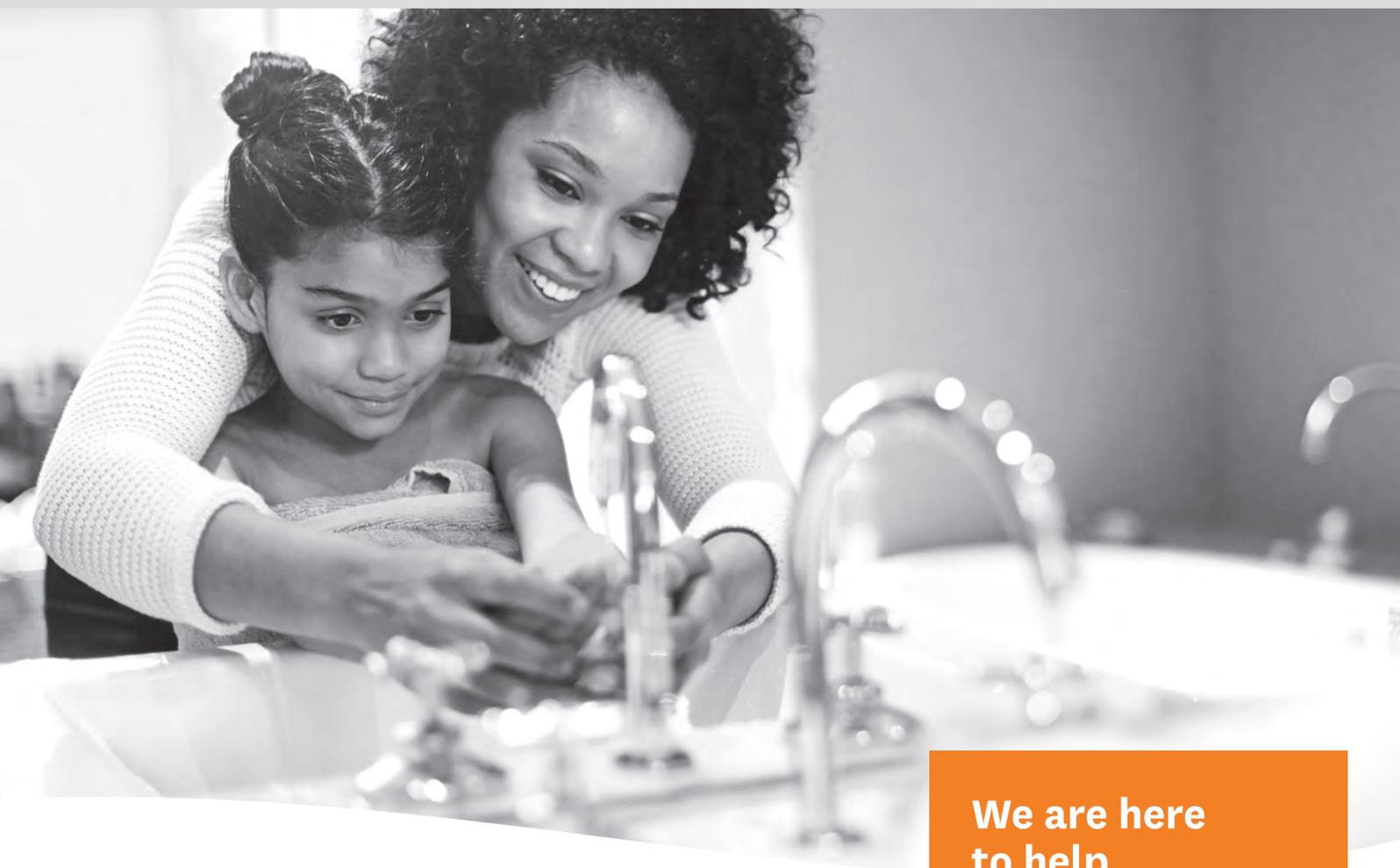


Healthy Moves


magnolia health™


magnolia health™
Mississippi Children's Health Insurance Program



Cold or flu? Get the right care

When you feel sick, you want to get better fast. Over-the-counter medicine can treat cold or flu symptoms such as headaches, sore throats and fevers. It may be tempting to ask for antibiotics. But antibiotics do not work against viruses. Viruses cause colds, the flu, and most sore throats and cases of bronchitis.

