

Member Newsletter | Summer 2026



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If you have any questions about your membership or what AmeriHealth Caritas Ohio has to offer, please call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.



Managing chronic conditions in hot weather

Hot weather can be hard on your body. If you have a long-term health problem, like heart disease, asthma or Chronic Obstructive Pulmonary Disease (COPD), diabetes, kidney disease, or obesity, you can get sick from heat more quickly. A few simple steps can help you stay safe!

Ways to stay safe when it's hot outside

- **Cool down indoors.** Spend time in air conditioning if you can (at home, a library, a mall, or a cooling center). Use a fan only if the room is under 90°F.
- **Drink water often.** Sip water during the day and go easy on sugary or caffeinated drinks.
- **Do outdoor tasks at cooler times.** Go out early or later in the day. Rest often in the shade or inside.
- **Wear light clothing.** Choose loose, light-colored clothes. Wear a hat and sunscreen.

- **Watch your health signs.** If you have diabetes, check your blood sugar more often in hot weather. Hot weather can affect insulin and blood sugar.
- **Ask someone to check on you.** During a heat advisory, have a friend or family member check in, especially if you live alone.

Medicine reminder: Some medicines can make it harder to handle heat or can make you lose fluids. Do not stop or change your medicine on your own. Ask your doctor or pharmacist what to do on very hot days. Also ask how to store your medicine safely. Some medicines can be damaged by high heat.

Know the warning signs

- **Get medical help now** if you feel very dizzy, have a bad headache, feel confused, have trouble breathing, vomiting, or are sweating much more than usual.
- **Call 911** for signs of heat stroke, such as confusion, passing out, or very hot skin.

If you have a chronic condition, ask your doctor to help you make a simple plan for hot days (what to do, what to watch for, and who to call). If you start to feel sick in the heat, move to a cooler place right away and get help.

Helpful resources:

- [American Heart Association — Protect Your Heart in the Heat](#)
- [Ohio Department of Health — Stay Safe During Extreme Heat](#)
- [World Health Association — Heat and Health](#)



Celebrating National Breastfeeding Month

August is National Breastfeeding Month. This month is a time to celebrate parents who choose breastfeeding (including chest feeding) and to share why it can be a healthy choice for both parent and baby. How you decide to feed your baby is a personal decision, and support matters at every step.

Breast milk is made just for your baby. It is easy for babies to digest and helps them grow strong and stay healthy. Babies who get breast milk may have fewer ear infections, stomach problems, and colds.

Breastfeeding (including chest feeding) can also help the parent. It may lower the risk of some health problems, help the body heal after



Complete your health survey and get rewarded on your CARE Card

Did you know you can earn rewards by just answering a few questions about your health?

This health survey — also known as Health Risk Assessment (HRA) — helps us understand what you and your family may need to stay healthy. It only takes a few minutes and comes with helpful support — and a reward!

Why should I complete an HRA?

- **Earn a reward:** You could receive **\$25 on your CARE Card** for each eligible member and family member who completes the survey.

birth, and create a close, comforting bond with your baby.

We are here to help. AmeriHealth Caritas Ohio supports all families in feeding their babies. Our goal is to ensure every parent feels respected, supported and empowered in their journey. It is OK to ask for help. Feeding your baby can take time and practice. Support from healthcare providers and community programs can make a big difference.

Where to get help

- **Bright Start Program:**
AmeriHealth Caritas Ohio care coordinators can help with feeding education, breast pumps, supplies, and support during pregnancy and after birth. For more tips and information on breastfeeding or chest feeding, call our [Bright Start maternity care coordination program](#) toll-free at **1-833-606-2727 (TTY 1-833-889-6446)**, 8 a.m. to 5 p.m., Monday through Friday.
- **Pediatrician's office:** Your baby's doctor or care team can answer feeding questions and connect you to support.
- **Women Infants and Children (WIC):** WIC offers feeding

- **Get help when you need it:**
Our team can help answer questions about your health plan and connect you to services and support.

What can I buy with my CARE Card?

