



Get Care, Stay Well

Tips for avoiding colds and the flu this season

They may not get the press they did before COVID-19, but colds and the flu (influenza) still make millions of children and adults feel sick each year. And both could lead to more serious illnesses like bronchitis or pneumonia, although it's less common for colds.

As with COVID-19, you have the power to protect yourself—and others. Just keep making this tried-and-true advice a habit.

To lower your risk of getting sick

- Wash your hands often. This includes before cooking or eating and after going to the bathroom or touching garbage. Scrub for 20 seconds. When you can't wash, use a hand sanitizer containing at least 60 percent alcohol.

- Avoid touching your eyes, nose, and mouth.
- Keep away from people who are sick, when possible.

When not feeling well yourself

- Stay home. Avoid errands that aren't necessary.
- Cover your mouth *and* nose when you cough or sneeze. Use a tissue or, in a pinch, your upper shirt sleeve. Throw tissues into the trash right away—then wash your hands.

- Disinfect surfaces and objects that are touched often. This includes doorknobs, hand railings, phones, and keyboards.

There's no vaccine for colds, but there is for the flu. The Centers for Disease Control and Prevention (CDC) says most people ages 6 months and older should get one. To find a flu vaccine near you, visit flu.ncdhhs.gov or ask your primary care provider.

Keep up the fight against COVID-19

To stay up-to-date on everything you need to know about COVID-19 this winter, visit www.amerihealthcaritasnc.com or www.covid19.ncdhhs.gov/about-covid-19. These sites offer reliable local news and current guidelines. Still deciding if you should get your COVID-19 shot? You can also learn more about why and where to get vaccinated.

To make health care decisions, team up with your primary care provider

You may know the basics about what to eat or how much to exercise to be healthy. But when making new health care decisions, it can be hard to know where to start. In those cases, teaming up with your primary care provider (PCP) is a good first step.

Because your PCP knows you and your medical history, they can offer advice that is just right for your needs. Here is how to make the most out of every visit.

Be honest

Your PCP helps you prevent health problems. They also help you manage illness. But before your PCP can give personalized advice, they need to know as much as possible about your health. Even if you think something is embarrassing, it will help you both when you share:

- Any past operations, health conditions and treatments
- All medications you take and how often you take them (including supplements)
- Symptoms you are having
- Any big life changes or stress you are experiencing

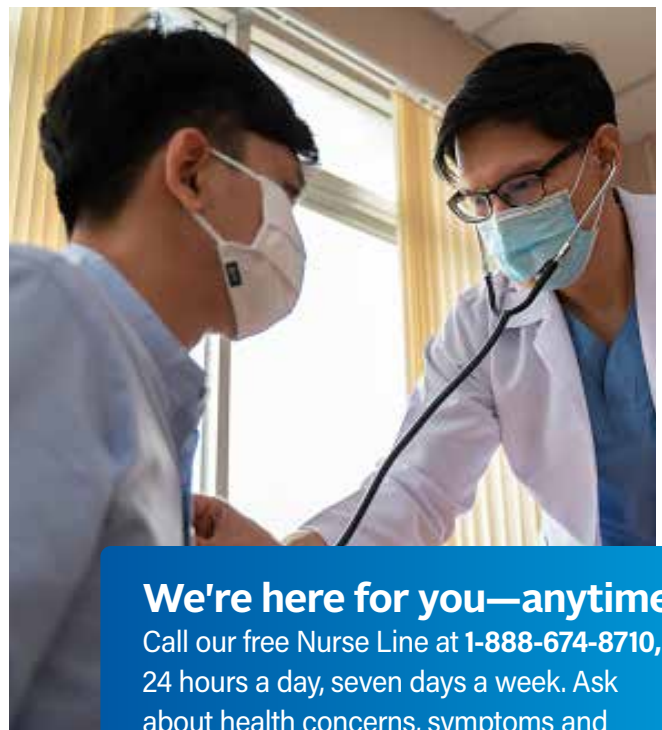
Take an active role

When you get advice, make sure you understand what your PCP tells you. If you are unsure about anything, ask questions! If you do not ask, your PCP cannot help make things clearer.

