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ConnectCare News

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

New!! Education Classes for Medicaid Beneficiaries

Learn about your Medicaid health care 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 our free session to learn more about Arkansas Medicaid and ARKids First benefits. These sessions will help you understand more about:

- Starting 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

We will also help you choose your doctor through ConnectCare.

These 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)

IMPORTANT!!! You must have proof of insurance for your tax return.

If you or a family member has health insurance through Medicaid, ARKids or the Health Care Independence Program, please read the important news below.

Federal law requires Americans to show they have health insurance when they file their taxes. The DHS will begin mailing the letters of proof in January. This will take a few weeks. All letters may not be out until early February. Letters will go to people with qualifying coverage through one of the programs listed above.

The proof you need when you file your taxes is called a 1095-B form. Each family member with health insurance through DHS will receive his or her own letter. The letters from DHS may include more than one form for the same person. Keep all of them. Take them with you when you file your taxes.

If you have not received your 1095 by early February or you have questions about the form call 1-844-461-3860. This number is only for questions about the forms.

DHS will mail the letters with the proof you need to the address it has on file for you. Contact your local county office and provide them with your correct address if you have moved.



Source: DHS



Car crashes are the number one cause of death for Arkansas children. It is important for parents to choose the best-fitting car seat for their child and make sure they are buckled in right. Read your child's car seat instructions after you buy it to make sure you put it in your car the right way. Then you must set a good example and always wear your seatbelt.

Take these steps to make sure your child is safe in a car:

- Infants (newborn to 2 years) should ride in a car seat that is facing the rear. Some car seats require children to stay rear-facing until they reach 35 pounds.
- Children (from 2 years to 4 years) should ride in a forward-facing car seat with a harness until they outgrow it. This will happen around age 4 or when they weigh 40 pounds.
- Children (from 5 years) should sit in a booster seat until the seat belt fits the child right without the booster seat. The seat belt fits right if it lies across the upper thighs (not across the stomach) and the shoulder belt lies across the shoulder and chest (not the neck).
- Children should ride in the back seat until they are at least 13 years old.

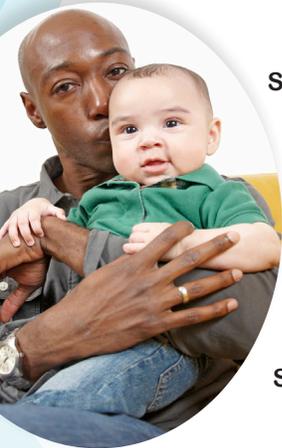
- Be aware of recalls. The car seat maker will issue a safety recall when their car seat has safety issues. Follow their instructions for returning the car seat when you hear about them. Recalls can be found on the National Highway Traffic Safety Administration website, www.nhtsa.gov, or by calling the Vehicle Safety Hotline at 888-327-4236.
- If you are involved in a car crash, you should buy a new car seat. Even small car crashes can cause problems with your child's car seat.
- Look for expiration dates. Be careful when buying used car seats because they can expire. Never buy a car seat that does not have instructions or a label telling you when the car seat expires.

For more information:
National Highway
Traffic Safety
Administration
(www.nhtsa.gov)

Source: cdc.gov



Shaken Baby Syndrome



Shaken Baby Syndrome is a bad brain injury caused by repeated, violent shaking that makes a baby's brain move inside its skull. Shaken Baby Syndrome is child abuse that does not have to happen. **Never shake your baby.** The shaking can cause serious harm, such as bleeding in the eyes or brain. At least one of every four babies who are shaken dies from the injuries. Other signs of Shaken Baby Syndrome are:

- Limp body
- Trouble breathing
- Poor feeding or sucking
- Seizures
- Throwing up
- Pale or blue colored skin

The main cause of Shaken Baby Syndrome is endless crying. It is normal for a growing child to have long time spans of crying. Crying doesn't mean your baby is mad at you or he isn't behaving well. Sometimes they just need to cry.

Parents can try these ways to calm a crying baby:

- Rock or cuddle your baby close to your body
- Be sure your baby is not hungry, too hot or cold or his diaper needs to be changed
- Wrap your baby in a baby blanket
- Rock or swing your baby in a baby swing
- Take the baby for a car ride
- Play soft music or sing to your baby
- Give your baby a pacifier
- Place your baby on their back in their crib to help them to go to sleep

Try these steps if your baby's crying is stressful to you:

- Put your baby in a safe place and leave the room
- Wait a few minutes to return to your baby
- Take slow, deep breaths
- Wash your face with warm water
- Get active: walk, do push-ups or sit ups
- Ask family or a friend for support

If your baby continues to cry, call your doctor. He may be sick.

Source: cdc.gov

Bacterial vs Viral Infections: When Do Antibiotics Work?

