

P.2 EDUCATION CLASSES

P.3 NEED A RIDE?

ConnectCare News

Your Medicaid and ARKids First Connection to a Medical Home • Fall 2016

Protect Yourself from the Flu this Year!

Influenza is a virus called (or known as) the flu that infects the nose, throat and lungs. It can spread from one person to another and can cause mild to extreme illness. A bad case of the flu can sometimes lead to death. The best way to stay safe from the flu is to get a flu shot each year.

Everyday actions to keep from getting the flu:

- Get a flu shot. It helps your body fight the flu.
- Wash or clean your hands often with soap and water or alcohol-based hand rub.
- Do not touch your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Clean and disinfect surfaces and objects that may have the flu germs on them.
- For extra safety, people you live with or spend a lot of time with should get a flu shot too.

The Arkansas Department of Health will have flu clinics across the state in beginning in October. **For a list of the flu clinics near you, go to www.healthy.arkansas.gov**

- Click on F in the index at the top of the page
- Click on Flu clinics
- Click on Mass Flu Clinic List
- Or call 1-800-574-4040

If you have questions or need more information about flu shots, call your local health unit or family doctor.



Source: Centers for Disease Control and Prevention (CDC) and the Arkansas Department of Health

Help Keep your Kids Healthy with Well-child Checkups

Well-child checkups are the best way to keep your kids healthy, and they're free for ARKids First enrollees. Make sure your kids get their checkups at the following ages:

- Birth
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 3 years
- 4 years
- 5 years
- 6 years



Well-child checkups – should be repeated once a year after age 8. Checkups may include vaccines, physical exams and developmental, behavioral and learning evaluations.

Dental checkups – should begin at age 1 and repeated each year.

Eye exams and hearing exams – should follow the recommendations of your pediatrician.

If your child is enrolled in ARKids First and does not have a doctor, call ConnectCare toll-free at **1-800-275-1131** or visit www.ConnectCare.Arkansas.gov to choose a doctor.

Source: Arkansas Department of Human Services (DHS)

NEW!! Education Classes for Medicaid Beneficiaries

Learn about your Medicaid healthcare and win a FREE gift card!

Are you new to Medicaid? Come learn how to get the most out of your Medicaid benefits. The class is free and open to all Medicaid families.

Come to the free session to learn more about Arkansas Medicaid and ARKids First benefits. We will also help you choose your doctor through ConnectCare. These sessions will help you understand more about:

- Getting started with Medicaid
- ConnectCare and why you should choose a doctor
- Emergency room visits – when to go and when not to go to the emergency room
- Copayments and billing
- Free car rides to the doctor
- Your Medicaid rights

Free sessions will be held in your area each month. To sign up for a session in your area, visit www.afmc.org/ARBeneEd or call **1-855-275-5948**.

Bring your Medicaid or ARKids First card to your session. Those who attend have a chance to win a \$25 gift card!



Source: Arkansas Foundation for Medical Care (AFMC)

What is Prediabetes and is it Common?

Prediabetes means a person's blood glucose (sugar) level is higher than normal, but not yet high enough to be diagnosed with diabetes. People with prediabetes are on the road to develop type 2 diabetes within several years. In addition, they are also at increased risk for serious health problems, such as stroke and heart disease.

There are some prediabetes risks that you can't control – like age and family history. But, there are things you can do to reduce your risk, such as increase physical activity and weight loss. Making these lifestyle changes can also help prevent or delay the onset of type 2 diabetes.

Usually, there are not any symptoms when you have prediabetes. Talk to your doctor to know for sure. A simple blood test can confirm if you have prediabetes. For more information, go to <https://doihaveprediabetes.org/>. This resource will help you find out your risk for getting diabetes. Just text "RISK" to 97779 and answer a few simple questions.

Source: DoIHavePrediabetes.org

KNOW WHERE YOU STAND.
TEXT "RISK"
TO 97779
TO TAKE A SIMPLE RISK TEST.