Have a health problem but not sure what type of provider to see? Ask your PCP about that, too! They will let you know if you should see a specialist. Your PCP will then work with the specialist to help you get the best care.

Remember: It is a team effort

Your PCP can tell you steps you can take to improve your health, but it is up to you to follow them. Together, as a team, you can make the right choices for you.



We're here for you—anytime!
Call our free Nurse Line at **1-888-674-8710**, 24 hours a day, seven days a week. Ask about health concerns, symptoms and medications and get advice on when to see your PCP.

Need a ride to a medical appointment?

Call ModivCare at **1-833-498-2262** up to two days before your appointment to arrange for transportation to and from your provider's office.

Note: NC Health Choice members are not eligible for non-emergency transportation services.



How and where to get care



Get care **now**



Call **first**



Get care **quickly**
(within 24 hours)



Get care **soon**

Is it an emergency?

Call 911 for problems like:

- Chest pain
- Choking
- Poisoning
- Severe wounds or heavy bleeding
- Breathing problems
- Severe spasms or convulsions
- Loss of speech
- Broken bones
- Severe burns
- Drug overdose
- Sudden loss of feeling or not being able to move
- Severe dizzy spells, fainting, or blackouts
- Feelings that will not go away of wanting to hurt yourself or someone else.

Before going to the emergency department:

Please call your primary care provider (PCP) or the 24/7 Nurse Line at **1-888-674-8710**.

If you have behavioral or mental health needs, call the Behavioral Health Crisis Line at **1-833-712-2262**.

Do you need urgent care?

To find an urgent care center near you, please call Member Services at 1-855-375-8811 (TTY 1-866-209-6421).

Visit an urgent care center for problems like:

- Coughing
- Vomiting
- Diarrhea
- Sore throat
- Pink eye
- Rashes
- Bruises
- Animal bites
- Feeling very depressed or anxious and not able to do things you normally do

Call your PCP or the 24/7 Nurse Line for problems like:

- Sunburn
- Sexually transmitted disease (STD)
- Earache
- Sprains
- Stomachache
- Colds
- Fever
- Minor cuts

24 hours a day, seven days a week
AmeriHealth Caritas North Carolina
24/7 Nurse Line: **1-888-674-8710**



The information here is to help you learn more about these topics. It is not to take the place of your primary care provider (PCP). If you have questions, talk with your PCP. If you think you need to see your PCP because of something you have read in this information, please contact your PCP. Never stop or wait to get medical attention because of something you have read in this material.

Member benefits to keep you well



Bright Start® program for expecting moms

AmeriHealth Caritas North Carolina wants to support you in having the healthiest pregnancy possible. Our Bright Start® maternity program can help you choose an obstetric (OB) provider that is right for you, and set up your prenatal and postpartum visits. You'll also have a maternity Care Manager to support you along the way with resources to help you and your baby get off to a great start. We will even help you get a ride to your OB provider's office.

Start your prenatal care as soon as you know you are pregnant. The number of visits to your OB provider depends on how far along you are in your pregnancy. The chart below can help.

How often pregnant women should have prenatal appointments ¹	
0 – 28 weeks	One visit every month
28 – 36 weeks	One visit every two weeks
36 weeks – birth	One visit every week

You may need to see your OB provider more often if you have high risk or pregnancy problems.

The Bright Start program helps you learn about healthy prenatal care. It does not take the place of the care you'll get from your OB provider. For more information, contact the AmeriHealth Caritas North Carolina Bright Start program at **1-833-475-2262 (TTY 1-866-209-6421)**.



