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ConnectCare News

Your Medicaid and ARKids First Connection to a Medical Home • Spring 2011

CAN YOUR BABY HEAR?

Three of every 1,000 babies are born with significant hearing loss. But, there is no way for a parent to tell if their baby cannot hear. Because of this, almost all of the hospitals in Arkansas test babies for hearing loss before they go home from the hospital. Hearing tests are painless and fast. Parents are given the test results before the baby leaves the hospital.

Why should a baby's hearing be tested?

Hearing tests are the only way to find hearing loss early. The earlier a hearing loss is found, the better the chance for the baby to develop normal language skills. If a hearing loss is not found early, it will be harder for the baby to learn and develop. The Centers for Disease Control and Prevention (CDC) advises that:

- All babies should be tested for hearing loss no later than one month of age. It is best if they are tested before leaving the hospital after birth.
- If a baby does not pass the hospital hearing test, it is very important for them to get a full hearing test as soon as possible, but no later than three months of age.

Can a newborn baby pass the hearing test and still have a hearing loss?

Yes. Some babies hear well enough to pass the hearing test, but can lose their hearing later because of:

- Illnesses
- Injuries
- Medicines
- A family history of hearing loss

If parents are concerned about their baby's hearing, they should talk with the baby's doctor. A baby is never too young for a hearing test!



Milestones for Hearing

Most children learn and develop at different ages. Below are some normal milestones (or signs) to watch for as a baby grows and develops.

Birth to 3 months

- Quietsens to familiar voices
- Stirs, wakes up or cries at loud sounds
- Startles at sudden loud sounds

3-6 months

- Turns head or moves eyes to find direction of sound
- Starts to make speech-like sounds
- Enjoys toys that make sound

6-9 months

- Responds to hearing own name
- Begins to understand simple words ("no" and "bye-bye")
- Begins to imitate sounds

9-12 months

- Uses two or more words
- Responds when told "no"
- Imitates simple words and sounds

Keeping Your Child Safe In And Around Water

Small children can drown in only a few inches of water. Even children who have had swimming lessons can drown. Use these tips to keep your family safe.

1. Don't leave your child alone near water, even for a second.
2. When your child is in the water, stay within arms reach. With children under age 5, you should be able to touch them at all times.
3. Wear life jackets. Life jackets should be worn in all bodies of water such as rivers, lakes and streams.
4. Learn Cardiopulmonary Resuscitation (CPR). It can save a child's life with little or no brain damage.



Contact the Arkansas Chapter of the American Red Cross at 501-748-1060 to learn more.

5. Designate a "Water Watcher" when children are in or near water. A "Water Watcher" is an adult who:

- Watches the water at all times
- Is not on the cell phone or computer reading or doing any other distracting activity
- Is sober
- Knows how to swim
- Knows how to perform CPR

Sources: American Academy of Pediatrics, Centers for Disease Control and Prevention and the Consumer Product Safety Division.

From WIC's Kitchen to Yours

The Arkansas Women, Infants and Children (WIC) Program helps families make healthy food choices and promotes the health and well-being of eligible Arkansas women, infants and children.

If you're pregnant, one of the best things you can do is to eat healthy foods – whole grains, lean meats, low fat dairy foods and plenty of fruits and vegetables. Be sure to keep active during pregnancy so you stay strong.

Give your baby the best nutrition – breastfeeding – for a healthy start. Eating healthy foods and being active are still important while you're breastfeeding.

Growing healthy kids – eating well during the early years is key for a healthy start to life. Many of us don't get all the nutrients needed to grow up healthy and strong. Eating a variety of foods and staying active each day can make a difference.

