tiendas minoristas locales
- Minutos gratuitos de teléfono celular de SafeLink para miembros que califican
- Ropa de cama hipoalergénica gratuita para miembros con asma que califican
- Programa de acondicionamiento físico y nutrición para familias que califican; incluye 10 semanas de clases
- Hasta ocho horas de servicios de relevo cada mes, permitiendo que los cuidadores elegibles de miembros de Amerigroup se tomen descansos bien merecidos
- Programa para dejar de fumar para miembros que fuman; incluye productos para reemplazo de la nicotina y entrenamiento para dejar de fumar

¡Sepa más sobre cuáles beneficios puede recibir!

Para saber más sobre beneficios y servicios de Amerigroup:

- Llame al **1-800-600-4441** (TTY 1-800-855-2884)
- Vaya a **www.myamerigroup.com/LA**
- Lea su manual del miembro

LA-MEM-0042-12

My Asthma Action Plan

Green Means Go Yellow Means Caution Red Means Danger

Use the colors of a traffic light to help you control your asthma.

NAME:	DATE:

GO

How you feel:
- Can breathe easy
- Do not cough or wheeze
- Can sleep through the night

ACTION: You can work and play.

Peak flow is _____ to _____

Use these daily medicines to help prevent asthma attacks.

MEDICINE	AMOUNT	WHEN

CAUTION

How you feel:
- Chest is tight
- Coughing or wheezing
- May have the start of a cold

ACTION: Call your doctor.

Peak flow is _____ to _____

Take your daily medicines and add these rescue medicines.

MEDICINE	AMOUNT	WHEN

DANGER

How you feel:
- Hard to breathe
- Hard to talk
- Medicine not helping

ACTION: Call your doctor.

Use these emergency medicines. Call your doctor **NOW**.

MEDICINE	AMOUNT	WHEN

Your doctor will want to see you right away. If you cannot contact your doctor, go to the emergency room. Call 911 if needed.

Peak flow is _____ to _____

Doctor: ..... Pharmacy: .....

Daytime Phone: ..... Phone: .....

After Hours: .....

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Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

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LA-AAP-0211

HP-C-0577-11 12.11

Mi plan de acción contra el asma

El Verde Significa Adelante

El Amarillo Significa Precaución

El Rojo Significa Peligro

Utilice los colores del semáforo como ayuda para controlar el asma.

NOMBRE: FECHA:	

SEGUIR ADELANTE

Cómo se siente:
- Puede respirar fácilmente
- No tose ni tiene sibilancias
- Puede dormir durante la noche

ACCIÓN: Puede trabajar y jugar.

El flujo máximo es _____ a _____.

Utilice estos medicamentos diariamente para ayudarle a prevenir ataques de asma.

MEDICAMENTOS	CANTIDAD	CUÁNDO

PRECAUCIÓN

Cómo se siente:
- Siente opresión en el pecho
- Tiene tos o sibilancias
- Puede que tenga el comienzo de un resfrío

ACCIÓN: Llame al médico.

El flujo máximo es _____ a _____.

Tome los medicamentos diariamente y agregue estos medicamentos de rescate.

MEDICAMENTOS	CANTIDAD	CUÁNDO

PELIGRO

Cómo se siente:
- Tiene dificultad para respirar
- Tiene dificultad para hablar
- Los medicamentos no ayudan

ACCIÓN: Llame al médico.

Su médico querrá verle inmediatamente. Si no puede llamar a su médico, vaya a la sala de emergencias. Si es necesario, llame al 911.

El flujo máximo es _____ a _____.

Utilice estos medicamentos de emergencia. Llame al médico YA.

MEDICAMENTOS	CANTIDAD	CUÁNDO

Médico: Farmacia:

Teléfono durante el día: Teléfono:

Fuera de horario:

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LA-AAP-0211

ASTHMA

AmeriTips

Health Tips That Make Health Happen

MOST PEOPLE CAN LEARN TO CONTROL THEIR ASTHMA. WITH THEIR DOCTOR'S HELP, THEY CAN LEAD NORMAL, ACTIVE LIVES.

Asthma is a disease that keeps you from getting air in your lungs. Your airways swell up, making it hard to breathe. When you are having an asthma attack, you might:

- Have trouble breathing
- Make wheezing noises as you breathe
- Cough a lot
- Feel tight in the chest

Let Your Doctor Help

If you have asthma, be sure to go for regular checkups. Your doctor will help you create a plan. It may include:

- Learning to avoid things that trigger an asthma attack
- Quick-relief medicines for attacks
- Long-term medicines

If your child has asthma, share his or her treatment plan with the school nurse.

When you see your doctor, you may want to ask:

- What are the warning signs of an asthma attack?
- What should I do when I have an asthma attack?
- Should I call the doctor or go to the emergency room if I have a bad attack?

Write down other questions here:

1. _____

_____

2. _____

_____

3. _____

_____

Things You Can Do To Help Control Your Asthma

Check the ones you will work on first:

__ I will pay attention to what triggers my asthma – things like dust, pet hair, pollen, mold and cigarette smoke

__ I will stay away from my asthma triggers

__ I will sit down and try to stay calm during asthma attacks

__ I will take my asthma medications exactly as my doctor told me

__ I will go to my doctor for follow-up visits

__ I will drink more fluids

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Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

LAAT-ASTH-0111

HP-C-0530-11 01.12

ASTHMA

AmeriTips

Consejos Para Mantener La Buena Salud

LA MAYORÍA DE LAS PERSONAS PUEDEN APRENDER A CONTROLARSE EL ASMA. CON LA AYUDA DEL MÉDICO, PUEDEN TENER UNA VIDA NORMAL Y ACTIVA.

El asma es una enfermedad que impide la llegada de aire a los pulmones. Las vías respiratorias se inflaman, y esto dificulta la respiración. Cuando se produce un ataque de asma, pueden aparecer los siguientes síntomas:

- Dificultad para respirar
- Sibilancias al respirar
- Mucha tos
- Sensación de opresión en el pecho

Deje que su médico le ayude

Si tiene asma, no deje de hacerse chequeos regulares. Su médico le ayudará a crear un plan que puede incluir:

- Aprender a evitar los factores que desencadenan un ataque de asma
- Medicamentos de alivio rápido para los ataques
- Medicamentos de largo plazo

Si su hijo tiene asma, informe a la enfermera escolar de su plan de tratamiento.

Cuando visite a su médico, asegúrese de preguntar:

- ¿Cuáles son los signos de advertencia de un ataque de asma?
- ¿Qué debo hacer cuando tengo un ataque de asma?
- ¿Debo llamar al médico o acudir a la sala de emergencias si tengo un ataque grave?

Escriba otras preguntas aquí:

1. _____

_____

2. _____

_____

3. _____

_____

Sugerencias para ayudarle a controlarse el asma

Marque las que empezará a implementar primero:

__ Prestaré atención a las cosas que me provocan el asma, como el polvo, el pelo de animales, el polen, el moho y el humo de los cigarrillos.

__ Me mantendré alejado de las cosas que me provocan el asma.

__ Durante los ataques de asma, voy a sentarme e intentar mantener la calma.

__ Tomaré los medicamentos para el asma exactamente como me lo indicó el médico.

__ Acudiré al médico para las consultas de seguimiento.

__ Beberé más líquidos.

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LAAT-ASTH-0111

ASTHMA TRIGGERS

AmeriTips®

Health Tips That Make Health Happen

ASTHMA TRIGGERS ARE THINGS THAT CAN CAUSE AN ASTHMA ATTACK. THEY CAN MAKE YOUR ASTHMA WORSE.

Everyone with asthma has different triggers. Your doctor can help you figure out what yours are and how to avoid them.

Put a check mark by the things that trigger your asthma and the ideas you think might help:

CHEMICAL AGENTS

__ Avoid smoke
__ Limit exposure to perfume, cleaning agents and sprays

DUST AND DUST MITES

__ Clean up surface dust often
__ Clean with a damp cloth or mop
__ Leave the room when someone is cleaning
__ Put a plastic cover over your mattress
__ Wash sheets, blankets and pillowcases in hot water every week
__ Remove or wash stuffed toys

PETS

__ Keep pets out of the house or bedroom
__ Give pets a weekly bath
__ Wash your hands after touching pets

COCKROACHES

__ Clean up food and garbage and exterminate cockroaches

MOLD

__ Keep your home dry — you may need to use a dehumidifier
__ Keep bathrooms, kitchens and basements clean with good air flow

POLLEN

__ Use the air conditioner during allergy season instead of opening windows
__ Avoid hanging clothes outside to dry

COLDS AND FLU

__ Stay away from people with colds and flu
__ Get a flu shot yearly
__ Wash your hands often

If you know of other things that trigger your asthma, list them here:

1. _____
2. _____
3. _____

Avoiding triggers is one key to controlling asthma. Your doctor can tell you other things you can do.

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DESENCADENANTES DEL ASMA

AmeriTips

Consejos Para Mantener La Buena Salud

LOS DESENCADENANTES DEL ASMA SON COSAS QUE PUEDEN PROVOCAR UN ATAQUE DE ASMA. LE PUEDEN EMPEORAR EL ASMA.

Todas las personas que tienen asma tienen diferentes desencadenantes. Su doctor le puede ayudar a determinar cuáles son los suyos y cómo evitarlos.

Ponga una marca al lado de las cosas que le provocan asma y las ideas que cree que le puedan ayudar:

PRODUCTOS QUÍMICOS

__ Evitar el humo
__ Limitar la exposición a los perfumes, productos de limpieza y aerosoles

POLVO Y ÁCAROS DEL POLVO

__ Sacudir con frecuencia
__ Limpiar con un paño húmedo o trapeador
__ Salirse de la habitación cuando alguien esté limpiando
__ Cubrir el colchón con una funda de plástico
__ Todas las semanas, lavar las sábanas, cobijas y fundas de las almohadas en agua caliente
__ Retirar o lavar los muñecos de peluche

ANIMALES DE COMPAÑÍA

__ Dejar a los animales de compañía afuera o no permitir que entren a la recámara
__ Bañar a los animales todas las semanas
__ Lavarse las manos después de tocar a los animales

CUCARACHAS

__ Recoger toda la comida y la basura y exterminar las cucarachas

MOHO

__ Mantener seco su hogar; es posible que tenga que usar un deshumidificador
__ Mantener limpios y con buena circulación de aire los baños, la cocina y el sótano

POLEN

__ En lugar de abrir las ventanas, usar el acondicionador de aire durante la temporada de alergias
__ No tender la ropa afuera a secar

RESFRIADOS Y GRIPE

__ Mantenerse alejado de las personas que tengan resfriado o gripe
__ Ir a que le pongan una vacuna anual contra la gripe
__ Lavarse las manos con frecuencia

Si sabe de otras cosas que le provocan asma, anótelas aquí:

1. _____
2. _____
3. _____

Una manera clave de controlar el asma es evitar los desencadenantes. Su doctor le puede dar otras recomendaciones.

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TIPS FOR TAKING BEHAVIORAL HEALTH MEDICATIONS

AmeriTips

Health Tips That Make Health Happen

MEDICATIONS CAN HELP YOU FEEL BETTER OR GET WELL. BE SURE TO TAKE THEM IN THE RIGHT WAY.

Your doctor may give you a prescription for one or more medications. Taking them in the right way will make them work better. It will also help you avoid problems. Here are some tips:

1. Tell your doctor if you:
   - Are pregnant or planning to get pregnant
   - Are nursing
   - Are taking other drugs
   - Have any other health problems
2. Work closely with your doctor:
   - Always keep your appointments
   - Follow dosage instructions
   - Ask questions
3. Medications should not be taken with alcohol or any other drugs without your doctor's OK. That includes over-the-counter drugs and herbal medications.
4. Get your doctor's OK before driving or using machinery.
5. Ask your doctor what to do if you miss a dose.
6. Watch for side effects and tell your doctor about them.
7. Store medications in a cool, dry place. Keep them away from children and pets.
8. Your medications should never be shared with other people. You should not take someone else's medicine.
9. Be patient when taking a new medication. It may take a few weeks before you feel the effects of the medicine or for side-effects to go away.

You can keep track of your medications here. Use another piece of paper if you need more space.

	Medication #1	Medication #2	Medication #3
Name of medication			
Reason for taking			
How much do I take?			
What time of day?			

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HP-C-0530-11 01.12

PARA TOMAR MEDICAMENTOS PARA LA SALUD DEL COMPORTAMIENTO

AmeriTips®

Consejos Para Mantener La Buena Salud

LOS MEDICAMENTOS PUEDEN AYUDARLE A SENTIRSE MEJOR O A RECUPERARSE. ASEGÚRESE DE TOMARLOS CORRECTAMENTE.

Su médico podría darle la receta para uno o para más medicamentos. Si los toma correctamente, surtirán mejor efecto. Además, le servirá para evitar problemas. A continuación, le brindamos algunas sugerencias:

1. Infórmele a su médico lo siguiente:
   - Si está embarazada o planea estarlo
   - Si está amamantando
   - Si está tomando otros medicamentos
   - Si tiene otros problemas de salud
2. Trabaje en estrecha colaboración con su médico:
   - Asista siempre a sus citas
   - Siga las instrucciones para las dosis
   - Haga preguntas
3. Los medicamentos no deben tomarse con alcohol ni en combinación con ningún otro medicamento sin la autorización de su médico. Esto incluye medicamentos de venta sin receta y medicamentos a base de hierbas.
4. Obtenga la autorización de su médico para poder conducir u operar maquinaria.
5. Pregúntele a su médico qué debe hacer si se olvida una dosis.
6. Esté atento a los efectos secundarios e infórmele a su médico si experimenta alguno.
7. Almacene los medicamentos en un lugar fresco y seco. Manténgalos fuera del alcance de los niños y las mascotas.
8. No comparta los medicamentos con otras personas. Tampoco tome medicamentos de otras personas.
9. Sea paciente cuando tome un medicamento nuevo. Es posible que pasen algunas semanas antes de que sienta los efectos del medicamento o desaparezcan los efectos secundarios.

Puede llevar un control de los medicamentos aquí. Si necesita más espacio, use otra hoja.

	Medicamento n.º 1	Medicamento n.º 2	Medicamento n.º 3
Nombre del medicamento			
Motivo por el cual lo tomo			
¿Qué cantidad debo tomar?			
¿A qué hora debo tomarlo?			

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LAAT-TTMH-0111

CHILDREN AND LEAD POISONING

AmeriTips

Health Tips That Make Health Happen

DOES YOUR CHILD HAVE LEAD POISONING? THE ONLY WAY TO KNOW FOR SURE IS WITH A BLOOD LEAD TEST.

Lead poisoning is still a health hazard for millions of children in the United States. Since lead is a heavy metal, it is used in many consumer products. Lead is also a poison.

Children can be exposed to it in many ways. It can be found in the soil and old paint from buildings built before 1978 and on toys or surfaces around your home.

How Can I Tell If My Child Has Been Exposed to Lead?

There are often no signs of lead poisoning. When symptoms do occur, they may be mistaken for other conditions. Too much lead in a child's body can cause headaches, stomachaches, muscle pain and hearing problems. It can also slow down growth and brain development. The only way to know for sure if your child has been exposed to lead is with a blood lead test.

When Should My Child Be Tested?

All children need a blood lead test done at 12 months and 24 months of age, or between 3 and 6 years of age if not tested earlier. Use this checklist to keep track of when your child's blood lead tests have been completed by the doctor:

- ❑ 12 months/Date:_____
- ❑ 24 months/Date:_____

Children under 3 years of age are most likely to get lead poisoning. Children this age often put their hands and other objects into their mouths.

How Can I Help Protect My Child?

Lead poisoning is entirely preventable. The best way to help protect your child is to have him or her tested. You can also take steps to lower your child's risk:

- Wash your child's hands and toys often with cold water.
- Remove recalled toys immediately.
- Test the water in your home for lead.
- Keep your child away from peeling paint.
- Wet-wipe dust from window sills and wet-mop floors.
- Avoid traditional medicines with known lead content like Greta and Azarcon in Hispanic remedies, Ghasard in Indian remedies, Ba-baw-san in Chinese remedies, or Daw Tway in Thai and Myanmar remedies.
- Avoid candies, toys and children's jewelry imported from Mexico.
- Use containers, cookware, tableware and pottery that are shown to be lead-free.
- Have your child play on grass, pavement or mulch, instead of bare soil.

To learn more, contact the CDC at 1-800-232-4636 or visit **www.cdc.gov/nceh/lead.**

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LOS NIÑOS Y LA INTOXICACIÓN POR PLOMO

AmeriTips

Consejos Para Mantener La Buena Salud

¿PADECE SU HIJO DE INTOXICACIÓN POR PLOMO? LA ÚNICA MANERA DE SABERLO CON SEGURIDAD ES MEDIANTE UNA PRUEBA DE DETECCIÓN DE PLOMO EN SANGRE.

La intoxicación por plomo sigue siendo peligrosa para la salud de millones de niños en los Estados Unidos. Debido a que el plomo es un metal pesado, se usa en muchos productos de consumo. También es tóxico.

Los niños pueden estar expuestos al plomo de muchas maneras. Puede encontrarse en la tierra y en la pintura vieja de edificios construidos antes de 1978 y en juguetes o en superficies alrededor de su casa.

¿Cómo puedo saber si mi hijo ha estado expuesto al plomo?

A menudo, no hay señales de la intoxicación por plomo. Cuando aparecen síntomas, se los puede atribuir erróneamente a otras afecciones. El exceso de plomo en el organismo de un niño puede provocarle dolores de cabeza, de estómago, musculares y problemas auditivos. También puede retrasar el crecimiento y el desarrollo cerebral. Una prueba de detección de plomo en sangre es la única forma de saber con seguridad si su hijo ha estado expuesto al plomo.

¿Cuándo se le debería realizar la prueba a mi hijo?

Todos los niños necesitan que se les realice la prueba de detección de plomo en sangre a los 12 y 24 meses de edad o entre los 3 y 6 años de edad si no se les realizó la prueba antes. Use esta lista de verificación para llevar un control de cuándo el médico le ha realizado a su hijo las pruebas de detección de plomo en sangre:

- ❑ 12 meses/fecha:_____
- ❑ 24 meses/fecha:_____

Los niños de hasta 3 años de edad tienen más probabilidades de intoxicarse por plomo. A esta edad, los niños a menudo se llevan las manos y otros objetos a la boca.

¿Cómo puedo ayudar a proteger mi hijo?

La intoxicación por plomo se puede prevenir en su totalidad. La mejor manera de ayudar a proteger a su hijo es realizándole una prueba. Además, usted puede tomar las siguientes medidas para reducir el riesgo de su hijo:

- Lávele las manos y lave los juguetes con frecuencia con agua fría.
- Deseche inmediatamente los juguetes que son retirados del mercado.
- Haga analizar el agua de su hogar para verificar si contiene plomo.
- Mantenga a su hijo lejos de la pintura descascarada.
- Quite el polvo de las repisas de las ventanas con un paño húmedo y limpie los pisos con un trapeador húmedo.
- Evite los medicamentos tradicionales que se conoce que contienen plomo como Greta y Azarcon en remedios hispanos, Ghasard en remedios indios, Ba-baw-san en remedios chinos o Daw Tway en remedios tailandeses o birmanos.
- Evite las golosinas, los juguetes y las alhajas para niños que sean importados de México.
- Use envases, utensilios de cocina, cubiertos y vajilla que muestren que no contienen plomo.
- Deje que su hijo juegue en el césped, el pavimento o sobre hojas en vez de la tierra expuesta.

Para obtener más información, comuníquese con los Centros para el Control y la Prevención de Enfermedades (Center for Disease Control and Prevention, CDC) al 1-800-232-4636 o visite www.cdc.gov/nceh/lead.

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WHAT IS DIABETES?

AmeriTips

Health Tips That Make Health Happen

LIVING WITH DIABETES IS A LEARNING PROCESS. EVEN IF SOME CHANGES ARE NEEDED, MOST PEOPLE WITH DIABETES STILL LEAD A NORMAL, ACTIVE LIFE.

What Is Diabetes?

Diabetes occurs when your body cannot make enough of a hormone called insulin or cannot use insulin properly.

Our bodies turn most of what we eat and drink into a type of sugar called glucose. Glucose travels through the bloodstream.

Insulin helps turn glucose into energy. If you have diabetes, that process does not work right. Glucose builds up in the blood and passes out of the body in the urine. Your body does not get the fuel it needs.

Words to Know
Glucose: A simple sugar used by the body as its main source of energy
Hyperglycemia: High blood sugar level
Hypoglycemia: Low blood sugar level
Insulin: A hormone that helps the body turn glucose into energy

What Are the Main Types of Diabetes?

Check the type you have:

- ❑ **Type 1 diabetes –** This is a less common form of diabetes. With this type, the body does not produce insulin.
- ❑ **Type 2 diabetes –** Around 95 percent of people with diabetes have type 2. The body develops insulin resistance and can't properly use insulin.

What Can I Do?

Be sure to see your doctor often. He or she will help you make a plan for controlling your diabetes. The more you know about diabetes, the better you will be at living with it.

Here are a few questions you may want to ask your doctor:

- What is my blood sugar level, and how do I keep it under control?
- What should I do if my blood sugar level is too high or low?
- What tests do I need?
  - Eye exam each year
  - Hemoglobin test each year
  - LDL screening each year
  - Kidney function each year

Write down other questions here:

1. _____
2. _____

Tips for Living with Diabetes:

- ❑ Take medication.
- ❑ Check blood sugar levels regularly.
- ❑ Eat 3 meals a day, 4 or 5 hours apart.
- ❑ Plan meals and snacks.
- ❑ Avoid high-sugar foods and drinks.
- ❑ Become more active.

Learn more about living well with diabetes at **www.diabetes.org**, keyword "diabetes."

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¿QUÉ ES LA DIABETES?

AmeriTips

Consejos Para Mantener La Buena Salud

VIVIR CON DIABETES ES UN PROCESO DE APRENDIZAJE. AUNQUE SON NECESARIOS ALGUNOS CAMBIOS, LA MAYORÍA DE LAS PERSONAS CON DIABETES LLEVA UNA VIDA ACTIVA Y NORMAL.

¿Qué es la diabetes?

La diabetes se produce cuando el cuerpo no puede producir cantidad suficiente de una hormona llamada insulina, o bien no puede utilizarla en forma adecuada.

Nuestros cuerpos transforman la mayoría de lo que comemos y bebemos en un tipo de azúcar llamado glucosa. La glucosa viaja a través del torrente sanguíneo.

La insulina ayuda a transformar la glucosa en energía. Si tiene diabetes, ese proceso no funciona correctamente. La glucosa se acumula en la sangre y se elimina del cuerpo a través de la orina. Su cuerpo no obtiene la energía que necesita.

Palabras para tener en cuenta
Glucosa: Un monosacárido utilizado por el cuerpo como su principal fuente de energía
Hiperglucemia: Nivel de glucemia elevado
Hipoglucemia: Nivel de glucemia bajo
Insulina: Una hormona que permite que el cuerpo convierta la glucosa en energía

¿Cuáles son los principales tipos de diabetes?

Marque el tipo de diabetes que usted tiene:

- ❑ **Diabetes tipo 1**: Este es un tipo de diabetes menos frecuente. Con este tipo de diabetes, el cuerpo no produce insulina.
- ❑ **Diabetes tipo 2**: Alrededor del 95 por ciento de las personas con diabetes tienen el tipo 2. El cuerpo desarrolla resistencia a la insulina y no puede utilizar la insulina adecuadamente.

¿Qué puedo hacer?

Asegúrese de consultar a su médico con frecuencia. Él o ella le ayudarán a elaborar un plan para controlar su diabetes. Cuanto más sepa acerca de la diabetes, mejor se sentirá al vivir con ella.

Estas son algunas preguntas que puede hacerle a su médico:

- ¿Qué es el nivel de glucemia y cómo puedo mantenerlo bajo control?
- ¿Qué debo hacer si mi nivel de glucemia es demasiado elevado o bajo?
- ¿Qué pruebas necesito?
  - Examen de la vista cada año
  - Análisis de hemoglobina cada año
  - Análisis de LDL cada año
  - Prueba de la función renal cada año

Escriba otras preguntas aquí:

1. _____

2. _____

Consejos para vivir con diabetes:

- ❑ Tome los medicamentos.
- ❑ Revísese los niveles de glucemia con regularidad.
- ❑ Coma 3 comidas por día, cada 4 o 5 horas.
- ❑ Planifique comidas y refrigerios.
- ❑ Evite las comidas y bebidas con alto contenido de azúcar.
- ❑ Sea más activo.

Obtenga más información sobre vivir bien con diabetes en **www.diabetes.org.**

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DIABETES EYE CARE

AmeriTips

Health Tips That Make Health Happen

IF YOU HAVE DIABETES, HAVE YOU HAD A DILATED EYE EXAM THIS YEAR? LEARN HOW THIS SIMPLE TEST CAN HELP SAVE YOUR SIGHT.

Imagine what life would be like if you couldn't see. If you could help protect your eyesight just by going for an eye exam each year, would you go?

❒ Yes ❒ No

Protecting yourself from diabetic retinopathy is that simple.

What Is Diabetic Retinopathy?

Diabetic retinopathy is a disease of the eye that can lead to severe vision loss and blindness. Anyone who has diabetes is at risk for diabetic retinopathy. Diabetic retinopathy is caused by high blood sugar. While you cannot prevent the disease entirely, you can take steps to reduce your risk of vision loss.

When Should You See an Eye Doctor?

At the early stages of retinopathy, there are no symptoms or pain. Going to an eye doctor for a special eye exam each year is the only way to know if you have retinopathy. This test is called a dilated eye exam. It is quick and painless.

If you have diabetes and have not had a dilated eye exam this year, call your eye doctor today!

You should call your eye doctor right away if you:

- Find it hard to read
- Have blurred vision or see flashes of light
- See floating dark spots that come and go
- Have severe vision loss or blindness
- Feel pressure in your eyes
- Find your eyes get red and stay that way

What Can You Do?

For the best protection against diabetic retinopathy, follow these healthy tips:

- ✔ Go for a dilated eye exam once a year
- ✔ See your doctor for regular checkups
- ✔ Keep your blood sugar under control
- ✔ Keep your blood pressure under control
- ✔ Stay active and eat healthy
- ✔ Avoid smoking

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ATENCIÓN DE LA VISTA SI TIENE DIABETES

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Consejos Para Mantener La Buena Salud

SI TIENE DIABETES, ¿YA LE HICIERON ESTE AÑO UN EXAMEN DE PUPILA DILATADA? ENTÉRESE CÓMO ESTA SENCILLA PRUEBA PUEDE SALVARLE LA VISTA.

Imagínese cómo sería su vida si no pudiera ver. Si pudiera protegerse la vista con tan sólo un examen anual de los ojos, ¿se lo haría?

❒ Sí ❒ No

Así de simple es protegerse de la retinopatía diabética.

¿Qué es la retinopatía diabética?

La retinopatía diabética es una enfermedad de los ojos que puede dar lugar a pérdida extensa de la vista y ceguera. Cualquiera que tiene diabetes corre riesgo de retinopatía diabética. La retinopatía diabética es causada por la presión arterial elevada. Aunque la enfermedad no se puede prevenir por completo, hay ciertas medidas que puede tomar para reducir su riesgo de perder la vista.

