



Get Care, Stay Well

Get a flu shot to stay healthier now and later

If you have had the flu, you know it hits much harder than a cold. Some symptoms can last for more than two weeks. Along with discomfort, it can lead to missed days at school and work. It can also cause more serious health problems, like pneumonia. To help you avoid this, the Centers for Disease Control and Prevention (CDC) says to get a flu vaccine (shot) each year. You can get a flu shot from your primary care provider (PCP) or at an in-network pharmacy. The CDC

recommends the flu vaccine for most people ages 6 months and older. It is even more important to have one if you are at high risk for serious problems related to the flu (complications).

This includes the following individuals:

- People with certain chronic health conditions, such as heart disease, asthma, or diabetes
- Adults ages 65 and older
- Young children
- Pregnant people

Earn a reward

Children ages 2 and younger can earn \$50 in CARE Card rewards for getting a flu shot. Limit once yearly. To learn more, go to the CARE Card rewards page at amerihealthcaritasnc.com.

“It’s a Good Time to Get Your Flu Vaccine.” U.S. Food and Drug Administration. www.fda.gov/consumers/consumer-updates/its-good-time-get-your-flu-vaccine

The information provided in this newsletter does not take the place of your primary care provider (PCP). If you have questions, or if you think you need to see your PCP because of something you have read here, please contact your PCP. Never stop or wait to get medical attention because of something you have read in this material. All images are used under license for illustrative purposes only. Any individual depicted is a model.

Care needs screening leads to better health

Lucas is a Community Health Navigator at AmeriHealth Caritas North Carolina (ACNC). He recently called a member to do a health check called a Care Needs Screening (CNS). The CNS helps us understand what kind of medical care and other support a member might need.

During the call, Lucas found out that the member didn't have a primary care provider (PCP). He had been driving to the veterans hospital once a year for a wellness exam and prescriptions. Lucas helped the member find a PCP that was close to his home, and set up an appointment.

Lucas also learned that the member had some medical conditions and needed to eat healthier. He told him about ACNC's program that delivers healthy meals to members with chronic conditions. Lucas also told him how to get a free membership to WeightWatchers®.

In addition, Lucas connected the member with a Care Manager to help him manage his health care needs. Together, they made a plan to improve his physical and mental health. Soon, the member started feeling better. He went to his new PCP and



Lucas saw other providers for more help. He joined a veterans group and spent more time with family and friends.

ACNC members earn \$25 on their Care Card for doing a Care Needs Screening each year. You can get help or fill it out yourself online. Visit amerihealthcaritasnc.com to get started!

Your opinion matters!

At the beginning of each calendar year, a random sample of ACNC members are asked to tell us how they feel about our health care providers, our plan, and the care they receive through the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Thank you in advance for your feedback!



Questions about ACNC benefits and services?

For more information about benefits or services, call AmeriHealth Caritas North Carolina Member Services, 24 hours a day, seven days a week, at **1-855-375-8811** (TTY **1-866-209-6421**).



Know where to go: Emergency care vs. urgent care

It's Saturday night, and your child has a fever. Or you are having chest pain. Going to the right place means receiving the tests and care that you need when you need it. In some cases, it can even save your life.

Here's how to know where you should go.

Emergency Care

The emergency department is open all the time, every day of the year. They have doctors, assistants, and nurses for all types of emergencies. They must help everyone, no matter if they can pay or what insurance they have.

Always call 911 or go to the emergency department for medical emergencies. These include problems like chest pain, heavy bleeding, trouble breathing, head trauma, major broken bones, severe stomach pain, and seizures.



Urgent Care

Urgent care centers are a good option if your provider's office is closed and your problem isn't serious. They don't have to treat everyone, and you might need to pay when you visit.

Go to an urgent care center for problems such as sore throat, coughing, headache, earache, vomiting, and minor broken bones.

If you are unsure about a minor illness or injury, call our Nurse Call Line. Our medical experts are available 24/7 to help you decide how and where to get care. Call **1-888-674-8710** (TTY **1-866-209-6421**).

"Emergency care vs. urgent care." American College of Emergency Physicians. [emergencyphysicians.org/article/er101/emergency-care-vs.-urgent-care-whats-the-difference](https://www.acep.org/article/er101/emergency-care-vs.-urgent-care-whats-the-difference)

Be prepared for a hurricane



Bad weather may be something we do not like to think about. But making plans now can help your family when storms hit.

Your home should have an emergency supply kit. Include water, nonperishable food, a can opener, flashlight, and a first-aid kit. You may also need other supplies, such as medicines,

infant formula, or pet food. Find more helpful information here:

- List of suggested items: [ready.gov/kit](https://www.ready.gov/kit)
- NC Emergency Preparedness: [ncdps.gov/our-organization/emergency-management/emergency-preparedness](https://www.ncdps.gov/our-organization/emergency-management/emergency-preparedness)
- Supply list form: [ready.gov/plan](https://www.ready.gov/plan)

5 tips for a healthy school year

You can help your child have a great start to their school year. Here are five tips that can make a big difference in their day.

1. Give your child a good breakfast. Eating a healthy breakfast helps kids do better in school. They will have more energy and can focus better. If your school doesn't serve breakfast, pack something that has protein, like eggs or yogurt. Or give your child a granola bar if there's no time for breakfast.

2. Check for free or reduced-price food at school, including breakfast. You can fill out forms at the school office. Eating well is important for doing well in school.

3. Use online meal payments. Many schools let you pay for meals online. Your child will receive a card to "swipe" at the register. This makes it easy to keep track of meal money.



4. Know what food is available at school. Besides the lunch room, schools might have vending machines and snack carts. Make sure there are healthy options, like fresh fruit and water. Get to know the school's rules about healthy eating and join school groups that help make these rules work.