We're here for you at the ACNC Wellness & Opportunity Centers

Visit AmeriHealth Caritas North Carolina in person! Our locations across the state will be open soon to serve members with a long list of resources and support. This includes health education, classes, screenings, job search help and more. Find out more at **www.amerhealthcaritasnc.com**.

- Region 1 – 216 Asheland Ave, Asheville
- Region 2 – 3018 West Gate City Blvd, Greensboro
- Region 3 – 3120 Wilkinson Blvd, Charlotte
- Region 4 – Pending
- Region 5 – 4101 Raeford Rd, Fayetteville
- Region 6 – 1872 West Arlington Blvd, Greenville

Earn rewards for taking better care of yourself

Thank you for choosing AmeriHealth Caritas North Carolina! Did you know that as a member, you can get rewards for doing things that help you stay healthy? Just join the CARE Card program. It's easy! To receive a CARE Card simply complete a new member Care Needs Screening or another recommended health screening or test.

For more information, visit **www.amerhealthcaritasnc.com/carecard** or call AmeriHealth Caritas North Carolina Member Services at **1-855-375-8811 (TTY 1-866-209-6421)**.



1. "Prenatal Care," Office on Women's Health, Retrieved July 22, 2021. <https://www.womenshealth.gov/a-z-topics/prenatal-care>.

Notice of Non-Discrimination

AmeriHealth Caritas North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. AmeriHealth Caritas North Carolina does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

AmeriHealth Caritas North Carolina provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AmeriHealth Caritas North Carolina provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Member Services at **1-855-375-8811 (TTY 1-866-209-6421)**.

If you believe that AmeriHealth Caritas North Carolina has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

DHHS ADA/RA Complaints

Office of Legal Affairs
2001 Mail Service Center
Raleigh, NC 27699-2001

You can file an ADA/RA (American with Disabilities Act/Rehabilitation Act) complaint by mail. You can ask for the form to file an ADA and/or RA complaint from the DHHS Compliance Attorney at 1-919-855-4800. It is also available online at <https://files.nc.gov/ncdhhs/DHHS%20ADA%20Grievance%20Procedure%20June%202019.pdf>

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>
- By mail at:
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
- By phone at **1-800-368-1019 (TDD: 1-800-537-7697)**

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.



English: You can get free auxiliary aids and services, including this material and other plan information in large print. To get materials in large print, call Member Services at **1-855-375-8811 (TTY 1-866-209-6421)**.

If English is not your first language, we can help. Call **1-855-375-8811 (TTY 1-866-209-6421)**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

Spanish: Puede obtener ayuda y servicios de asistencia sin cargo, que incluyen a esta publicación y otra información del plan en letra grande. Para recibir información en letra grande, llame a Servicios al Miembro al **1-855-375-8811 (TTY 1-866-209-6421)**.

Si el inglés no es su lengua materna, podemos ayudar. Llame al **1-855-375-8811 (TTY 1-866-209-6421)**. Puede solicitarnos la información que se encuentra en esta publicación en su idioma. Tenemos acceso a los servicios de interpretación y podemos ayudarlo a responder sus preguntas en su idioma.

Simplified Chinese: 您可以免费获取辅助设备及服务, 包括本资料内容及其他计划相关信息的大号字体版。如需获取以大号字体印刷的资料, 请致电会员服务部 **1-855-375-8811 (TTY 1-866-209-6421)**。

如果英语不是您的第一语言, 我们可以提供帮助。请致电 **1-855-375-8811 (TTY 1-866-209-6421)**。您可以使用您的语言向我们索取本资料内容中的信息。我们可以提供口译服务, 可以用您的语言解答您的问题。

Vietnamese: Quý vị có thể nhận được các dịch vụ và phương tiện trợ giúp hỗ trợ miễn phí, bao gồm tài liệu này và các thông tin khác về chương trình ở dạng bản in chữ lớn. Để nhận được tài liệu ở dạng bản in chữ lớn, vui lòng gọi tới Dịch Vụ Hội Viên theo số **1-855-375-8811 (TTY 1-866-209-6421)**.