¿Cuándo debe acudir a un oculista?

En las etapas tempranas, la retinopatía no presenta síntomas ni dolor. La única forma de saber si tiene retinopatía es acudir a un oculista para que le haga un chequeo anual especial de los ojos. La prueba se llama examen de pupila dilatada. Es muy rápido y no duele.

Si tiene diabetes y aún no se ha hecho un examen de pupila dilatada, ¡llame al oculista hoy mismo!

Llame al oculista inmediatamente si:

- Se le dificulta leer
- Tiene la vista borrosa o ve destellos de luz
- Ve manchas negras flotantes que van y vienen
- Sufre pérdida extensa de la vista o ceguera
- Siente presión en los ojos
- Los ojos se le ponen rojos y así se quedan

¿Qué puede hacer?

Observe estas sugerencias saludables para lograr la mejor protección contra la retinopatía diabética:

- ✔ Una vez al año acuda a un examen de pupila dilatada
- ✔ Acuda al médico para chequeos periódicos
- ✔ Contrólese el azúcar en la sangre
- ✔ Contrólese la presión arterial
- ✔ Manténgase activo y consuma alimentos saludables
- ✔ Evite fumar

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Health Tips That Make Health Happen

HOW CAN YOU BE MORE ACTIVE?

Being More Active is a Process

Thinking about weight loss is a great start in making a change.
What's one thing you would like to change to become more active?
Write it here: _____

Be Active, Be Healthy

Being more active can help improve your health. Regular exercise can:

- Strengthen your heart and lower your blood pressure
- Lower your bad cholesterol and raise your good cholesterol
- Prevent chronic health conditions like diabetes, obesity and some cancers
- Increase your flexibility
- Give you more energy
- Help you sleep better and wake up feeling more rested
- Help you feel better about yourself and deal with stress

Take Small Steps

There are many ways you can be more active.
Here are just a few ideas:

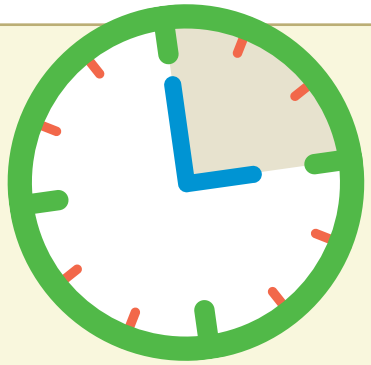
- Take the stairs instead of the elevator
- Park farther from building entrances
- Do work around the house or yard
- Do some stretching or sit-ups on the floor while watching TV
- Play a sport with family or friends
- Go dancing with a friend
- Start with one activity one day a week

Even if you have a disability, activities can be modified to meet your needs. Talk to your doctor to learn more.

Stay Safe

- If you feel any pain, discomfort or dizziness, stop and contact your doctor.
- Make sure to wear well-fitting, comfortable shoes and clothing.
- Check with your doctor before starting any type of activity or exercise program.
- In case of a medical emergency, call 911.

Find more tips at **www.cdc.gov/physicalactivity.**



What's the best time of day for you?

You don't have to get all of your exercise at once. Break up the time you exercise into short 15-minute sessions. Then, increase the amount of exercise you do. Work up to 30 minutes of activity per day.

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HEART FAILURE

AmeriTips

Health Tips That Make Health Happen

MOST PEOPLE WITH HEART FAILURE CAN LIVE NORMAL LIVES.

What is Heart Failure?

When you have heart failure, it means your heart is too weak to pump the normal amount of blood through your body. It does not mean your heart has stopped or is about to. With heart failure:

- Your heart cannot pump as hard as it should
- Blood and fluid back up into your lungs
- Fluid builds up in your abdomen, legs, ankles and feet — they become swollen
- You feel tired and short of breath, even from a very short walk
- Your body does not get the oxygen it needs

Heart Failure May Be Caused By:

- High blood pressure
- Blocked arteries (heart disease)
- Previous heart attacks
- Heart valve disease
- Heart muscle problems
- Infection of your heart valves or muscles

What Should You Do?

Be sure to go to your doctor for regular checkups.
Tell your doctor if you:

- Feel tired
- Are short of breath
- Have sudden increase in weight
- Have increased swelling in ankles and/or lower legs

Heart failure usually comes after having heart disease — like clogged arteries — for a long time. By changing some of your habits now, you can keep your heart healthier.

Check the heart-healthy habit you will work on first:

- ❑ I will avoid salty foods.
- ❑ I will drink less alcohol.
- ❑ I will smoke less.
- ❑ I will work on losing weight.
- ❑ I will be more active. (Be sure to talk with your doctor before starting any exercise program.)

How to Live With Heart Failure

Most people with heart failure can live normal lives. As your doctor will tell you, medications are very important. You may be taking more than one every day. They will help make you feel better and keep your heart healthy.

Here are a few things to keep in mind any time you are taking medications:

- It's good to know the names of all your medications.
- Some medications should be taken at a certain time of day.
- Medicines often have side effects, so talk to your doctor about them ahead of time.

To learn more about heart failure, go to nlm.nih.gov/medlineplus/heartfailure.html.

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INSUFICIENCIA CARDÍACA

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Consejos Para Mantener La Buena Salud

LA MAYORÍA DE LAS PERSONAS QUE SUFREN DE INSUFICIENCIA CARDÍACA PUEDEN TENER UNA VIDA NORMAL.

¿Qué es la insuficiencia cardíaca?

Si usted tiene insuficiencia cardíaca, significa que su corazón es demasiado débil para bombear la cantidad normal de sangre a través de su cuerpo. No significa que su corazón haya dejado de latir o esté a punto de hacerlo. Debido a la insuficiencia cardíaca:

- El corazón no puede bombear tan bien como debería
- La sangre y el líquido se acumulan en los pulmones
- El líquido se acumula y provoca hinchazón en el abdomen, las piernas, los tobillos y los pies
- Se siente cansado y su respiración se dificulta, aun después de una caminata muy corta
- El cuerpo no recibe el oxígeno que necesita

La insuficiencia cardíaca puede ser causada por:

- Presión arterial alta
- Arterias tapadas (enfermedad cardíaca)
- Ataques cardíacos anteriores
- Enfermedad valvular cardíaca
- Problemas del músculo cardíaco
- Infección de las válvulas o del músculo cardíacos

¿Qué debe hacer?

Asegúrese de visitar a su médico para realizarse chequeos regulares. Infórmele a su médico si:

- Se siente cansado
- Tiene dificultad para respirar
- Aumenta de peso en forma repentina
- Se le hinchan los tobillos y/o la parte inferior de las piernas

La insuficiencia cardíaca normalmente se presenta luego de haber sufrido una enfermedad cardíaca, como arterias tapadas, por un período prolongado. Usted puede mantener el corazón más sano si cambia alguno de sus hábitos ahora.

Marque el hábito para un corazón saludable que empezará a implementar primero:

- ❑ Evitaré los alimentos salados.
- ❑ Consumiré menos cantidad de bebidas alcohólicas
- ❑ Fumaré menos.
- ❑ Implementaré medidas para perder peso.
- ❑ Seré más activo. (Asegúrese de hablar con su médico antes de comenzar un programa de ejercicios.)

Cómo vivir con insuficiencia cardíaca

La mayoría de las personas que sufren de insuficiencia cardíaca pueden tener una vida normal. Tal como le informará su médico, los medicamentos son muy importantes. Podría tomar más de uno por día. Le ayudarán a sentirse mejor y a mantener su corazón saludable.

Tenga en cuenta lo siguiente siempre que esté tomando medicamentos:

- Es bueno que sepa el nombre de todos sus medicamentos
- Ciertos medicamentos deben tomarse a determinada hora del día
- A menudo los medicamentos poseen efectos secundarios, así que hable con su médico sobre esto con anticipación

Para obtener más información sobre insuficiencia cardíaca, visite nlm.nih.gov/medlineplus/heartfailure.html.

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HIV/AIDS

AmeriTips

Health Tips That Make Health Happen

KNOW THE FACTS ABOUT HIV/AIDS.

AIDS stands for acquired immunodeficiency syndrome. It's a disease that makes your body unable to fight off sickness. Better treatments are helping people with AIDS live longer, but there is no cure.

What Causes HIV/AIDS?

A virus called HIV — human immunodeficiency virus — causes AIDS. People can have HIV in their blood for months or years without knowing they are infected.

A person who looks and feels healthy can have HIV — and can pass it on to you.

Who Can Get AIDS?

Anyone can get AIDS. Your risk depends on what you do, not who you are.

What Can Put Me At Risk?

- Having unprotected sex — that is, vaginal, anal or oral sex without a condom
- Sharing a needle with someone

How Can I Protect Myself?

To completely avoid the risk of HIV:

- Don't have sex
- Don't share needles

If You Have Sex:

- Use a new latex condom each time you have sex
- Be sure to use the condom the right way
- Have sex with only one person or as few people as possible
- Make sure your sex partner does not use needles for drug use
- Make sure your sex partner has been tested for HIV and is negative
- Get tested yourself — it's the only way to know for sure if you have HIV

Why Should I Get Tested?

Knowing your HIV status can help you change risky behavior, protect those you love and prevent the spread of HIV.

- A negative result will give you peace of mind
- If you do have HIV, you can get treatment right away

How Do I Get Tested?

Call your doctor to set up a test. Your results are confidential — they will not be shared with anyone else.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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LAAT-HIV-0111

HP-C-0530-11 01.12

VIH/SIDA

AmeriTips

Consejos Para Mantener La Buena Salud

CONOZCA CUESTIONES BÁSICAS SOBRE EL VIH/SIDA.

SIDA significa síndrome de inmunodeficiencia adquirida. Es una afección que impide al cuerpo combatir las enfermedades. Los tratamientos cada vez mejores están ayudando a prolongar la vida de las personas que tienen SIDA, pero no existe cura para la enfermedad.

¿Cuál es la causa del VIH/SIDA?

Un virus llamado VIH (virus de inmunodeficiencia humana) causa el SIDA. Una persona puede tener el VIH en su sangre durante meses o años sin saber que está infectada.

Alguien que se sienta bien y tenga aspecto saludable puede tener VIH y puede contagiar a otra persona.

¿Quién puede contagiarse de SIDA?

Cualquiera puede contagiarse de SIDA. El riesgo depende de lo que usted haga y no de quién sea usted.

¿Qué cosas pueden ponerme en riesgo?

- Tener relaciones sexuales sin protección; es decir, sexo vaginal, anal u oral sin usar condón.
- Compartir una aguja.

¿Cómo puedo protegerme?

Para evitar completamente el riesgo de contraer el VIH:

- no tenga relaciones sexuales
- no comparta agujas

Si tiene relaciones sexuales:

- use un condón de látex nuevo cada vez que tenga relaciones sexuales
- asegúrese de usar el condón correctamente
- tenga relaciones sexuales con una sola persona o con la menor cantidad posible
- su pareja no use agujas para el consumo de drogas
- asegúrese de que su pareja se haya hecho el análisis del VIH y el resultado sea negativo
- hágase el análisis, es la única forma de saber a ciencia cierta si tiene VIH

¿Por qué debo hacerme el análisis?

El conocer su estado de VIH puede ayudarle a cambiar comportamientos riesgosos, proteger a sus seres queridos y evitar el contagio del VIH.

- Un resultado negativo le dará tranquilidad
- Si tiene el VIH, puede obtener tratamiento de inmediato

¿Cómo me hago la prueba?

Llame a su médico para programar el análisis. Los resultados son confidenciales, es decir, no se compartirán con nadie.

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HIV/AIDS IN PREGNANCY

AmeriTips

Health Tips That Make Health Happen

IF YOU HAVE HIV/AIDS, YOUR DOCTOR CAN HELP YOU TAKE STEPS TO PREVENT PASSING IT ON TO YOUR BABY.

If you are going to have a baby, it's important to know if you have HIV. Your baby's health may depend on it.

Make an appointment to see your doctor as soon as you know you are pregnant. He or she will make sure you are tested for HIV.

HIV/AIDS Quick Facts

- HIV stands for human immunodeficiency virus. It's the virus that causes AIDS. A person with HIV may not even know they have it. It can take months or years before you get sick. But during that time, you can spread it to other people.
- AIDS stands for acquired immunodeficiency syndrome. You start to get sick when HIV develops into AIDS.
- Better treatments are helping people with AIDS live longer, but there is no cure.

How Can My Baby Get HIV/AIDS?

If you have HIV, it can spread to your baby during pregnancy, while giving birth or while breastfeeding.

How Can I Protect My Baby?

Some things your doctor may suggest include:

- Taking HIV medications or adjusting the ones you already take to avoid birth defects
- Bottle feeding instead of breastfeeding

What are the Chances that My Baby Will Get the Virus from Me?

If you don't do anything to protect the baby…	About 25%
If you work with your doctor to protect the baby…	Less than 2%

By talking to your doctor right away, you can make sure you do everything possible to protect your baby from HIV/AIDS.

Sources:
The Centers for Disease Control and Prevention
www.cdc.gov/hiv/topics/perinatal/resources/factsheets/perinatal.htm

www.cdc.gov/hiv/topics/perinatal/resources/factsheets/opt-out.htm

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EL VIH/SIDA DURANTE EL EMBARAZO

AmeriTips®

Consejos Para Mantener La Buena Salud

SI TIENE VIH/SIDA, SU MÉDICO PUEDE AYUDARLA A TOMAR LAS MEDIDAS PARA PREVENIR QUE CONTAGIE A SU BEBÉ.

Si va a tener un bebé, es importante saber si es portadora del VIH. Es posible que la salud de su bebé dependa de ello.

Haga una cita para consultar a su médico en cuanto sepa que está embarazada. Él o ella se asegurará de que le hagan una prueba de detección del VIH.

Datos breves sobre el VIH/SIDA

- VIH significa virus de inmunodeficiencia humana. Es el virus que provoca el SIDA. Puede que una persona con VIH ni siquiera sepa que es portadora del virus. Pueden pasar meses o años antes de que se enferme. Pero durante ese tiempo, usted puede contagiar a otras personas.
- SIDA significa síndrome de inmunodeficiencia adquirida. Usted comienza a enfermarse cuando el VIH produce SIDA.
- Los tratamientos cada vez mejores están ayudando a prolongar la vida de las personas que tienen SIDA, pero no existe cura para la enfermedad.

¿Cómo puede mi bebé contraer el VIH/SIDA?

Si es portadora de VIH, puede contagiar a su bebé durante el embarazo, el parto o la lactancia.

¿Cómo puedo proteger a mi bebé?

Algunas sugerencias que su médico puede hacerle incluyen las siguientes:

- Tomar medicamentos para el VIH o ajustar la dosis de los que ya toma para evitar malformaciones congénitas.
- Dar el biberón en lugar de amamantar.

¿Qué posibilidades hay de que mi bebé contraiga el virus a través de mí?	
Si no hace nada para proteger al bebé…	Alrededor del 25%
Si coopera con su médico para proteger al bebé…	Menos del 2%

Si habla con su médico inmediatamente, puede asegurarse de hacer todo lo posible para proteger a su bebé del VIH/SIDA.

Recursos:
The Centers for Disease Control and Prevention
www.cdc.gov/hiv/topics/perinatal/resources/factsheets/perinatal.htm

www.cdc.gov/hiv/topics/perinatal/resources/factsheets/opt-out.htm

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Health Tips That Make Health Happen

A Healthy Lifestyle for Your Child

THE HEALTHY HABITS YOU TEACH YOUR KIDS TODAY CAN HELP THEM BE HEALTHY ADULTS

Would you like your child to be healthier? Living a healthier life is easier than you think. There are many health benefits for children. They'll have better self-esteem, stronger bones, and lower risks of certain disease like diabetes and high blood pressure.

You Can Help Your Child

Here are some ideas to help your child live a healthier life. Check off any healthy habit that you already do with your child.

- ☐ Limit foods and drinks high in calories and sugar
- ☐ Feed my child low-fat meats like chicken
- ☐ Not forcing my child to finish every meal
- ☐ Limit TV and computer time
- ☐ Take my family out for activities like walks or a trip to the park
- ☐ Not using food as a reward or for comfort

If you checked off even one habit, you are already teaching your child good habits

What other healthy habits do you do or want to start doing with your child?

Why Is Physical Activity Important for Your Child?

Regular physical activity can produce long-term health benefits for your child. Being active can help your child maintain a healthy weight, improve self-esteem and lower risks of certain diseases.

Children should do 60 minutes of physical activity each day. It will help them build strong bodies and bones and burn calories.

You and Your Child Can Have Healthy Fun

Choose activities your child will enjoy and can do regularly.

- Soccer
- Jump rope
- Bike riding
- Basketball
- Swimming
- Dancing
- Skateboarding
- Baseball

What other fun activities can your family do together to burn off calories?_____

Make it fun. Do something new every day!

Go to www.choosemyplate.gov to learn more.

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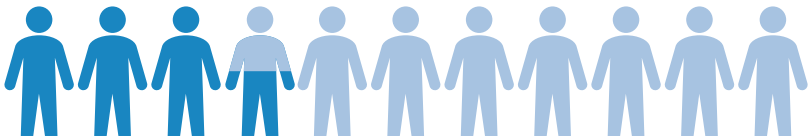
AmeriTips

Health Tips That Make Health Happen

HIGH BLOOD PRESSURE (HYPERTENSION)

More than a third of adults in the U.S. have high blood pressure and don't know they have it. Do you have high blood pressure?



Blood pressure is the amount of force it takes for your heart to push blood through your body. When your blood pressure is high, your heart works harder than it should. High blood pressure is also called hypertension.

"But I'm such a calm person!"

High blood pressure has nothing to do with being tense or nervous. Even a very relaxed person can have it. Many people have high blood pressure and don't even know it. Often there are no symptoms. Having your blood pressure checked is the only way to know if yours is too high. Everybody should have their blood pressure checked yearly.

What is your blood pressure?

Normal blood pressure	120/80 or lower
Higher than normal blood pressure	Between 120/80 and 139/89
High blood pressure	140/90 or higher

How to read the numbers:

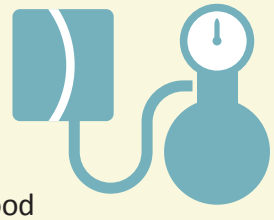
- The top number is the pressure as your heart beats. It's called the systolic pressure.
- The bottom number is the pressure in-between heartbeats. It's called the diastolic pressure.
- When you say it out loud, say "over" where the slash is. So 120/80 would be "120 over 80."

Higher-than-normal blood pressure should be monitored by your doctor. It can easily become high blood pressure. If you have higher than normal blood pressure be sure to have your blood pressure checked regularly.

What can I do if I have high blood pressure?

Knowing you have blood pressure that is higher than normal is the first step. Now you can work with your doctor to control it. Your doctor may recommend being more active and changes in your diet. You may also need medication. If you do, be sure to take your medication, even if you feel well.

Keep your blood pressure in check



Put check marks by the steps you will try first:

__ I will see my family doctor and get my blood pressure checked at least once a year
__ I will find ways to be more active
__ I will make healthier food choices by:
- ☐ Eating less salt
- ☐ Eating more fruits, vegetables, chicken and fish
- ☐ Eating less red meat, cheese and butter

__ I will smoke fewer cigarettes per day with a goal to stop
__ I will look for ways to relieve stress
__ If I drink alcohol, I will only do so in moderation
__ I will lose weight slowly (if overweight) at a rate of around 1 to 2 pounds per week

To learn more about high blood pressure, you can visit the American Heart Association website at www.americanheart.org or call 1-800-AHA-USA1 (1-800-242-8721).

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Health Tips That Make Health Happen

TIPS FOR HEALTHY EATING

BALANCE IS THE KEY WHEN IT COMES TO EATING HEALTHY

Take Control of Your Plate

The USDA recommends choosing from the following food groups daily:

Vegetables and Fruits

- A variety of fresh vegetables
- Bright and colorful fruits

Benefit: Helps reduce risk of heart disease, certain types of cancer and obesity

Whole Grains

- Whole-wheat bread
- Brown rice
- Oatmeal

Benefit: Helps reduce risk of Type 2 diabetes and can help maintain or lower body weight

Dairy Products

- Low-fat or fat-free milk or soymilk
- Natural or soft cheeses
- Low-fat or fat-free yogurt

Benefit: Helps reduce risk of osteoporosis and can lower blood pressure

Protein Foods

- Lean proteins like fish and poultry
- Beans and nuts

Benefit: Helps with the formation of red blood cells and builds muscle

The amount you need may be different based on your age, sex and your physical activity level.

When it comes to eating healthier, what changes would you like to make?

Write them here.

_____

_____

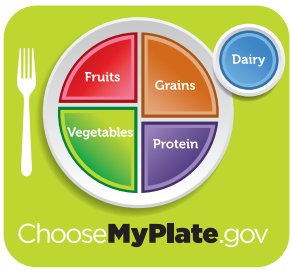
_____

_____

Take One Tip at a Time

What healthy tip do you want to try first?

- ☐ Add another serving of vegetables to your plate
- ☐ Drink a glass of water in place of a soda, juice, sports drink or other beverage
- ☐ Avoid going back for seconds
- ☐ Limit sugary and salty snacks
- ☐ Use food labels to help make healthy choices
- ☐ Minimize alcohol consumption



Remember to check with your doctor before starting any type of nutrition or diet program. Find more nutrition tips at **www.ChooseMyPlate.gov.**

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AmeriTips

Health Tips That Make Health Happen

WHY ARE PAP TESTS IMPORTANT?

What is a Pap Test?

A Pap test checks for changes in the cells of a woman's cervix that may lead to cervical cancer. Your doctor will collect a few cells from the cervix to send to a lab for testing.

The cervix is the lower, narrow end of the uterus. It forms an opening between the uterus and the vagina.

Who Needs a Pap Test?

Women should have their first Pap test at age 21. For most women, Pap tests should be done every three years until you reach age 65. Your doctor can tell you how often you need to have one done. Be sure to also ask your doctor about Human Papillomavirus (HPV) testing if you haven't already received your HPV vaccination.

Human Papillomaviruses (HPVs)

HPVs are a group of more than 100 viruses. They are passed from person-to-person through sexual contact. HPV infection is one of the biggest causes of cervical cancer. Ask your doctor about being tested for HPV.

What's Keeping You from Getting a Pap Test?

You may be worried about what a Pap test will find. That's normal. But think about the benefits. Here's what having a Pap test can do for you:

- Give you peace of mind
- Catch a problem early to help you live a longer, healthier life

Talk to your doctor about your concerns. You can also call Amerigroup On Call/24-hour Nurse HelpLine at 1-866-864-2544 and talk to a nurse 24 hours a day, 7 days a week about any health-related questions.

What You Can Do

Call your doctor and set up an appointment for a Pap test. It's the best thing you can do to protect yourself from cervical cancer. Then, follow your doctor's advice about when to have the next one.

Did You Know?

- A Pap test only takes a few minutes to complete.
- An abnormal Pap test result does not always mean you have cervical cancer.
- Most cancers of the cervix can be prevented by having regular Pap tests.
- If not found and treated early, cervical cancer may lead to:
  - Infertility
  - Loss of uterus
  - Death

For more information about Pap tests and cervical cancer, visit **womenshealth.gov.**

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POSTPARTUM CARE

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Health Tips That Make Health Happen

POSTPARTUM CARE IS THE CARE YOU GET AFTER YOU DELIVER YOUR BABY.

It is easy when you have a newborn to forget to take care of yourself too. You will need four to six weeks to get back to normal health, but it could take longer if you get sick.

You will need to call your doctor if you have:

- Chills
- A fever over 100.4 degrees
- A lot of pain when you urinate
- Red and tender swollen area on any part of your breasts
- Heavy bleeding (more than a normal period) with large clots
- Very bad vaginal odor

Take the quiz below to see if you know what to expect once you are home.

True or False

1. **I can eat anything I want now.**
   False. Your body needs healthy foods to heal. Eat healthy foods like fruits, vegetables, whole grains and lean proteins.

2. **I will have bleeding like a regular period for about four to six weeks.**
   True. The color will change from bright red to pink to yellowish-white.

3. **I should not lift anything heavier than my baby if I had a "C" section.**
   True. For the first few weeks while you are recovering you should not lift anything heavier than your baby.

4. **I should talk to my doctor before bathing.**
   True. Talk to your doctor about when you can take a bath. A bath may increase the risk of infection after delivery. Use the cleansing bottle from the hospital to wash the outside of your vagina every time you go to the bathroom.

Taking care of yourself after you deliver your baby is important. You will need to see your doctor for a postpartum visit about six weeks after your baby's birth. Your doctor will want to make sure your body is back to normal.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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ATENCIÓN POSTNATAL

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Consejos Para Mantener La Buena Salud

LA ATENCIÓN POSTNATAL ES LA ATENCIÓN QUE RECIBE DESPUÉS DE DAR A LUZ A SU BEBÉ.

Cuando tiene un recién nacido es fácil olvidar que también se tiene que cuidar a sí misma. Requerirá entre cuatro y seis semanas para volver a su estado normal de salud, pero si está enferma, podría requerir más tiempo.

Deberá llamar a su doctor si tiene alguno de los siguientes síntomas:

- Escalofríos
- Fiebre de más de 100.4 grados Fahrenheit
- Mucho dolor al orinar
- Área roja, dolorida e inflamada en cualquier lugar de los senos
- Sangrado copioso (más que la menstruación normal) con grandes coágulos
- Olor vaginal muy desagradable

Responda a las siguientes preguntas para ver si sabe exactamente qué esperar una vez que llegue a casa.

Verdadero o Falso

1. **Ahora puedo comer cualquier cosa que desee.**
   Falso. Su cuerpo requiere alimentos sanos para restaurarse. Consuma alimentos sanos como las frutas, las verduras, los granos integrales y las proteínas magras.

2. **Sangraré como si estuviera menstruando aproximadamente cuatro a seis semanas.**
   Cierto. El color cambiará de rojo vivo a rosa y luego a un blanco amarillento.

3. **No debo cargar nada que pese más que mi bebé si me han realizado una cesárea.**
   Cierto. Durante las primeras semanas de recuperación no debe cargar nada que pese más que su bebé.

4. **Debería consultar con mi doctor antes de tomar un baño de tina.**
   Verdadero. Consulte con su doctor sobre cuándo puede darse un baño de tina. Un baño de tina puede aumentar el riesgo de adquirir una infección después de dar a luz. Use la botella de limpieza que le dieron en el hospital para lavarse la parte exterior de la vagina cada vez que vaya al baño.

Es importante que se cuide después de dar a luz. Tendrá que acudir a su doctor para una consulta de postparto aproximadamente seis semanas después de que nazca su bebé. Es necesario que su doctor se asegure de que su cuerpo ha vuelto a su estado normal.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

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POSTPARTUM DEPRESSION

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Health Tips That Make Health Happen

THE BIRTH OF A BABY CAN BE A HAPPY TIME. BUT FOR SOME MOTHERS, CHILDBIRTH IS FOLLOWED BY A PERIOD OF SADNESS OR DEPRESSION.