You can use your CARE Card for every day, health-related items, such as:

- Healthy food
- Baby items
- Over-the-counter (OTC) medicines
- Wellness and personal care supplies
- Women's and family care items

Where can I shop?

Your CARE Card can be used at **more than 2,700 stores across Ohio**, including:

- CVS Pharmacy
- Dollar General
- Family Dollar
- Giant Eagle
- Kroger
- Meijer
- Walgreens
- Walmart

education, peer support, and healthy food benefits for parents and babies.



Make time for your annual wellness visit

An annual wellness visit is an important part of regular healthcare. These visits include exams, checkups, vaccines, and other care that helps keep you well. Adults and children should have a wellness visit every year, even when they feel healthy.

Your yearly visit helps find problems early. During the visit, your doctor

How can I complete an HRA?

You have **three easy options**:

- **Online:** Log in to your **member portal** and complete the [HRA](#) any time.
- **Phone:** Call **Member Services at 1-833-664-6368**, and a team member can help you complete it. You can also ask them to send you a form.
- **By mail (paper HRA):** Prefer paper? Call **Member Services at 1-833-664-6368** to request a paper HRA and get help returning it.

Completing your HRA helps us better support you — and puts extra money on your CARE Card for healthy everyday needs. It's a simple step that can make a big difference!

reviews your health and family history and checks for health risks. Finding concerns early means care can start sooner, before small problems become serious. Your doctor also makes sure you are up to date on screenings and recommended vaccines, including yearly vaccines like the flu shot.

Well-child visits support growing kids. These visits help track growth, learning, and development. Many children need a sports physical, but those visits can often be turned into a full annual wellness visit. This gives your child more complete preventive care and added support for conditions like asthma, diabetes, or attention concerns.

Wellness visits are about planning for your health. You and your doctor should work together to create a prevention plan that fits your needs. This includes health education, tips for healthy eating and activity, and help managing long-term conditions. Wellness visits also build a strong relationship with your doctor, making it easier to ask questions and get the care you need. Your doctor is only a phone call away — day or night — if concerns come up.

Need help getting started?



Men's health matters

*Take charge of your health with
AmeriHealth Caritas Ohio*

Many men are hesitant to see a doctor until something feels wrong. Preventive care and regular checkups can help identify your concerns early and keep you healthy for the future. Your health matters for you, your family, and your community.

Common health conditions affecting men

- Heart disease and high blood pressure
- Prostate cancer
- Heart disease and high blood pressure

We can help you connect with your doctor or schedule an appointment. Call AmeriHealth Caritas Ohio Member Services 24/7 at **1-833-764-7700 (TTY 1-833-889-6446)**.

Earn rewards for staying healthy

You can earn [**CARE Card rewards**](#) for completing annual wellness visits and other healthy activities. CARE Card rewards can be used at approved stores to help support your family.



- Type 2 diabetes
- Depression and stress-related conditions
- Obesity and low physical activity

How you can use your Medicaid benefits

As an AmeriHealth Caritas Ohio member, you may have access to preventive services at no cost, including:

- Help finding a doctor
- Annual wellness visits
- Blood pressure, cholesterol, and diabetes screenings
- Behavioral health and counseling services
- Preventive cancer screenings

Simple ways to improve your health

- Schedule yearly checkups even when you feel healthy
- Move your body for at least 30 minutes most days
- Choose healthier foods and drink water
- Get enough sleep and manage stress

Swim safety in the summer

Summer is here, which means lots of time in and around the water. Make sure that your family enjoys their swimming time safely and avoid accidental injury or drowning with these tips.