Nếu tiếng Anh không phải là tiếng mẹ đẻ của quý vị, chúng tôi có thể hỗ trợ. Vui lòng gọi **1-855-375-8811 (TTY 1-866-209-6421)**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có quyền tiếp cận các dịch vụ thông dịch và có thể giúp giải đáp thắc mắc bằng ngôn ngữ của quý vị.

Korean: 본 자료 및 기타 플랜 정보를 큰 활자체로 제공받을 것을 포함하여, 보조 지원과 서비스를 무료로 제공받을 수 있습니다. 큰 활자체의 자료를 제공받으려면 **1-855-375-8811(TTY 1-866-209-6421)**으로 회원 서비스에 문의하십시오.

영어가 모국어가 아닌 경우, 저희가 도와드릴 수 있습니다. **1-855-375-8811(TTY 1-866-209-6421)**으로 문의하십시오. 귀하의 언어로 된 본 자료의 정보를 요청하실 수 있습니다. 통역 서비스를 통해서 귀하의 질문에 대한 답변을 귀하의 언어로 제공하는 데 도움을 드릴 수 있습니다.

French: Vous pouvez obtenir des aides et des services auxiliaires gratuits, dont ce document et d'autres informations sur le plan, en gros caractères. Pour ce faire, appelez l'équipe service aux membres au **1-855-375-8811 (TTY 1-866-209-6421)**.

Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez au **1-855-375-8811 (TTY 1-866-209-6421)**. Vous pouvez nous demander les informations figurant dans ce document dans votre propre langue. Nous avons accès à des services d'interprétation et nous pouvons répondre à vos questions dans votre propre langue.

Arabic:

يمكنك الحصول على مساعدات وخدمات إضافية مجانية تشمل هذه المادة ومعلومات أخرى عن الخطة في مطبوعة كبيرة. للحصول على مواد مطبوعة كبيرة اتصل بخدمات الأعضاء على **TTY) 1-855-375-8811 (1-866-209-6421)**.

إذا لم تكن اللغة الإنجليزية لغتك الأولى، فيمكننا مساعدتك. اتصل بالرقم **1-855-375-8811 (TTY 1-866-209-6421)**. يمكنك أن تطلب منا المعلومات الموجودة في هذه المادة بلغتك. لدينا إمكانية الوصول إلى خدمات مترجمين فوريين ويمكننا المساعدة في الإجابة عن أسئلتك بلغتك.

Hmong: Koj tuaj yeem tau txais cov ntaub ntawv no thiab lwm cov lus qhia txog pawg kho mob sau ua ntawv luam loj pub dawb. Yog koj xav tau cov ntaub ntawv sau ua ntawv luam loj, hu rau Lub Thawj Fab Saib Xyuas Hauj Lwm Kev Pab Cuam Rau Tswv Cuab ntawm **1-855-375-8811 (TTY 1-866-209-6421)**.

Yog tias lus As Kiv tsis yog koj thawj hom lus, peb muaj peev xwm pab tau. Hu rau **1-855-375-8811 (TTY 1-866-209-6421)**. Koj muaj peev xwm nug peb tau txog rau cov lus qhia nyob rau hauv cov ntaub ntawv no hais ua koj hom lus. Peb muaj kev txuas cuag tau rau cov kev pab cuam fab kev txhais lus thiab muaj peev xwm pab teb tau koj cov lus nug hais ua koj hom lus.



Russian: Вы можете получить бесплатные дополнительные пособия и услуги, в том числе данный материал и другую информацию о плане, напечатанные крупным шрифтом. Чтобы получить крупношрифтовые издания данных материалов, обратитесь в отдел обслуживания членов плана по телефону **1-855-375-8811 (TTY 1-866-209-6421)**.

