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RENEWAL**  
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# ConnectCare News

Your Medicaid and ARKids First Connection to a Medical Home • Fall 2015

## Renew Your Child's ARKids Coverage Now

If your kids are on ARKids, you should have gotten a letter from the Department of Human Services telling you it is time to renew. The renewal process has changed. But don't worry; it is simple. The fastest and easiest way to renew is online. Go to [www.access.arkansas.gov](http://www.access.arkansas.gov), respond to the voter registration question with 'yes' or 'no'. Click on the yellow button that says 'Log-In/Apply or Renew' on the next page, and then fill in the information asked. If you do not want to renew online, call or visit your local DHS county office to get an Application for Health Coverage. **Fill out the forms, answer all questions, sign page 8, write RENEWAL across the top of each page, and then mail the forms to**

**DHS Pine Bluff Scanning Center  
P.O. Box 5670  
Pine Bluff, Arkansas 71611**

**DHS does not want your children to lose their health care coverage so don't delay.**

**What should you do if you lost your coverage during the renewal process?**

Has your Health Care Independence Program or Medicaid coverage ended because you did not respond to DHS during the renewal process? Don't worry. You still have time to get information to DHS so the agency can determine whether you are still eligible and re-instate your coverage. In fact, the law gives you 90 days from the date your coverage ended to get the information to DHS. You will not have to re-apply or file an appeal. You need to provide the information requested. For most people, that is verification or proof of income. DHS needs copies of two of your most recent paycheck stubs, a letter signed by you saying you are unemployed and have no income or any other official letter that shows how much money you make. If you aren't sure what you need to bring, you can call or visit your local DHS county office. You also can read the following list of frequently asked questions and the answers.

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# FREQUENTLY ASKED QUESTIONS ABOUT RENEWAL

**I have a question regarding my DHS Renewal Notice, but I cannot get through to 855-372-1084.**

- Call ANY DHS County Office for help regarding the renewal notice that you received. (To find the phone number of DHS County Offices, go to [www.humanservices.arkansas.gov](http://www.humanservices.arkansas.gov) and click on “find your local county office.”)

**What do I need to provide proof of income to DHS? Provide one of the following:**

- Check stubs (for previous month)
- Letter from Employer (verifying income)
- Verification of Earnings Form - DCO97 (completed by employer)
- Benefit Award Letters (such as Social Security or Unemployment Benefits)

**If I am self-employed, what do I need to provide proof of income to DHS?**

- Tax Return, including Schedule C
- If you have not filed, provide the extension and last year’s return

**If I am unemployed, what do I need to provide proof of income to DHS?**

- Letter explaining that you have no income (your signature must be included)

**How can I submit my proof of income to DHS?**

- Mail your documents to the address shown on your DHS Notice. (Please make sure that your Social Security Number and Date of Birth are on the documents. If not, write this information on your documents).
- OR
- Take your documents to a DHS County Office near you.

**I cannot meet the 10 day deadline to provide proof of income. How can I receive more time?**

- Call ANY DHS County Office and speak with a DHS representative to request an extension. (This will prevent your case from being closed for failing to respond).

**What will happen if I do not provide proof of income?**

If you fail to provide the required documents by the deadline or do not receive an extension to provide proof of income, you will lose your health insurance coverage. However, if you can provide proof of income within 90 days from the date of termination, you may be reinstated, if determined eligible.

Source- Arkansas DHS

## Who Should I Contact When I Have Healthcare Coverage Questions?

I need to pick a primary care physician.	Visit <a href="http://www.seeyourdoc.org">www.seeyourdoc.org</a> or call 1-800-275-1131.
I need help using <a href="http://www.insureark.org">www.insureark.org</a> .	Call 1-855-550-3974.
I need to know what plan I’m enrolled in. <ul style="list-style-type: none"> <li>• I haven’t received my insurance card from my carrier.</li> <li>• I have received multiple plan notices and need to know which one is correct.</li> </ul>	Call 1-888-987-1200, select option 3.
I need non-emergency transportation to my doctor.	Call 1-888-987-1200, select option 1.
I need to find out what Medicaid covers.	Visit <a href="http://www.medicaid.state.ar.us">www.medicaid.state.ar.us</a> and click on the “Consumer” link or call 1-800-482-8988.
I need information about the Affordable Care Act.	Visit <a href="http://www.arhealthconnector.org">www.arhealthconnector.org</a> .