The Baby Blues

Some new mothers get the baby blues. They feel sad, sensitive, stressed out or nervous during the first few weeks after delivery.

What is postpartum depression?

What happens when the baby blues don't go away or get worse? This is called postpartum depression. It lasts more than two weeks and can happen anytime during the first year after childbirth.

How will I know if I have postpartum depression?

Ask yourself these questions:

- Do I feel sad most of the time?
- Do I sleep too much or too little?
- Do I worry too much about my baby?
- Do I think I'm not a good mother most of the time?
- Do I feel like I might hurt myself or my baby?
- Do I cry most of the time?
- Do I have little interest in my baby, family or friends?
- Do I feel guilty, worthless or hopeless?

You should call your doctor if you answered "yes" to any of these questions.

Important things for me to know

- Early treatment can help me feel better.
- Most women recover from postpartum depression when they receive the help they need.

Members, parents of members under 18 years old and members' legally appointed representatives have the right to:

- Have personalized behavioral health care
- Be involved in behavioral health decisions and treatment planning
- Choose and/or change health care providers

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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LA DEPRESIÓN POSPARTO

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Consejos Para Mantener La Buena Salud

EL NACIMIENTO DE UN BEBÉ PUEDE SER ÉPOCA FELIZ. PERO PARA ALGUNAS MADRES DESPUÉS DEL PARTO SIGUE UN PERIODO DE TRISTEZA O DEPRESIÓN.

La depresión postparto

Algunas mamás se deprimen después de dar a luz. Se sienten tristes, sensibles, estresadas o nerviosas durante las primeras semanas de haber tenido a su hijo.

¿Qué es la depresión postparto?

¿Qué ocurre cuando la depresión no desaparece o empeora? A esto se le llama depresión posparto. Dura más de dos semanas y puede ocurrir en cualquier momento durante el primer año de haber dado a luz.

¿Cómo sabré tengo depresión postparto?

Hágase estas preguntas:

- ¿Me siento triste la mayor parte del tiempo?
- ¿Duermo demasiado o muy poco?
- ¿Me preocupo demasiado por mi bebé?
- ¿Creo que no soy buena madre la mayor parte del tiempo?
- ¿Pienso que me podría lastimar o lastimar a mi bebé?
- ¿Me la paso llorando casi siempre?
- ¿Tengo poco interés en mi bebé, mi familia o mis amigos?
- ¿Me siento culpable, despreciable o descorazonada?

Llame a su doctor si respondió "sí" a cualquiera de estas preguntas.

Cosas importantes que debo saber

- El tratamiento temprano puede ayudar a sentirme mejor.
- La mayoría de las mujeres sale de la depresión posparto al recibir la ayuda necesaria.

Los miembros, padres de los miembros menores de 18 años de edad y los representantes legales de los miembros tienen el derecho de:

- Recibir atención de salud conductual personalizada
- Participar en las decisiones de salud conductual y en la planificación de los tratamientos
- Elegir y/o cambiar de proveedor de atención médica

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

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PREGNANCY-INDUCED HYPERTENSION

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Health Tips That Make Health Happen

HIGH BLOOD PRESSURE IS A PROBLEM THAT MAY HAPPEN DURING PREGNANCY. YOUR DOCTOR MAY CALL IT PREGNANCY-INDUCED HYPERTENSION OR PIH.

Pregnancy-Induced Hypertension (PIH) can be very dangerous if it is not treated. It can cause stroke, organ failure or death of the mother. It can cause low birth weight and early labor for the baby.

No one knows what causes PIH.

AM I AT RISK?

PIH can happen in any pregnant woman. My chances of getting PIH are higher if:

- I have had PIH with an earlier pregnancy
- I am African-American
- I am a teenager
- I am over 40 years old
- I am pregnant with twins or triplets

WHAT ARE THE SIGNS AND SYMPTOMS I SHOULD LOOK FOR?

- My hands or face swell or get puffy.
- I have a very bad headache.
- I have blurry vision or see "spots."
- I have a quick weight gain – about 1 pound or more in a day.
- I have sharp, indigestion-like pain at the top of my stomach.
- I only urinate (pee) in small amounts.

WHAT CAN I DO IF I HAVE PIH?

- Go to my prenatal visits
- Talk to my doctor and discuss how to take care of myself
- Have my blood pressure checked at each visit
- If needed, get bed rest at home or at the hospital

THINGS I SHOULD KNOW

- PIH can be dangerous for me and my baby
- Giving birth is the only cure for PIH
- My blood pressure and other symptoms should get better after I give birth

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HIPERTENSIÓN INDUCIDA POR EL EMBARAZO

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Consejos Para Mantener La Buena Salud

LA PRESIÓN ARTERIAL ELEVADA ES UN PROBLEMA QUE PUEDE OCURRIR DURANTE EL EMBARAZO. SU MÉDICO PUEDE DENOMINARLA HIPERTENSIÓN INDUCIDA POR EL EMBARAZO O PIH.

La hipertensión inducida por el embarazo (Pregnancy-Induced Hypertension, PIH) puede ser peligrosa si no se trata. Puede provocar derrames cerebrales, insuficiencia orgánica o muerte de la madre. Puede causar peso bajo al nacer y parto prematuro.

Nadie sabe qué provoca PIH.

¿TENGO RIESGO?

PIH puede ocurrirle a cualquier mujer embarazada. Mis posibilidades de tener PIH son más altas bajo las siguientes condiciones:

- Había tenido PIH en un embarazo anterior
- Soy afroamericana
- Soy adolescente
- Tengo más de 40 años
- Estoy embarazada de mellizos o trillizos

¿CUÁLES SON LOS SIGNOS Y SÍNTOMAS A LOS QUE DEBERÍA PRESTAR ATENCIÓN?

- Mis manos o cara se hinchan o inflaman.
- Tengo un dolor de cabeza muy fuerte.
- Tengo visión borrosa o veo “manchas”.
- Subo de peso rápidamente, alrededor de 1 libra o más por día.
- Tengo un dolor agudo parecido al de la indigestión en la parte superior del estómago.
- Solo orino (hago pis) en pequeñas cantidades.

¿QUÉ PUEDO HACER SI TENGO PIH?

- Acudir a mis visitas prenatales.
- Hablar con mi médico y analizar cómo cuidarme.
- Hacer que controlen mi presión arterial en cada visita.
- Si es necesario, hacer reposo en cama en el hogar o el hospital.

LO QUE DEBO SABER

- La PIH puede ser peligrosa para mí y mi bebé.
- El parto es la única cura para la PIH.
- Mi presión arterial y otros síntomas deberían mejorar después del parto.

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PREGNANCY AND DIABETES

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WHEN YOU DEVELOP DIABETES DURING PREGNANCY, IT IS CALLED GESTATIONAL DIABETES.

Diabetes happens when your body is not able to use its blood sugar the right way. Your blood sugar level can go very high or very low. This can cause health problems for you and your baby

HOW LIKELY IS IT THAT I WILL HAVE GESTATIONAL DIABETES?

Put a check next to the statements that are true.

___ I have high blood pressure.
___ I am 25 years old or older.
___ I have a family member with diabetes.
___ I had gestational diabetes with an earlier pregnancy.
___ I have gained too much weight during this pregnancy.

If you checked any of the above, you are more likely to get gestational diabetes during your pregnancy.

IF I HAVE GESTATIONAL DIABETES, WHAT CAN I DO TO KEEP MYSELF AND MY BABY HEALTHY?

It is important to keep all your prenatal visits. Your doctor will check your blood sugar levels for gestational diabetes.

Put a check next to the things you are willing to do.

___ I can help control my blood sugar by staying active.
___ I can eat foods that are low in sugar.
___ I can eat whole-grain bread, pasta and cereal.
___ I can eat low-fat dairy foods like milk, yogurt and cheese.
___ I can eat fish, chicken, other lean meats and eggs.
___ I can eat fresh fruits and vegetables.

WHEN TO CALL YOUR DOCTOR:

Call your doctor if you have:

- Higher then normal blood sugar levels
- Vaginal bleeding
- Stomach cramps or contractions
- Blurred or double vision
- Little or no movement from the baby
- Feelings of being light-headed, dizzy or shaky

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EMBARAZO Y DIABETES

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Consejos Para Mantener La Buena Salud

CUANDO LA DIABETES APARECE DURANTE EL EMBARAZO, SE DENOMINA DIABETES GESTACIONAL.

La diabetes se produce cuando el cuerpo no puede usar el azúcar en la sangre de forma correcta. Su nivel de azúcar en la sangre puede ser muy alto o muy bajo. Esto puede producir problemas de salud para usted y su bebé.

¿CUÁLES SON LAS PROBABILIDADES DE QUE TENGA DIABETES GESTACIONAL?

Coloque una marca junto a las afirmaciones que sean verdaderas.

___ Tengo presión arterial elevada.
___ Tengo 25 años de edad o más.
___ Tengo familiares que padecen o padecieron diabetes.
___ Había tenido diabetes gestacional en un embarazo anterior.
___ He aumentado demasiado de peso durante este embarazo.

Si marcó alguna de las opciones anteriores, tiene más probabilidades de tener diabetes gestacional durante su embarazo.

SI TENGO DIABETES GESTACIONAL, ¿QUÉ PUEDO HACER PARA QUE MI BEBÉ Y YO NOS MANTENGAMOS SALUDABLES?

Es importante que siga acudiendo a todas sus visitas prenatales. Su médico controlará sus niveles de azúcar en sangre para averiguar si tiene diabetes gestacional.

Coloque una marca junto a las actividades que está dispuesta a hacer.

___ Puedo ayudar a controlar mi azúcar en sangre manteniéndome activa.
___ Puedo consumir alimentos que sean bajos en azúcar.
___ Puedo consumir pan integral, pastas y cereales.
___ Puedo consumir alimentos lácteos bajos en grasas, como leche, yogur y queso.
___ Puedo comer pescado, pollo, otras carnes magras y huevos.
___ Puedo consumir frutas y verduras frescas.

CUÁNDO LLAMAR A SU MÉDICO:

Llame a su médico si presenta los siguientes síntomas:

- Niveles de azúcar en sangre más elevados de lo normal
- Hemorragia vaginal
- Calambre estomacal o contracciones
- Visión borrosa o doble
- El bebé no tiene movimientos o no se mueve
- Se siente aturdida, mareada o temblorosa

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PREGNANCY: ALCOHOL, TOBACCO AND DRUG USE

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Health Tips That Make Health Happen

WHAT YOU SHOULD KNOW ABOUT ALCOHOL, TOBACCO AND DRUG USE DURING PREGNANCY.

Your baby depends on you for everything during your pregnancy. The air you breathe also gives your baby oxygen.

Any alcohol, tobacco or drugs you use enters your baby's body, too. Alcohol, tobacco and drugs can keep your baby from growing the way he or she is supposed to grow. They can keep your baby from being born healthy. That is why it is important not to use alcohol, tobacco or drugs while pregnant.

See if you know which of the statements below are true or false about the use of alcohol, tobacco or drugs while pregnant.

1. **My baby may have very bad health problems after birth.**

   True! Your baby may have birth defects, problems learning in school and may have problems getting along with others.

2. **My baby may be born dependent on drugs.**

   True! Your baby may have very bad withdrawal symptoms. He or she may cry a lot; have problems breathing, eating and sleeping.

3. **My baby may have a higher risk of dying during sleep after birth.**

   True! This is called Sudden Infant Death Syndrome or SIDS. Even if you don't smoke, secondhand smoke can also harm your baby. Ask friends and family not to smoke near you. Avoid being around other people who smoke.

4. **My baby can be harmed by just a little alcohol, tobacco or drug use.**

   True! There is no safe amount of alcohol, tobacco or drugs to use during pregnancy.

What can I do if I want to quit using alcohol, tobacco or drugs while pregnant? Your doctor can help. Your doctor will make sure you can get help to stop using alcohol, tobacco and drugs.

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EL EMBARAZO: EL CONSUMO DE ALCOHOL, TABACO Y DROGAS

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Consejos Para Mantener La Buena Salud

LO QUE DEBE SABER ACERCA DEL CONSUMO DE ALCOHOL, TABACO Y DROGAS DURANTE EL EMBARAZO.

Durante el embarazo, su bebé depende de usted para todo. El aire que usted respira también le da oxígeno a su bebé.

Cualquier alcohol, tabaco o drogas que consuma también llega al cuerpo de su bebé. El alcohol, el tabaco y las drogas pueden impedir que su bebé crezca como debe. Pueden impedir que su bebé nazca sano. Por eso es importante no consumir alcohol, tabaco ni drogas cuando está embarazada.

Vea si sabe cuáles de las siguientes afirmaciones sobre el consumo de alcohol, tabaco o drogas durante el embarazo son ciertas o falsas.

1. **Mi bebé podría sufrir problemas de salud muy graves al nacer.**

   ¡Cierto! Su bebé podría nacer con defectos, tener problemas en la escuela y podría tener problemas para llevarse con los demás.

2. **Mi bebé podría nacer dependiente de las drogas.**

   ¡Cierto! Su bebé podría sufrir graves síntomas de abstinencia. Él o ella podría llorar mucho; podría tener problemas para respirar, comer y dormir.

3. **Después de nacido, mi bebé podría correr mayor riesgo de morir cuando está dormido.**

   ¡Cierto! A esto se le llama síndrome de muerte súbita infantil (en inglés lo abrevian SIDS). Aunque usted no fume, el humo de otras personas que fuman también podría dañar a su bebé. Pídales a sus amigos y familiares que no fumen cerca de usted. Evite estar cerca de otras personas que fuman.

4. **Mi bebé puede sufrir daño aunque yo consuma muy poquito alcohol, tabaco o drogas.**

   ¡Cierto! No hay cantidad de alcohol, tabaco o drogas que pueda consumir sin riesgo durante el embarazo.

¿Qué puedo hacer si deseo dejar de consumir alcohol, tabaco o drogas durante el embarazo? Su doctor la puede ayudar. Su doctor se asegurará de conseguirle ayuda para dejar el alcohol, el tabaco y las drogas.

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LAAT-ATD-0511

PREGNANCY— SECOND TRIMESTER

AmeriTips

Health Tips That Make Health Happen

MY PREGNANCY WILL LAST ABOUT 9 FULL MONTHS OR 40 WEEKS. IT IS DIVIDED INTO THREE EQUAL PARTS. EACH PART IS CALLED A TRIMESTER.

Some helpful Information:
1st Trimester = Months 1–3 or Weeks 1–13
2nd Trimester = Months 4–6 or Weeks 14–26
3rd Trimester = Months 7–9 or Weeks 27–40

The 2nd trimester is an exciting time for me. My baby and I are changing quickly.

ABOUT MY BODY

I may notice these changes taking place:

- I may have more energy
- My breasts are not as sore
- I don't need to urinate (pee) as much
- I don't have as much morning sickness
- I may gain 3–4 pounds each month
- I will begin to look pregnant

ABOUT MY BABY

My baby is changing as well.

The 4th month

- My baby can swallow and smile
- My baby can kick and make fists

The 5th month

- My baby grows hair
- My baby may move a lot
- My baby sleeps and wakes up

The 6th month

- My baby can suck his or her thumb
- My baby's eyes open and close

WHAT I WILL DO TO KEEP MY BABY HEALTHY:

- ❒ I will not use alcohol, tobacco or drugs
- ❒ I will talk to my doctor before taking any medications
- ❒ I will drink lots of water
- ❒ I will exercise
- ❒ I will eat fresh fruits and vegetables
- ❒ I will take my prenatal vitamins every day
- ❒ I will see my doctor once a month
- ❒ I will keep all of my doctor appointments
- ❒ I will go to childbirth and parenting classes
- ❒ I will ask my doctor any questions I have about my pregnancy

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LAAT-PST-0511

HP-C-0530-11 01.12

EMBARAZO: SEGUNDO TRIMESTRE

AmeriTips

Consejos Para Mantener La Buena Salud

MI EMBARAZO DURARÁ APROXIMADAMENTE 9 MESES COMPLETOS O 40 SEMANAS. EL EMBARAZO SE DIVIDE EN TRES PARTES IGUALES. CADA PARTE SE LLAMA TRIMESTRE.

Algunos datos útiles:
1º Trimestre = Meses 1 a 3 o Semanas 1 a 13
2º Trimestre = Meses 4 a 6 o Semanas 14 a 26
3º Trimestre = Meses 7 a 9 o Semanas 27 a 40

El 2º trimestre es un periodo muy emocionante para mí. Mi bebé y yo nos estamos transformando rápidamente.

ACERCA DE MI CUERPO

Probablemente notaré estas transformaciones:

- Posiblemente tenga más energía
- Los senos ya no me duelen tanto
- Ya no tengo que orinar con tanta frecuencia
- Ya no sufro tantas náuseas por la mañana
- Es posible que aumente 3 ó 4 libras de peso cada mes
- Comenzaré a verme embarazada

ACERCA DE MI BEBÉ

Mi bebé también se está transformando.

El 4º mes

- Mi bebé puede tragar y sonreír
- Mi bebé puede patalear y hacer un puño

El 5º mes

- Le sale el cabello a mi bebé
- Mi bebé podría moverse mucho
- Mi bebé se duerme y se despierta

El 6º mes

- Mi bebé se puede chupar el pulgar
- Mi bebé abre y cierra los ojos

LO QUE YO HARÉ PARA MANTENER SANO A MI BEBÉ:

- ❒ No consumiré alcohol, tabaco ni drogas
- ❒ Consultaré a mi doctor antes de tomar cualquier medicina
- ❒ Beberé mucha agua
- ❒ Haré ejercicio
- ❒ Comeré frutas y verduras frescas
- ❒ Me tomaré mis vitaminas prenatales todos los días
- ❒ Acudiré a mi doctor una vez al mes
- ❒ No faltaré a ninguna de mis consultas con el doctor
- ❒ Asistiré a las clases de parto y crianza de los hijos
- ❒ Le preguntaré a mi doctor sobre cualquier duda que tenga en relación con el embarazo

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PREGNANCY— THIRD TRIMESTER

AmeriTips

Health Tips That Make Health Happen

MY PREGNANCY WILL LAST ABOUT 9 MONTHS OR 40 WEEKS. IT IS DIVIDED INTO THREE EQUAL PARTS CALLED A TRIMESTER.

Some helpful information:
1st Trimester = Months 1–3 or Weeks 1–13
2nd Trimester = Months 4–6 or Weeks 14–26
3rd Trimester = Months 7–9 or Weeks 27–40

My pregnancy is almost over, but my baby needs 40 weeks to grow healthy and strong.

ABOUT MY BODY

I may notice these changes taking place:

- My belly is big and I may feel clumsy
- My breasts may leak
- My back, hips or legs may hurt
- I may need to use the bathroom more often
- My doctor will tell me how much weight I should gain

ABOUT MY BABY

The 7th Month

- My baby kicks and stretches
- My baby can hear voices and feel my touch

The 8th Month

- My baby is gaining about 1/2 a pound a week
- My baby may push on my belly

The 9th Month

- My baby's lungs are ready
- My baby could be born at any time

WHAT I WILL DO TO KEEP MY BABY HEALTHY:

- ❒ I will not use alcohol, tobacco or drugs
- ❒ I will talk to my doctor before taking any medications
- ❒ I will drink lots of water
- ❒ I will exercise
- ❒ I will eat fresh fruits and vegetables
- ❒ I will take my prenatal vitamins every day
- ❒ I will keep all of my doctor appointments
- ❒ I will go to childbirth and breast feeding classes if I haven't taken them yet

I am glad I worked so hard to get ready for my baby's birth!

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EMBARAZO: EL TERCER TRIMESTRE

AmeriTips

Consejos Para Mantener La Buena Salud

MI EMBARAZO DURARÁ APROXIMADAMENTE 9 MESES O 40 SEMANAS. EL EMBARAZO SE DIVIDE EN TRES PARTES IGUALES, LLAMADAS TRIMESTRES.

Algunos datos útiles:
1º Trimestre = Meses 1 a 3 o Semanas 1 a 13
2º Trimestre = Meses 4 a 6 o Semanas 14 a 26
3º Trimestre = Meses 7 a 9 o Semanas 27 a 40

Mi embarazo ya casi termina, pero mi bebé necesita 40 semanas para nacer sano y fuerte.

ACERCA DE MI CUERPO

Probablemente notaré estas transformaciones:

- Mi barriga está muy grande y a veces me siento torpe
- Es posible que me salga líquido de los senos
- La espalda, las caderas o las piernas a veces me duelen
- Quizás tenga que ir al baño con más frecuencia
- Mi doctor me dirá cuánto peso debo subir

ACERCA DE MI BEBÉ

El 7º mes

- Mi bebé patalea y se estira
- Mi bebé puede oír voces y siente cuando lo toco

El 8º mes

- Mi bebé aumenta de peso aproximadamente 1/2 libra por semana
- A veces mi bebé empuja contra mi barriga

El 9º mes

- Los pulmones de mi bebé están completamente desarrollados
- Mi bebé podría nacer en cualquier momento

LO QUE YO HARÉ PARA MANTENER SANO A MI BEBÉ:

- ❒ No consumiré alcohol, tabaco ni drogas
- ❒ Consultaré a mi doctor antes de tomar cualquier medicina
- ❒ Beberé mucha agua
- ❒ Haré ejercicio
- ❒ Comeré frutas y verduras frescas
- ❒ Me tomaré mis vitaminas prenatales todos los días
- ❒ No faltaré a ninguna de mis consultas con el doctor
- ❒ Si aún no lo he hecho, asistiré a clases de parto y lactancia

Me alegra mucho haberme esforzado tanto para prepararme para su llegada.

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PRENATAL CARE AND YOUR DOCTOR

AmeriTips®

Health Tips That Make Health Happen

PRENATAL CARE IS HEALTH CARE DURING PREGNANCY. IT IS VERY IMPORTANT. IT WILL HELP YOU AND YOUR BABY STAY HEALTHY.

It is normal to have questions about what to expect during your pregnancy. Be sure to start your prenatal care as soon as you find out you are pregnant. **Here are some things you can expect at your first doctor visit. Your doctor will:**

- Ask questions about your health
- Do a physical exam
- Do some tests
- Tell you your baby's due date

Your doctor will want to see you many times during your pregnancy. These visits are called prenatal checkups. Use the chart below as a guide for how often you should go.

How Often?	Stage of Pregnancy
At least once a month	Months 1 – 3 or first trimester
At least once a month	Months 4 – 6 or second trimester
At least once every two weeks	Months 7 – 8 or third trimester
Every week	Last month

See if you can guess what is **TRUE OR FALSE** about what your baby is able to do each trimester.

1. **In the first trimester, your baby's heart begins to beat.**
   True. By about week 6, your baby's heart will begin to beat and by week 10 all of your baby's organs are formed and are working together.
2. **In the second trimester, you can feel your baby moving.**
   True. Between weeks 18 to 20, you may feel your baby's first movements. Your baby's movements should become more frequent and more intense later on.
3. **In the third trimester, your baby can recognize your voice.**
   True. Your baby's hearing is developing more rapidly now.

You and your doctor will work hard to make sure you and your baby are ready for delivery.

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LA ATENCIÓN PRENATAL Y SU DOCTOR

AmeriTips

Consejos Para Mantener La Buena Salud

LA ATENCIÓN PRENATAL ES LA ATENCIÓN MÉDICA DURANTE EL EMBARAZO. ES MUY IMPORTANTE. AYUDARÁ A QUE USTED Y SU BEBÉ CONSERVEN LA SALUD.

Es normal que tenga preguntas sobre lo que puede esperar durante su embarazo. Debe comenzar su atención prenatal tan pronto sepa que está embarazada. **Estas son algunas de las cosas que puede esperar durante su primera consulta con el doctor. Su doctor:**

- Le hará preguntas sobre su salud
- Le hará un reconocimiento físico
- Le hará algunas pruebas
- Le dirá la fecha probable de parto

Su doctor querrá verla varias veces durante el embarazo. Esas consultas se llaman chequeos prenatales. Consulte el siguiente cuadro como guía para la frecuencia de sus consultas.

Frecuencia	Estado del embarazo
Por lo menos una vez al mes	Meses 1 a 3 o primer trimestre
Por lo menos una vez al mes	Meses 4 a 6 o segundo trimestre
Por lo menos una vez cada dos semanas	Meses 7 a 8 o tercer trimestre
Cada semana	Último mes

Vea si puede adivinar cuáles afirmaciones son ciertas o falsas sobre lo que su bebé puede hacer cada trimestre.

1. **El corazón de su bebé comienza a latir en el primer trimestre.**
   Cierto. Más o menos en la semana 6, el corazón de su bebé comienza a latir y en la semana 10, se forman y comienzan a funcionar en conjunto todos los órganos de su bebé.
2. **En el segundo trimestre, puede sentir los movimientos de su bebé.**
   Cierto. Probablemente sentirá los primeros movimientos de su bebé entre las semanas 18 y 20. Más adelante los movimientos de su bebé se volverán más frecuentes e intensos.
3. **En el tercer trimestre, su bebé puede reconocer su voz.**
   Cierto. Se desarrolla más rápidamente el sentido del oído de su bebé.

Usted y su doctor se esforzarán por asegurar que usted y su bebé estén listos para el parto.

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PRENATAL CARE FOR YOU AND YOUR BABY

AmeriTips

Health Tips That Make Health Happen

CARING FOR YOURSELF NOW CAN HELP GIVE YOUR BABY A HEALTHY START IN LIFE.

Congratulations! This is an exciting time for you! There are many things you can do to make sure you and your unborn baby stay strong and healthy.

Take this quiz to see how much you may already know about taking care of yourself while you are pregnant.

True or False

1. **It is important that I see my doctor as soon as possible when I think I may be pregnant.**

   True! Prenatal care is health care you get while pregnant. Your doctor can help you know what to expect and how to care for you and your growing baby.

2. **It doesn't matter what I eat as long as I eat enough for me and my baby.**

   False! Your body will need the right kinds of foods to keep you and your baby healthy. Talk with your doctor about the foods you should and should not eat.

3. **Smoking, alcohol and drugs, even over-the-counter medications may be harmful to my baby.**

   True! They can cause your baby to be born too soon, have health problems and sometimes cause death. Talk to your doctor about things to help you quit. Always ask your doctor if it is safe before taking any medications.

Here are more things you can do to help stay healthy and safe:

- If you have sex with a new partner, be sure to use a condom each time to keep you and your baby safe from diseases.
- Keep seeing your doctor for prenatal care throughout your pregnancy.
- Do not handle cat litter.
- Ask your doctor about attending prenatal classes.

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ATENCIÓN PRENATAL PARA USTED Y SU BEBÉ

AmeriTips

Consejos Para Mantener La Buena Salud

CUIDARSE AHORA PUEDE AYUDAR A QUE SU HIJO COMIENCE LA VIDA SANAMENTE.

¡Enhorabuena! Éste es un periodo muy emocionante para usted. Usted puede hacer muchas cosas para asegurar que tanto usted como el hijo que espera se conserven sanos y fuertes.

Responda a estas preguntas para ver cuánto sabe acerca de cómo cuidarse durante el embarazo.