5. Pick healthy drinks. Drinking just one can of soda a day increases a child's risk for obesity by 60%. Instead of soda, send water with your child's lunch.

"Back-to-School Tips for Families."
American Academy of Pediatrics.
[healthychildren.org/English/ages-stages/gradeschool/school/Pages/back-to-school-tips.aspx](https://www.healthychildren.org/English/ages-stages/gradeschool/school/Pages/back-to-school-tips.aspx)

Community Baby Showers celebrate new and expecting parents

New and soon-to-be moms and dads learn about prenatal care, infant sleep safety, and more at our Community Baby Showers across the state.

Find out about Community Baby Showers and other local events at the Wellness and Opportunity Centers page on our website at [amerihealthcaritasnc.com](https://www.amerihealthcaritasnc.com).



Visit our Wellness and Opportunity Center Locations

Come see us on the road or stop by one of our Wellness and Opportunity Centers. Our Mobile Wellness and Opportunity Center serve the greater Raleigh/Durham community, but travel across the state. You can also visit us at our permanent locations where we 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.

- Asheville — 216 Asheland Ave.
- Greensboro — 3018 West Gate City Blvd.
- Charlotte — 3120 Wilkinson Blvd.
- Fayetteville — 4101 Raeford Road
- Greenville — 1876 West Arlington Blvd.



Learn more at amerihealthcaritasnc.com or by scanning the QR code.

Very berry crisp

Makes 6 servings.

Ingredients

- ½ cup fresh blackberries
- ½ cup fresh raspberries
- ½ cup fresh blueberries
- ½ cup all-purpose flour
- ½ cup rolled oats
- ¼ cup packed Truvia brown sugar
- 1 ½ tbsp. Truvia sugar
- 1 tsp. ground cinnamon
- ½ tsp. ground nutmeg
- ¼ cup cold butter, cubed
- Avocado cooking spray

Directions

1. Preheat oven to 350 degrees.
2. Gently toss together the blackberries, raspberries, and blueberries in a large bowl. Rinse two or three times.
3. Add Truvia sugar and set aside.



Shaniqua offers healthy eating classes at the Wellness and Opportunity Center in Asheville.

4. Combine flour, oats, brown sugar, cinnamon, and nutmeg in a separate large bowl. Cut in butter until crumble mixture becomes coarse crumbs.
5. Spray the bottom of a deep dish with avocado oil and fill with berry mixture.
6. Sprinkle remaining crumble over berries.
7. Bake uncovered for 30 to 40 minutes or until fruit bubbles and the topping is browned.

Recipe provided by Shaniqua J. Simuel, MSPH, RPCV, founder of Change Your Palate. Look for upcoming events at amerihealthcaritasnc.com and select Wellness & Opportunity Centers on the Community page. Or visit us at [facebook.com/amerihealthcaritasnorthcarolina](https://www.facebook.com/amerihealthcaritasnorthcarolina).

Member rights and responsibilities: Did you know?

As a member of AmeriHealth Caritas North Carolina, you have certain rights and responsibilities. We will respect your rights and make sure that no one working for our health plan, or any of our providers, will prevent you from using your rights. Also, we will make sure that you are aware of your responsibilities as an ACNC member. For information, visit *Your Rights and Responsibilities* at amerihealthcaritasnc.com or call Member Services at **1-855-375-8811** (TTY **1-866-209-6421**).

Earn CARE Card rewards

You can get a reward if you complete one of these healthy behaviors:

- Care Needs Screening (\$25)
- Cervical Cancer screening: Women ages 21 to 65, once every three years (\$15)
- Infant and well-child visits: Eight well visits from birth to 30 months (\$20)
- Annual well-child visit: Children ages 3 to 21 (\$20)

To see all CARE Card rewards, go to the Benefits page on our website at amerihealthcaritasnc.com.



ACNC Facebook: Please follow us [@AmeriHealthCaritasNorthCarolina](https://www.facebook.com/AmeriHealthCaritasNorthCarolina)



ACNC Instagram: Please follow us [@amerihealthcaritasnc](https://www.instagram.com/amerihealthcaritasnc)

Notice of Non-Discrimination

AmeriHealth Caritas North Carolina complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Full Notice of Nondiscrimination: www.amerihealthcaritasnc.com/assets/pdf/member/eng/non-discrimination-notice.pdf.

AmeriHealth Caritas North Carolina cumple con las leyes federales de derechos civiles aplicables y no discrimina, excluye ni trata a las personas de manera diferente por motivos de raza, color, nacionalidad, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, identidad o expresión de género u orientación sexual. Aviso completo de no discriminación: www.amerihealthcaritasnc.com/assets/pdf/member/eng/non-discrimination-notice.pdf.

Auxiliary Aids and Interpreter Services

English: You can get free materials in large print and other auxiliary aids and services. Call **1-855-375-8811** (TTY/TDD **1-866-209-6421**). If English is not your first language, free interpreter services are available. Call **1-855-375-8811** (TTY/TDD **1-866-209-6421**).

Español (Spanish): Puede obtener sin cargo publicaciones en letra grande y otras asistencias y servicios auxiliares. Llame al **1-855-375-8811** (TTY/TDD **1-866-209-6421**). Si el inglés no es su lengua materna, ofrecemos servicios de interpretación. Llame al **1-855-375-8811** (TTY/TDD **1-866-209-6421**).

中文 (Simplified Chinese): 您可以获取以大号字体印刷的免费资料以及其他辅助设备及服务。请致电 **1-855-375-8811** (TTY/TDD **1-866-209-6421**)。如果英语不是您的第一语言，可以使用免费翻译服务。请致电 **1-855-375-8811** (TTY/TDD **1-866-209-6421**)。