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ConnectCare News

Your Medicaid and ARKids First Connection to a Medical Home • Summer 2013

ConnectCare is Here to Help You!

ConnectCare is a program that helps people who have Medicaid and ARKids First find a primary care doctor (PCP) and dental care.

How can I find a Primary Care Doctor (PCP)?

To find a PCP, call the toll-free helpline at 1-800-275-1131 or 501-614-4689 from 6:00 a.m. to 10:00 p.m., Monday through Friday.

The operators can:

- ✓ Assign a doctor
- ✓ Change your doctor
- ✓ Give you phone numbers for other programs that may help you

You can also go to our website to find a doctor.

- ✓ Go to www.seeyourdoc.org
- ✓ Click on Assign/Change My Doctor
- ✓ Fill out the form and click Send Request
- ✓ You will get a letter in the mail from us to let you know if we were able to assign your doctor

If you need a doctor right away, call the helpline.

How can I get help finding Dental Care?

You can call the toll-free dental helpline at 1-800-322-5580 or 501-614-5933 from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Dental operators can:

- ✓ Answer dental questions
- ✓ Find a dentist
- ✓ Make a dental appointment
- ✓ Help you find a ride to your dental appointment
- ✓ Remind you of your appointment



ConnectCare has booths at some school and community health fairs. At these fairs, our staff can answer questions about doctor assignments and dental services and we can assign doctors. You will need to bring your Medicaid number to get a doctor assigned.

Watch for school and community news that will let you know about these events.

If you have a hearing loss, call our TDD number: 1-800-285-1131.



Your Medicaid and ARKids First Connection to a Medical Home

Give your Baby the Best Start in Life

Having a baby is one of the most exciting journeys you will ever take. There are things you can do to give your baby the best start in life. A woman's pregnancy lasts from 39-42 weeks. The doctor and his nurses will check your height, weight and blood pressure, and will take blood and urine samples. Taking these tests will help your doctor decide the kind of care you and your baby will need during your pregnancy and to know when your baby will be born.

Here are things you can do to stay healthy and to have a healthy baby:

- See your doctor early in your pregnancy and go to your checkups
- Ask your doctor before taking any medicines
- Drink plenty of water each day
- Eat a good diet of fruits, vegetables, whole grains, low-fat milk products and lean meats for protein
- Take your vitamins
- Cut back on coffee and soft drinks. Try to switch to drinks that do not have caffeine.
- Do not drink alcohol or smoke
- Wash your hands often to avoid infections
- Take care of your teeth
- Don't stress out! Find ways to relax.

Your baby depends on you to make good choices. The two Happy Birthday Baby Books are very helpful for new mothers. Book one is for pregnancy through age 1 and book two is for the newborn through age 5. These books are free and you can order them by going to the Healthy Families website at <http://www.healthyfamiliesnow.net/happy-birthday-baby-books> or by calling the toll-free number: **1-800-235-0002**



The Happy Birthday Baby Books are on Facebook! Visit www.Facebook.com/HealthyFamiliesNow, "Like" them, and join the chat with other healthy families.

Source: Misty Smith, Health Educator
ConnectCare Program



Text4Baby

Text4baby is a way to help pregnant women and new moms get health tips and information. All of the messages you receive from text4baby are free!

Even without a text messaging plan you can still get these free messages. If you have limited texts per month, text4baby will not take away from that limit.

How Does Text4baby Work?

There are two ways to sign up for information

- Go to the website www.text4baby.org, or;
- Text the word **BABY** (or **BEBE** for Spanish) to the number **511411**

Enter your baby's due date or birthday and your zip code. After you sign up, you will receive free messages with tips for your pregnancy or caring for your baby.

After you have your baby you can text UPDATE with your baby's birthday so you will keep getting health messages.

If you want to stop getting messages fromText4baby, text **STOPS** to **511411**. To start getting the messages again, you will need to sign up by sending **BABY** to **511411** (**BEBE** to **511411** for Spanish messages).



Do you need a ride to see your doctor or dentist?

Medicaid's Non-Emergency Transportation program, or NET, gives rides to and from your doctor and covered Medicaid health services.

How do I qualify for NET services?

You must:

- Have Arkansas Medicaid or ARKids A
- Have no other means of transportation
- First try to find a ride with family or friends
- Go to the doctor closest to you, in most cases

How do I get a ride?

This map shows you the number to call for a ride. The person you call is your "Transportation Broker." To get a ride, call:

- Between 8 a.m. and 5 p.m., Monday through Friday
- At least 48 hours or 2 business days before your doctor's visit

What will my broker need from me before giving me a ride?

