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### Your privacy and information

- Protecting your privacy and health information
- Member rights and responsibilities

### Your care

- Physician review, utilization management, and language services
- Finding a network provider
- Working and communicating with your health care providers
- Standards for doctor appointments, wait times, hours, and access
- Hospital care procedures
- Differences between emergency care and urgent care

- Understanding advance directives
- Evaluating new and emerging medical technologies
- Our Quality Management Program
- Care transitions

### Medications, dental, and travel

- Medical benefit prescription drug guidelines
- Opioid use and substance use disorder
- For PA employer members only: Choose a primary dentist (HMO, DPOS, or Managed Dental Care dental coverage only)
- Using coverage when traveling

### Wellness

- For PA employer members only: Achieve Well-being with AmeriHealth
- For NJ consumer and employer members only: Embrace Well-being with AmeriHealth
- 24/7 Support from a Registered Nurse, Behavioral Health Clinician, or Health Information Line
- Support for condition management, case management, behavioral health, maternity, and general health concerns
- For PA employer members only: Discounts and savings for members

### Contacting us

- Accessing benefit and claims information online
- Reaching multilingual Customer Service

### Claims, appeals, or complaints

- Submitting a claim
- For PA employer members only: Making an appeal or complaint
- For NJ consumers and employer members only: Making an appeal or complaint

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Note: Not all topics apply to all health plans.

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## Important information about your health care benefits

# Stay informed about your health plan

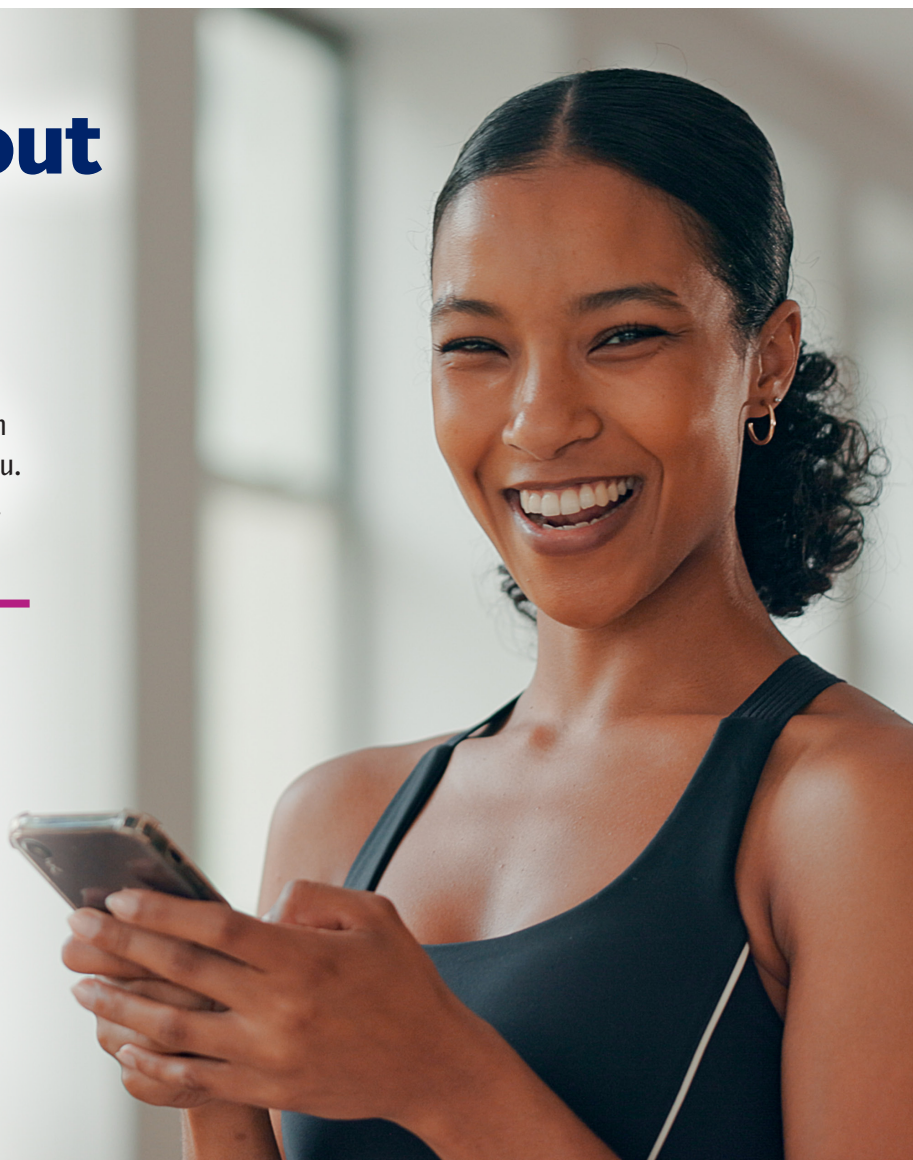
Each year, we send you important updates about your AmeriHealth health plan. We want to make sure you know your rights as a member and get the most from your health plan by taking advantage of the tools and resources available to you. Please take a few moments to review this mailer to learn more.



### Connect with us!

Sign up to get health screening reminders, plan notifications, and money-saving alerts securely by text or email.