- Swim in designated areas only, with lifeguards present.
 - Always swim with a buddy. Never swim alone.
 - Adults, avoid distractions like cell phones when watching children near water.
 - Designate a watcher when in groups.
 - Teach children to ask permission to go near water.
 - Wear approved life jackets.
 - Do not rely on water wings or inflatable toys as a safety device.
 - Secure pools and ladders when not in use.
 - Enroll in water safety/swim classes.
- Talk openly about mental health and seek support when needed

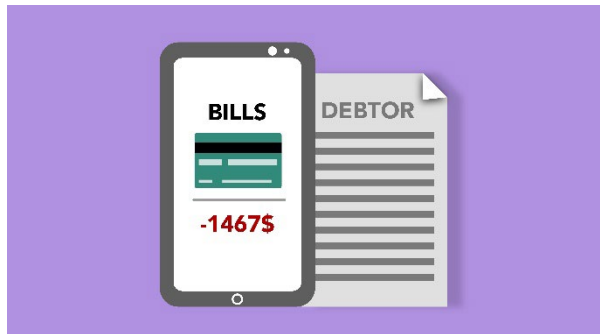
Small changes today can make a big difference tomorrow. Talk with your doctor about preventive care and take advantage of the health benefits available through AmeriHealth Caritas Ohio.

Need help finding care?

Call Member Services 24/7 at **1-833-764-7700 (TTY 1-833-889-6446)**, or visit your [member portal](#) for resources, provider information, and wellness support.



[Learn more](#) about swimming safety and find swimming classes near you.



Your care should not come with a bill

Ohio Medicaid covers your care with no surprise bills!

As an Ohio Medicaid member, you should not get a bill from your doctor or other healthcare provider for covered services.

What this means

Most healthcare services covered by Ohio Medicaid are provided at no cost to you. Healthcare providers agree to

School supply and uniform benefit

Did you know AmeriHealth Caritas Ohio members can make a request to receive a once per year, \$75 school supply and uniform benefit? Once your request is approved, this benefit is loaded onto your CARE Card. So, whether your school goes year-round, or you're making plans for back to school in the fall, your young learners can be prepared. Members must have children attending K-12 school or some other kind of continuing education program. To learn more, contact Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

An advertisement for Motiv Health Studios. It features a smartphone displaying a colorful bubble shooter game. To the left of the phone is a red cat head icon, and below it is a purple square icon with a white star. To the right of the phone is an orange speech bubble icon. The background is a light blue and green gradient with some small yellow stars. The text 'MOTIV health studios' is in the top left corner. The main text reads 'MOBILE GAMES COME WITH YOUR BENEFITS!' in bold. Below that, it says 'Play and Earn up to \$25 in CARE Card rewards'. At the bottom, there is a blue button with the text 'SIGN UP' and 'Activation Code: ACOH' below it.

accept payment from AmeriHealth Caritas Ohio as payment in full. This means you should never be asked to pay extra for a covered service.

If you get a bill

Do not pay it. Call AmeriHealth Caritas Ohio Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. We will help you fix the problem right away.

Important to know

Sometimes, you may choose to pay for a service that Ohio Medicaid does not cover. If you agree to pay for a non-covered service, your doctor or healthcare provider must tell you **before** you get the service and give you something to sign.

Your healthcare should never be a surprise. If you have questions, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

Play ad-free games through Motivv Health Studios

1. **Find your game.** [Download \[delivr.com\]](https://delivr.com) any game to get started.
2. **Create your account.** Make sure you have your Member ID. Use Activation code ACOH.
3. **Start playing** any game with the same login and earn up to \$25 in CARE Card rewards.





You're not alone - we're here to help you quit!

Quitting tobacco is one of the best decisions you can make for your health—and you don't have to do it alone.

Quitline support – free coaching and help 24/7

Call the Ohio Tobacco Quit Line at **1-800-QUIT-NOW (1-800-784-8669)** for confidential, one-on-one coaching with trained quitting specialists. This is offered at no cost to you! You'll get:

- A personalized quit plan
- Support by phone, text, or online
- Nicotine replacement therapy shipped directly to you, when eligible

Member Services

If you have other questions about your benefits and need help connecting to resources, please call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.



Your health, your choice: Staying healthy with vaccines and immunizations

Learn how vaccines and immunizations can help protect you and your loved ones

Staying healthy is important at every stage of life. One way many people help protect their health is by getting recommended vaccines and immunizations. Vaccines are your choice. Our goal is to share clear information so you can decide what feels right for you and your family.

