

CONNECT CARE NEWS



Providing Proof of U.S. Citizenship

The Arkansas Department of Health and Human Services (DHHS) asks Medicaid applicants and recipients who are citizens to prove their citizenship. A new federal law requires this.

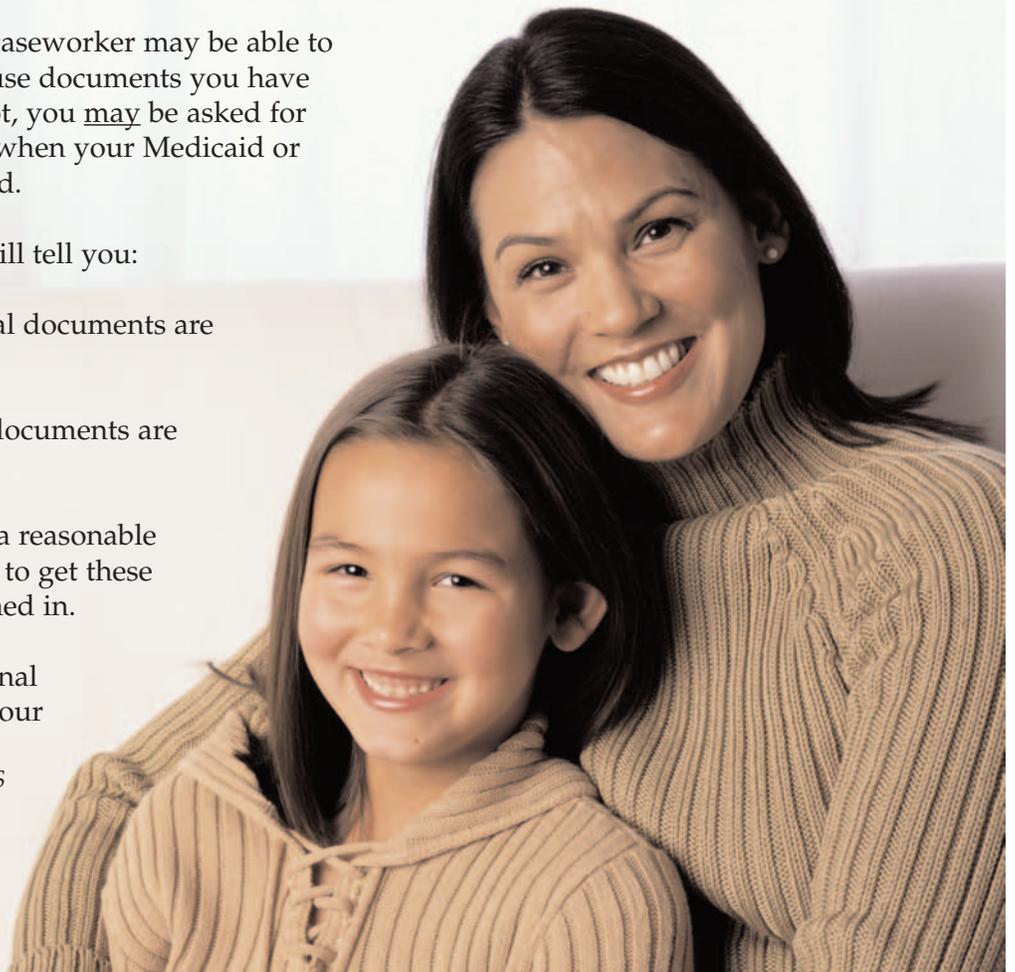
To help you, your caseworker may be able to match information or use documents you have already provided. If not, you may be asked for additional documents when your Medicaid or ARKids case is renewed.

Your caseworker will tell you:

- When additional documents are needed,
- What types of documents are needed, and
- Will allow you a reasonable amount of time to get these documents turned in.

If you have additional questions, please call your DHHS caseworker.

– Sharlette Frazier, CHES



Assign/Change My Doctor

Request Form Online

ConnectCare has a form available online at www.seeyourdoc.org to assign or change your doctor. This form will allow you to choose your doctor and send your request from the computer. You will receive a letter in the mail within three business days either accepting or declining your request. When you submit a request to assign your doctor, it DOES NOT guarantee your request. Instructions are also available online if you need help completing the online form. If you have a doctor's appointment in less than a week, you should call the ConnectCare toll-free helpline at 1-800-275-1131 or 1-800-285-1131 TDD, or 614-4689 to be assigned to a doctor immediately.