If your child gets sick with a sore throat or cold this winter there are certain types of medicine that works best for the specific sickness. Illnesses may be caused by a bacterial or viral infection. Take your child to the doctor if the sickness does not improve or go away.

Bacterial Infection

Bacteria can cause illnesses like strep throat and whooping cough. If your child has an illness that is caused by a bacterial infection it should be treated with an antibiotic. Antibiotic use can only cure bacterial illnesses—not viral illnesses. There are many different types of antibiotics. Your doctor will choose the right antibiotic for your child’s infection.

Viral Infection

Viral illnesses, like colds, usually go away without treatment in a week or two. Green colored mucus from the nose is NOT a sign that an antibiotic is needed. As the body fights off an infection, mucus can change color. This is normal. If the doctor says your child has a sickness caused by a virus, there are no medicines to make the sickness go away. If your child has a viral infection, you can help your child feel better by treating the symptoms. The symptoms may be a fever or a runny nose. Antibiotics will NOT help to cure an illness caused by a virus. Only your doctor will know for sure and will give you a prescription for the antibiotic medicine if it is needed.

Illness	Usual Cause		Antibiotic Needed
	Viruses	Bacteria	
Cold/Runny Nose	✓		NO
Bronchitis/Chest Cold (in otherwise healthy children and adults)	✓		NO
Whooping Cough		✓	Yes
Flu	✓		NO
Strep Throat		✓	Yes
Sore Throat (except strep)	✓		NO
Fluid in the Middle Ear (otitis media with effusion)	✓		NO

Talk with your doctor about the best way to care for your child when they are sick. When an antibiotic is not prescribed, ask your child’s doctor what can be used to relieve symptoms. The bottom line is antibiotics can only treat bacterial infections - not viral infections.

Source cdc.gov

PREPARING AND PREVENTING A HOME FIRE

Steps you can take now to protect your family.

- Keep items that can catch on fire at least three feet away from anything that gets hot, such as space heaters.
- Never smoke in bed.
- Talk to your children regularly about the dangers of fire, matches and lighters and keep them out of reach.
- Turn portable heaters off when you leave the room or go to sleep.

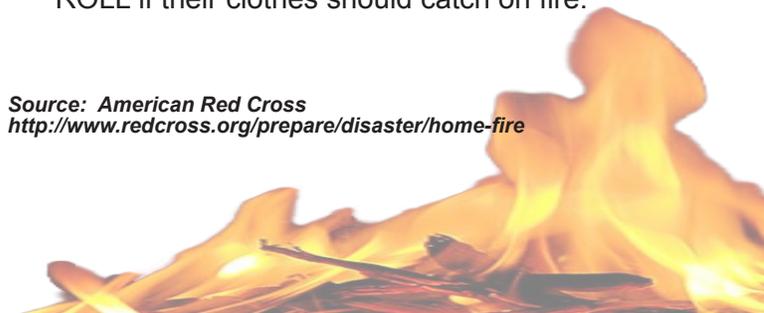
SMOKE Alarms

- Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.
- Teach your children what smoke alarms sound like and what to do when they hear one.
- Test smoke alarms once a month, if they’re not working, change the batteries.
- Smoke alarms should be replaced every 10 years. Never disable smoke or carbon monoxide alarms.
- Carbon monoxide alarms are not substitutes for smoke alarms. Know the difference between the sound of smoke alarms and carbon monoxide alarms.

Fire Escape Planning

- Ensure that all household members know two ways to escape from every room of your home.
- Make sure everyone knows where to meet outside in case of fire.
- Practice escaping from your home at least twice a year and at different times of the day. Practice waking up to smoke alarms, low crawling and meeting outside. Make sure everyone knows how to call 9-1-1.
- Teach household members to STOP, DROP and ROLL if their clothes should catch on fire.

Source: [American Red Cross](http://www.redcross.org/prepare/disaster/home-fire)
<http://www.redcross.org/prepare/disaster/home-fire>



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www.seeyourdoc.org

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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:

Who do I call if I have a Medicaid question or problem? Below are the numbers to call.

- **Medicaid eligibility** - renewal notice, affordable health care coverage, lost Medicaid card
Access Arkansas 1-800-482-8988
- **Medicaid Billing** - denial of a claim, benefit limits, or prior authorization
Client Assistance/Medicaid Claims 1-800-482-5431
- **Medicaid transportation** - can give you a ride to medical appointments if you qualify
Transportation Help Line 1-888-987-1200 and follow the directions
- **Grievance Hotline** - to complain about your doctor
Medicaid Beneficiary Complaint line 1-888-987-1200 and follow the instructions
- **Assign or change your doctor** -
ConnectCare 1-800-275-1131

Source: ConnectCare