# Keep Your Child from Getting Sick

We all want to keep our kids healthy and protected from sickness. You can do this by first checking with your doctor's office or local health unit to see if they have all the shots they need. If they don't, make sure to get them their shots. Your local health unit will bill your insurance for the cost of the shot. If you do not have insurance you'll need to pay a \$5 Record Maintenance Fee.

## Six reasons to vaccinate your child:

1. **Immunizations (also called vaccinations, or shots) can save your child's life.** Because of improvements in health care, your child can be safe from more illnesses than ever before. Some illnesses that once hurt or killed thousands of children are not a danger anymore and others are not common, thanks to safe vaccines that work.
2. **Shots are safe and they work.** Vaccines are only given to children after careful study by scientists, doctors, and healthcare experts. Vaccines may cause some pain and redness where the shot is given. This is small compared to the pain of the illnesses these vaccines stop.
3. **Immunizations protect the people you care about.** Some people may not be able to get certain shots due to allergies or weakened immune systems. A person who

is able to get vaccinated should do so. This protects your family and also helps stop the spread of these illnesses to others.

4. **Immunizations can save your family time and money.** A child with a vaccine-preventable disease may not be allowed to go to schools or daycares. Some vaccine-preventable illnesses can result in disabilities. They can also cost a lot because of lost time at work, health care bills or long-term disability care.
5. **Immunizations protect future generations.** If we keep fully vaccinating, parents in the future may be able to trust that some illnesses of today will no longer be around to harm their children.
6. **Doctors can dismiss a patient who does not get immunized.** "I recommend that all of my patients receive routine childhood immunizations recommended by the CDC. These vaccines are important in preventing illnesses that can be life-threatening or have long term health consequences, and are a basic element of pediatric care. If a parent refuses to give vaccines, unfortunately we often have to terminate our relationship with that family for refusal to follow medical advice." Dr. Sarah Bone, Pediatrician.

To make sure your shots are up-to-date, talk to your doctor or visit your Local Health Unit. Call 1-800-235-0002 if you need to find your Local Health Unit. Parents with school-aged children will get a letter from the school nurse if your child needs shots.

Source: Arkansas Department of Health - Immunizations Section

## Brain Injuries

Children and teens who are active or play rough sports are in danger of getting a serious brain injury called a concussion. A concussion is caused by a bump or hard blow to the head or body. It can change the normal function of your brain. Your child may tell you that he has a headache or feels pressure in his head.



### Watch for the following:

- Throwing Up
- Feeling dizzy
- Blurry vision
- Confused

Parents should check their child's behavior after the accident. Signs may not appear until hours or days after the injury. Things parents can look for in their injured child are:

- Memory problems
- Dazed or stunned looks
- Clumsiness
- Passes out
- Mood swings

If your child is still showing signs of a concussion, or the symptoms get worse, take him to the emergency room right away for evaluation.

CDC has a free tool kit for parents and coaches to prevent and recognize concussions. You can request it at [www.cdc-concussionyouth.com](http://www.cdc-concussionyouth.com)

Source: cdc.gov

# ConnectCare News

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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](http://www.seeyourdoc.org)

ConnectCare News is printed for  
Medicaid/ARKids First customers

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**[Connectcare.outreach@arkansas.gov](mailto: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](mailto: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](http://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:



### Do Medically Frail beneficiaries need to have a PCP (primary care physician or main doctor) assigned?

**Yes.** The Medically Frail is a new Medicaid category that began August 1st. The Medicaid beneficiaries who have been told they are medically frail by Arkansas Department of Human Services (DHS) will need to have a family doctor or PCP assigned. Medically frail beneficiaries can call the special ConnectCare Medically Frail Helpline at 501-614-5270 or 1-855-266-0628 to choose a PCP doctor. The Medically Frail Helpline will be open Monday-Friday from 6am to 4:30pm.

*Source: ConnectCare*