Verdadero o Falso

1. **Es importante que acuda al doctor lo antes posible si pienso que estoy embarazada.**

   ¡Verdadero! La atención prenatal es la atención médica que recibe mientras está embarazada. Su doctor le puede explicar qué esperar y cómo cuidarse y cuidar a su hijo.

2. **Mientras coma lo suficiente para mí y para mi bebé, no importa qué coma.**

   ¡Falso! Su cuerpo necesita la alimentación adecuada para que usted y su bebé se conserven sanos. Pregúntele al doctor cuáles son los alimentos que debe comer y los que no.

3. **El tabaco, el alcohol y las drogas, y hasta los medicamentos de venta libre pueden ser dañinos para mi bebé.**

   ¡Verdadero! Pueden provocar que su bebé nazca demasiado pronto, que tenga problemas de salud y a veces causan la muerte. Pregúntele a su doctor sobre cosas que le pueden ayudar a dejar de fumar. Antes de tomar cualquier medicamento, siempre pregúntele a su doctor si lo puede tomar sin riesgo.

Éstas son otras cosas que puede hacer para conservarse sana y salva.

- Si tiene relaciones sexuales con una pareja nueva, no se olvide de usar un condón cada vez para que usted y su bebé estén protegidos contra las enfermedades.
- Continúe acudiendo a sus consultas prenatales durante todo su embarazo.
- No toque la arena sanitaria para gatos.
- Pregúntele a su doctor si debe asistir a clases prenatales.

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PRETERM LABOR

AmeriTips

Health Tips That Make Health Happen

WHAT YOU SHOULD KNOW ABOUT PRETERM LABOR.

Preterm labor is labor that begins before your due date and before the 37th week of pregnancy.

If you know you're going into labor early your doctor may be able to stop it before your baby is born too soon.

Take the Preterm Labor Quiz to see what you know about preterm labor.

1. Which risk factors below may mean you could have preterm labor?
   a. You have had preterm labor before
   b. You are pregnant with twins or multiples
   c. You are a victim of domestic violence
   d. All of the above

Correct answer is d. all of the above.

2. What health problems can be caused by being born too soon?
   a. Breathing problems
   b. Hearing and seeing problems
   c. Infant death
   d. All of the above

Correct answer is d. all of the above.

3. What are the signs of preterm labor?
   a. Watery fluid is leaking from your vagina
   b. You may feel like the baby is pushing down when you are cramping
   c. You may have a low, dull backache or feel like you are going to start your period
   d. All of the above

Correct answer is d. all of the above.

Here are some tips that may help prevent preterm labor:

- Go to all of your prenatal appointments
- Eat a healthy diet
- Do not use tobacco, alcohol or other drugs
- Reduce a stressful lifestyle
- Manage your health conditions like diabetes and high blood pressure
- Seek help if you are experiencing or have experienced domestic violence

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PARTO PREMATURO

AmeriTips

Consejos Para Mantener La Buena Salud

LO QUE DEBE SABER ACERCA DEL PARTO PREMATURO.

El parto prematuro es el parto que comienza antes de la fecha prevista del parto y antes de la semana 37 del embarazo.

Si sabe que su parto está empezando temprano, es posible que su doctor pueda detenerlo para que su bebé no nazca demasiado pronto.

Conteste las siguientes preguntas para ver cuánto sabe sobre el parto prematuro.

1. ¿Cuáles de los siguientes factores de riesgo pueden significar que usted podría tener un parto prematuro?
   a. Ya tuvo un parto prematuro
   b. Está esperando gemelos o múltiples
   c. Es víctima de violencia doméstica
   d. Todo lo anterior

La respuesta correcta es d. todo lo anterior.

2. ¿Cuáles problemas de salud pueden ser a causa de nacer demasiado pronto?
   a. Problemas de respiración
   b. Problemas del oído y de la vista
   c. Muerte infantil
   d. Todo lo anterior

La respuesta correcta es d. todo lo anterior.

3. ¿Cuáles son los signos del parto prematuro?
   a. Le sale un líquido como agua de la vagina
   b. Puede sentir que el bebé está empujando para salir cuando tiene contracciones
   c. Puede tener un dolor sordo en la cintura o sentir como si le fuera a comenzar la menstruación
   d. Todo lo anterior

La respuesta correcta es d. todo lo anterior.

Estos consejos pueden ayudar a prevenir el parto prematuro:

- Acuda a todas sus consultas prenatales
- Consuma alimentos sanos
- No use tabaco, ni beba alcohol ni consuma otras drogas
- Minimice el estrés en su vida
- Contrólese los problemas de salud como la diabetes y la presión arterial elevada
- Busque ayuda si está sufriendo o ha sufrido violencia doméstica

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STDS — MYTH VERSUS FACT

AmeriTips

Health Tips That Make Health Happen

HOW MUCH DO YOU REALLY KNOW ABOUT SEXUALLY TRANSMITTED DISEASES?

Sexually Transmitted Diseases (STDs) are spread through sexual activity. Most people know that. But, when it comes to other details, many people have a lot of wrong information. Make sure you can tell the difference between STD myths or facts.

Myth: As long as I don't "go all the way," I can't get an STD from my partner.
Fact: An STD can be spread through vaginal sex, anal sex or oral sex. The more times you have sex — and the more people you have sex with — the more likely you are to get an STD.

Some of the most common STDs, also known as venereal diseases, are:

- Chlamydia
- Genital warts
- Gonorrhea
- Herpes
- HIV/AIDS
- Syphilis

Myth: I'm on the pill, so I'm protected from STDs.
Fact: The pill, and most other forms of birth control, only help keep you from getting pregnant. The best ways to protect yourself from STDs are:

1) Abstinence — If you do not have sex of any kind, you will not get an STD.
2) Condom use — If you decide to have sex, always use a latex condom.
3) Testing — Having you and your partner tested for STDs is the only way to know for sure if you've been exposed.

Myth: STDs are no big deal. They're just part of life.
Fact: STDs can be serious and painful for both men and women. They can harm your body so you cannot have kids. If not treated, some can even kill you, like HIV/AIDS.

Myth: There is no treatment for STDs.
Fact: Most STDs can be treated and either cured or managed. Even someone with HIV/AIDS can live much longer if treated early.

Call your doctor for advice on preventing, testing and treating STDs. You can also get information by calling the Centers for Disease Control at 1-800-232-4636.

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LAAT-STD-0111

HP-C-0530-11 01.12

ETS: MITOS FRENTE A LA REALIDAD

AmeriTips

Consejos Para Mantener La Buena Salud

¿CUÁNTO SABE REALMENTE ACERCA DE LAS ENFERMEDADES DE TRANSMISIÓN SEXUAL?

Las Enfermedades de Transmisión Sexual (ETS) se contagian a través de la actividad sexual. La mayoría de la gente lo sabe. Pero, cuando se trata de otros detalles, mucha gente tiene bastante información incorrecta. Es importante que sepa diferenciar los mitos de las realidades de las ETS.

Mito: Mientras no "lo hagamos" mi pareja no me puede contagiar con una ETS.
Realidad: Una ETS se puede transmitir por medio del sexo vaginal, anal u oral. Mientras más veces tenga relaciones sexuales – y mientras más sean las personas con quien tiene relaciones sexuales – más probabilidades habrá de que contraiga una ETS.

Algunas de las ETS más comunes, también conocidas como enfermedades venéreas, son:

- Clamidia
- Verrugas genitales
- Gonorrea
- Herpes
- VIH/SIDA
- Sífilis

Mito: Estoy tomando la píldora, así que estoy protegida contra las ETS.
Realidad: La píldora y la mayoría de las otras formas de control de la natalidad sólo ayudan a evitar que usted quede embarazada. Las mejores formas de protegerse de las ETS son:

1) Abstinencia: si no tiene relaciones sexuales de ningún tipo, no contraerá una ETS.
2) Uso de un condón (preservativo): si decide tener relaciones sexuales, utilice siempre un condón (preservativo) de látex.
3) Pruebas: La única manera de saber con seguridad si usted o su pareja han estado expuestos a enfermedades de transmisión sexual (ETS) es que ambos se hagan los análisis para su detección.

Mito: Las ETS no son gran cosa. So cosa de todos los días.
Realidad: Las ETS pueden ser graves y dolorosas tanto para los hombres como para las mujeres. Pueden dañar su cuerpo al grado de no poder tener hijos. Si no se tratan, algunas pueden incluso ser fatales, como el VIH/SIDA.

Mito: No existe tratamiento para las ETS.
Realidad: La mayoría de las ETS se pueden tratar y curar o controlar. Incluso alguien que tiene el VIH/SIDA puede vivir mucho más tiempo si recibe tratamiento temprano.

Llame a su médico para pedirle consejo sobre la prevención, las pruebas y los tratamientos de las ETS. También puede obtener información llamando a los Centros para el Control de Enfermedades (Centers for Disease Control) al 1-800-232-4636.

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LAAT-STD-0111

TEENAGERS AND STRESS

AmeriTips®

Health Tips That Make Health Happen

TEENAGERS HAVE STRESS JUST LIKE ADULTS. HERE ARE SOME IDEAS TO HELP YOU HELP YOUR TEENAGER WITH STRESS.

What is stress?

Stress is the way you think, feel or act when you do not know how to deal with a problem.

Sources of stress for teenagers

Teens can get stressed just like adults. Different things can cause teenagers to feel stressed like:

- Problems at school, at home or with friends
- Dealing with changes in their bodies
- Home or neighborhoods that are unsafe
- Serious illness or death of a friend or relative

Sometimes teenagers do not know how to get rid of stress and they add to their problems by using drugs or alcohol, smoking cigarettes or hurting themselves or someone else.

What are the signs of stress?

When teenagers are stressed they may:

- Have headaches or other aches and pains
- Have problems sleeping or eating
- Have problems breathing
- Have problems going to the bathroom
- Feel angry, sad, scared or confused
- Lower grades in school

How can I help my teenager deal with stress?

You can help your teenager manage stress by following these steps:

- Use open-ended questions when talking with your teen. Open-ended questions often start with the words what or how.
- Help your teen find a way to get rid of stress through a hobby or sports.
- Help your teen understand that stress is normal and that he or she can learn to control it.
- Remind your teen that things can get better.
- Have your teen go to his or her school health center or guidance counselor.
- Have your teen seek out a church or community group.

Make an appointment for your teen to see a doctor if you think he or she is having problems dealing with stress.

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LAAT-TSTRESS-0111

HP-C-0530-11 TEENSTRESS 1.12

LOS ADOLESCENTES Y EL ESTRÉS

AmeriTips

Consejos Para Mantener La Buena Salud

LOS ADOLESCENTES SUFREN DE ESTRÉS AL IGUAL QUE LOS ADULTOS. A CONTINUACIÓN, ENCONTRARÁ ALGUNAS IDEAS ÚTILES PARA QUE PUEDA AYUDAR A SU HIJO ADOLESCENTE A CONTROLAR EL ESTRÉS.

¿Qué es el estrés?

El estrés es la manera como uno piensa, lo que siente o como actúa cuando no sabe cómo enfrentar un problema.

Motivos de estrés en adolescentes

Los adolescentes pueden estresarse al igual que los adultos. Hay distintos motivos por los cuales los adolescentes pueden sentirse estresados:

- Problemas en la escuela, en la casa o con los amigos
- Los cambios que se producen en el cuerpo
- Que su hogar o vecindario no sea seguro
- Una enfermedad grave o la muerte de un amigo o familiar

A veces los adolescentes no saben cómo eliminar el estrés y le suman problemas a su vida consumiendo drogas y alcohol, fumando o dañándose a sí mismos o a otras personas.

¿Cuáles son los signos del estrés?

Cuando los adolescentes están estresados, es posible que experimenten lo siguiente:

- Dolores de cabeza u otro tipo de molestias y dolores
- Dificultad para dormir o con la alimentación
- Dificultad para respirar
- Problemas de estreñimiento
- Sentimientos de enojo, tristeza, miedo o confusión
- Bajas calificaciones en la escuela

¿Cómo puedo ayudar a mi hijo adolescente a engrentar estrés?

Usted puede ayudar a su hijo adolescente a controlar el estrés siguiendo estos pasos:

- Cuando hable con su hijo, hágale preguntas indefinidas. Las preguntas indefinidas por lo general comienzan con palabras como qué o cómo.
- Ayúdele a su hijo a encontrar la manera de eliminar el estrés a través de un pasatiempo o un deporte.
- Ayúdele a su hijo a comprender que el estrés es normal y que puede aprender a controlarlo.
- Recuérdele que las cosas pueden mejorar.
- Recomiéndele a su hijo que visite el centro de salud de la escuela o consulte al consejero escolar.
- Recomiéndele que vaya a una iglesia o a un centro comunitario.

Si usted cree que a su hijo se le dificulta enfrentar el estrés, hágale a una cita con el médico.

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TOBACCO USE – REASONS TO QUIT

AmeriTips®

Health Tips That Make Health Happen

THINKING ABOUT TRYING TO QUIT SMOKING? THAT'S A GREAT IDEA – FOR A LOT OF REASONS.

Smoking or chewing tobacco can affect your health in many ways. **Check any problems you have had that may be related to smoking:**

- ☐ Coughing and breathing problems, like asthma and bronchitis
- ☐ Mouth cancer, throat cancer or lung cancer
- ☐ Heart problems
- ☐ High blood pressure
- ☐ Bad breath
- ☐ Problems with taste or smell
- ☐ Yellow teeth and fingernails
- ☐ Wrinkles around the mouth

You may have others to add to the list:

1. _____

2. _____

Do You Know How Much You Spend On Cigarettes?

Smoking is expensive. This chart will give you an idea of how much it costs you each year:

If you smoke this much every day...	It will cost you this much every year
1/2 pack	$821
1 pack	$1,642
2 packs	$3,285

Based on a price of $4.50 per pack

Why Should I Quit?

Check the reasons you may have for trying to quit:

- ☐ I want to breathe easier and cough less
- ☐ I want to have more energy
- ☐ I want to save money
- ☐ I want a healthier heart and lungs
- ☐ I want to taste and smell foods better
- ☐ I don't want to expose others to secondhand smoke

Add your own reasons:

1. _____

2. _____

There are lots of resources to help you quit, including:
U.S. Department of Health and Human Services
1-800-QUIT-NOW • www.1800quitnow.org

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HP-C-0530-11 QUIT SMOKING 1.12

CONSUMO DE TABACO - RAZONES PARA DEJAR DE FUMAR

AmeriTips®

Consejos Para Mantener La Buena Salud

¿ESTÁ PENSANDO EN INTENTAR DEJAR DE FUMAR? EXCELENTE IDEA, POR MUCHAS RAZONES.

El fumar o masticar tabaco pueden afectar su salud de muchas maneras. Marque los problemas que ha tenido y pueden estar relacionados con el tabaco:

- ☐ Tos y problemas respiratorios, como asma y bronquitis
- ☐ Cáncer de boca, cáncer de garganta o cáncer de pulmón
- ☐ Problemas cardíacos
- ☐ Presión arterial elevada
- ☐ Mal aliento
- ☐ Problemas con el sabor o los olores
- ☐ Dientes y uñas amarillentos
- ☐ Arrugas alrededor de la boca

Puede agregar otras razones a la lista:

1. _____

2. _____

¿Sabe cuánto dinero gasta en cigarrillos?

El fumar es caro. Esta tabla le dará una idea de cuánto le cuesta por año:

Si fuma esta cantidad todos los días...	Le costará esta cantidad todos los años
1/2 paquete	$821
1 paquete	$1,642
2 paquetes	$3,285

Según un precio de $4.50 por paquete

¿Por qué debería dejar de fumar?

Marque los motivos que puede tener para intentar dejar de fumar:

- ☐ Quiero respirar mejor y toser menos
- ☐ Quiero tener más energía
- ☐ Quiero ahorrar dinero
- ☐ Quiero un corazón y unos pulmones más sanos
- ☐ Quiero que los alimentos tengan mejor sabor y aroma
- ☐ No quiero que otros sean fumadores pasivos por mi culpa

Agregue sus propias razones:

1. _____

2. _____

Hay muchos recursos para ayudarle a dejar de fumar, entre ellos:

Departamento de Salud y Servicios Humanos (Department of Health and Human Services) de los EE. UU.
1-800-QUIT-NOW • www.1800quitnow.org

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LAAT-TOB-0111

TOOTHACHE

AmeriTips

Health Tips That Make Health Happen

DIFFERENT THINGS CAN CAUSE A TOOTHACHE . IF YOU HAVE ONE, YOU SHOULD GO SEE YOUR DENTIST.

What Is a Toothache?

A toothache is just what it sounds like — it's when you have a tooth that hurts.

A number of things can cause toothaches. It could be a cavity — when part of your tooth has decayed. It could also be an infection of the gums. The cause could even be somewhere else, like your jaw, even though you feel it in your tooth.

What to Do for a Toothache

If the pain does not go away after a few days, or if it keeps coming back, you should go see your dentist. In the meantime, you can try these tips to help ease the pain:

- Take pain medicine
- Hold an ice pack on the place where it hurts
- Gargle with warm salt water (for adults)
- Floss to get out food that may be stuck between the teeth

Don't Make Your Toothache Worse

Here are some things that are not recommended:

- Putting crushed aspirin or other painkiller on your tooth or gums
- Drinking anything hot or cold, or any sugary sodas
- Chewing gum
- Eating sweets or hot, spicy foods

How to Prevent Toothaches

Taking good care of your teeth is the best thing you can do. Choose one thing on this list that you would like to start doing to keep your teeth healthy.

- ❒ I will brush my teeth at least twice day
- ❒ I will use a toothpaste with fluoride
- ❒ I will floss my teeth every day
- ❒ I will go for a checkup within the next six months
- ❒ I will ask my dentist to show me the best way to brush and floss
- ❒ I will try to stop smoking or chewing tobacco

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HP-C-0530-11 01.12

DOLOR DE MUELAS

AmeriTips

Consejos Para Mantener La Buena Salud

HAY DIFERENTES CAUSAS PARA EL DOLOR DE MUELAS, PERO SI TIENE DOLOR DE MUELAS, DEBE CONSULTAR A UN DENTISTA.

¿Qué es el dolor de muelas?

El dolor de muelas o dientes es simplemente eso, cuando le duele una muela u otro diente.

El dolor de muelas o dientes puede tener diferentes causas. Podría ser una caries, cuando parte de la muela o diente se ha deteriorado. También podría ser una infección de las encías. La causa podría estar en otra parte, como su mandíbula, aunque sienta el dolor en el diente.

Qué hacer cuando tiene dolor de muelas

Si el dolor no desaparece después de algunos días o si persiste, debe ir al dentista. Mientras tanto, puede tener en cuenta estos consejos para aliviar el dolor:

- Tome analgésicos
- Sujete una bolsa de hielo colocándosela en el lugar donde sienta dolor
- Haga gárgaras con agua tibia salada (para adultos)
- Utilice hilo dental para retirar alimentos que puedan haber quedado entre los dientes

No permita que el dolor de muelas empeore

A continuación se enumeran algunas cosas que no se recomiendan:

- Poner aspirina machacada u otro calmante en los dientes o encías.
- Beber cualquier cosa caliente o fría o cualquier refresco dulce.
- Masticar goma de mascar.
- Comer dulces o alimentos calientes y picantes.

Cómo prevenir dolores de muelas

Cuidar sus dientes es lo mejor que puede hacer. Elija una actividad de esta lista que le gustaría comenzar a realizar para mantener los dientes sanos.

- ❒ Cepillarse los dientes al menos dos veces al día
- ❒ Utilizar pasta de dientes fluorada
- ❒ Utilizar hilo dental todos los días
- ❒ Asistir a un chequeo en los seis meses siguientes
- ❒ Solicitarle información a su dentista sobre la mejor forma de cepillarse los dientes y utilizar hilo dental
- ❒ Intentar dejar de fumar o de mascar tabaco

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TYPE 1 DIABETES

AmeriTips

Health Tips That Make Health Happen

IF YOU HAVE TYPE 1 DIABETES, YOU CAN HELP CONTROL YOUR BLOOD SUGAR LEVEL WITH INSULIN SHOTS, HEALTHY EATING AND EXERCISE.

It's important to know what to do if your blood sugar gets too low or high. Your doctor can tell you what blood sugar range is right for you. Here are a few tips:

	LOW BLOOD SUGAR	HIGH BLOOD SUGAR
What is it?	Ask your doctor what low blood sugar is for you. You may feel shaky, dizzy, confused or hungry. You may have a headache or sudden mood change.	Ask your doctor what high blood sugar is for you. You may feel thirsty, tired or itchy. You may have blurred vision or have to urinate a lot.
To prevent it…	■ Take your medication as prescribed. ■ Eat at the same times every day. ■ Test blood sugar before, during and after exercise. ■ Keep a fast-acting snack handy.	■ Take your medication as prescribed. ■ Follow your meal plan. ■ Watch portion sizes during meals. ■ Tell your doctor if you are sick.
To treat it…	■ Eat a fast-acting snack. ■ Test again in 15 minutes – if still low, eat another snack. ■ If you have two low readings in one day, call your doctor.	■ Test your blood sugar every two hours. ■ Drink 8 ounces of water every hour. ■ Talk to your doctor about when to call about high readings.

When to Call Your Doctor:

- Constant thirst or very dry mouth
- Levels or symptoms of too high or too low blood sugar
- Have to urinate a lot

When to Go to the Emergency Room:

- Chest pain or pressure
- Shortness of breath or trouble breathing
- Fruity-smelling breath
- Stomach pain, nausea or vomiting
- Unusually tired or disoriented
- Decreased consciousness
- Seizures

Learn more about type 1 diabetes at **www.diabetes.org.**

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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LAAT-DIA1-CHL-0712

HP-C-0675-12 7.12

DIABETES TIPO 1

AmeriTips

Consejos Para Mantener La Buena Salud

SI TIENE DIABETES TIPO 1, PUEDE CONTROLAR SU NIVEL DE GLUCEMIA CON INYECCIONES DE INSULINA, UNA ALIMENTACIÓN SALUDABLE Y EJERCICIO FÍSICO.

Es importante que sepa qué debe hacer si su nivel de glucemia baja o sube demasiado. Su médico puede decirle cuáles son los niveles de glucemia adecuados para usted. Le proponemos algunos consejos:

	NIVEL DE GLUCEMIA BAJO	NIVEL DE GLUCEMIA ELEVADO
¿Qué es esto?	Pregunte a su médico cuáles son los niveles de glucemia bajos para usted. Es posible que se sienta tembloroso, mareado, confundido o hambriento. Es posible que tenga dolores de cabeza o cambios repentinos en su estado de ánimo.	Pregunte a su médico cuáles son los niveles de glucemia elevados para usted. Es posible que sienta sed, cansancio o picazón. Es posible que tenga la vista borrosa o que tenga que orinar con frecuencia.
Para evitarlo:	■ Tome sus medicamentos como se los recetaron. ■ Coma a la misma hora todos los días. ■ Analice su nivel de glucemia antes, durante y después de hacer ejercicio. ■ Tenga a mano un refrigerio de acción rápida.	■ Tome sus medicamentos como se los recetaron. ■ Siga su plan de alimentación. ■ Controle los tamaños de las porciones durante las comidas. ■ Infórmele a su médico si está enfermo.
Para tratarlo:	■ Coma un refrigerio de acción rápida. ■ Analice nuevamente en 15 minutos y si el nivel continúa bajo, coma otro refrigerio. ■ Si tiene 2 cifras bajas en 1 día, llame a su médico.	■ Analice su nivel de glucemia cada 2 horas. ■ Beba 8 onzas de agua por hora. ■ Hable con su médico sobre cuándo llamar si las lecturas de los niveles de glucemia son elevadas.

Cuándo llamar a su médico:

- Sed constante o boca muy seca
- Niveles o síntomas de glucemia demasiado elevada o demasiado baja
- Debe orinar con frecuencia

Cuándo ir a la sala de emergencias:

- Dolor o presión en el pecho
- Respiración entrecortada o dificultad para respirar
- Aliento con olor a frutas
- Dolor estomacal, náuseas o vómitos
- Sensación de desorientación o cansancio poco común
- Disminución del conocimiento
- Convulsiones

Obtenga más información sobre la diabetes tipo 1 en **www.diabetes.org.**

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TYPE 2 DIABETES

AmeriTips

Health Tips That Make Health Happen

HAVING TYPE 2 DIABETES CHANGES YOUR LIFE. BUT YOU CAN STAY IN CONTROL.

If you have type 2 diabetes, your body is not making enough insulin. Or it cannot properly use the insulin it makes.

Insulin helps turn the glucose (sugar) in your bloodstream into energy. Without insulin, glucose builds up in the blood. Then it passes out of your body in the urine. You don't get the energy you need.

Too much glucose in your blood can cause other problems, too, like eye, kidney, foot and heart problems. That's why it is so important to control your blood sugar level.

Words to Know
Glucose: A simple sugar used by the body as its main source of energy
Hyperglycemia: High blood sugar level
Hypoglycemia: Low blood sugar level
Insulin: A hormone that helps the body turn glucose into energy

What Do I Do Now?

Be sure to see your doctor often. He or she will be your partner in keeping your type 2 diabetes under control.

- Ask your doctor what a good blood sugar range is and write it here: _____
- If you are given medication, do not skip it even if you feel well.

Put a check mark by the ideas you'll try first:

Checking Your Blood Sugar

- ❑ Learn how to test your blood sugar level at your doctor's office.
- ❑ Get a log book and write down your levels each day, then bring it with you when you see your doctor.

Eating Right

- ❑ Work on eating healthier meals.
- ❑ Learn how food affects your blood sugar.
- ❑ Plan your meals and snacks.
- ❑ Eat at about the same time every day.

Taking Care of Yourself

- ❑ Call your doctor if you find it hard to follow your daily plan for eating, exercise or medication.
- ❑ Have your HbA1c test completed each year.
- ❑ Have your LDL screening done each year.
- ❑ Have your kidney function completed each year.
- ❑ Check your feet every day for red spots, swelling or cuts.
- ❑ Be sure to have an eye exam each year.
- ❑ Join a support group.

If you ignore it, diabetes can cause other problems. Getting the right care can help you live a long and active life.

Learn more about type 2 diabetes at **www.diabetes.org.**

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LAAT-DIA2-CHL-0712

HP-C-0682-12 6.12

DIABETES TIPO 2

AmeriTips

Consejos Para Mantener La Buena Salud

TENER DIABETES TIPO 2 CAMBIA SU VIDA, PERO USTED PUEDE CONTROLARLA.

Si tiene diabetes tipo 2, su cuerpo no produce suficiente insulina, o bien, no puede utilizar adecuadamente la insulina que produce.

La insulina transforma la glucosa (azúcar) en su torrente sanguíneo en energía. Sin insulina, la glucosa se acumula en la sangre. Luego, se elimina del cuerpo a través de la orina. Usted no obtiene la energía que necesita.

Demasiada glucosa en la sangre puede provocar también otros problemas, tales como problemas renales, en la vista, en los pies y en el corazón. Por esta razón, es tan importante que controle su nivel de glucemia.

