

# AmeriHealth Caritas North Carolina

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NC Get Covered

Care Share Health Alliance

September 20, 2019



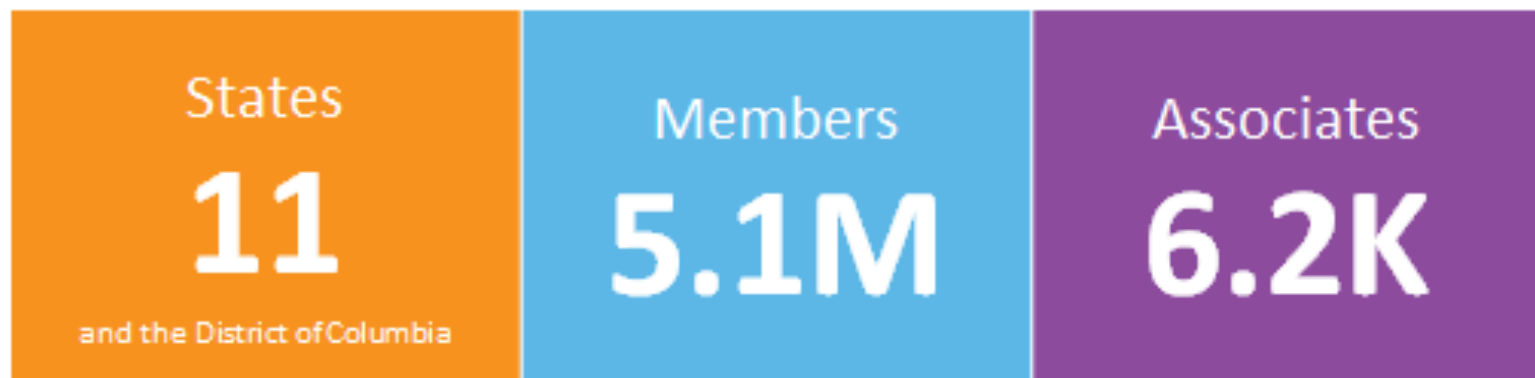
**CARE IS THE HEART  
OF OUR WORK<sup>SM</sup>**

Delivering the Next  
**Generation**  
of Health Care

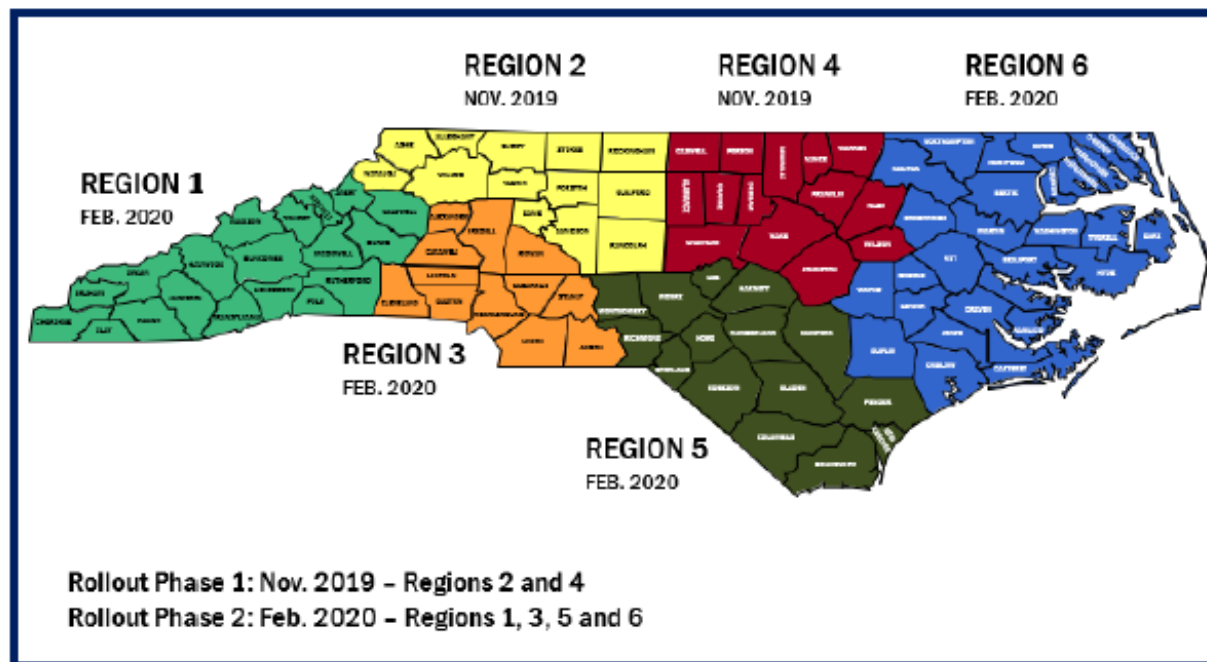
## AmeriHealth Caritas — Who We Are



- AmeriHealth Caritas North Carolina is part of the AmeriHealth Caritas Family of Companies, a national leader in Medicaid managed care.
- For more than 35 years, AmeriHealth Caritas has helped individuals who are most in need access quality health care and services.
- **Our mission:** We help people get care, stay well and build healthy communities.
- **Our vision:** To lead America in health care solutions for the underserved.