DoIHavePrediabetes.org

ONE OUT OF EVERY THREE American adults has prediabetes, but only one in every 10 people are aware they have it.



Do You Need a Ride to the Doctor?

Non-Emergency Transportation can Help!

Medicaid's Non-Emergency Transportation (NET) program, gives rides to and from some Medicaid-covered health care services. The following is information about NET and how to use the service.

What is the NET service?

- NET may give you a ride to and from your doctor appointments or other services, as long as they are Medicaid-covered.
- There is no limit on the number of trips or miles you can travel, and you do not have to pay anything for the service.

How can you get a ride from NET?

- You must be enrolled in Medicaid or ARKids First A. ARKids First B does not cover non-emergency transportation.
- You must try to find another ride first — maybe with friends or family members.
- You must have no other way to get to your appointment.

You cannot use NET if you are:

- In a nursing home.
- In an ICF/IID (a home for people with intellectual disabilities).
- A qualified Medicare beneficiary (QMB).
- An ARKids First B beneficiary.

To schedule a NET ride:

- Find out who the NET transportation broker is for your region. The broker is the company that Medicaid pays to give you a ride.
- If you don't know your broker, call the NET Help Line toll-free at 1-888-987-1200, option 1.
- Call at least 48 hours (two full days) before your appointment. Don't count Saturday, Sunday or holidays. For example, if you need a ride to the doctor on Monday, you will need to call no later than the Thursday the week before your appointment.

- Your broker will be able to pick you up from 8 a.m. to 5 p.m., Monday through Friday.
- If your health care needs are urgent – such as for chemotherapy, radiation therapy or dialysis – your broker should not require 48 hours' notice.

When you call for a ride:

- Have your Medicaid ID ready.
- Tell the broker why you need a ride.
- Call at least 48 hours (two full days) before your appointment. Don't count Saturday, Sunday, or holidays. For example, if you need a ride to the doctor on Monday, you will need to call no later than the Thursday the week before your appointment.
- Be ready when your ride arrives because brokers only have to wait 15 minutes. If you are not ready, they can leave without you!
- If you must travel outside your region, you will need a referral from your doctor. Ask your doctor to send the referral to your NET broker.

What does your NET broker do?

- Offers rides from 8 a.m. to 5 p.m., Monday through Friday except State holidays.
- Picks you up, as needed, if you have an appointment for chemotherapy, radiation therapy or dialysis.
- Provides a toll-free phone number.
- Tells you a pick-up time when you make an appointment.
- Arrives on time.
- Lets you and your doctor know if your ride will be late.

What if you have an urgent medical situation and need to see the doctor immediately?

- Your doctor must call the transportation broker and explain that you have an urgent medical situation.
- Your broker should come and pick you up without 48 hours' notice.

If you called for a ride, but your ride doesn't show up:

- Call your transportation broker and report the problem.
- Call the NET Helpline at 1-888-987-1200, option 1. Have your Medicaid or ARKids First ID number ready.
- Call your doctor or health care provider to reschedule.

If you have questions or problems with the NET program:

- Call the NET Helpline at 1-888-987-1200, option 1. The helpline staff will not arrange transportation for you, but will try to give you the help you need.

Source: Arkansas Medicaid Beneficiary Handbook 2016

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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:



How do I choose a doctor or Primary Care Physician (PCP)?

Call the ConnectCare helpline at 1-800-275-1131 from 6 a.m. to 8 p.m. (This is recommended). If you are unable to call the helpline or need additional assistance, you may choose a doctor through any of the following options:

- Go to the DHS office in your county
- Go to the doctor's office
- List your choices for a PCP on the Medicaid or ARKids First application

How do I find a Medicaid or ARKids First provider?

Call ConnectCare, (or visit your county DHS office) to get a list of PCPs who take Medicaid or ARKids First.

How do you change your PCP?

Call the ConnectCare helpline at 1-800-275-1131 from 6 a.m. to 8 p.m. (This is recommended), or visit the DHS office in your county.

Source: Arkansas Medicaid Beneficiary Handbook 2016