Palabras para tener en cuenta
Glucosa: Un monosacárido utilizado por el cuerpo como su principal fuente de energía
Hiperglucemia: Nivel de glucemia elevado
Hipoglucemia: Nivel de glucemia bajo
Insulina: Una hormona que permite que el cuerpo convierta la glucosa en energía

¿Qué debo hacer ahora?

Asegúrese de consultar a su médico con frecuencia. Él o ella le acompañarán en la tarea de mantener su diabetes tipo 2 bajo control.

- Pregunte a su médico cuáles el nivel de glucemia normal y escríbalo aquí: _____
- Si le dan medicamentos, no deje de tomarlos, aun cuando se sienta bien.

Coloque una marca junto a las ideas que intentará primero:

Controlar su nivel de glucemia

- ❑ Aprenda a analizar su nivel de glucemia en el consultorio de su médico.
- ❑ Obtenga un cuaderno de registros y escriba sus niveles cada día. Llévelo con usted siempre que consulte a su médico.

Alimentarse adecuadamente

- ❑ Trate de alimentarse con comidas más saludables.
- ❑ Aprenda de qué manera la comida afecta el nivel de glucemia.
- ❑ Planifique las comidas y los refrigerios.
- ❑ Coma alrededor de la misma hora todos los días.

Cuidar de usted mismo

- ❑ Llame a su médico si le resulta difícil seguir el plan diario de alimentación, ejercicio o medicación.
- ❑ Complete su análisis de HbA1c cada año.
- ❑ Hágase el análisis de LDL cada año.
- ❑ Complete la prueba de la función renal cada año.
- ❑ Revise las manchas rojas, la hinchazón o los cortes en los pies todos los días.
- ❑ Asegúrese de hacerse un examen de la vista cada año.
- ❑ Únase a un grupo de apoyo.

Si la ignora, la diabetes puede provocar otros problemas. Obtener la atención adecuada puede ayudarle a vivir una vida larga y activa.

Obtenga más información sobre la diabetes tipo 2 en **www.diabetes.org.**

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YOU AND YOUR PCP

AmeriTips

Health Tips That Make Health Happen

WORK WITH YOUR PRIMARY CARE PROVIDER (PCP) TO STAY HEALTHY AND GET THE CARE YOU NEED.

What Is a PCP?

Your primary care provider (PCP) is your main doctor. A PCP can also be a nurse, physician assistant or nurse practitioner. He or she is the first person you should call for almost any health need.

KEEP YOUR PCP INFO HANDY

My PCP's name is _____

Phone number _____

After hours number _____

Why Do I Need a PCP?

Your PCP will get to know you and your medical history. That way you'll get the best care possible. You can call your PCP for:

- Wellness checkups
- An illness or injury
- Shots (immunizations)
- Prescription medicines
- Advice about any health problem
- A referral to a specialist

Getting the Right Kind of Care

If you are having a health problem and you don't know what to do, call your PCP. He or she can tell you:

- How to take care of the problem yourself
- To come in for a checkup
- To go to the emergency room

If You Can't Reach Your PCP

Call Amerigroup On Call/24-hour Nurse HelpLine at 1-866-864-2544. This service is free for all Amerigroup members. You can call day or night, even on holidays. Call for quick answers and advice on:

- Taking medications
- Deciding whether you have an emergency — what to do or where to go next
- Any other health questions you may have

The job of your PCP is to help you get the care you need when you need it. Let your PCP be your partner in health.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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LAAT-YYP-0111

HP-C-0530-11 01.12

USTED Y SU PCP

AmeriTips

Consejos Para Mantener La Buena Salud

TRABAJE CON SU PROVEEDOR DE ATENCIÓN PRIMARIA (PCP) PARA MANTENERSE SANO Y OBTENER LA ATENCIÓN QUE NECESITA.

¿Qué es un PCP?

Su Proveedor de Atención Primaria (primary care provider, PCP) es su médico principal. Un PCP también puede ser un enfermero, un asistente médico o un enfermero practicante (nurse practitioner). Es la primera persona a la que debe llamar por casi cualquier atención médica que necesite.

TENGA A MANO LA INFORMACIÓN DE SU PCP

Nombre de mi PCP _____

Número de teléfono _____

Número para atención fuera de horario

_____

¿Por qué necesito un PCP?

Su PCP llegará a conocerle a usted y a conocer su historia clínica. De esa manera obtendrá la mejor atención posible. Puede llamar a su PCP por:

- Chequeos de bienestar
- Enfermedades o lesiones
- Vacunas (inmunizaciones)
- Medicamentos recetados
- Asesoramiento acerca de cualquier problema de salud
- Remisión a un especialista

Cómo obtener el tipo de atención adecuado

Si tiene un problema de salud y no sabe qué hacer, llame a su PCP. Su PCP podrá indicarle:

- Cómo encargarse del problema usted mismo
- Que se realice un chequeo
- Que vaya a la sala de emergencias

Si no puede comunicarse con su PCP

Llame a Amerigroup On Call/La Línea de Ayuda de Enfermería de 24 horas al 1-866-864-2545. Este es un servicio gratuito para todos los miembros de Amerigroup. Puede llamar durante el día o la noche, incluso los días feriados. Llame para obtener respuestas y asesoramiento rápidos sobre:

- Cómo tomar medicamentos
- Determinar si se encuentra o no en una emergencia: qué hacer o adónde ir
- Cualquier otra pregunta sobre la salud que pueda tener

El trabajo de su PCP es ayudarle a obtener la atención que necesita, en el momento en que la necesite. Permita que su PCP sea su socio en la salud.

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LAAT-YYP-0111

Amerigroup RealSolutions in healthcare

P.O. Box 62509
Virginia Beach, VA 23466-2509

Help your child grow up healthy

Ayude a que su hijo crezca sano

Amerigroup RealSolutions in healthcare

www.myamerigroup.com/LA

Has it been more than a year since your child has been to see his or her doctor?

If so, it is time to go. Yearly well-child checkups give your child's doctor the chance to check your child's overall health, growth and development. It is important to take your child to these visits, even if he or she hasn't been sick. With these regular exams, the doctor can also find and treat health problems before they become more serious.

At a well-child checkup, the doctor will:

- Measure height and weight
- Check blood pressure
- Give immunizations
- Check development
- Conduct vision and hearing screenings
- Ask questions about your child's language and social skills

Yearly checkups are a good time for you to ask questions about your child's health, too. **Call your child's doctor today and schedule a visit!**

Member Services
1-800-600-4441
TTY: 1-800-855-2880

Amerigroup On Call/24-hour Nurse HelpLine
1-866-864-2544

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¿Ha pasado más de un año desde que llevó a su hijo al médico?

Si es así, es momento de llevarlo. Los chequeos del niño sano anuales le dan al médico de su hijo la oportunidad de revisar el crecimiento, desarrollo y estado de salud general de su hijo. Es importante que lleve a su hijo a estas visitas, incluso si no ha estado enfermo. Con estos exámenes regulares, el médico también puede detectar y tratar problemas de salud antes de que sean graves.

Durante un chequeo del niño sano, el médico hará lo siguiente:

- Medir la estatura y el peso
- Revisar la presión arterial
- Administrar inmunizaciones
- Comprobar el desarrollo
- Realizar exámenes de audición y de la vista
- Preguntar acerca de las habilidades lingüísticas y sociales de su hijo

Servicios al Miembro
1-800-600-4441
TTY: 1-800-855-2884

Amerigroup On Call/24-hour Nurse HelpLine (Línea de Ayuda de Enfermería de 24 horas)
1-866-864-2545

Amerigroup RealSolutions® in healthcare

Los chequeos anuales también son un buen momento para que haga preguntas acerca de la salud de su hijo. **Llame al médico de su hijo hoy mismo para hacer una visita.**

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We care what you think!

Each year, we send a survey to a random number of Amerigroup Louisiana members. In the survey, we ask them to rate how satisfied they are with things like:

- Getting care quickly
- How well doctors communicate
- Receiving needed health care services
- Customer service
- Overall health care
- Their personal doctors (primary care provider, PCP)
- Our health plan

The results are in. And we're happy to report overall good customer service ratings along with positive encounters with PCPs. Your feedback helped us recognize our need to focus on:

1. Helping you get the right care when you need it
2. Promoting better communication between doctors and patients
3. Improving your overall satisfaction with benefits and services

Our plan for improvement

Our main goal is to ensure we provide each one of you with good quality care inside and outside of the doctor's office. We'll do this through:

- Education and training of providers and Amerigroup staff
- Adding, removing or changing our services and processes as needed

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¡Nos importa lo que piensa!

Cada año, enviamos una encuesta a una cantidad aleatoria de miembros de Amerigroup Louisiana. En la encuesta, les pedimos que califiquen qué tan satisfechos están con cosas como:

- Recibir atención rápidamente
- La facilidad de comunicación de los doctores
- Recibir los servicios de cuidados de la salud necesarios
- Servicio al cliente
- Cuidados de salud en general
- Sus doctores particulares (proveedor de atención primaria, PCP)
- Nuestro plan de seguro de salud

Ya tenemos los resultados. Nos complace informar que recibimos buenas calificaciones generales en servicio al cliente, así como en encuentros positivos con los PCP. Sus comentarios nos ayudaron a reconocer la necesidad de enfocarnos en:

1. Ayudarle a recibir la atención adecuada, cuando usted la necesita
2. Fomentar mejor comunicación entre los médicos y los pacientes
3. Mejorar su satisfacción general con los beneficios y servicios

Nuestro plan de mejora

Nuestro objetivo principal es asegurar que le ofrecemos a cada uno de ustedes atención de buena calidad dentro y fuera del consultorio del doctor. Esto lo hacemos a través de:

- La educación y la capacitación de los proveedores y del personal de Amerigroup
- La incorporación, eliminación o cambio de nuestros servicios y procesos, según corresponda

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HP-C-1210-14 03.14

Make Health Happen
Seamos saludables

Vol. 1, 2014

Ladies, promise yourself good health

Women are known for putting the needs of others ahead of their own. It's in their nature to nurture. In most cases, this is positive. But when it comes to your health, it's important not to put off getting the care you need.

A good first step toward staying healthy is to schedule and keep your well-woman checkup appointment. At this visit, talk to your health care provider about:

- A Pap test to screen for cervical cancer
- A mammogram (X-ray of the breast) to screen for breast cancer
- Any other screenings or services you may need

If you need a little encouragement, ask a friend to go with you. Don't ignore symptoms that may require quick attention. You owe it to yourself and your family.

Take the first step.

Call and schedule your appointment today.

Señoras, prométanse buena salud

Es común entre las mujeres atender a las necesidades de los demás antes que a las suyas. Para la mujer es natural cuidar a los demás. En la mayoría de los casos, eso es algo positivo. Sin embargo, cuando se trata de su salud, es importante no posponer los cuidados que necesita.

Hacer una cita para su chequeo anual de rutina es un buen paso de partida para conservar la salud. En cada consulta, hable con su proveedor de cuidados de salud sobre:

- La prueba de Papanicoalaou para detectar el cáncer de cuello uterino o cáncer cervical
- La mamografía (rayos X de los senos) para detectar el cáncer de mama
- Otros servicios o exámenes de detección que pudiera necesitar

Si necesita un empujoncito, pídale a una amiga que la acompañe. No pase por alto los síntomas que pueden requerir atención oportuna. Se lo debe a sí misma y a su familia.

Dé el primer paso.

Llame hoy mismo para hacer su cita de chequeo.

BAYOUHEALTH Your Health | Your Choice

Amerigroup RealSolutions® in healthcare

Inside:
Pharmacy benefit FAQs

Adentro:
Preguntas frecuentes sobre los beneficios farmacéuticos

Amerigroup On Call/ 24-hour Nurse HelpLine

Amerigroup On Call/ Línea de ayuda de enfermería de 24 horas

1-866-864-2544
1-866-864-2545 (Español)

Member Services
Servicios al Miembro

1-800-600-4441
TTY 1-800-855-2880
TTY Español 1-800-855-2884

Pharmacy benefit FAQs

As a member of **Amerigroup Louisiana**, you have pharmacy benefits.

These benefits cover prescription and over-the-counter (OTC) medicines which are medically necessary. You may have questions about what's covered and what isn't. Following is a list of frequently asked questions (FAQs) with the answers.

Question:
Is there a list of medications Amerigroup covers?

Answer:
Yes, there is preferred drug list (PDL). You can view the PDL by going online to www.myamerigroup.com/LA, follow the link to Plans and Benefits, Medicaid and then scroll down to the Pharmacy and Prescription Drugs section.

Question:
Will Amerigroup pay for any medications not on the PDL?

Answer:
Yes, if prior authorization (PA) is obtained. The PA process can be started by either your doctor or your pharmacy. If a PA is required, you may receive a 72-hour supply of the medication while waiting for a decision on the PA request.

Question:
Who can I call if I have more questions about my pharmacy benefits?

Answer:
You may call Amerigroup Member Services at 1-800-600-4441 (TTY 1-800-855-2880). Dial extension 39739 for the Pharmacy Help Desk, Monday through Friday from 8 a.m. to 8 p.m. and Saturday from 10 a.m. to 2 p.m. Central time.

Preguntas frecuentes sobre los beneficios farmacéuticos

Como miembro de **Amerigroup Louisiana**, usted tiene beneficios farmacéuticos.

Estos beneficios abarcan los medicamentos recetados y los de venta libre que son necesarios por razones médicas. Quizás tenga preguntas acerca de lo que está cubierto y lo que no. A continuación hay una lista de las preguntas más frecuentes, con las respuestas.

Pregunta:
¿Hay una lista de los medicamentos que Amerigroup cubre?

Respuesta:
Sí, hay una lista de medicamentos preferidos (PDL). Puede consultar la PDL en línea en www.myamerigroup.com/LA; siga el enlace a Plans and Benefits (Planes y beneficios), Medicaid y luego desplácese a la sección Pharmacy and Prescription Drugs (Farmacia y medicamentos con receta).

Pregunta:
¿Amerigroup paga medicamentos que no están en la PDL?

Respuesta:
Sí, siempre y cuando obtenga una autorización previa (PA). El proceso de PA lo puede iniciar su doctor o la farmacia. Si se requiere una PA, usted puede recibir un suministro de la medicina para 72 horas mientras espera una decisión sobre la solicitud de autorización previa.

Pregunta:
¿A quién puedo llamar si tengo más preguntas sobre mis beneficios de farmacia?

Respuesta:
Puede llamar a Servicios al Miembro de Amerigroup al 1-800-600-4441 (TTY 1-800-855-2884). Marque la extensión 39739 para el servicio de ayuda de farmacias, de lunes a viernes de las 8 a.m. a las 8 p.m. y los sábados de las 10 a.m. a las 2 p.m., hora del Centro.

HEDIS is our report card

Each year, the National Committee of Quality Assurance (NCQA) rates our health plan using the Health Effectiveness Data and Information Set (HEDIS®). The scores are like a report card on the quality of care we provide. NCQA looks at claims information and reviews of medical records to ensure that all standards of care are being met.

Some of the most important services we're graded on are:
- Adult access to preventive care (wellness checkups)
- Diabetes screening and disease management through periodic A1c blood sugar testing
- Chlamydia screening for women ages 16-24
- Teen wellness checkups for ages 12-18
- Well-child checkups for children ages 3-6

Currently, the rates in the above areas are steadily improving each month. However, we want to ensure more of you are getting the care you need. We're working closely with our providers to develop plans for improvement.

Personal health reminders

We also want to make sure you know what services are recommended for you based on your age, gender and health status. As an Amerigroup Louisiana member you may receive health education through the mail, phone calls and various events across the state.

HEDIS es nuestra boleta de calificaciones

Cada año, el Comité Nacional de Garantía de Calidad (NCQA) califica nuestro plan de seguro médico utilizando HEDIS® (Conjunto de Datos e Información de la Eficacia de la Atención Médica). Las puntuaciones son como una boleta de calificaciones de la calidad de la atención que prestamos. El NCQA examina la información de los reclamos y revisa expedientes médicos para asegurarse de que estamos cumpliendo todas las normas de atención.

Algunos de los servicios más importantes sobre los que nos califican son:
- Acceso de los adultos a los cuidados preventivos (chequeos de rutina)
- Atención médica integral y exámenes de detección para la diabetes por medio de análisis periódicos A1c de azúcar en la sangre
- Análisis de detección de clamidia para las mujeres de 16 a 24 años de edad
- Chequeos médicos de rutina para adolescentes de 12 a 18 años de edad
- Chequeos médicos de rutina para niños de 3 a 6 años de edad

En la actualidad, las calificaciones en las áreas antes mencionadas están mejorando cada mes. Sin embargo, queremos asegurar que una mayor cantidad de nuestros miembros reciban la atención que necesitan. Estamos trabajando estrechamente con nuestros proveedores para elaborar planes de mejora.

Recordatorios personales de salud

También queremos asegurarnos de que usted sepa cuáles son los servicios que se recomiendan para usted según su edad, sexo y estado de salud. Como miembro de Amerigroup Louisiana, usted puede recibir educación en salud por correo, por llamadas telefónicas y en una variedad de acontecimientos celebrados por todo el estado.

Is it time for a well-child checkup?

Well-child checkups are visits to the doctor when your child isn't sick. They play a big part in your child's overall health.

At these visits, your child's primary care provider (PCP) will:
- Check your child's height and weight
- Give your child any needed immunizations or shots
- Do vision and hearing screenings
- Test or screen for any health problems as needed
- Talk to you about any concerns you have about your child's growth and development

How do you play a role?
Take your child in for all scheduled well-child checkups. Use the following checklist as your guide for when appointments are due:

- ☐ At birth or within 3-5 days after birth
- ☐ 1 month
- ☐ 2 months
- ☐ 4 months
- ☐ 6 months
- ☐ 9 months
- ☐ 12 months
- ☐ 15 months
- ☐ 18 months
- ☐ 24 months
- ☐ 30 months
- ☐ 3 years and up (once a year)

If you need help finding a doctor for your child or scheduling an appointment, **call Member Services at 1-800-600-4441 (TTY 1-800-855-2880)**.

¿Ya le toca un chequeo médico de rutina a su hijo?

Los chequeos médicos de rutina son consultas con el doctor cuando su hijo no está enfermo. Estos chequeos desempeñan un papel importante en la salud general de su hijo.

En esas consultas, el proveedor de atención primaria (PCP) de su hijo:
- Pesará a su hijo y le medirá la estatura
- Le administrará las vacunas correspondientes
- Le hará exámenes de la vista y del oído
- Le hará las pruebas o exámenes de detección de problemas de salud según corresponda
- Hablará con usted sobre cualquier inquietud que tenga relacionada con el crecimiento y desarrollo de su hijo

¿Qué papel desempeña usted?
Su papel es llevar a su hijo a los chequeos de rutina. Use la siguiente lista como guía para saber cuándo le tocan sus chequeos:

- ☐ Al nacer o entre 3 y 5 días después de nacer
- ☐ A 1 mes de edad
- ☐ A los 2 meses de edad
- ☐ A los 4 meses de edad
- ☐ A los 6 meses de edad
- ☐ A los 9 meses de edad
- ☐ A los 12 meses de edad
- ☐ A los 15 meses de edad
- ☐ A los 18 meses de edad
- ☐ A los 24 meses de edad
- ☐ A los 30 meses de edad
- ☐ A los 3 años o más (una vez al año)

Si necesita ayuda para encontrar un doctor para su hijo o para hacer una cita, **llame gratis a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884)**.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Well-Child Checkups

Amerigroup Louisiana is here to help your child get a healthy start in life. That is why we want to remind you that your child is due for a well-child checkup soon. Your child's doctor or primary care provider is listed on your child's Amerigroup ID card. Please call and make an appointment today. Well-child checkups help keep your child healthy.

Immunizations

Children need protection from serious diseases. Children younger than 6 months of age are most likely to get sick. You can help your child stay healthy. Call your child's doctor today. Find out if your child is due for any immunizations or shots. If so, make an appointment right away. Learn more about immunizations by calling Amerigroup On Call/24-hour Nurse HelpLine at 1-866-864-2544. Members who are deaf or hard of hearing can call the toll-free AT&T Relay Service at 1-800-855-2880.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Chequeos del niño sano

Amerigroup Louisiana está aquí para ayudar a su hijo a tener un comienzo saludable en la vida. Es por eso que queremos recordarle que su hijo pronto deberá realizarse un chequeo del niño sano. El médico de su hijo o su proveedor de atención primaria figura en la tarjeta de identificación de Amerigroup de su hijo. Llame y haga una cita hoy mismo. Los chequeos del niño sano ayudan a mantener a su hijo saludable.

Inmunizaciones

Los niños necesitan protección contra enfermedades graves. Los niños menores de 6 meses tienen más probabilidades de enfermarse. Puede ayudar a su hijo a mantenerse saludable. Llame al médico de su hijo hoy mismo. Averigüe si su hijo debe recibir alguna vacuna o inmunización. Si es así, haga una cita de inmediato. Sepa más sobre inmunizaciones llamando a nuestra Línea de Ayuda de Enfermería de 24 horas al 1-800-600-4441. Si es sordo o tiene problemas del oído, llame a la línea gratuita del Servicio de Retransmisión de AT&T al 1-800-855-2884.

Congratulations on the birth of your baby!

Amerigroup Louisiana wishes you and your new baby the best. Your child needs regular checkups by a doctor to stay healthy. Please use the well-child chart in this mailer to see what services are now due for:

¡Felicitaciones por el nacimiento de su bebé!

Amerigroup Louisiana les desea lo mejor a usted y a su nuevo bebé. Su hijo necesita chequeos regulares realizados por un médico para mantenerse saludable. Utilice la tabla del niño sano que se incluye en este material enviado por correo para ver qué servicios corresponden para:

Amerigroup RealSolutions® in healthcare

ATTENTION: Quality Management (Gestión de calidad)
Post Office Box 62509
Virginia Beach, Virginia 23466

PRSRT STD
U.S. POSTAGE
PAID
NORFOLK, VA
PERMIT #427

To the parent or guardian of:
Para el padre, la madre o el tutor de:

Need help with transportation or making an appointment? If so, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880).

¿Necesita ayuda con transporte o para hacer una cita? Si es así, llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions® in healthcare

LA-EPSDT BR new to 9mo-0511

Amerigroup RealSolutions in healthcare

WELL-CHILD CHART

Newborn to 9 Months of Age

■ **NEWBORN**		
❑ Well-child Checkup		
❑ Hepatitis B	(Hep B)	first shot
❑ Vision and hearing screening		
3-5 DAYS if discharged less than 48 hours after birth		
❑ Well-child Checkup		
❑ Vision and hearing screening		
■ **1 MONTH**		
❑ Well-child Checkup		
❑ Vision and hearing screening		
❑ Metabolic screen (results noted as normal)		address any issues
■ **2 MONTHS**		
❑ Well-child Checkup		
❑ Diphtheria, Tetanus and Pertussis	(DTaP)	first shot
❑ Hepatitis B	(Hep B)	second shot
❑ Polio	(IPV)	first shot
❑ H Influenza, Type B	(Hib)	first shot
❑ Pneumococcal	(PCV)	first shot
❑ Rotavirus	(Rota)	first shot
❑ Vision and hearing screening		
■ **4 MONTHS**		
❑ Well-Child Checkup		
❑ Diphtheria, Tetanus and Pertussis	(DTaP)	second shot
❑ Polio	(IPV)	second shot
❑ H Influenza, Type B	(Hib)	second shot
❑ Pneumococcal	(PCV)	second shot
❑ Rotavirus	(Rota)	second shot
❑ Hepatitis B	(Hep B)	third shot
❑ Vision and hearing screening		
■ **6 MONTHS**		
❑ Well-child Checkup		
❑ Diphtheria, Tetanus and Pertussis	(DTaP)	third shot
❑ Polio	(IPV)	third shot
❑ H Influenza, Type B	(Hib)	third shot
❑ Pneumococcal	(PCV)	third shot
❑ Rotavirus	(Rota)	third shot
❑ Hepatitis B if appropriate	(Hep B)	fourth shot
❑ Influenza (during flu season)	(Flu)	annually
❑ Lead screening		
❑ Vision and hearing screening		
❑ Dental screening		
■ **9 MONTHS**		
❑ Well-child Checkup		
❑ Lead screening		
❑ Vision and hearing screening		
❑ Dental screening		

Amerigroup RealSolutions in healthcare

TABLA DEL NIÑO SANO

Recién nacido a 9 meses de edad

■ **RECIÉN NACIDO**		
❑ Chequeo del niño sano		
❑ Hepatitis B	(Hep B)	primera vacuna
❑ Exámenes del oído y de la vista		
3 a 5 DÍAS si es dado de alta en menos de 48 horas posteriores al nacimiento		
❑ Chequeo del niño sano		
❑ Exámenes del oído y de la vista		
■ **1 MES**		
❑ Chequeo del niño sano		
❑ Exámenes del oído y de la vista		
❑ Estudio metabólico neonatal (los resultados se indican como “normal”)		tratar cualquier problema
■ **2 MESES**		
❑ Chequeo del niño sano		
❑ Difteria, tétanos y tos ferina	(DTaP)	primera vacuna
❑ Hepatitis B	(Hep B)	segunda vacuna
❑ Polio	(IPV)	primera vacuna
❑ Gripe H, tipo B	(Hib)	primera vacuna
❑ Neumocócica	(PCV)	primera vacuna
❑ Rotavirus	(Rota)	primera vacuna
❑ Exámenes del oído y de la vista		
■ **4 MESES**		
❑ Chequeo del niño sano		
❑ Difteria, tétanos y tos ferina	(DTaP)	segunda vacuna
❑ Polio	(IPV)	segunda vacuna
❑ Gripe H, tipo B	(Hib)	segunda vacuna
❑ Neumocócica	(PCV)	segunda vacuna
❑ Rotavirus	(Rota)	segunda vacuna
❑ Hepatitis B	(Hep B)	tercera vacuna
❑ Exámenes del oído y de la vista		
■ **6 MESES**		
❑ Chequeo del niño sano		
❑ Difteria, tétanos y tos ferina	(DTaP)	tercera vacuna
❑ Polio	(IPV)	tercera vacuna
❑ Gripe H, tipo B	(Hib)	tercera vacuna
❑ Neumocócica	(PCV)	tercera vacuna
❑ Rotavirus	(Rota)	tercera vacuna
❑ Hepatitis B si corresponde	(Hep B)	cuarta vacuna
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Prueba de detección de plomo		
❑ Exámenes del oído y de la vista		
❑ Examen dental		
■ **9 MESES**		
❑ Chequeo del niño sano		
❑ Prueba de detección de plomo		
❑ Exámenes del oído y de la vista		
❑ Examen dental		

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Well-Child Checkups

Amerigroup Louisiana is here to help your child get a healthy start in life. That is why we want to remind you that your child is due for a well-child checkup. Your child's doctor or primary care provider is listed on your child's Amerigroup ID card. Please call and make an appointment today. Well-child checkups help keep your child healthy.