Если ваш родной язык не английский, мы можем помочь. Позвоните по телефону **1-855-375-8811 (TTY 1-866-209-6421)**. Вы можете попросить предоставить вам информацию, изложенную в данном печатном материале, на вашем языке. Мы имеем доступ к услугам переводчиков и можем ответить на ваши вопросы на вашем родном языке.

Tagalog: Maaari kang makakuha ng mga libreng dagdag na tulong at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa plano sa malaking print. Upang makakuha ng mga babasahin sa malaking print, tumawag sa Member Services (Mga Serbisyo para sa Miyembro) sa **1-855-375-8811 (TTY 1-866-209-6421)**.

Kung hindi mo unang wika ang Ingles, maaari kaming makatulong. Tumawag sa **1-855-375-8811 (TTY 1-866-209-6421)**. Maaari kang humingi ng impormasyon sa amin sa babasahing ito sa iyong wika. Mayroon kaming access sa mga serbisyo ng tagapagsalin at maaaring tumulong sa pagsagot sa iyong mga katanungan sa iyong wika.

Gujarati: તમે મોટા પ્રિન્ટમાં આ સામગ્રી અને અન્ય યોજના માહિતી સહિત મફત સહાયક સહાય અને સેવાઓ મેળવી શકો છો. મોટી પ્રિન્ટમાં સાહિત્ય મેળવવા માટે, મેમ્બર સર્વિસીસને **1-855-375-8811 (TTY 1-866-209-6421)** પર કોલ કરો.

જો ઇંગ્લીશ તમારી પ્રથમ ભાષા ન હોય, તો અમે મદદ કરી શકીએ છીએ. **1-855-375-8811 (TTY 1-866-209-6421)** પર કોલ કરો. તમે આ સાહિત્યની માહિતી તમારી ભાષામાં મેળવવા અમને પૂછી શકો છો. અમારી પાસે દુભાષિયા સેવાઓ ઉપલબ્ધ છે અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં અમે મદદ કરી શકીએ છીએ.

Mon-Khmer: អ្នកអាចទទួលបានជំនួយនិងសេវាកម្មជំនួយ ព័ត៌មានផ្សេងៗទៀតសម្រាប់នេះនិងព័ត៌មានគម្រោងផ្សេងៗទៀត ជាអក្សរព័ន្ធជាមួយ។ ដើម្បីទទួលបានឯកសារជាអក្សរព័ន្ធជាមួយ សូម ហៅទៅកាន់សេវាកម្មសមាជិកតាមរយៈលេខ **1-855-375-8811 (TTY 1-866-209-6421)**។

ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាទីមួយរបស់ អ្នក យើងអាចជួយបាន។ ហៅទូរស័ព្ទទៅលេខ **1-855-375-8811 (TTY 1-866-209-6421)**។ អ្នកអាច ស្នើសុំយើងខ្ញុំនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសា របស់អ្នក។ យើងមានសិទ្ធិចូលប្រើសេវាបកប្រែ និង អាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។

German: Sie können einschließlich mit dieses Materials und anderer Planinformationen in Großdruck, dieses Hilfsmittel und Dienstleistungen kostenlos erhalten. Um Materialien in großen Buchstaben zu bestellen, wenden Sie sich bitte unter **1-855-375-8811 (TTY 1-866-209-6421)** an den Mitglieder-Service.

Falls Englisch nicht Ihre Muttersprache ist, helfen wir Ihnen gerne. Rufen Sie an: **1-855-375-8811 (TTY 1-866-209-6421)**. Sie können die Informationen in diesem Material bei uns in Ihrer Sprache erhalten. Wir haben Zugang zu Dolmetscher-Diensten und können Ihre Fragen in Ihrer Sprache beantworten.