# NC Medicaid Managed Care Important Dates



## Managed Care Phase 1 (Regions 2 and 4)

- Enrollment Packets Mailed: 6/28/2019
- Open Enrollment: 7/15/19 – 9/13/19
- Reminder Postcard: 8/13/19
- Auto-Assignment: 9/16/19
- Health Plan Coverage Starts: 11/1/19

## Managed Care Phase 2 (Regions 1, 3, 5, 6)

- Enrollment Packets Mailed: 9/2/2019
- Open Enrollment: 10/14/19 – 12/13/19
- Reminder Postcard: 11/13/19
- Auto-Assignment: 12/16/19
- Health Plan Coverage Starts: 2/1/20

# Member Welcome Kit Material

- The member handbook will tell members how AmeriHealth Caritas North Carolina will work. Topics will include, but not be limited to:
  - Hours of operation
  - Benefits
  - Other important information about how AmeriHealth Caritas North Carolina will work
- The handbook, along with the AmeriHealth Caritas North Carolina ID card and other important plan material, will be mailed with the welcome packet within seven days after a member enrolls in the health plan.



Handbook Cover




Welcome Letter



Who We Are Brochure

# ACNC Member ID Card



NC Health Choice

Member name  
**John L Doe**

AmeriHealth Caritas North Carolina ID  
**XXXXXXXXXX**

State ID: **XXXXXXXXXXXXXXXXXX**

Primary doctor  
**PCP first name, PCP last name  
Group name**


PCP/Group address  
**Street Address  
City, State ZIP**

PCP/Group phone number  
**X-XXX-XXX-XXXX**

Effective date  
**MM/DD/YYYY**

Limits may apply to some services.

Not transferable



NC Health Choice

Member name  
**John L Doe**

AmeriHealth Caritas North Carolina ID  
**XXXXXXXXXX**

State ID: **XXXXXXXXXXXXXXXXXX**

Primary doctor  
**PCP first name, PCP last name  
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PCP/Group address  
**Street Address  
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PCP/Group phone number  
**X-XXX-XXX-XXXX**

Effective date  
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# Value Added Benefits

- Living Beyond Pain
- Boys & Girls Club Membership
- Weight Watchers
- Asthma Navigation
- Testing Vouchers (GED)
- Flexible Recovery Benefit
- Incentive Rewards for completion of select healthy behaviors
- Home visits for Women with High Risk Pregnancies/Doula maternity support
- Post-discharge meals delivered to qualifying members
- Additional Vision benefits for members 21 and older
- SafeLink Phone Program

# When Does Member Receive a New ID Card/Welcome Kit?

Request – Trigger	Send ID card?	Send Welcome kit?
New member – Request via custom enrollment process	Yes	Yes
Yes	Yes	
Change in Plan – Region code/copay	Yes	No
Change in Medicaid ID	Yes	No
Change in Member Name	Yes	No
Change in PCP/AMH assignment	Yes	No
Reinstatement of members after 60 days from last term date	Yes	Yes
Reinstatement of members less than 60 days from last term date	No	No
Member request – duplicate/replacement	Yes	No
Welcomekit request – adhoc IDS		

# DIGITAL ADVERTISING

## Digital Advertising





# PRINT ADVERTISING



**We are proud to serve you.**

EST. 1983

All images are for illustrative purposes only. Any person and depicted in a model.



**AT AMERIHEALTH CARITAS, WE'RE ON A MISSION.**

A mission to help neighbors, coworkers, friends, and family members get care, stay well and build healthy communities. Today, we celebrate our newest community: yours. We look forward to serving Medicaid managed care beneficiaries in North Carolina and creating success stories through better health and personal growth.

 **CARE IS THE HEART OF OUR WORK**

Learn more at [amerihealthcaritasnc.com](http://amerihealthcaritasnc.com)

ATNC-010104-00000



AT AMERIHEALTH CARITAS,  
**WE CARE ABOUT**

**CITY NAME**

At AmeriHealth Caritas North Carolina, we are focused on whole-person care. We know this goes beyond great health care, doctors and medical services. That's why we connect eligible Medicaid managed care members [optional: in city name] to these important benefits:

-  Transportation to doctors and pharmacies
-  Education benefits, like GED assistance
-  Healthy meals and food
-  Housing services and assistance

 **CARE IS THE HEART OF OUR WORK**

Learn more about us at [amerihealthcaritasnc.com](http://amerihealthcaritasnc.com)

ATNC-010104-00000

# BILLBOARD



# BUS WRAPS





# MOBILE APP

## AmeriHealth Caritas North Carolina Mobile App

### Download our mobile app today!

The AmeriHealth Caritas North Carolina mobile app keeps you updated on your health care information.

#### Have you ever...

- Arrived at a health care provider's office without your ID card?
- Had to find a new primary care provider (PCP) or specialist?
- Gotten lost on your way to an appointment?
- Been asked for a list of your medicines during a visit with a health care provider?
- Wanted to call AmeriHealth Caritas North Carolina but could not find our phone number?

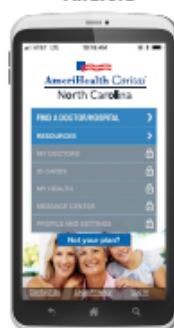
### The AmeriHealth Caritas North Carolina mobile app can help!

The mobile app is available for iPhone and Android smartphones. To get the mobile app, visit the Google™ Play or Apple App® Store and search for AHC Mobile.

iPhone



Android



For more information, please call  
AmeriHealth Caritas North Carolina  
Member Services at 1-855-375-8811  
(TTY 1-866-209-6421).

**The AmeriHealth Caritas North Carolina  
mobile app is available at no cost!\***

Scan this  
code to  
download  
the app.



\*Standard messaging and data fees may apply.

AmeriHealth Caritas North Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, ethnicity, national origin, age, disability, sex, pregnancy, religion, National Guard or Veteran's status, sexual orientation, and gender identity or expression or any other status protected by federal or state law.

Questions?

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