You must:

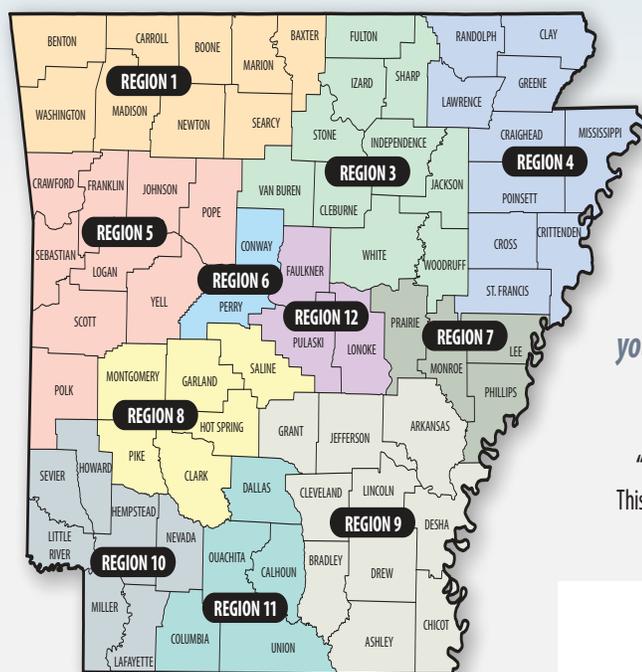
- Have your Medicaid ID number
- Give your address where you want to be picked up
- Have the address and phone number for your doctor
- Tell them the day, time and place of your appointment
- Give them 2 working days (48 hours) notice
- Be ready when they arrive

When should I call the NET Help Line?

The NET Help Line is 1-888-987-1200 or TDD/TTY 1-888-285-1131. Call if you have questions or issues about the NET program. This is a free call to Medicaid.

Find the county where you live on the map to see which broker to call for a ride.

Find the county where you live on the map to see which broker to call for a ride.



For example, if you live in Pulaski County, you live in Region 12.

Each region has a "transportation broker." This is the company you must call to schedule a ride.

REGION 1: • LeFleur 1-855-548-4517	REGION 7: • Southeastrans 1-855-223-1224
REGION 3: • Area Agency on Aging of Western Arkansas 1-855-305-4157	REGION 8: • Central Arkansas Development Council 1-800-385-9992
REGION 4: • East Arkansas Area Agency on Aging 1-888-240-2264	REGION 9: • Area Agency on Aging of Southeast Arkansas 1-866-501-7328
REGION 5: • Area Agency on Aging of Western Arkansas 1-888-783-6632	REGION 10: • Southwest Arkansas Development Council, Inc. 1-888-772-5773
REGION 6: • Area Agency on Aging of Western Arkansas 1-800-568-9987	REGION 11: • Central Arkansas Development Council 1-800-385-9992
	REGION 12: • Southeastrans 1-855-223-1225

REMINDER!



Meals for Children Starts after School Lets Out for Summer

Summer Meal Programs are offered during the summer break from school and provide free healthy meals and snacks at no charge for children. Summer meals for children are provided at schools, churches, camps, boys and girls clubs, recreation centers and other community settings. You do not have to sign up your child and no ID is required. Even children visiting from other towns are welcome.

At most summer meal sites, children ages 18 or younger can get one or two meals per day at no

charge. Meals and snacks are also given to persons 19 and older who are signed up in school programs for the mentally or physically disabled.

These meals help children continue to get the healthy foods they need to learn play and grow during the months they are out of school.

To find a list of Summer Meals sites near you, call **1-888-4KID4AR** or text **FoodAR** to **877877**.

Source: Arkansas Hunger Alliance



Arkansas Department of Health
Keeping Your Hometown Healthy



1-800-275-1131 / 1-800-285-1131 TDD
Central Arkansas: 501-614-4689

www.seeyourdoc.org

ConnectCare News is printed for
Medicaid/ARKids First customers

If you are not on our mailing list and would like to receive this newsletter, or would like to receive this newsletter in Spanish, please email us at

Connectcare.outreach@arkansas.gov or call our office.

Si usted no está en nuestra lista de correo y quisiera recibir este boletín, o quisiera recibir este boletín en Español, por favor envíenos un correo electrónico a Connectcare.outreach@arkansas.gov o llame a nuestra oficina.

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HELPLINE

Call 1-800-275-1131
TDD 1-800-285-1131
www.seeyourdoc.org

ConnectCare Helpline can:

- Assign or change your doctor
- Refer you for help if we cannot help you
- Tell you if your Medicaid is still active

DENTAL PROGRAM

Call 1-800-322-5580
TDD 1-800-285-1131

ConnectCare Dental Program can help:

- Find a Medicaid dentist in your area
- Schedule dental appointments
- Assist with transportation (Medicaid and ARKids First A only)
- Remind you of appointments
- Reschedule missed appointments

Ask the Expert:



I'm on Medicaid and expecting a baby. How do I get my baby enrolled on the program?

If you have a baby while you are on Medicaid, your baby will most likely be able to get Medicaid too. You will need to fill out paperwork on your new baby as soon as you can. Here's how:

- Get the paperwork from your local DHS office, or
- Print out an application from <http://www.arkidsfirst.com/home.htm> and click on Apply. Fill out the form and return it to your county DHS office.
- Call ARKids First toll-free hotline at 1-888-474-8275, Monday through Friday from 8 a.m. until 4:30 p.m., and the application information can be mailed to you.
- Include a birth certificate or some kind of proof of your baby's age with the form.

Source: Medicaid Handbook