



Get Care, Stay Well

A unique mental health challenge: Feeling blah

If you haven't been feeling yourself since the COVID-19 pandemic began, you are not alone. About 30% of U.S. adults reported symptoms of anxiety or depression during the pandemic's first summer. Many others found themselves simply feeling lost and uninterested. Psychologists call this languishing. You might call it the blahs. And although it's not a mental illness, exactly, it can have a poor effect on your well-being.

That in-between feeling

If you're languishing, you may be running low on positive emotions like feeling happy and satisfied. Feeling blah can lead to more serious mental health problems. And if you already have a mental illness, it makes recovery harder.

How to feel good again

There are things you can do to feel better. Try these tips:

- Stay connected with family and friends.
- Practice mindfulness, such as meditation.
- Get outside. (Research found that people who left the house three times per week felt better than those who didn't.)

If stress or other emotions are affecting your daily life, seek help from a professional. You don't have to go it alone.

"Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic—United States, June 24–30, 2020." M.É. Czeisler et al. *Morbidity and Mortality Weekly Report*. Vol. 69, no. 32, pp. 1049–57.

"Impact of COVID-19 Pandemic on Mental Health: An International Study." A.T. Gloster et al. *PLOS One*. Vol. 15, no. 12, p. e0244809.

What do you know about depression?

Go to the AmeriHealth Caritas North Carolina Health Library at [amerihealthcaritasnc.com/member/eng/resources](https://www.amerihealthcaritasnc.com/member/eng/resources) and click on the Depression Quiz to find out. You'll answer nine multiple choice questions about mental health. You do not have to give any personal information and results are private.



Rates of childhood diabetes skyrocket during the pandemic

With the pandemic came new stress and a loss of routine for many children. Now, two new studies have found that as COVID-19 spread, the rates of type 2 diabetes also rose fast among kids.

A worrying trend

With type 2 diabetes, the way the body handles insulin causes blood glucose levels to get too high. Left untreated, this can cause many problems. A child's heart, nerves, blood vessels, kidneys, and eyes may be damaged.

At one time, it was mostly adults who got type 2 diabetes. Although rates of this disease were already going up in youth before COVID-19, the pandemic increased risk factors. Children began spending more time sitting inside. Many ate less healthy foods and had poor sleep habits.

Like so many other health problems, the burden has fallen harder on certain populations. That includes people of color and those with fewer resources, such as access to health care and nutritious foods.

Taking action

Often, type 2 diabetes has no symptoms. If your child is overweight and has other risk factors—such as a family history of diabetes or being of African-American or Hispanic heritage—talk with their health care provider about getting their blood sugar tested.

To help prevent or manage diabetes, encourage your children to exercise, serve more fruits and veggies, and limit screen time. Don't force your kids to clean their plates. Instead, serve small portions and give more only if they ask.

If your child has already been diagnosed with diabetes, work with their health care provider to keep blood glucose under control.

"15-OR: The COVID-19 Pandemic and New-Onset Pediatric Type 2 Diabetes." B.E. Marks et al. *Diabetes*. Vol. 70, supplement 1.

"153-LB: Initial Presentation of Children with Type 2 Diabetes During the COVID-19 Pandemic." D.S. Hsia et al. *Diabetes*. Vol. 70, supplement 1.

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

Visit AmeriHealth Caritas North Carolina in person! Our locations across the state are ready to serve members with a long list of resources and support. This includes nutrition, physical activity and financial literacy classes, job search help, and more. Learn more at www.amerihhealthcaritasnc.com or stop by.

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

Food insecurity: Getting around obstacles to healthy eating

While we don't know the exact numbers yet, the COVID-19 pandemic has increased the number of households struggling to get enough food. Called food insecurity, this means many families are worrying whether the food they buy will last until they can afford or access more. It can make healthy eating feel out of reach.

Stretching your food dollars

There are ways to eat better for less. Along with shopping sales and using coupons, try these tips:

- **Think seasonally.** Produce is less expensive when in season. For example, buy fresh asparagus and kale in the spring.
- **Make use of frozen and canned fruits and vegetables.** They're nutritious and last a long time. Look for veggies labeled "low-sodium" or "no salt added" without added butter or sauces. For fruit, make sure it's canned in 100% juice without added sugars.

- **Try meatless meals.** Beans and lentils, eggs and canned tuna, for example, cost less than other sources of protein. They also store well.
- **Do your own prep work.** Single-serving products and pre-cut produce usually cost more. Buy the full-size item and prep it yourself to use across several meals or snacks.