What Parents Need to Know about Lead

Lead is harmful to children. It can be found in soil, air, water, some toys and old paint. Too much lead in the body can make children sick. This is called lead poisoning. Your child's doctor can do a blood lead test. This is the only way to know if your child has lead poisoning. Help your child grow up healthy! Call the doctor to have your child tested today.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Chequeos del niño sano

Amerigroup Louisiana está aquí para ayudar a su hijo a tener un comienzo saludable en la vida. Es por eso que queremos recordarle que su hijo debe asistir a un chequeo del niño sano. El médico de su hijo o su proveedor de atención primaria figura en la tarjeta de identificación de Amerigroup de su hijo. Llame y haga una cita hoy mismo. Los chequeos del niño sano ayudan a mantener a su hijo saludable.

Lo que los padres deben saber sobre el plomo

El plomo es peligroso para los niños. Puede hallarse en la tierra, el aire, el agua, en algunos juguetes y en la pintura vieja. El exceso de plomo en la sangre puede enfermar a los niños. Esto se denomina intoxicación por plomo. El médico de su hijo puede realizarle una prueba de detección de plomo en sangre. Esta es la única forma de saber si su hijo tiene intoxicación por plomo. ¡Ayude a que su hijo crezca sano! Llame al médico para que le realice una prueba de detección de plomo a su hijo hoy mismo.

Time for Your Child's Checkup!

Your child's birthday will be here soon. Amerigroup Louisiana would like to be the first to say happy birthday! Please use the well-child chart in this mailer to see what services are now due for:

¡Es el momento de que su hijo se realice un chequeo!

Pronto será el cumpleaños de su hijo. ¡Amerigroup Louisiana quisiera ser el primero en desearle un feliz cumpleaños! Utilice la tabla del niño sano que se incluye en este material enviado por correo para ver qué servicios corresponden para:

Amerigroup RealSolutions in healthcare
ATTENTION: Quality Management (Gestión de calidad)
Post Office Box 62509
Virginia Beach, Virginia 23466

PRSRT STD
U.S. POSTAGE
PAID
NORFOLK, VA
PERMIT #427

To the parent or guardian of:
Para el padre, la madre o el tutor de:

Need help with transportation or making an appointment? If so, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880).

¿Necesita ayuda con transporte o para hacer una cita? Si es así, llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions in healthcare

LA-EPSDT BR 1 to 6-0511

Amerigroup RealSolutions in healthcare

WELL-CHILD CHART
1 Year to 6 Years of Age

■ **12 MONTHS**		
❑ Well-child Checkup		
❑ Chicken Pox	(Varicella)	first shot
❑ Measles, Mumps and Rubella	(MMR)	first shot
❑ Hepatitis A (2-dose series)	(Hep A)	first shot
❑ Pneumococcal	(PCV)	fourth shot
❑ Influenza (during flu season)	(Flu)	annually
❑ Blood Lead Test		
❑ Vision and hearing screening		
❑ Dental screening		
■ **15 MONTHS**		
❑ Well-child Checkup		
❑ Diphtheria, Tetanus and Pertussis	(DTaP)	fourth shot
❑ H Influenza, Type B	(Hib)	fourth shot
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and hearing screening		
■ **18 MONTHS**		
❑ Well-child Checkup		
❑ Hepatitis A (2-dose series)	(Hep A)	second shot
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and hearing screening		
❑ Dental screening		
■ **24 MONTHS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Blood Lead Test		
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **30 MONTHS**		
❑ Well-child Checkup		
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **3 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **4 YEARS**		
❑ Well-child Checkup		
❑ Diphtheria, Tetanus and Pertussis	(DTaP)	fifth shot
❑ Chicken Pox	(Varicella)	second shot
❑ Measles, Mumps and Rubella	(MMR)	second shot
❑ Polio	(IPV)	fourth shot
❑ Influenza (during flu season)	(Flu)	annually
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **5 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **6 YEARS**		
❑ Well-Child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Verbal Risk Assessment/Blood Lead Testing		
❑ Vision and Hearing Screening		
❑ Dental Exam by Dentist		

Amerigroup RealSolutions in healthcare

TABLA DEL NIÑO SANO
De 1 a 6 años de edad

■ **12 MESES**		
❑ Chequeo del niño sano		
❑ Varicela	(Varicella)	primera vacuna
❑ Sarampión, paperas y rubéola	(MMR)	primera vacuna
❑ Hepatitis A (serie de 2 dosis)	(Hep A)	primera vacuna
❑ Neumocócica	(PCV)	cuarta vacuna
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental		
■ **15 MESES**		
❑ Chequeo del niño sano		
❑ Difteria, tétanos y tos ferina	(DTaP)	cuarta vacuna
❑ Gripe H, tipo B	(Hib)	cuarta vacuna
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
■ **18 MESES**		
❑ Chequeo del niño sano		
❑ Hepatitis A (serie de 2 dosis)	(Hep A)	segunda vacuna
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental		
■ **24 MESES**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **30 MESES**		
❑ Chequeo del niño sano		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **3 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **4 AÑOS**		
❑ Chequeo del niño sano		
❑ Difteria, tétanos y tos ferina	(DTaP)	quinta vacuna
❑ Varicela		segunda vacuna
❑ Sarampión, paperas y rubéola	(MMR)	segunda vacuna
❑ Polio	(IPV)	cuarta vacuna
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **5 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **6 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Evaluación oral de riesgo/prueba de detección de plomo en sangre		
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nêu quý vi cân thông tin này bằng tiếng Việt, hãy goi tơi đương dây miễn phí cua Dich Vu Thành Viên theo số 1-800-600-4441.

Well-Child Checkups

Amerigroup Louisiana is here to help you keep your child healthy. That is why we want to remind you your child is due for a well-child checkup soon. Your child's doctor or primary care provider is listed on your child's Amerigroup ID card. Please call and make an appointment today. Well-child checkups help keep your child healthy.

Checklist for a Healthy Mouth

It is important for your child to take good care of his or her teeth and gums. Regular dental care is part of your child's wellness care services. Call the dentist today to set up an appointment and have your child follow the steps below to keep his or her mouth clean and healthy.

- Brush twice a day
- Floss at least once a day
- See the dentist twice a year
- Avoid sugary food

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Chequeos del niño sano

Amerigroup Louisiana está aquí para ayudarle a mantener a su hijo saludable. Es por eso que queremos recordarle que su hijo pronto deberá asistir a un chequeo del niño sano. El médico de su hijo o su proveedor de atención primaria (Primary Care Provider, PCP) figura en la tarjeta de identificación de Amerigroup de su hijo. Llame y haga una cita hoy mismo. Los chequeos del niño sano ayudan a mantener a su hijo saludable.

Lista de verificación para tener una boca sana

Es importante que su hijo cuide mucho sus dientes y encías. Haga que su hijo siga los pasos descritos a continuación para mantener su boca limpia y sana. La atención dental habitual es parte de los servicios de salud de su hijo. Llame hoy mismo al dentista para hacer una cita.

- Cepillarse los dientes dos veces por día
- Utilizar hilo dental al menos una vez por día
- Ver al dentista dos veces al año
- Evitar alimentos con mucha azúcar

Time for Your Child's Checkup!

Your child's birthday will be here soon. Amerigroup Louisiana would like to be the first to say happy birthday! Please use the well-child chart in this mailer to see what services are now due for:

¡Es el momento de que su hijo se realice un chequeo!

Pronto será el cumpleaños de su hijo. ¡Amerigroup Louisiana quisiera ser el primero en desearle un feliz cumpleaños! Utilice la tabla del niño sano que se incluye en este material enviado por correo para ver qué servicios corresponden para:

Amerigroup RealSolutions® in healthcare

ATTENTION: Quality Management (Gestión de calidad)
Post Office Box 62509
Virginia Beach, Virginia 23466

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PERMIT #427

To the parent or guardian of:
Para el padre, la madre o el tutor de:

Need help with transportation or making an appointment? If so, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880).

¿Necesita ayuda con transporte o para hacer una cita? Si es así, llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions® in healthcare

LA-EPSDT BR 7 to 12-0511

Amerigroup RealSolutions in healthcare

WELL-CHILD CHART

7 Years to 12 Years of Age

■ **7 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **8 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **9 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **10 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **11 YEARS**		
❑ Well-child Checkup		
❑ Tetanus, Diphtheria and Pertussis	(Tdap)	
❑ Human Papillomavirus **Females ONLY** (3-dose series from 11 to 12 years)	(HPV)	3-dose series
❑ Meningococcal	(MCV4)	
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		
■ **12 YEARS**		
❑ Well-child Checkup		
❑ Influenza (during flu season)	(Flu)	annually
❑ Vision and hearing screening		
❑ Dental exam by dentist		

Did you know…
Growing children need snacks between meals?

So, how can you help your child make healthy choices?

- Set a good example. Eat the foods you want your kids to eat.
- Limit the amount of junk foods you buy.
- Buy fruits instead of other sweets like cookies or ice cream.
- Buy snack-size bags or packages.
- Limit soda. Offer natural fruit juice, milk or water instead.

Amerigroup RealSolutions in healthcare

TABLA DEL NIÑO SANO

De 7 a 12 años de edad

■ **7 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **8 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **9 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **10 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **11 AÑOS**		
❑ Chequeo del niño sano		
❑ Tétanos, difteria y tos ferina	(Tdap)	
❑ Virus del papiloma humano **ÚNICAMENTE para mujeres** (serie de 3 dosis a partir de los 11 o 12 años)	(HPV)	Serie de 3 dosis
❑ Meningocócica	(MCV4)	
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		
■ **12 AÑOS**		
❑ Chequeo del niño sano		
❑ Gripe (durante la temporada de gripe)	(Flu)	anual
❑ Exámenes del oído y de la vista		
❑ Examen dental realizado por un dentista		

¿Sabía que...?
...los niños en crecimiento necesitan refrigerios entre las comidas?

Entonces, ¿cómo puede ayudar a su hijo a tomar decisiones saludables?

- Dé un buen ejemplo. Coma aquellos alimentos que usted quiere que su hijo coma.
- Limite la cantidad de comida chatarra que compra.
- Compre frutas en lugar de otros dulces, como galletitas o helado.
- Compre bolsas o paquetes del tamaño de un refrigerio.
- Limite el consumo de refrescos. En su lugar, ofrezca jugo natural de frutas, leche o agua.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Well-Child Checkups

Amerigroup Louisiana is here to help your child keep healthy. That is why we want to remind you that your child will be due for a well-child checkup soon. Your child's doctor or primary care provider is listed on your child's Amerigroup ID card. Please call and make an appointment today. Well-child checkups help keep children healthy.

Peer Pressure

A peer is usually thought of as your child's friend or classmate. Peer pressure is when a peer tries to get your child to do something he or she doesn't want to do. It can be hard to say no. Below are some tips that may help children avoid peer pressure:

- Finding friends who share their beliefs
- Sticking together and supporting others when they say no to peer pressure
- Talking to a trusted adult

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Chequeos del niño sano

Amerigroup Louisiana está aquí para ayudar a su hijo a mantenerse saludable. Es por eso que queremos recordarle que su hijo pronto deberá asistir a un chequeo del niño sano. El médico de su hijo o su proveedor de atención primaria (Primary Care Provider, PCP) figura en la tarjeta de identificación de Amerigroup de su hijo. Llame y haga una cita hoy mismo. Los chequeos del niño sano ayudan a mantener a los niños saludables.

Presión de los pares

Generalmente, se considera pares a los amigos o compañeros de clase de su hijo. La presión de los pares surge cuando uno de ellos intenta hacer que su hijo haga algo que no quiere hacer. Puede ser difícil decir que no. Algunos consejos que pueden ayudar a los niños a evitar la presión de los pares son:

- Encontrar amigos que compartan sus creencias
- Permanecer unidos. Apoyar a otros que rechazan la presión de los pares
- Hablar con un adulto de confianza

Time for Your Child's Checkup!

Your child's birthday will be here soon. Amerigroup Louisiana would like to be the first to say happy birthday! Please use the well-child chart in this mailer to see what services are now due for:

¡Es el momento de que su hijo se realice un chequeo!

Pronto será el cumpleaños de su hijo. ¡Amerigroup Louisiana quisiera ser el primero en desearle un feliz cumpleaños! Utilice la tabla del niño sano que se incluye en este material enviado por correo para ver qué servicios corresponden para:

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To the parent or guardian of:
Para el padre, la madre o el tutor de:

LA-EPSDT BR 13 to 20-0511

Amerigroup RealSolutions® in healthcare

Need help with transportation or making an appointment? If so, please call Member Services at 1-800-600-4441 (TTY 1-800-855-2880).

¿Necesita ayuda con transporte o para hacer una cita? Si es así, llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions in healthcare

WELL-CHILD CHART
13 Years to 20 Years of Age

■ **13 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **14 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **15 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **16 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **17 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **18 YEARS**
❑ Well-child Checkup
❑ Influenza (during flu season)
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **19 YEARS**
❑ Well-child Checkup
❑ Vision and hearing screening
❑ Dental exam by dentist
■ **20 YEARS**
❑ Well-child Checkup
❑ Vision and hearing screening
❑ Dental exam by dentist

Did you know…

Many teens use prescription drugs and over-the-counter medicines to get high? So, where do they get them? Most often teens say their main supply of medication comes from inside their own homes. Here are some tips parents can use to safeguard medicines:

- Keep all medicines in a safe place such as a locked cabinet
- Keep track of how many pills or how much liquid remains in bottles
- Talk to your teen about the dangers of using medication incorrectly
- Mix medicines with coffee grounds or kitty litter before throwing them away

Amerigroup RealSolutions in healthcare

TABLA DEL NIÑO SANO
De 13 a 20 años de edad

■ **13 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **14 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **15 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **16 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **17 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **18 AÑOS**
❑ Chequeo del niño sano
❑ Gripe (durante la temporada de gripe)
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **19 AÑOS**
❑ Chequeo del niño sano
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista
■ **20 AÑOS**
❑ Chequeo del niño sano
❑ Exámenes del oído y de la vista
❑ Examen dental realizado por un dentista

¿Sabía que...?

...muchos adolescentes utilizan medicamentos recetados y de venta libre para drogarse? Entonces, ¿de dónde los obtienen? En la mayoría de los casos, los adolescentes afirman que su principal fuente de medicamentos es su propio hogar. Estos son algunos consejos que los padres pueden poner en práctica para guardar los medicamentos en forma segura:

- Guardar todos los medicamentos en un lugar seguro, como por ejemplo un armario cerrado con llave.
- Llevar un control de cuántas píldoras hay o de cuánto líquido queda en las botellas.
- Hablar con su hijo adolescente acerca de los peligros que surgen del uso incorrecto de los medicamentos.
- Mezclar los medicamentos con café molido o con piedras sanitarias para gatos antes de tirarlos.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Wellness Checkups

Amerigroup Louisiana wants to help you stay healthy. Your birthday is a reminder that it is time for a wellness checkup. Men and women of all ages can benefit from yearly wellness checkups. Please call and make an appointment today. Your doctor or primary care provider is listed on your Amerigroup ID card.

When Is It Time For A Wellness Checkup?

It is important to see your PCP when you are not sick. Wellness checkups can help make sure your body is healthy or find problems early. Your PCP can tell you how often you should have a wellness checkup. Are you new to Amerigroup? If so, call and make your first appointment within 90 days of becoming a member. Use the wellness chart included with this mailing to see what services are needed and when.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Chequeos de bienestar

Amerigroup Louisiana desea ayudarle a mantenerse sano. Su cumpleaños es un recordatorio de que es el momento de realizarse un chequeo de bienestar. Los hombres y mujeres de todas las edades pueden beneficiarse de los chequeos de bienestar anuales. Llame y haga una cita hoy mismo. Su médico o proveedor de atención primaria (Primary Care Provider, PCP) figura en su tarjeta de identificación de Amerigroup.

¿Cuál es el momento para un chequeo de bienestar?

Es importante que vea a su PCP cuando usted no esté enfermo. Los chequeos de bienestar pueden ayudarle a asegurarse de que su cuerpo esté sano o a detectar problemas en forma temprana. Su PCP le dirá con qué frecuencia debe realizarse los chequeos de bienestar. ¿Es usted nuevo en Amerigroup? Si es así, llame y haga su primera cita dentro de los 90 días a partir de que se convirtió en miembro. Utilice la tabla de bienestar que se incluye en este material enviado por correo para ver qué servicios son necesarios y cuándo.

Time for a Wellness Checkup!

Your birthday will be here soon. Amerigroup Lousiana would like to be the first to say happy birthday! Please use the wellness chart in this mailer to see what services are now due for:

¡Ya es hora de hacerse un chequeo de bienestar!

Pronto será su cumpleaños. ¡Amerigroup Louisiana quisiera ser el primero en desearle un feliz cumpleaños! Utilice la tabla de bienestar que se incluye en este material enviado por correo para ver qué servicios corresponden para:

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Virginia Beach, Virginia 23466

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¿Necesita ayuda con transporte o para hacer una cita? Si es así, llame a Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions® in healthcare

LA-EPSDT Adult BR-0511

Amerigroup RealSolutions in healthcare

WELLNESS CHART

21 Years to 65+ Years of Age

FEMALE	MALE
■ **21 to 39 YEARS**	■ **21 to 39 YEARS**
❑ Wellness checkup (annually)	❑ Wellness checkup (annually)
❑ Vision exam (annually)	❑ Vision exam (annually)
❑ Dental checkup (annually)	❑ Dental checkup (annually)
❑ Pap smear test (annually)	
❑ Clinical breast exam (annually)	
❑ First mammogram by age 35 but not later than age 40	
■ **40 to 49 YEARS**	■ **40 to 49 YEARS**
❑ Wellness checkup (annually)	❑ Wellness checkup (annually)
❑ Vision exam (annually)	❑ Vision exam (annually)
❑ Dental checkup (annually)	❑ Dental checkup (annually)
❑ Pap smear test (annually)	
❑ Clinical breast exam (annually)	
❑ Mammogram (annually)	
■ **50 to 64 YEARS**	■ **50 to 64 YEARS**
❑ Wellness checkup – to include flu shot (annually)	❑ Wellness checkup – to include flu shot (annually)
❑ Vision exam (annually)	❑ Vision exam (annually)
❑ Dental checkup (annually)	❑ Dental checkup (annually)
❑ Blood in stool test (annually)	❑ Blood in stool test (annually)
❑ Colonoscopy (every 10 years)	❑ Colonoscopy (every 10 years)
❑ Pap smear test (annually)	❑ Prostate cancer screening (annually)
❑ Clinical breast exam (annually)	
❑ Mammogram (annually)	
■ **65 YEARS AND UP**	■ **65 YEARS AND UP**
❑ Wellness checkup (annually) Includes an annual flu shot and a pneumonia shot if you've never had one or if you had it more than five years before your 65th birthday	❑ Wellness checkup (annually) Includes an annual flu shot and a pneumonia shot if you've never had one or if you had it more than five years before your 65th birthday
❑ Hearing screening (annually)	❑ Hearing screening (annually)
❑ Vision exam (annually)	❑ Vision exam (annually)
❑ Dental checkup (annually)	❑ Dental checkup (annually)
❑ Blood in stool test (annually)	❑ Blood in stool test (annually)
❑ Colonoscopy (every 10 years)	❑ Colonoscopy (every 10 years)
❑ Pap smear test (annually)	❑ Prostate cancer screening (annually)
❑ Clinical breast exam (annually)	
❑ Mammogram (annually)	
Be sure to do a breast self-exam every month	***Be sure to do a testicular self-exam every month***

Amerigroup RealSolutions in healthcare

Tabla de bienestar

De 21 a mayores de 65 años de edad

MUJER	HOMBRE
■ **De 21 a 39 años**	■ **De 21 a 39 años**
❑ Chequeo de bienestar (anual)	❑ Chequeo de bienestar (anual)
❑ Examen de la vista (anual)	❑ Examen de la vista (anual)
❑ Chequeo dental (anual)	❑ Chequeo dental (anual)
❑ Prueba de Papanicolau (anual)	
❑ Examen clínico de mamas (anual)	
❑ Primera mamografía al menos a los 35 años, pero no posterior a los 40 años	
■ **de 40 a 49 años**	■ **de 40 a 49 años**
❑ Chequeo de bienestar (anual)	❑ Chequeo de bienestar (anual)
❑ Examen de la vista (anual)	❑ Examen de la vista (anual)
❑ Chequeo dental (anual)	❑ Chequeo dental (anual)
❑ Prueba de Papanicolau (anual)	
❑ Examen clínico de mamas (anual)	
❑ Mamografía (anual)	
■ **de 50 a 64 AÑOS**	■ **de 50 a 64 AÑOS**
❑ Chequeo de bienestar, incluye vacuna contra la gripe (anual)	❑ Chequeo de bienestar, incluye vacuna contra la gripe (anual)
❑ Examen de la vista (anual)	❑ Examen de la vista (anual)
❑ Chequeo dental (anual)	❑ Chequeo dental (anual)
❑ Análisis de sangre en heces (anual)	❑ Análisis de sangre en heces (anual)
❑ Colonoscopia (cada 10 años)	❑ Colonoscopia (cada 10 años)
❑ Prueba de Papanicolau (anual)	❑ Detección de cáncer de próstata (anual)
❑ Examen clínico de mamas (anual)	
❑ Mamografía (anual)	
■ **65 AÑOS Y MAYORES**	■ **65 AÑOS Y MAYORES**
❑ Chequeo de bienestar (anual) Incluye una vacuna anual contra la gripe y una contra la neumonía si nunca la ha recibido o si la recibió más de 5 años antes de su cumpleaños número 65.	❑ Chequeo de bienestar (anual) Incluye una vacuna anual contra la gripe y una contra la neumonía si nunca la ha recibido o si la recibió más de 5 años antes de su cumpleaños número 65.
❑ Examen preventivo del oído (anual)	❑ Examen preventivo del oído (anual)
❑ Examen de la vista (anual)	❑ Examen de la vista (anual)
❑ Chequeo dental (anual)	❑ Chequeo dental (anual)
❑ Análisis de sangre en heces (anual)	❑ Análisis de sangre en heces (anual)
❑ Colonoscopia (cada 10 años)	❑ Colonoscopia (cada 10 años)
❑ Prueba de Papanicolau (anual)	❑ Detección de cáncer de próstata (anual)
❑ Examen clínico de mamas (anual)	
❑ Mamografía (anual)	
Asegúrese de realizarse un autoexamen de mamas todos los meses.	***Asegúrese de realizarse un autoexamen testicular todos los meses.***

Amerigroup RealSolutions® in healthcare

P.O. Box 62509
Virginia Beach, VA 23466-2509

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

Time for a checkup!

Your child deserves a healthy start in life. Regular checkups and immunizations by your child's doctor help protect [Gender] from many diseases.

We have noticed that **[Child's Name]** is past due for a checkup.

Call your child's doctor today

Schedule a checkup with **[Child's Name]'s** doctor and help your child grow up healthy.

Need help with transportation or making an appointment? Call Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880).

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¡Ya es hora de hacerse un chequeo!

Su hijo merece comenzar su vida de forma saludable. Las inmunizaciones y los chequeos regulares realizados por el médico de su hijo ayudan a protegerlo de muchas enfermedades.

Hemos notado que **[nombre del niño]** está atrasado/a con su chequeo.

Llame al médico de su hijo hoy mismo

Programe un chequeo con el médico de **[nombre del niño]** y ayude a su hijo a que crezca sano.

¿Necesita ayuda con el transporte o para fijar una cita? Llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Amerigroup RealSolutions® in healthcare

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Captain Amerigroup stands for health, wellness and the Amerigroup way!

For help with making an appointment, call Amerigroup Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880).

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

Amerigroup is a culturally diverse company. We welcome all eligible individuals into our health care programs, regardless of health status. If you have questions or concerns, please call 1-800-600-4441 (TTY 1-800-855-2880) and ask for extension 34925. Or visit www.myamerigroup.com.

Amerigroup RealSolutions® in healthcare

Captain Amerigroup says,

"Even superheroes go to the doctor for checkups and immunizations."

Checkups

Well-child checkups help give your child a healthy start in life and let the doctor check to see how your child is growing and developing.

So make sure your child gets a checkup at:

- Birth
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- Each year afterward

Your child's doctor will:

- Check height and weight
- Look in the ears and mouth
- Give immunizations or shots
- Do vision and hearing screenings
- Screen for lead (depending on age)
- Discuss any concerns you may have

Immunizations (shots)

Immunizations help protect your child from getting sick. Make sure your child gets the right shots at the right ages.

Immunization Chart: Birth to 23 Months

Immunization Due	Birth	2 Months	4 Months	6 Months	12 Months	15 Months	18 Months	19–23 Months
Hep B (Hepatitis B)	☐ 1st dose	☐ 1–2 months		☐ 6–18 months				
Rotavirus		☐	☐	☐				
DTaP/Tdap (Diphtheria, tetanus and pertussis)		☐	☐	☐		☐ 15–18 months		
Hib (H Influenzae type b)		☐	☐	☐	☐ 12–15 months			
PCV (Pneumococcal)		☐	☐	☐	☐ 12–15 months			
IPV (Polio)		☐	☐	☐ 6–18 months				
Influenza				☐ Given each fall or winter 6–23 months				
MMR (Measles, mumps and rubella)					☐ 12–15 months			
Varicella (Chickenpox)					☐ 12–15 months			
Hep A (Hepatitis A)					☐ ☐ 1st dose given age 12–23 months 2nd dose given 6–18 months after the 1st dose			

Immunization Chart: 2 to 18 Years

Immunization Due	2–3 Years	4–6 Years	7–10 Years	11–12 Years	13–18 Years
DTaP/Tdap (Diphtheria, tetanus and pertussis)		☐ 1 dose		☐ 1 dose	
IPV (Polio)		☐ 1 dose			
Influenza	Given each fall or winter 2–18 years				
MMR (Measles, mumps and rubella)		☐ 1 dose			
Varicella (Chickenpox)		☐ 1 dose			
MCV4 (Meningococcal)				☐ 1 dose	☐ Booster at 16 years
HPV (Human Papillomavirus) For both males and females				☐ ☐ ☐ 3 doses 11–12 years	

Source: CDC (www.cdc.gov/vaccines/recs/acip); adapted from www.aap.org and www.aafp.org

www.myamerigroup.com

[Date]

[Member Name]
[Member Address]
[City, State ZIP]

Dear Member:

Thank you for being an Amerigroup Louisiana member. We spoke on [<Date>] about your health care needs. As discussed, we're looking at your Emergency Room (ER) use for proper care. Our records show these are your recent ER visits:

- [Insert <number of ER visits from starting date>]

We're concerned about too many ER visits. This may affect your health. To make sure you get the right care, it's important that you make an appointment with your Primary Care Provider (PCP).

Your PCP gives you many health services:

- Primary medical care (like sick visits)
- Routine and preventive care (like shots)
- Approval for special medical care

See your PCP when you need these kinds of services. Here is the name and address of your PCP:

This is your PCP
<Provider Name>
<Provider Address>
<City., ,State> <ZIP>

You can go to an Urgent Care Clinic when you need care right away. For more information see your Member Handbook or go to www.myamerigroup.com/LA. Here are Urgent Care Clinics near you:

[<Urgent Care Clinic 1>]
[<Urgent Care Clinic 2>]

You can also call the Amerigroup On Call/24-hour Nurse HelpLine at 1-866-864-2544 (TTY: 1-800-855-2880). Get fast, free advice from a nurse day or night, even on holidays**.**

Need a ride to your doctor's appointment? Call 1-866-430-1101.