Hindi: आप बड़े प्रिंट में इस सामग्री और अन्य योजना की जानकारी सहित मुफ्त सहायक सहायता और सेवाएं प्राप्त कर सकते हैं। बड़े प्रिंट में यह साहित्य प्राप्त करने के लिए, **1-855-375-8811 (TTY 1-866-209-6421)** पर सदस्य सेवाओं को कॉल करें।

यदि अंग्रेजी आपकी मातृभाषा नहीं है, हम आपकी सहाय्यता कर सकते हैं। **1-855-375-8811 (TTY 1-866-209-6421)** पर कॉल करें। आप अपनी भाषा में इस साहित्य की जानकारी मांग सकते हैं। हमारे पास दुभाषिया सेवाएं उपलब्ध हैं और आपकी भाषा में आपके सवालों के जवाब देने में सहाय्यता कर सकते हैं।

Laotian: ທ່ານສາມາດຂໍຮັບອຸປະກອນຊ່ວຍເຫຼືອແລະ ການບໍລິການຊ່ວຍເຫຼືອໄດ້ຟຣີ, ລວມທັງເອກະສານນິເວດ ຂໍ້ມູນກ່ຽວກັບແຜນອື່ນໆ ໃນຕົວຜິມຂະໜາດໃຫຍ່ໄດ້. ເພື່ອຈະຂໍຮັບເອກະສານບັນຕົວຜິມຂະໜາດໃຫຍ່, ກະລຸນາໂທຫາສູນບໍລິການສະມາຊິກທີ **1-855-375-8811 (TTY 1-866-209-6421)** ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາ ທ່ານຂອງທ່ານ, ພວກເຮົາກໍສາມາດຊ່ວຍທ່ານໄດ້.

ໂທຫາ **1-855-375-8811 (TTY 1-866-209-6421)** ທ່ານສາມາດຂໍຂໍ້ມູນໃນເອກະສານນິຈາກພວກເຮົາ ໃນພາສາຂອງທ່ານໄດ້. ພວກເຮົາສາມາດຂໍໃຫ້ມີບໍລິການ ນາຍພາສາແລະສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານ ໃນພາສາຂອງທ່ານໄດ້.

Japanese: この資料と他のプラン情報の拡大版を含む、無料の補足的援助とサービスを受けられます。拡大版を請求するには、メンバーサービス **1-855-375-8811 (TTY 1-866-209-6421)** までお電話ください。

英語が母国語でない方には、サポート致します。こちらにお電話下さい。 **1-855-375-8811 (TTY 1-866-209-6421)** 資料に関する情報をご自分の言語で請求することができます。また、通訳サービスによる質問対応が可能です。

Your Member Portal

Sign up. Log in. Stay connected.

What is the member portal?

The member portal is a secure website that can help you stay connected with AmeriHealth Caritas North Carolina. It gives you the power to be involved with your health. Through it, you can see your recent health history.

Where do I find the member portal?

To find your portal, go to www.amerihealthcaritasnc.com and go to the member page. Click **member portal** from the menu. If you are a first-time user, you will need to sign up. To sign up, you will need your member ID number that is on your member ID card. Then you will need to choose a user ID and password. If you have already signed up, just log in.

Su portal del miembro

Regístrese. Inicie sesión. Manténgase conectado.

¿Qué es el portal del miembro?

El portal del miembro es un sitio de Internet seguro que puede ayudarlo a mantenerse conectado con AmeriHealth Caritas North Carolina. Le da el poder de estar involucrado con su salud. A través del portal, puede ver su historial médico reciente.

¿Dónde encuentro el portal del miembro?

Para encontrar su portal, vaya a www.amerihealthcaritasnc.com y vaya a la página de miembros. Haga clic en **member portal** en el menú. Si es usuario por primera vez, deberá registrarse. Para registrarse, necesitará su número de identificación de miembro que está en su tarjeta de identificación de miembro. Luego deberá elegir una identificación de usuario y una contraseña. Si ya se ha registrado, solo inicie sesión

The member portal is available 24 hours a day, seven days a week, for you to access your health records.



El portal del miembro está disponible las 24 horas del día, los siete días de la semana, para que pueda acceder a sus registros médicos.