[amerihealth.com/getconnected](https://amerihealth.com/getconnected)



It's important to understand your health benefits, how they work, and some laws in place to protect the privacy of your personal information. Below is important information we want you to know about tools you can use to access health and benefits information, your rights related to mastectomy benefits and privacy, and our security procedures. We've also included a list of additional articles you can review online at [amerihealth.com/healtharticles](https://www.amerihealth.com/healtharticles).

## Behavioral health resources and support

We want to make it easier to take care of your mental health. That's why we make sure our members have a variety of support and care options.

Call the Mental Health number on the back of your member ID card to reach our Behavioral Health Care Navigation team, who can help you find an in-network behavioral health provider for in-person or virtual services. During tough times, we can also connect you with a case manager for in-the-moment support.

And there are additional resources available to you:

- Quickly connect to care with in-network general and specialty behavioral health services. [amerihealth.com/get-care/behavioral-health](https://www.amerihealth.com/get-care/behavioral-health)
- Self-guided digital programs and online coaching through Mental Health Coaching by Teledoc. [teladochealth.com](https://www.teladochealth.com)
- Virtual appointments with a licensed psychiatrist, psychologist, or therapist are available through the Teladoc Health network. [teladochealth.com](https://www.teladochealth.com)

To learn more about everything your benefits offer, log in at [amerihealth.com](https://www.amerihealth.com), select *Coverage & Benefits* from the menu on the left side of your Dashboard, and then select *Additional Benefits and Programs*.

## Manage your health and benefits

Your health journey is unique. That's why we redesigned our member website and mobile app to be centered around you. Access health plan information, find resources, and get support when you need it.

Log in at [amerihealth.com](https://www.amerihealth.com) or use our free AmeriHealth mobile app to:

- Access Health Journeys for a quick view of everything related to your care
- Create a custom directory of your care team for quick access to your favorite providers
- Get alerts and reminders for screenings, prescription refills, and more
- Reach a Registered Nurse Health Coach when you have health-related questions
- Estimate out-of-pocket costs based on your specific health plan
- View, print, or share your member ID card

## Maintaining your privacy

### Gramm-Leach-Bliley Notice of Privacy Practices

At AmeriHealth, we value you as a member, and the protection of your personal information is very important to us. To effectively administer the array of health plans offered to our members, AmeriHealth may collect and share "nonpublic personal information" about you in accordance with applicable laws and regulations. This notice is provided as required by the Gramm-Leach-Bliley Act, a federal law, and applicable state regulations. This notice informs you how we collect, share, and protect your personal information.

### Nonpublic personal information

#### What AmeriHealth collects

AmeriHealth collects nonpublic personal information about you when you apply for health care coverage with AmeriHealth or when AmeriHealth administers your benefits. For example, AmeriHealth may collect personal information such as your name, address, phone number, cell phone number, Social Security number, and account information, which may not otherwise be publicly available.

AmeriHealth receives this information from:

- You, your employer, or benefits plan sponsor on applications and other forms
- Your transactions with AmeriHealth, our affiliates, or others
- Consumer reporting agencies
- Electronic sources when you access our website, including data that is obtained with an information-collection device known as a "cookie"

### What AmeriHealth discloses and to whom

AmeriHealth does not disclose nonpublic personal information about our members or former members to anyone, except as otherwise permitted by law. For example, AmeriHealth may disclose nonpublic personal information to affiliates and nonaffiliated third parties to perform services on our behalf or as necessary for everyday business purposes such as to process your transactions, maintain your account, respond to court orders, or report to credit bureaus.

### Our security procedures

AmeriHealth restricts access to nonpublic personal information about you to individuals or entities involved in providing services to you. AmeriHealth maintains safeguards to protect nonpublic personal information from unauthorized access and use.

Please call Customer Service at the number on the back of your ID card or go to [amerihealth.com/privacy](https://www.amerihealth.com/privacy) if you have any questions about this notice.

## Notice of Privacy Practices

AmeriHealth is committed to protecting the privacy of our members' personal health information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which requires us to take additional measures to protect personal information and to inform our members about those measures.

The Notice of Privacy Practices describes how AmeriHealth may use and disclose a member's personal health information and how a member of an AmeriHealth health plan can get access to this information. For details on our practices, available privacy forms, and HIPAA requirements, please visit [amerihealth.com/privacy](https://www.amerihealth.com/privacy). You can also call to request a copy of the Notice of Privacy Practices by contacting Customer Service at the number on the back of your ID card.

## Understanding mastectomy-related benefits

If you had a mastectomy or expect to have one, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). WHCRA is a federal law that requires group health plans and a health insurance issuer providing health insurance coverage in connection with a group health plan to cover breast reconstruction after a mastectomy. If you are receiving mastectomy-related benefits, you'll have coverage — provided in a manner determined in consultation between you and your attending physician — for:

- All stages of reconstruction of the breast on which the mastectomy has been performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses
- Treatment of physical complications of the mastectomy, including lymphedema

These benefits are subject to the same deductibles, coinsurance, and/or copayments applicable to other medical and surgical benefits provided under your group health plan.

For more information about our nondiscrimination policy, including how to access language services, please visit [amerihealth.com/taglines](https://www.amerihealth.com/taglines) or call 1-888-968-7241 to request a paper copy.

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711).

Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。致电 1-800-275-2583 (TTY: 711)。

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