Don't Forget Your Flu Shot

Flu season is here. Each year, around 36,000 people in the United States die as a result of the flu. Influenza is a highly contagious disease that is spread through coughing, sneezing and contact with people or objects that carry the virus. Flu symptoms include fever, extreme fatigue, headache and body aches.

Getting a flu shot is the best way to protect yourself and others against the flu. Remember, you cannot get the flu from a flu shot. Contact your local health unit or ConnectCare doctor for dates and times when flu shots will be available.

– Anna Haver, CHES

How to Change Your ConnectCare Doctor

If you move to a new city or county and need to change your doctor, call the ConnectCare Helpline. We will be happy to change your doctor for you. Call ConnectCare, toll-free, 24 hours a day beginning Sunday at 11:00 p.m. until Friday midnight at 1-800-275-1131 or 1-800-285-1131 TDD, or 614-4689.

However, if your child is on Foster Care Medicaid and you need to change his or her doctor, please contact your local DHHS Office.

– Source: Ida King, ConnectCare Helpline Coordinator

Ambulance Service (Emergency Only)

Ambulance service is emergency transportation that can be by automobile, helicopter or airplane. Medicaid and ARKids First will pay for ambulance service only in certain cases, and only when you need it to stay alive or to prevent serious damage to your health.



Then Medicaid and ARKids First will pay for ambulance service:

1. From the place of an emergency to a hospital emergency room if the patient is admitted.
2. From a hospital to another hospital.
3. From the patient's home to a hospital for admission.
4. From a hospital to the person's home after the person is discharged from the hospital.
5. From a nursing home to a hospital for admission.
6. From a nursing home (after being discharged) to the person's home.
7. From one nursing home to another nursing home, when the original nursing home has been decertified and the transportation is necessary.

For more information about the services covered under your Medicaid or ARKids health plan, call the number on the back of your Medicaid or ARKids First card, 1-800-482-8988.

Source: 2005 Arkansas Medicaid Beneficiary Handbook



New in ConnectCare

New Colleague

ConnectCare would like to welcome **Anna Haver** who will serve as the Managed Care Coordinator for the Eastern Region of Arkansas.

Se Habla Español



1-800-275-1131
TDD: 1-800-285-1131

Toll-free ConnectCare
HELPLINE

Call ConnectCare
toll-free, 24 hours a day from 11 p.m.
Sunday until Friday midnight.
1-800-275-1131 or 1-800-285-1131 TDD.
Central Arkansas call **614-4689**



CONNECT CARE NEWS is printed for Medicaid/ARKids First customers. Any inquiries should be addressed to:

ConnectCare H1
AR DEPT OF HEALTH & HUMAN SERVICES
P O BOX 1437
LITTLE ROCK AR 72203-1437

Editorial Staff:

Mary Gaither, Section Chief;
Sumonia Daniel, Managed Care Coordinator; Anna Haver, Managed Care Coordinator; Ida King, Telephone Coordinator

Contact List of ConnectCare

Helpline Specialists:

Deborah King	1-800-275-1131
Barbara Miller	1-800-275-1131
Glen Poteet	1-800-275-1131
Ebony Allen	1-800-275-1131
Brandi Boyce	1-800-275-1131
Kenya Watkins	1-800-275-1131
Tamika Anderson	1-800-275-1131
Twyana Rhodes	1-800-275-1131
Susan Heflin	1-800-275-1131



1-800-275-1131 – 1-800-285-1131 TDD
Central Arkansas: 614-4689
www.seeyourdoc.org



PRSR STD
U.S. POSTAGE
PAID
Little Rock, AR
Permit No. 2641



1-800-275-1131
TDD: 1-800-285-1131

Toll-free ConnectCare
HELPLINE
Central Arkansas-614-4689

When you call ConnectCare, please remember we **must** speak to the recipient, parent or guardian.

Please have your Medicaid ID number handy.

Internet Instructions: Log on to www.seeyourdoc.org to find a ConnectCare doctor.

Hours of Operation:
24 hours/day
from 11 p.m. Sunday
until Friday midnight.

¡Se Habla Español!

What Is the Arkansas Medicaid Beneficiary Handbook?

This is an easy-to-read guide for things you need to know about your Medicaid and ARKids health insurance. It has information about recipient rights, responsibilities, covered services and more. If you would like a copy of this booklet, contact your local Department of Health and Human Services or download one online at www.seeyourdoc.org.