An annual flu shot can help you avoid the flu. Everyone over 6 months of age should get the shot. It is available at no cost.

You can also stay healthy by washing your hands often. Use soap and warm water. Cover your mouth and nose when you sneeze. Avoid contact with people if they are sick.

If you need help getting a flu shot, call Member Services at **1-866-912-6285** or check the website at **www.magnoliahealthplan.com**.

We are here to help

Magnolia Health can help you with many things. Call **1-866-912-6285** if you:

- Have questions
- Need help finding a provider or getting an appointment
- Need help getting to appointments
- Need a copy of your handbook
- Would like a paper copy of anything in this newsletter or on our website, **www.magnoliahealthplan.com**

Your time matters

How long a wait can you expect for your healthcare appointment? Magnolia Health works with providers to set standards for wait times.

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Primary Care Providers	
Complete physical/preventive health exam or routine nonsymptomatic visit	Within one month (30 calendar days)
Nonurgent symptomatic visit	Within one week (seven calendar days)
Initial health check (EPSDT)	Within 90 calendar days of enrollment
Urgent	Within one day
Emergency	Immediately, 24 hours a day, seven days a week, and without prior authorization
Medically necessary initial high-risk prenatal care (for high-risk pregnancy OB/GYN providers only)	Initial visit within three weeks; ongoing prenatal care during the first and second trimesters within seven days and within three days during the third trimester
Process in place to provide after-hours coverage	24 hours a day, seven days a week
Patients seen by physicians within time frame of scheduled appointments	30 minutes

Dental Providers	
Routine	Not to exceed 45 calendar days
Urgent	Not to exceed 48 hours
Behavioral Health (routine)	
Routine	Not to exceed 21 calendar days
Urgent	Not to exceed 24 hours
Behavioral Health	
Post-discharge from an acute psychiatric hospital when the contractor is aware of the member's discharge	Not to exceed seven calendar days

Preventive care for women

Screenings help providers spot health problems early. With proper treatment, they can also prevent future health problems. Here are three conditions women should be screened for:

- 1. Breast cancer.** Mammograms are X-rays that look for cancer.
- 2. Cervical cancer.**
 - Pap tests check for cancer in your cervix or uterus.
 - HPV tests look for human papillomavirus. The virus is a main cause of cervical cancer.
- 3. Chlamydia.** This infection is passed from person to person during sex. It may not cause symptoms, but it can lead to health problems if left untreated.

Talk to your provider about what tests you need. You may need some tests every year. If you need help finding a provider or getting an appointment, call us at **1-866-912-6285**.



Act **FAST** at signs of a stroke

A stroke happens when a blood vessel leading to the brain is blocked or bursts. This causes the brain to lose blood and oxygen. It can lead to disability or death. Stroke is the fifth-leading cause of death in the U.S. It is also the leading cause of disability.

There is an easy way to remember stroke symptoms and what to do if you or a loved one has those symptoms. Just remember the letters of FAST:

- F Face drooping.** The person's smile may be lopsided.
- A Arm weakness.** The person may not be able to lift both arms.
- S Slurred speech.** The person may have trouble saying simple sentences.
- T Time to call 911.** Even if the symptoms go away, it is important to get the person to a hospital quickly. The sooner a stroke is treated, the less damage it will do to the brain.

To learn more about strokes, visit the American Stroke Association at www.strokeassociation.org.

What does your plate look like?

A nutritious diet is key to good health. Eating right can prevent obesity, heart disease, stroke and some types of cancer. But do you know what a healthy plate looks like?

The MyPlate program from the U.S. Department of Agriculture says you should:

- Make half of your plate fruits and vegetables.
- Fill the other half of the plate with grains and protein. Make half of your grains whole grains.
- Choose low-fat or fat-free dairy products.
- Have a healthy eating style. Focus on having a variety of food. Make sure your choices are nutritious. And keep portions small.
- Choose foods and drinks with less saturated fat, sodium and sugar.
- Have water instead of juice, soda or other sugary drinks.