Getting more help

If you're having trouble getting enough quality food for a healthy diet, there is help. Resources include:

- **Feeding America:** www.feedingamerica.org/find-your-local-foodbank
- **Supplemental Nutrition Assistance Program (SNAP):** www.fns.usda.gov/snap
- **USDA National Hunger Hotline:** Call 866-3-HUNGRY (866-348-6479)

"Hunger in America." Feeding America. www.feedingamerica.org/hunger-in-america.



ACNC Community Educators Serving our Members

Our community educators partner with local and state organizations to support community-based programs. With expertise on Medicaid Managed Care and the benefits and services offered by AmeriHealth Caritas North Carolina, their work serves our more than 300,000 members across the state.





Stay up to date on your child's immunizations

Are your child's shots up to date? If you have a child starting school next year, the shots listed in the chart below may be required before they can attend. Your child will also need shots before starting grades seven and 12. Check with your child's primary care provider to find out whether any other shots are needed to bring your child up to date.



<ul style="list-style-type: none"> • Meningococcal conjugate (MCV4) First shot: At age 11-12 years (before grade 7) Booster shot: At age 16 years (before grade 12)

Source: immunize.nc.gov/schools

To learn more about required and suggested shots, visit immunize.nc.gov/schools.

Need a ride?



We can arrange and pay for your transportation to help you get to and from your appointments for Medicaid-covered care. For more information, please visit our website at amerihealthcaritasnc.com/member/eng/benefits/transportation.aspx. You can also go to the Transportation Services section of your member handbook. To arrange transportation, call ModivCare at **1-833-498-2262**.

Make your voice heard

Your input can help us to improve the service we provide.

A Member Advisory Committee (MAC) has been set up in each of our six regions across the state. They include AmeriHealth Caritas North Carolina members and their representatives. They also include our community partners and associates. Together, these participants reflect the diversity of their areas. During quarterly meetings, the MACs will discuss medical, pharmacy, and mental health benefits available to members and how to make them better.

If you would like to be on one of our MACs or attend a meeting, visit www.amerihealthcaritasnc.com or call member services at **1-855-375-8811 (TTY 1-866-209-6421)** to learn more.



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 auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American 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, call 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:

AmeriHealth Caritas North Carolina
8041 Arco Drive
Raleigh, NC 27617

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- Online at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**
- **By mail at:**
U.S. Department of Health and Human Services
200 Independence Avenue S.W., 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**.

The NC Medicaid Ombudsman can provide you with free, confidential support and education about the rights and responsibilities you have under NC Medicaid. Call **1-877-201-3750** or visit **ncmedicaidombudsman.org**.

Auxiliary Aids and Interpreter Services

You can request free auxiliary aids and services, including this material and other information in large print. Call **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)**. We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información en letra grande. Llame al **1-855-375-8811 (TTY 1-866-209-6421)**. Si el inglés no es su lengua nativa, podemos ayudarlo. Llame al **1-855-375-8811 (TTY 1-866-209-6421)**. Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarlo a responder a sus preguntas en su idioma.

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 **1-855-375-8811 (TTY 1-866-209-6421)**。如果英语不是您的首选语言，我们能提供帮助。请致电 **1-855-375-8811 (TTY 1-866-209-6421)**。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并

且用您使用的语言帮助回答您的问题。

Tiếng Việt (Vietnamese): Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác dưới dạng bản in lớn. Gọi **1-855-375-8811 (TTY 1-866-209-6421)**. Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến **1-855-375-8811 (TTY 1-866-209-6421)**. Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

한국인 (Korean): 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 정보가 있습니다. **1-855-375-8811 (TTY 1-866-209-6421)** 번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. **1-855-375-8811 (TTY 1-866-209-6421)** 번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

Français (French): Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le **1-855-375-8811 (TTY 1-866-209-6421)**. Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le **1-855-375-8811 (TTY 1-866-209-6421)**. Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.

Hmoob (Hmong): Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, sua v nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau **1-855-375-8811 (TTY 1-866-209-6421)**. Ycg tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau **1-855-375-8811 (TTY 1-866-209-6421)**. Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntaub tej ntaub ntawv muab txhais ua koj hom lus hais ntaub ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaja yeem pab teb koj cov lus nug hais ua koj hom lus.

عربي (Arabic):

يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما في ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة اتصل على الرقم

1-855-375-8811 (TTY 1-866-209-6421)

ناتك **1-855-375-8811 (TTY 1-866-209-6421)** -ال إذا لمغة انجليزية ليست لغتك او، فيمكننا المساعدة. اتصل ع الرقم

نقدم لك المعلومات الواردة في هذا المستند بلغتك شفهيًا أو كتابيًا إلى خدمات

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.amerhealthcaritasnc.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.amerhealthcaritasnc.com y vaya a la página de miembros. Haga clic en **portal para miembros** 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.