How vaccines can help

A vaccine is medicine that is given to help your body learn how to fight a virus before you get sick. Immunization is what happens inside your body after you get the vaccine. Vaccines and immunizations help your body protect itself from

certain illnesses. After you get a shot, your body builds protection that can help you avoid serious illness.

Vaccines can:

- Lower your chance of getting very sick
- Help prevent hospital stays
- Protect people around you, like family, friends, and others in your community

Common questions

How do I know which vaccines I need?

Your doctor, nurse, or pharmacist can help you understand which vaccines may be recommended for you and when to get them.

Are vaccines safe?

Yes. Vaccines are tested many times before they are approved. They continue to be checked for safety even after people start using them.

What about side effects?

Some people may feel tired or have a sore arm after a vaccine. This is normal and usually goes away in a day or two. It means your body is building protection.

Can vaccines make me sick?

No, vaccines are made to protect you. They do not give you the disease they are meant to prevent. Vaccines do not cause autism, infertility, or cancer.

What if I have a chronic condition or take medicine?

If you have asthma, Chronic Obstructive Pulmonary Disease (COPD), diabetes, or heart disease, staying healthy is very important. Some illnesses, like the flu, can affect you more. Ask your doctor which vaccines are best for you.

What if I'm pregnant?

If you are pregnant or planning to become pregnant, taking care of your health is important for you and your baby. Some vaccines can help protect both of you. Talk with your doctor or care team about what is recommended.

Should children get vaccines?

Vaccines help protect children from serious diseases at school, childcare, and home. Children need different vaccines at different ages. Your child's doctor can help you understand what is recommended.

Helpful resources:

If you'd like to learn more, these trusted website's share clear and reliable information:

- [American Medical Association — Influenza Virus \(Flu\) Resources](#)
- [World Health Organization \(WHO\) — What Is Vaccination?](#)
- [Mayo Clinic vaccine guidance](#)

Talk with your doctor

If you have questions, it's OK to ask. Your care team is here to help. You can call your doctor, pharmacy, or local health department to schedule a vaccine appointment.

Your feedback helps shape your health plan

AmeriHealth Caritas Ohio uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey each year to evaluate services important to you. The survey was mailed out earlier this year to a random sample of members to help us learn about the care you get. We use member input to improve customer service, access to care, and the support you get. Thank you for helping us build better experiences!

This is only a summary of important information. Information on benefits, how to get care, providers (primary care/specialists/hospitals/behavioral health), covered and non-covered services, complaints, grievances, fair hearings, prescriptions/pharmacies, out-of-area care, and more is available on our website. Visit [AmeriHealth Caritas Ohio's website](#) for a copy of the most current [Member Handbook](#) and a link to the online [provider directory](#).

Like us or follow us!





Discrimination is Against the Law

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

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

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

Mail: AmeriHealth Caritas Ohio
Attn: Civil Rights Coordinator
P.O. Box 7133
London, KY 40742
Phone: 1-833-764-7700 (TTY 1-833-889-6446)
Online: <https://apps.amerhealthcaritasoh.com/securecontact/index.aspx>

If you need help filing the grievance, the AmeriHealth Caritas Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019 (TDD 1-800-537-7697)
Online: www.hhs.gov/ocr/office/file/index.html

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

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

Multi-language interpreter services



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

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

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

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

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

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

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

Arabic

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

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

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

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

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

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

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

Pashtu (Afghanistan)

توجه: که تاسي په پښتو ژبه غږېږئ، د ژبې د مرستې وړيا خدمتونه ستاسي لپاره موجود دي. دې **1-833-764-7700** (TTY **1-833-889-6446**) شمېرې ته زنگ ووهئ.

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

Tigrinya ኣስተውዕል :- ቋንቋ ትግርኛ ዘይትዘረብ እንተደኣ ከንኩ ብናጸ ዝወሃብ ኣገልግሎት ሓገዝ ንዓኻ ክፋት እዩ። ናብ **1-833-764-7700 (TTY **1-833-889-6446**) ደውል።**

Dari (Afghanistan)

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