Get healthy eating tips and tools at www.choosemyplate.gov.





New technology

Your health is important to us. Magnolia Health watches for the latest in medical care. This may be new medicine, tests or surgeries. We also make sure new treatments are safe. Magnolia has a team of providers that reviews new medical care for people with certain illnesses. The team checks information from other providers and scientific groups. The new medical care is then shared with Magnolia's providers. This allows Magnolia's providers to give you the most fitting and current types of care.

We care about quality

We want to improve the health of all our members. Our Quality Improvement program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

Learn more and see how we're doing at www.magnoliahealthplan.com. You can also ask for a paper copy of a report. Call **1-866-912-6285**.



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Statement of Non-Discrimination

Magnolia Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Magnolia Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Magnolia Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (18 point font or larger print, audio, accessible electronic formats, other formats)
- Provides free language services for those whose primary language is not English, such as:
 - Qualified Interpreters
 - Information written in other languages

If you need these services, contact Magnolia Health at 1-866-912-6285 (TTY/TDD 1-877- 725-7753).

If you believe that Magnolia Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Appeals Unit/ Appeals Coordinator, 111 E Capitol Street, Suite 500, Jackson, MS 39201, 1-866-912-6285 (TTY/TDD 1-877- 725-7753), Fax 1-877-264-6519. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Magnolia Health is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1- 800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish: Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Magnolia Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Magnolia Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Chinese: 如果您，或是您正在協助的對象，有關於Magnolia Health方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話1-866-912-6285 (TTY/TDD 1-877-725-7753)。

French: Si vous-même ou une personne que vous aidez avez des questions à propos d’Magnolia Health, vous avez le droit de bénéficier gratuitement d’aide et d’informations dans votre langue. Pour parler à un interprète, appelez le 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Arabic: إذا كان لديك أو لدى شخص تساعد أسئلة حول Magnolia Health، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Choctaw: Chim ayalhpísah ihokih Chishno kiyokmat kanah ish apíla k̄a, Magnolia Health imma ná ponaklo hachim ʔshah ihokm̄a. Apíla hicha n̄an annówa ȳa chim annopa anóli ak̄o hashísha h̄inah kat. Ahíkachih kiyoh. Annopa tishóli imanópolis chinnakma, holhtina yapp̄a ip̄ayah 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Tagalog:	<p>Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Magnolia Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-866-912-6285 (TTY/TDD 1-877-725-7753).</p>
German:	<p>Falls Sie oder jemand, dem Sie helfen, Fragen zu Magnolia Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-866-912-6285 (TTY/TDD 1-877-725-7753) an.</p>
Korean:	<p>만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Magnolia Health에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866-912-6285 (TTY/TDD 1-877-725-7753) 로 전화하십시오.</p>
Gujarati:	<p>જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Magnolia Health વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા 1-866-912-6285 (TTY/TDD 1-877-725-7753) ઉપર કોલ કરો.</p>
Japanese:	<p>Magnolia Healthについて何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、1-866-912-6285 (TTY/TDD 1-877-725-7753) までお電話ください。</p>
Russian:	<p>В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Magnolia Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-866-912-6285 (TTY/TDD 1-877-725-7753).</p>
Punjabi:	<p>ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਤੁਹਾਡੀ ਮਦਦ ਲੈ ਰਹੇ ਕਿਸੇ ਵਿਅਕਤੀ ਦੇ ਮਨ ਵਿਚ Magnolia Health ਦੇ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ. ਤਾਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮੁਫਤ ਮਦਦ ਲੈਣ ਦਾ ਪੂਰਾ ਹੱਕ ਹੈ। ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-866-912-6285 (TTY/TDD 1-877-725-7753) 'ਤੇ ਕਾਲ ਕਰੋ।</p>

Italian:

Se lei, o una persona che lei sta aiutando, avesse domande su Magnolia Health, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l'1-866-912-6285 (TTY/TDD 1-877-725-7753).

Hindi:

आप या जिसकी आप मदद कर रहे हैं उनके, Magnolia Health के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए 1-866-912-6285 (TTY/TDD 1-877-725-7753) पर कॉल करें।