Information about WIC can be obtained from any local county health unit Monday through Friday between the hours of 8:00 a.m. to 4:30 p.m. or by going to the Arkansas Department of Health website at www.healthy.arkansas.gov

WIC is an equal opportunity provider

Recipe for Apricot-Glazed Carrots

Makes 10 servings

Ingredients:

- 2 pounds baby-cut carrots
- 1 medium onion, cut in half and sliced
- ¼ teaspoon salt
- ⅓ cup honey
- ⅓ cup apricot preserves
- 2 tablespoons chopped fresh parsley



Directions:

1. Place carrots and onion in a 4- to 5-quart slow cooker. Sprinkle with salt.
2. Cover and cook on low heat setting 9 to 10 hours.
3. Discard liquid in cooker. Mix honey and preserves in small bowl; pour over carrots in cooker. Increase heat setting to high. Cover and cook 10 to 15 minutes or until hot. Sprinkle with parsley before serving. Carrots will hold on low heat setting up to 2 hours; stir occasionally.

Nutritional Information: 1 serving (¾ cup): 110 Calories; 0 g Fat; 1 g Protein; 3 g Dietary Fiber

Questions About Your Medicaid Insurance?

Help is only a phone call away to answer your questions about Medicaid billing, medical services and claims. Arkansas Medicaid operates a toll-free claims customer service unit where you can call for information and explanations of medical services. You can check to see what services were provided, services that were billed under your Medicaid Benefits and how much Medicaid paid for each service. The Medicaid Claims Customer Service Unit takes calls from 8:00-4:30, Monday - Friday. Please have your Medicaid card or Social Security number ready when you call. They can assist you with other questions such as these below.



- Can you tell me how many office visits have been filed for me?
- How much money does it show I have left on my dental benefits?
- How much money have I used on my lab and x-ray benefits maximum?

- Do I have any days available for inpatient hospital stay?
- What do you show is the last date that my doctor billed for?
- How much was the bill?
- Do I owe anything, like a co-pay or coinsurance?
- I have other insurance. How much did my Medicaid pay and do I owe anything on the charges?
- Why did Medicaid deny the charges? Will I be billed for them?
- I received a bill from my doctor. Can you tell me if I actually owe this? If Medicaid has paid it, when was it paid? How much was paid? Am I responsible for the unpaid portion?
- When will Medicaid start paying the premium and will I be reimbursed for the money that I have paid in for the premium? When can I expect that check?
- How much do I have to pay for my prescriptions?
- Why is one of my children on ARKids A and the other two on ARKids B?

If you have questions about your benefits please call: Arkansas Department of Human Services (DHS) Medicaid Claims Customer Service Unit
1-800-482-5431 (in-state, toll-free or local)
1-501-682-8501 (local or out-of-state)

Protect your child from getting too much sun.

Kids don't have to be at the pool, beach or on vacation to get too much sun. Their skin needs protection from the sun's harmful ultraviolet (UV) rays whenever they are outdoors. Just a few serious sunburns can increase your child's risk of skin cancer later in life.

Seek shade. UV rays are strongest and most harmful during midday, so it's best to plan indoor activities then. If outdoors, seek shade under a tree, umbrella or a pop-up tent.

Cover up. When possible, dress your kids in cool, comfortable clothing that covers the body, like lightweight cotton pants and long-sleeved shirts. A t-shirt, long shorts or a beach cover-up are also good choices.

Get a hat. Hats that shade the face, scalp, ears and neck give great protection. Baseball caps don't protect kids' ears and necks.

Wear sunglasses. Look for child-sized sunglasses with close to 100% UV protection.

Apply sunscreen. Use sunscreen with at least SPF 15 and UVA and UVB protection 30 minutes before your child goes outside. For babies younger than 6 months, apply sunscreen on small areas of the body, such as the face and the backs of the hands, if protective clothing and shade are not available.



Sources: U.S. Centers for Disease Control and Prevention and Safe Kids USA
To learn more about sun safety, visit www.cdc.gov/cancer/skin/basic_info/children.htm



Arkansas Department of Health
Keeping Your Hometown Healthy



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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:

Can I Get Vision (Eye) Care through Medicaid?



Medicaid and ARKids First will pay for a limited number of eye exams and eyeglasses. Adults aged 21 and older will have to pay a co-payment. For children under 21, Medicaid and ArKids First will pay for replacement or repair of eyeglasses when Medicaid approves ahead of time. No referral is needed for vision care. For more information call Medicaid Benefits at 1-800-482-5431.

Source: Medicaid Handbook