If you need a ride to get services covered by Medicaid, you can use Nonemergency Transportation (NEMT) services Monday through Friday from 7:00 a.m.to 7:00 p.m. Call for a ride at least two business days (48 hours) or up to 30 days ahead.

I'm here to help you get quality health care. Call me at 1-877-440-4065, ext. <####> Monday through

Friday from 8:00 a.m. to 5:00 p.m. if you need help getting an appointment with your PCP.

For members who do not speak English, we offer free oral interpretation services for all languages. If you need these services, call Member Services toll free at 1-800-600-4441(TTY 1-800-855-2880).

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Sincerely,

<NAME>
Case Manager
Amerigroup Louisiana

www.myamerigroup.com

[Date]

[Member Name]
[Member Address]
[City, State ZIP]

Dear Member:

Thank you for being an Amerigroup Louisiana member. We've been trying to contact you. We're looking at your Emergency Room (ER) use for proper care. Our records show these are your recent ER visits:

- [Insert <number of ER visits from starting date>]

We're concerned about too many ER visits. This may affect your health. To make sure you get the right care, it's important that you make an appointment with your Primary Care Provider (PCP).

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<Provider Address>
<City., ,State> <ZIP>

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Sincerely,

<NAME>
Case Manager
Amerigroup Louisiana

Amerigroup Louisiana, Inc.

Your health, your call

When you're not sure who to call, or when a trip to the ER is not the best choice, Amerigroup On Call is there for you round the clock. **Call 1-866-864-2544 (TTY 1-800-855-2880).** Our nurses will help direct you to the treatment you need without the wait and the worry.

Make the call.

Amerigroup On Call will help you get the care you need.

Haga la llamada.

Amerigroup On Call le ayudará a obtener la atención que necesita.

Su salud, su llamada

Si no sabe con seguridad a quién llamar o cuándo acudir a la sala de emergencias no es la mejor alternativa, llame a Amerigroup On Call, donde lo atienden a cualquier hora. **Llame al 1-866-864-2545 (TTY 1-800-855-2884).** Nuestras enfermeras lo remitirán al tratamiento apropiado sin la espera ni la preocupación.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Ofrecemos servicio de interpretación en todos los idiomas para todos los miembros que no hablan inglés. Estos servicios son gratuitos. Si necesita ayuda con estos servicios, llame a Servicio al Miembro al 1-800-600-4441.

Amerigroup RealSolutions® in healthcare

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Amerigroup es una compañía con diversidad cultural. Todas las personas elegibles son bienvenidas a nuestros programas de atención médica, independientemente de su estado de salud. Si tiene preguntas o inquietudes, llame al 1-800-600-4441 (TTY 1-800-855-2884) y pida hablar con la extensión 34925. O visítenos en www.myamerigroup.com.

MMCOMM-0159-11 LA

Amerigroup RealSolutions® in healthcare

Amerigroup On Call

The express line to better health

1-866-864-2544 ■ TTY 1-800-855-2880

Amerigroup On Call

La línea directa y rápida para lograr mejor salud

1-866-864-2545 ■ TTY 1-800-855-2884

www.myamerigroup.com/LA

The right care, when you need it

When you or your child is sick, the only thing you really care about at that moment is making sure you get the right medical attention. Of course, your doctor is usually the best choice — he or she knows your health care needs. But when your doctor isn't available, sometimes it seems the only choice you have is the Emergency Room (ER). And this might not always be the best, most convenient alternative. At Amerigroup Louisiana, we have another option for you — **Amerigroup On Call, the express line to better health 24 hours a day, 7 days a week, 365 days a year.**

One quick call, one quick solution

Amerigroup On Call will help you make the right choices for your health care needs. When you call Amerigroup On Call, you'll speak to a registered nurse who will help you figure out the care you need. Your nurse will help you:

- Find a doctor after hours or on weekends
- Get to an urgent care center or a walk-in clinic
- Schedule an appointment with your doctor or another network doctor
- Speak directly with a doctor or the doctor's staff about your health needs

Skip the lines in the ER

Let's face it, if you or your child has a medical emergency, you need to go to the ER. But not all health care situations require the ER. Did you know that the average wait time in the ER is more than four hours? Why deal with the hassle and discomfort of sitting in the ER? Especially if it isn't necessary! **Call Amerigroup On Call at 1-866-864-2544.** We'll help you get the care you need.

Amerigroup On Call
24 hours a day, 7 days a week, 365 days a year

Amerigroup On Call
las 24 horas del día, los 7 días de la semana, los 365 días del año

La atención adecuada, cuando usted la necesita

Cuando usted o su hijo se enferma, lo único que realmente importa en ese momento es cerciorarse de obtener la atención médica adecuada. Desde luego que su doctor usualmente es la mejor opción, ya que él o ella conoce sus necesidades de atención médica. Sin embargo, si su doctor no lo puede atender, a veces parece que la única alternativa es acudir a la sala de emergencias. Y posiblemente ésta no sea la alternativa más apropiada y conveniente. En Amerigroup Louisiana le ofrecemos otra opción, **Amerigroup On Call, la línea directa y rápida para lograr mejor salud las 24 horas del día, los 7 días de la semana, los 365 días del año.**

Una rápida llamada, una rápida solución

Amerigroup On Call le ayudará a tomar las mejores decisiones de acuerdo con sus necesidades de atención médica. Cuando llame a Amerigroup On Call, lo atenderá una enfermera registrada, quien le ayudará a determinar la atención que necesita. La enfermera le ayudará a:

- Buscar un doctor después de horas hábiles o en fin de semana
- Encontrar un centro de atención urgente o una clínica que no requiere cita
- Hacer una cita con su doctor o con otro doctor de la red
- Hablar directamente con un doctor o el personal del consultorio del doctor acerca de sus necesidades médicas

No haga cola en la sala de emergencias

Si usted o su hijo tiene una emergencia médica, acuda a la sala de emergencias. Pero recuerde que no todas las situaciones de salud requieren que acuda a la sala de emergencias. ¿Sabía que el tiempo promedio de espera en la sala de emergencias es más de cuatro horas? ¿Para qué lidiar con las molestias e incomodidad de esperar en la sala de urgencias? Especialmente si no es necesario. **Llame a Amerigroup On Call al 1-866-864-2545.** Le ayudaremos a obtener la atención que necesita.

P.O. Box 62509
Virginia Beach, VA 23466-2509

You should never be without a good doctor.

Usted nunca debe estar sin un buen doctor.

Here is your Amerigroup network doctor.

Aquí tiene su doctor de la red de Amerigroup.

«PCPNAME»

«PCPPHONE»

«PCPADDRESS»

«PCPADDRESS»

«PCPADDRESS»

<DAY> a <DAY> de <TIME> a <TIME>

For members who do not speak English, we offer free oral interpretation services for all languages. If you need these services, call Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880).

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Para miembros que no hablan inglés, ofrecemos servicios gratuitos de interpretación oral para todos los idiomas. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441 (TTY 1-800-855-2884).

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

Amerigroup RealSolutions® in healthcare
P.O. Box 62509
Virginia Beach, VA 23466-2509

Get the care you need, when you need it.

Reciba el cuidado que necesita, cuando lo necesite.

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

Amerigroup RealSolutions® in healthcare

Do you know what to do if you get sick or injured?

Choose how you want to be treated:

- **Call your primary care provider (PCP).** Find the phone number on your Amerigroup ID card.
- **Call Amerigroup On Call** at 1-866-864-2544 (TTY 1-800-855-2880) to talk to a nurse 24/7, even on weekends and holidays.
- **Go to a network urgent care center.** If your PCP office is closed, you can go to an urgent care center near you:

¿Sabe qué debe hacer si se enferma o se lesiona?

Elija cómo desea ser tratado:

- **Llame a su proveedor de cuidado primario (PCP).** Encuentre el número telefónico en su tarjeta de identificación de Amerigroup.
- **Llame a Amerigroup On Call (Amerigroup de turno)** al 1-866-864-2544 (TTY 1-800-855-2884) para hablar con una enfermera las 24 horas del día, los 7 días de la semana, incluso en fines de semana y días feriados.
- **Vaya a un centro de cuidado urgente de la red.** Si el consultorio de su PCP está cerrado, puede ir a un centro de cuidado urgente cerca de usted:

<UCC Name1>
<Address 1-1>
<Address 1-2>
<City, State ZIP1>
<xx a.m.> to <xx p.m.>
<Day> to <Day>
<xx a.m.> to <xx p.m.>
<Day> to <Day>

<UCC Name2>
<Address 2-1>
<Address 2-2>
<City, State ZIP2>
<xx a.m.> to <xx p.m.>
<Day> to <Day>
<xx a.m.> to <xx p.m.>
<Day> to <Day>

<UCC Name3>
<Address 3-1>
<Address 3-2>
<City, State ZIP3>
<xx a.m.> to <xx p.m.>
<Day> to <Day>
<xx a.m.> to <xx p.m.>
<Day> to <Day>

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LA-MEM-0143-14 05.14

Amerigroup RealSolutions in healthcare

P.O. Box 62509
Virginia Beach, VA 23466-2509

Your Amerigroup network doctor **is now accepting walk-ins.**

Bác sĩ trong mạng lưới Amerigroup của quý vị **hiện chấp nhận thăm khám không cần đặt hẹn.**

Amerigroup RealSolutions in healthcare

Walk-in days and hours are listed below.

Ngày và giờ thăm khám không cần đặt hẹn được liệt kê bên dưới.

«PCPNAME»

«PCPPHONE»

«PCPADDRESS»

«PCPADDRESS»

«PCPADDRESS»

<DAY> đến <DAY> từ <TIME> đến <TIME>

For members who do not speak English, we offer free oral interpretation services for all languages. If you need these services, call Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880).

Với những thành viên không nói tiếng Anh, chúng tôi cung cấp dịch vụ phiên dịch miễn phí cho tất cả các ngôn ngữ. Nếu quý vị cần các dịch vụ này, hãy gọi cho đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441 (TTY 1-800-855-2880).

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

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P.O. Box 62509
Virginia Beach, VA 23466-2509

Your Amerigroup network doctor **is now accepting walk-ins.**

Su doctor de la red de Amerigroup **está aceptando ahora visitas sin cita previa.**

Walk-in days and hours are listed below.

Los días y las horas de las visitas sin cita previa están listados abajo.

«PCPNAME»

«PCPPHONE»

«PCPADDRESS»

«PCPADDRESS»

«PCPADDRESS»

<DAY> through <DAY> from <TIME> to <TIME>

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Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

LAMKT-0147-14 07.14

Amerigroup RealSolutions in healthcare

P.O. Box 62509
Virginia Beach, VA 23466-2509

Get the care you need, **when you need it.**

Reciba el cuidado que necesita, **cuando lo necesita.**

Amerigroup RealSolutions in healthcare

Having trouble getting an appointment?

Your Amerigroup Louisiana network provider is available after hours.

¿Tiene problemas para conseguir una cita?

Su red de proveedores de Amerigroup Louisiana está disponible después de horas laborales.

«PCPNAME»

«PCPPHONE»

«PCPADDRESS»

«PCPADDRESS»

«PCPADDRESS»

<DAY> through <DAY> from <TIME> to <TIME>

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P.O. Box 62509
Virginia Beach, VA 23466-2509

Get the care you need,
when you need it.

Nhận được sự chăm sóc
quý vị cần **khi cần thiết**.

Having trouble getting an appointment?

Your Amerigroup Louisiana network provider is available after hours.

Gặp khó khăn khi đặt hẹn?

Nhà cung cấp của quý vị trong mạng lưới ở Louisiana của Amerigroup sẽ có mặt sau giờ làm việc.

«PCPNAME»

«PCPPHONE»

«PCPADDRESS»

«PCPADDRESS»

«PCPADDRESS»

<DAY> đến <DAY> từ <TIME> đến <TIME>

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Amerigroup RealSolutions® in healthcare

www.myamerigroup.com/LA

Congratulations!

Taking Care of Baby and Me® ■ Cuidando a Mi Bebé y Cuidándome®

We heard you are expecting a baby. You can depend on Amerigroup Louisiana to help you get the care you need while you are pregnant. As an expectant mother, you are now enrolled in a special program called Taking Care of Baby and Me®.

This program offers support for mothers who are going to have or just had a baby. With this program you will get:

- Special gifts when you go to prenatal checkups
- A pregnancy book that shows you easy ways to take care of yourself

Free Gifts

When you take good care of your body, you take good care of your baby. Going to your doctor now will help you have a healthy baby. This is called prenatal care. Call your doctor today to schedule a visit.

- Get a $20 gift card for going to a prenatal checkup in your second trimester (months 4, 5 and 6 of your pregnancy) and another $20 gift card for going to a prenatal checkup in your third trimester (months 7, 8 and 9 of your pregnancy)

Please see the enclosed postcards for details on how to get your free gifts.

Talk to a Nurse, Day or Night!

When you need fast answers to your health questions, you can contact Amerigroup On Call/24-hour Nurse HelpLine at **1-866-864-2544.** Day or night, our nurses and doctors can assist you.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

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Amerigroup RealSolutions® in healthcare

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www.myamerigroup.com/LA

¡Felicitaciones!

Taking Care of Baby and Me® ■ Cuidando a Mi Bebé y Cuidándome®

Nos enteramos de que está esperando un bebé. Puede contar con Amerigroup Louisiana para ayudarla a obtener la atención que necesite durante su embarazo. Como futura mamá, está ahora inscrita en un programa especial denominado Cuidando A Mi Bebé Y Cuidándome®.

Este programa ofrece apoyo a mamás que vayan a tener o que recién tuvieron a sus bebés. Con este programa, usted obtendrá lo siguiente:

- Regalos especiales cuando asiste a chequeos prenatales
- Un libro sobre el embarazo que le muestra maneras sencillas de cuidarse Para recibir el manual en español, simplemente comuníquese con Servicios al Miembro

Regalos gratis

Cuando cuida bien de su cuerpo, cuida bien de su bebé. Visitar a su médico ahora la ayudará a tener un bebé sano. Esto se denomina atención prenatal. Llame a su médico hoy mismo para programar una visita.

- Reciba una tarjeta de regalo de $20 por asistir a un chequeo prenatal en el segundo trimestre (meses 4, 5 y 6 del embarazo) y otra tarjeta de regalo de $20 por asistir a un chequeo prenatal en el tercer trimestre (meses 7, 8 y 9 del embarazo)

Para obtener detalles sobre cómo recibir estos regalos, consulte las tarjetas adjuntas.

Hable con un integrante del personal de enfermería, de día o de noche.

Cuando necesite respuestas rápidas a sus preguntas de salud, puede llamar a la Línea de Ayuda de Enfermería de 24 horas/de guardia de Amerigroup al **1-866-864-2545**. De día o de noche, nuestro personal de enfermería puede ayudarla.

Para miembros que no hablan inglés, ofrecemos servicios de interpretación oral para todos los idiomas. Estos servicios son gratuitos. Si necesita estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441.

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Amerigroup RealSolutions® in healthcare

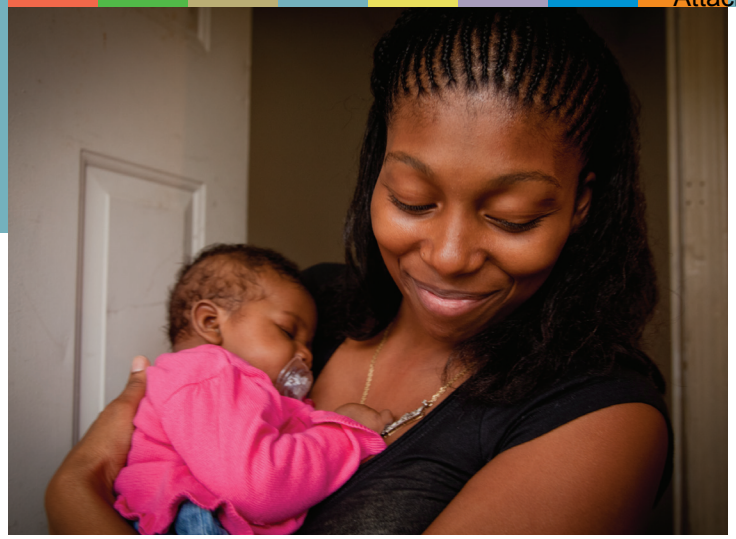
HPLA-FLPR-0911

HP-C-0573-11 12.11

www.myamerigroup.com/LA

Tips and Tools for New Moms and Mothers-to-be

Do you have all the information you need to have a healthy pregnancy and a healthy baby? Amerigroup Louisiana wants to make sure the answer is yes. This brochure highlights some important tips and tools that can help you make healthy choices before and after your baby is born.



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Member Services
1-800-600-4441 ■ (TTY 1-800-855-2880)
www.myamerigroup.com/LA

Text4Baby
www.text4baby.org

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

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HP-C-0574-11 12.11

Having a Healthy Baby

Taking Care of Baby and Me®

Amerigroup RealSolutions® in healthcare

Member Services
1-800-600-4441 • (TTY 1-800-855-2880)

Text4baby

Text4baby is a free mobile information service designed to promote maternal and child health. An educational program of the National Healthy Mothers, Healthy Babies Coalition (HMHB), text4baby provides pregnant women and new moms with information to help them care for their health and give their babies the best possible start in life. Women who sign up for the service by texting BABY to 511411 (or BEBE in Spanish) will receive free SMS text messages each week, timed to their due date or baby's date of birth.

A Few More Weeks Make a Difference

Did you know that your baby's brain weighs a third less at 35 weeks of pregnancy than it does at 40 weeks? That's a lot of brain growth in such a short time. A few extra weeks in the womb can really matter when it comes to baby's growth and development. **In fact, babies born at term or 40 weeks of pregnancy:**

- Have better coordination, balance and motor skills
- Have less behavior or learning problems
- Are less likely to have feeding problems
- Have better heart and lung function
- Are less likely to die of Sudden Infant Death Syndrome (SIDS)

Unless your doctor says it is medically necessary for you or your baby, you should avoid a scheduled C-section or induction prior to your due date. These procedures can put you and your baby at higher risk for complications. Be sure to let your doctor know you want to wait as long as possible to deliver.

All about Centering Pregnancy

There's a new way to get prenatal care. It's called Centering Pregnancy.

With Centering Pregnancy:

- You'll go to your prenatal visits with other women who are at the same or similar time in their pregnancies
- You'll meet as a group and share in helping each other with your pregnancies and learning important information together
- You'll be more likely to have a healthy baby and carry your baby to term

Contact Amerigroup On Call/24-hour Nurse HelpLine toll free at 1-866-864-2544 (TTY 1-800-855-2880) for more information or to find out if there is a Centering Pregnancy site close to you.

Protecting You and Your Baby from the Flu

Your baby needs you to be healthy. From October to May, one of the main threats to a pregnant woman's health may be the influenza virus. You can help protect yourself and your baby by getting a flu shot.

Here are some things you need to know:

- The Centers for Disease Control and Prevention recommends that all pregnant women receive the flu vaccine
- Pregnant women need protection from both seasonal and H1N1 flu strains
- Only one vaccine is needed to help prevent infection from both strains
- Pregnant women are at an increased risk for pregnancy complications, serious illness and even death if infected with an influenza virus

LA-TCOBAM Bro-0911

Amerigroup Louisiana, Inc.

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Amerigroup RealSolutions® in healthcare

$20 Gift for a Prenatal Checkup

2nd Trimester

Taking Care of Baby and Me®

Tarjeta de regalo de $20 para un chequeo prenatal

2.º trimestre

Cuidando a Mi Bebé y Cuidándome®

HP-C-0575-11 12.11

Your baby is growing fast and can now hear your voice! The second trimester is your fourth, fifth and sixth months of pregnancy. Seeing your doctor for regular prenatal checkups can help you to have a healthy baby.

$20 Gift Card

We will send you a $20 gift card for your efforts to help stay healthy. Just take this card with you to any prenatal checkup during the second trimester of your pregnancy. Fill out the member section. Have your doctor's office sign it. Seal the postcard and mail it to us. We even pay the postage!

Need help with transportation or making an appointment? Call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call the toll-free AT&T Relay Service at 1-800-855-2880.

Su bebe crece con rapidez y ahora puede escuchar su voz. El segundo trimestre constituye el cuarto, quinto y sexto mes de embarazo. Consultar a su médico para que le realicen los chequeos prenatales habituales puede ayudarla a que su bebé permanezca sano.

Tarjeta de regalo de $20

Le enviaremos una tarjeta de regalo de $20 por sus esfuerzos para permanecer sana. Simplemente lleve esta tarjeta a sus chequeos prenatales durante el segundo trimestre del embarazo. Complete la sección para el miembro. Pídale al personal del consultorio de su médico que la firme. Selle la tarjeta postal y envíenosla por correo. ¡Incluso pagamos el franqueo!

¿Necesita ayuda con el transporte o para hacer una cita? Llame a Servicios al Miembro al 1-800-600-4441. Si es sordo o tiene problemas del oído, llame a la línea gratuita del Servicio de Retransmisión de AT&T al 1-800-855-2884.

NAME:

ADDRESS:

CITY, STATE ZIP CODE:

AMERIGROUP LOUISIANA ID #:

DOCTOR'S NAME:

AUTHORIZED SIGNATURE:

PRENATAL VISIT DATE OF SERVICE:

GESTATIONAL AGE:

NOMBRE:

DIRECCIÓN:

CIUDAD, ESTADO CÓDIGO POSTAL:

NÚMERO DE IDENTIFICACIÓN DE AMERIGROUP LOUISIANA:

NOMBRE DEL MÉDICO:

FIRMA AUTORIZADA:

FECHA DE LA PRESTACIÓN DE LA VISITA PRENATAL:

EDAD GESTACIONAL:

Amerigroup RealSolutions in healthcare

Amerigroup Louisiana, Inc.

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Real Solutions

$20 Gift for a Prenatal Checkup

3rd Trimester

Taking Care of Baby and Me®

Tarjeta de regalo de $20 para un chequeo prenatal

3.º trimestre

Cuidando a Mi Bebé y Cuidándome®

HP-C-0576-11 12.11

www.myamerigroup.com/LA

Your baby will be here soon! The third trimester is your seventh, eighth and ninth months of pregnancy. Your doctor will want to see you more often for prenatal checkups now.

$20 Gift Card

We will send you a $20 gift card for your efforts to help stay healthy. Just take this card with you to any prenatal checkup during the third trimester of your pregnancy. Fill out the member section. Have your doctor's office sign it. Seal the postcard and mail it to us. We even pay the postage!

Need help with transportation or making an appointment? Call Member Services at **1-800-600-4441.** If you are deaf or hard of hearing, call the toll-free AT&T Relay Service at **1-800-855-2880.**

Pronto llegará su bebé. El tercer trimestre constituye el séptimo, octavo y noveno mes de embarazo. Durante este período, su médico querrá verla más a menudo para realizar los chequeos prenatales.

Tarjeta de regalo de $20

Le enviaremos una tarjeta de regalo de $20 por sus esfuerzos para permanecer sana. Simplemente lleve esta tarjeta con sus chequeos prenatales durante el tercer trimestre del embarazo. Complete la sección para el miembro. Pídale al personal del consultorio de su médico que la firme. Selle la tarjeta postal y envíenosla por correo. ¡Incluso pagamos el franqueo!

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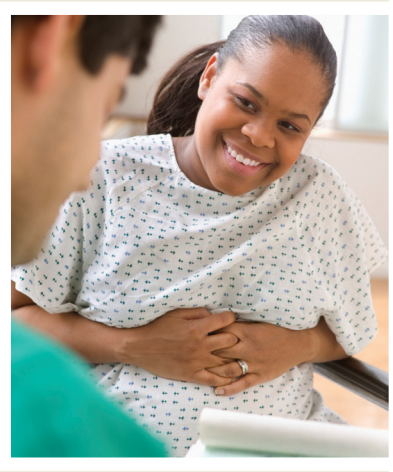

NAME:

ADDRESS:

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AMERIGROUP LOUISIANA ID #:

DOCTOR'S NAME:

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PRENATAL VISIT DATE OF SERVICE:

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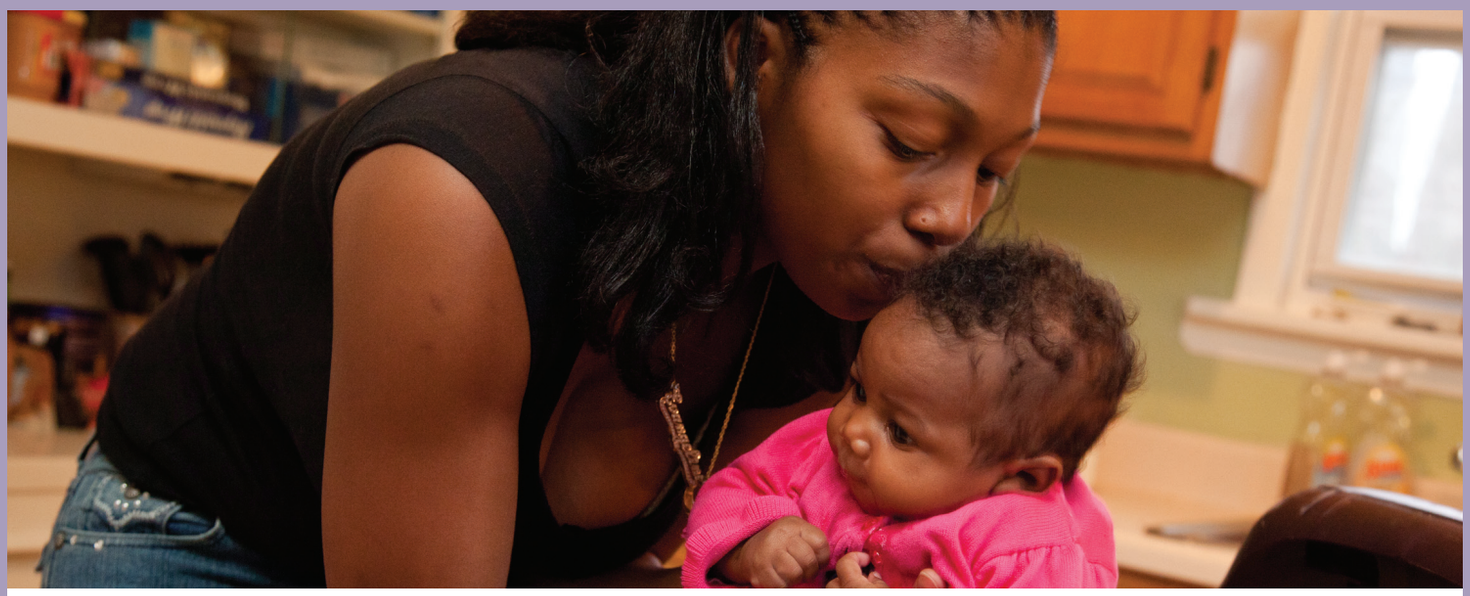

Congratulations!

Best wishes on the birth of your baby. Amerigroup Louisiana can help you get the care you need. We also want to help you get the care your baby needs for a healthy start.

Checkup Time for the Two of You

Your body goes through many changes after giving birth. This is the best time to see your doctor for a postpartum checkup. **When you go to your postpartum checkup between the third and eighth week after delivery, you will receive a $20 Wal-Mart® gift card**. See the enclosed postcard for details.

Your baby also needs to see his or her doctor. Regular visits will help keep your baby healthy. For the first year of life, your baby needs a checkup at birth, 3 – 5 days old, and at 1, 2, 4, 6, 9 and 12 months old.

Regular checkups include:

- Health history
- Immunizations
- Complete physical exam
- Vision/hearing screening
- Lab tests (as appropriate)
- Advice on how to keep your child healthy
- Developmental and behavioral screening (as appropriate)

Talk to a Nurse, Day or Night!

Having a new baby can be stressful. It is normal to feel tired or unsure. You may have questions or concerns after the baby is born. If so, you can contact **Amerigroup On Call/24-hour Nurse HelpLine at 1-866-864-2544.** Day or night, our nurses and doctors can assist you.

Call Your Doctor Today!

Call your doctor for a postpartum checkup today. Your baby also needs a checkup. Call your baby's doctor to schedule a visit, too.

Do you need help with transportation or making an appointment? Call Member Services at 1-800-600-4441.

If you are deaf or hard of hearing, call the toll-free AT&T Relay Service at 1-800-855-2880. **For members who do not speak English, we offer oral interpretation services for all languages.** These services are free of charge. If you need these services, call Member Services toll free at **1-800-600-4441.**

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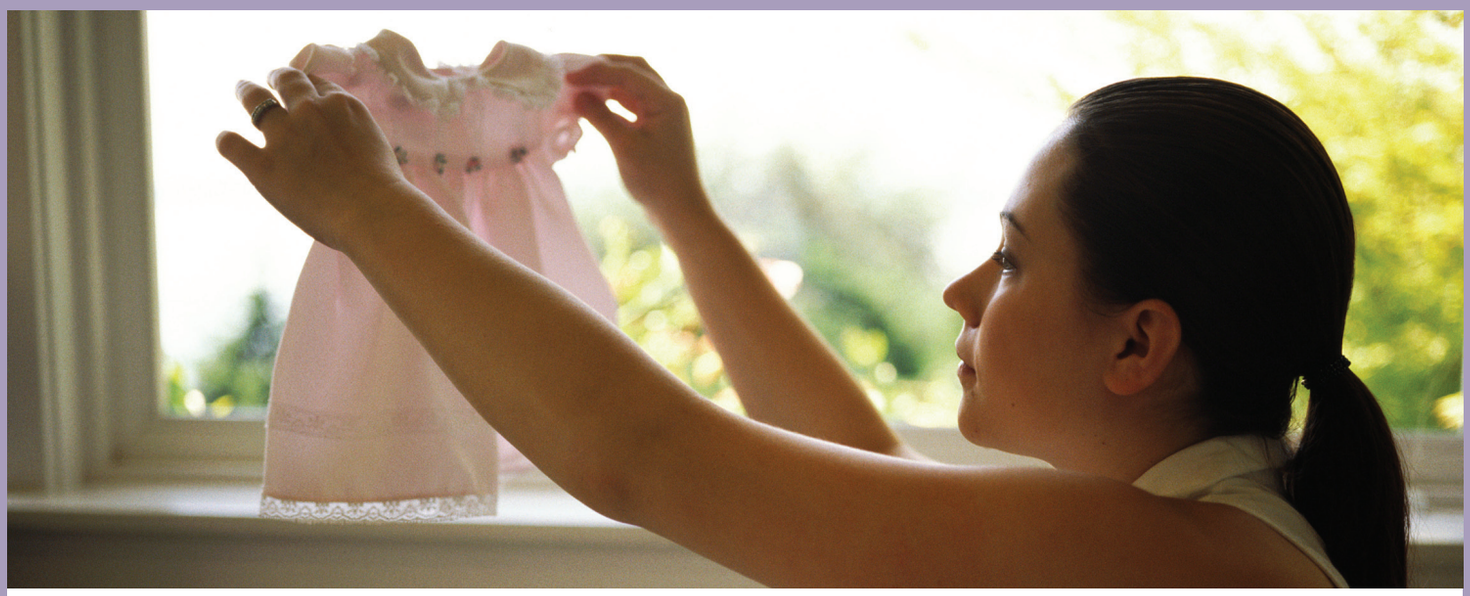

¡Felicitaciones!

Los mejores deseos por el nacimiento de su bebé. Amerigroup Louisiana puede ayudarla a obtener la atención que usted necesita. También queremos ayudarla a obtener la atención que su bebé necesita para comenzar su vida en forma saludable.

Es hora de chequeos para los dos

El cuerpo pasa por muchos cambios después del parto. Este es el mejor momento para consultar a su médico y realizarse un chequeo postparto. **Cuando asista a su chequeo postparto, recibirá una tarjeta de regalo de Wal-Mart® de $20**. Para obtener más detalles, consulte la tarjeta adjunta.

También debe llevar a su bebé al médico. Las visitas regulares ayudarán a que su bebé se mantenga sano. Durante el primer año de vida, su bebé necesita un chequeo en el momento del nacimiento, a los 3 a 5 días y al mes y a los 2, 4, 6, 9 y 12 meses de edad.

Los chequeos regulares incluyen lo siguiente:

- Historia clínica
- Examen físico completo
- Examen preventivo de audición/vista
- Pruebas de laboratorio (según corresponda)
- Inmunizaciones
- Asesoramiento sobre cómo mantener a su hijo sano
- Examen preventivo del comportamiento y de desarrollo (según corresponda)

Hable con un integrante del personal de enfermería, ¡de día o de noche!

Tener un nuevo bebé puede ser estresante. Es normal sentir cansancio o inseguridad. Es posible que tenga preguntas o inquietudes después de que nazca el bebé. Si es así, puede llamar a **Amerigroup On Call/la Línea de Ayuda de Enfermería de 24 horas al 1-866-864-2545.** De día o de noche, nuestro personal de enfermería y nuestros médicos pueden ayudarla.

¡Llame hoy a su médico!

Llame hoy a su médico para realizarse un chequeo postparto. Su bebé también necesita un chequeo. También comuníquese con el médico de su bebé para hacer una cita.

¿Necesita ayuda con el transporte o para hacer una cita? Llame a Servicios al Miembro al 1-800-600-4441. Si es sorda o tiene problemas del oído, llame a la línea gratuita del Servicio de Retransmisión de AT&T al 1-800-855-2884.

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Hp-C-0571-11 LA Postpartum Flier.indd 2 12/29/11 9:20 AM

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Real Solutions

A Free Gift for You and Baby

Taking Care of Baby and Me®

Un obsequio para usted y su bebé

Cuidando a Mi Bebé y Cuidándome®

HP-C-0570-11

RFP # 305PUR-DHHRFP-BH-MCO-2014-MVA

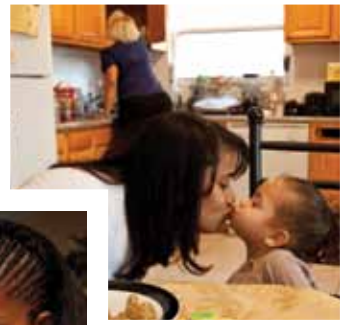
Your body goes through many changes after giving birth. For your health, it is important for you to see your doctor now for a postpartum checkup. We will send you a $20 Wal-Mart® gift card as a thank you for going to your doctor between the third and eighth week after delivery.

Just take this card with you to your checkup. Fill out the member section. Have your doctor's office sign it. Seal the postcard and mail it to us. We will even pay the postage.

Call Your Doctor Today

Make an appointment for your postpartum checkup.

Need help with transportation or making an appointment? Call Member Services at **1-800-600-4441**. If you are deaf or hard of hearing, call the toll-free AT&T Relay Service at 1-800-855-2880.



El cuerpo pasa por muchos cambios después del parto. Por su salud, es importante que visite a su médico ahora para realizarse un chequeo posparto. Le enviaremos una tarjeta de regalo de $20 de Wal-Mart® como agradecimiento por visitar a su médico entre la tercera y la octava semana después del parto.

Simplemente, lleve esta tarjeta a su chequeo. Complete la sección para el miembro. Pídale al personal del consultorio de su médico que la firme. Selle la tarjeta postal y envíenosla por correo. Incluso le pagaremos el franqueo.

Llame hoy a su médico

Fije una cita para su control posparto.

¿Necesita ayuda con el transporte o para hacer una cita? Llame a Servicios al Miembro al **1-800-600-4441**. Si es sorda o tiene problemas del oído, llame a la línea gratuita del Servicio de Retransmisión de AT&T al 1-800-855-2884.

NAME:

ADDRESS:

CITY, STATE ZIP CODE:

AMERIGROUP ID #:

DOCTOR'S NAME:

DELIVERY DATE:

AUTHORIZED SIGNATURE:

POSTPARTUM VISIT DATE OF SERVICE:

NOMBRE:

DIRECCIÓN:

CIUDAD, ESTADO CÓDIGO POSTAL:

N.° DE IDENTIFICACIÓN DE AMERIGROUP:

NOMBRE DEL MÉDICO:

FECHA DEL PARTO:

FIRMA AUTORIZADA:

FECHA DE LA PRESTACIÓN DE LA VISITA POSPARTO:

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HP-C-0572-11

Amerigroup RealSolutions® in healthcare

Real

Solutions

Baby Blues and Postpartum Depression

Taking Care of Baby and Me®

La melancolía y la depresión después del parto

Cuidando a Mi Bebé y Cuidándome®

What Are the Baby Blues?

Baby blues are mood swings, crying spells and irritability that many women have after childbirth. Baby blues are the body's normal way of dealing with childbirth. It usually happens two to five days after birth and goes away in one to two weeks as the body adjusts and hormone levels return to normal. You may feel overly sensitive, tired and stressed. Tell your doctor about your feelings. Rest when you can. Ask family and friends for help caring for your baby.

What Is Postpartum Depression?

Some women have more than the baby blues. They may have a more serious form of depression called postpartum depression. Symptoms may be severe and last for two weeks or more. Women may find it hard to take care of the new baby, themselves or the family. If you have any of these signs, talk to your doctor.

Postpartum depression does not go away on its own and should be treated early. Talk to your doctor about what is best for you. If left untreated, depression may get worse and affect mother–child bonding.

¿Qué es la melancolía?

La melancolía después del parto es el cambio de humor, ataques de llanto e irritabilidad que muchas mujeres experimentan después de dar a luz. Esta melancolía es la manera normal de lidiar con el parto. Suele ocurrir entre dos y cinco días después del nacimiento y desaparece en una o dos semanas a medida que el cuerpo se ajusta y los niveles hormonales vuelven a la normalidad. Es posible que usted se sienta extremadamente sensible, cansada y tensa. Converse con su doctor acerca de estas sensaciones. Descanse siempre que pueda. Pídale a sus familiares y amigos que le ayuden a cuidar a su bebé.

¿Qué es la depresión después del parto?

Algunas mujeres padecen de algo más que melancolía después del parto. Es posible que padezcan de una forma más grave de depresión llamada la depresión después del parto. Los síntomas podrían ser graves y durar dos semanas o más. A las mujeres se les puede dificultar cuidar a su recién nacido, cuidar de sí mismas o atender a su familia. Si usted presenta algunos de estos síntomas, hable con su doctor.

La depresión después del parto no se va por sí sola, por lo tanto debe ser tratada tempranamente. Hable con su doctor acerca de lo que puede ser mejor para usted. Si no le da tratamiento, la depresión puede empeorar y afectar el lazo entre la madre y el hijo.

Signs of Depression after Childbirth

Up to 12 percent of women get postpartum depression. Talk to your doctor about any symptoms that last longer than two weeks. Some symptoms are:

- Feeling sad, down or anxious
- Loss of interest in daily activities
- Trouble concentrating
- Feeling tired and having no energy
- Problems sleeping or an increased need for sleep
- Big change in weight or appetite
- Feeling very guilty about things and not knowing why
- Feelings of low self-worth
- Feelings of hopelessness
- Thoughts about death or suicide

Who Is at Risk?

The reasons some women get depression are not fully known. Things that may increase risk are:

- You have had depression and or postpartum depression before
- Someone in your family has had depression
- Events such as divorce, separation or the death of a loved one
- Unhappy marriage or relationship, and/or
- Lack of support from family or friends

What You Can Do

Childbirth affects your body and mind. Many women have mixed feelings while learning to care for a new baby. Do not be afraid to talk about your feelings with your doctor. Together, you can decide if any action should be taken. It may also help to discuss your feelings with close friends and family members.

For More Information

First, talk to your doctor. You can also contact these support groups for more information.
Depression After Delivery: **1-800-944-4PPD**
Postpartum Support International (PSI): **1-805-967-7636**

Could You Have Depression?

Read these questions and circle "yes" or "no." If you answer "yes" to either question, call your doctor right away. He or she can help.

Questions		
In the past month, have you been bothered by feeling down, depressed or hopeless?	Yes	No
In the past month, have you had little interest or pleasure in doing things?	Yes	No

Adapted from Whooley, M. et al. Case-Finding Instruments for Depression. Two Questions Are As Good As Many. Journal of General Internal Medicine, 12: 439-445.

Statistics in this brochure are from the American College of Obstetricians and Gynecologists.

Los síntomas de la depresión después del parto

Hasta el 12 por ciento de las mujeres sufren de depresión postparto. Consulte con su médico sobre cualquier síntoma que dure más de dos semanas. Entre algunos de los síntomas podemos mencionar:

- Sensación de tristeza, "depresión" o ansiedad
- Falta de interés en las actividades diarias
- Dificultad para concentrarse
- Sensación de cansancio y falta de energía
- Problemas para dormir o sentir una gran necesidad de dormir
- Grandes cambios en el peso o apetito
- Gran sentimiento de culpabilidad acerca de las cosas sin conocer la razón
- Poca autoestima
- Sensación de desesperanza
- Pensamientos acerca del suicidio o la muerte

¿Quién está en peligro?

No se conoce completamente las razones por las que algunas mujeres se deprimen. Entre las cosas que pueden incrementar el riesgo se encuentran:

- Usted ha padecido de depresión y/o de depresión después del parto anteriormente
- Alguien en su familia ha padecido de depresión
- Sucesos tales como divorcios, separaciones o la muerte de un ser querido
- Un matrimonio infeliz y/o
- Falta de apoyo de la familia o de los amigos

¿Qué puede hacer?

El nacimiento de un bebé afecta su cuerpo y su mente. Muchas mujeres tienen sentimientos encontrados mientras aprenden cómo cuidar a su recién nacido. No sienta temor de hablar acerca de estos sentimientos con su doctor. Juntos pueden decidir si se debe tomar alguna medida. También puede ser de utilidad si conversa acerca de sus sentimientos con sus amigos cercanos y familiares.

Si desea más información

Primero hable con su doctor. También puede comunicarse con los siguientes grupos de apoyo, si desea más información. Depresión Después del Parto: **1-800-944-4PPD**
Apoyo Internacional para después del Parto (PSI, siglas en inglés): **1-805-967-7636**

¿Podría usted padecer de depresión?

Lea las siguientes preguntas y marque "SÍ" o "NO". Si responde sí a cualquiera de estas preguntas, llame a su doctor de inmediato. Él o ella puede ayudarla.

Pregunta		
En el mes pasado, ¿la ha molestado algún sentimiento de abatimiento, depresión o desesperanza?	Sí	No
En el mes pasado, ¿ha tenido poco interés o ha disfrutado poco el hacer sus actividades diarias?	Sí	No

Adaptado de Whooley, M et al. Instrumentos para hallazgos de Casos de Depresión. Hacer dos preguntas es tan bueno como hacer muchas. Diario de Medicina General Interna 12: 439-445.

Las estadísticas presentadas en este folleto fueron elaboradas por el Colegio Americano de Obstetras y Ginecólogos.

Community Organization	Focus	Activity
Alexandria		
Central Louisiana Human Services District	Community services for developmental disabilities	Joint activities
Eckerd Wrap Around Agency	Community resources for families in need of behavioral health services	Joint activities
Families Helping Families of CENLA	Empower families with disabilities through an effective support network	Joint activities
Hope For The Homeless	Community resources and housing for victims of homelessness	Joint activities
Rapides Library System	Public library	Sponsorships and joint activities
Sickle Cell Foundation	Education and services for persons with sickle cell anemia	Joint activities
The Food Bank of Central Louisiana	Food distribution	Sponsorships and joint activities
Volunteers Of America Of Central Louisiana	Children's programs and services	Joint activities
YMCA of Alexandria	Youth development	Joint activities
Zion Hill Church	Large church in Alexandria/Pineville area with strong outreach component	Joint activities
Baton Rouge		
Alzheimer's Services of the Capital Area	Education and day care facility for persons with Alzheimer's, including early onset Alzheimer's	Sponsorship and participation in Walk/Run
Big Buddy Program of Baton Rouge	Youth mentor program	National Mentor month sponsor and work closely with organization on multiple events
Capital Area United Way	Connects major disease organizations together such as epilepsy, Crohn's, brain injuries	Joint activities
Cortana Mall	Community Events	Partnership provides safe environment to hold various community and educational outreach events
East Baton Rouge Council on Aging	Serves the aging population through a spectrum of nutritional and social services	On-going event participation and sponsorships
East Baton Rouge Head Start	Childhood education	Joint events
Junior League of Baton Rouge	Enhancing the quality of life in the areas of health, education, and cultural development	Discussing our role as they prepare to launch their Diaper project
Lexlee's Kids	Education and awareness around infant car seat and crib safety	Joint events and promotions to members and public
LSU AG	Nutrition programs	Joint events and program promotion
Mary Bird Perkins Cancer Center	Health care provider	Joint events and sponsorships
NAMI Louisiana	Behavioral Health	Corporate sponsor of the NAMIWALKS 2013 and 2014
NHP Foundation	Empower low-income families to break the cycle of poverty-programs in the Forest Park, Walnut Square and Tanglewood Community Centers in NO	Joint activities and sponsorships
Resources for Independent Living	Independent living center	Amerigroup Grant
YMCA of the Capital Area	Youth development	Sponsor of the ExxonMobil YMCA Summer Camp program 2012, 2013, and 2014
Covington		
Central Tangipahoa Head Start	Childhood Education	Joint events
Community Health Charities	Empower families with disabilities through an effective support network	Relationship did not develop
United Way of SE LA	Community betterment	Sponsor of the Born Learning Trail in Hammond which promoted education, health and fitness
Hammond		
Options-Tangipahoa Parish	Offers services to individuals with developmental disabilities, with a strong focus on vocational training and job placement	Sponsorships, joint activities and member of our Member advisory Council
United Way of SE LA	Community betterment	Sponsor of the Born Learning Trail in Hammond which promoted education, health and fitness
Harahan		
Families Helping Families of Southeast Louisiana	Empower families with disabilities through an effective support network	EPSDT webinar, multiple sponsorships, joint activities
Kenner		
Resources for Independent Living	Independent living center	Amerigroup Grant Recipient
Lafayette		
Acadiana Cares	HIV/AIDS Education and Awareness	Bayou Health and Amerigroup Marketing Information
Autism Society of Acadiana	Autism Education and Awareness	Joint Activities
Boys and Girls Club of Acadiana	Youth	WellPoint Foundation Recipient

Community Organization	Focus	Activity
Acadiana Breastfeeding Coalition	Breastfeeding education and Awareness	Sponsorships and joint activities
Families Helping Families of Acadia	Empower families with disabilities through an effective support network	Joint activities
Greater Southwest Louisiana Black Conference	Faith-based outreach	Joint Activities
LA Avenue Early Head Start	Head Start	Joint Activities
LARC	ID/DD Programs, Education and Awareness	Joint Activities
LA Technical Colleges	Education	Joint Activities
Progressive Community Outreach	Faith Based – Education and Outreach	Joint Activities
SMILE Community Action Organization	Community health programs, Head Start, financial services	Joint activities
The Family Tree	Education, including healthy start for pregnant woman	Joint Activities
The United Way Early Learning Center	Head Start	Joint Activities
The Woman's Foundation, Inc.	Woman's and parents Health Education Center	Joint Activities
New Orleans		
Advocacy Center	Advocates for the elderly and disabled	In the process of suing the state over Medicaid services
Catholic Charities	Community enrichment, health, education	Joint activities and sponsorships Worked closely with the Head Starts
Cervantes	Hispanic/Latino community arts	Joint activities and sponsorships
City of Love	Faith	Joint activities and sponsorships
Crescent City Collaborative	An organization that works on the strengths of the collaborative to bring resources to the members and	Work with Community Partners establish and increase network of partners. Share Ameritips and upcoming activities
Crescent City WIC Services	Pregnant women and those anticipating pregnancy. Postpartum Women and newborns	Provide resources for pregnant women regarding healthy eating the importance of prenatal and postpartum care and anticipates the needs of their
Daughters of Charity Clinic	Partnership for Community Outreach	Community Outreach, Health Fairs and annually sponsored Baby Shower. Sharing Ameritips which are outreach specific.
Dryades YMCA	Youth empowerment	Provide Health Education during schedule Health fairs. Hold discussion group for youth groups.
Families Helping Families of Southeast Louisiana	Empower families with disabilities through an effective support network	Provided first webinar to address EPSDT for persons with disabilities.
Healthy Start New Orleans	Healthy Start promotes healthy communities by nurturing healthy pregnancies, healthy babies, and healthy families	Participation in Service Area Advisory Committee and Consortium Meetings
Kingsley House	Serves children, youth, parents, senior citizens and medically fragile adults	Amerigroup Foundation recipient; joint activities
Liga de Veteranos Renato Varela (Veterans Renato Varela Soccer League).	Hispanic/Latino youth recreation and fitness	Sponsorships and joint activities
Louisiana Healthy Communities Coalition	The goal is to advance the creation of comprehensive, multi-sector coalitions in each of the state's nine public health regions to advance local health policy, systems and environmental change. Louisiana Healthy Community Coalition's efforts are guided by a state-wide leadership council composed of the Louisiana Department of Health and Hospitals' Health Promotion Team (Chronic Disease Unit), Louisiana Comprehensive Cancer Control Program, Louisiana Public Health Institute, and American Cancer Society.	Networking with community-based organizations, government, faith-based entities and communities across Louisiana to discuss and learn about ways to improve health by mobilizing and empowering communities to implement health policy, systems and environmental changes through the convening of regional, multi-sector partnerships.
lowernine.org	Rebuilding the lower 9th Ward, connecting people to services	Joint activities
Mary Queen of Vietnam	Faith	Joint activities and sponsorships
NAMI New Orleans	Mental Health Advocate	
New Orleans Birthing Project	Pregnancy Education and Awareness	Joint activities
NHP Foundation New Orleans	Empower low-income families to break the cycle of poverty	Joint activities
Nicks International Community Foundation	Rebuilding Communities	Joint activities
NO AIDS Task Force	HIV/AID Awareness and Education	Joint activities and sponsorship
NORDC	Youth Recreation	Joint activities and partnerships
Operation Reach	Improving learning opportunities for low income children	Joint Activities
Puentes New	Latino Advocacy Group	Sponsorships and joint activities

Community Organization	Focus	Activity
Orleans	Latino Advocacy Group	Sponsorships and joint activities
REACH NOLA	Develop Community Health	
Second Harvest Food Bank	Food distribution	Amerigroup Foundation Recipient; joint activities
Slidell Memorial Hospital	Partnership for Community Outreach	Community Health Fairs/ Hospital Health Fair, Community Partner Meetings and Networking. Sharing Ameritips, which are outreach specific
St. Bernard Community Center	Provides resources and food distribution	Amerigroup grant recipient; joint activities
The Urban League	Community empowerment	Joint activities
Vietnamese American Young Leadership Association	Youth development, community empowerment, higher education, and cultural awareness	Joint activities
YMCA of Greater New Orleans	Youth Development	Sponsorships and joint activities
Shreveport		
Caddo Parish Sheriff's Office	Law-enforcement/community services and children's programs	Joint Activities
Families Helping Families of Region 7	Community Resources for families in need of services	Joint Activities
First United Methodist Church	Large Church in Shreveport with strong outreach component	Joint Activities
Food Bank of Northwest Louisiana	Food Distribution	Sponsorships and Joint Activities
From Bondage To Freedom Outreach Ministries	Large church in Shreveport with strong outreach component	Joint Activities
HUB Ministry	Outreach with the homeless	
Louisiana Choices	Community Resource for Families in need of behavioral health services	Joint Activities
New Horizons	Independent living center	Joint Activities and sponsorships
Shreve Memorial Library	Youth Development	Joint Activities
Shreveport Police Department	Law enforcement/community services and children's programs	Joint Activities
Southern University AG Center	Nutrition Programs	Joint Events and Community Partner
St. Luke's Medical Ministry	Offers Screenings and Health Education	Sponsorships and Joint Activities
The Center for Families	Community service provider on domestic violence and abuse	Sponsorships and Joint Activities
The Gingerbread House	Community resource for children of domestic and sexual abuse	Joint Activities
The Odyssey Foundation	Community service provider on autism spectrum resources	Sponsorships and Joint Activities
Tobacco Free Living	Education and awareness around smoking and tobacco	Joint Events and Community Partner
United Way of Northwest Louisiana	Community service provider	Sponsorships and Joint Activities
Statewide		
ALS Association - LA-MS Chapter	Works with persons with ALS	Corporate sponsor of ALS Walk in 2013 and 2014
American Cancer Society	Work with persons with cancer	Sponsor of the Relay for Life in 2012 and 2013
American Heart Association	Work with persons with heart disease	Corporate sponsor of the 2015 "Go Red for Women" campaign
American Diabetes Association	Work with persons with diabetes	Sponsorship and joint activities
Arthritis Association	Work with persons with arthritis	
CARSA	Provide support to persons with disabilities	2013 sponsor of CARSA state conference
March of Dimes	Birth qutcomes	March for Babies sponsor and joint activities
LA Medical Association	Medical Association for LA	Provider Activities
LA Primary Care Association	Primary Care Association for LA	Provider Activities
Louisiana Rural Health Association	Rural Health Association for LA	Provider Activities
Monroe		
Families Helping Families Of North East Louisiana	Community resources for families in need of services	Joint Activities
Food Bank Of North East Louisiana	Food distribution	Joint Activities

Community Organization	Focus	Activity
Minnie Ruffin Elementary School	Education and children services	Joint Activities
Morehouse Headstart Program (Bastrop)	Education and children services	Joint Activities
Morehouse Parish Sheriff's Office (Bastrop)	Law-enforcement/community service and children's programs	Joint Activities
Ouachita Parish Library Systems	Children's Programs	Joint Activities
The Children's Coalition	Children's Programs and Services	Joint Activities
The Wellspring Alliance For Families	Community service and women shelter and domestic and sexual abuse resource	Joint Activities
United Way of North East Louisiana	Community service provider	Joint Activities