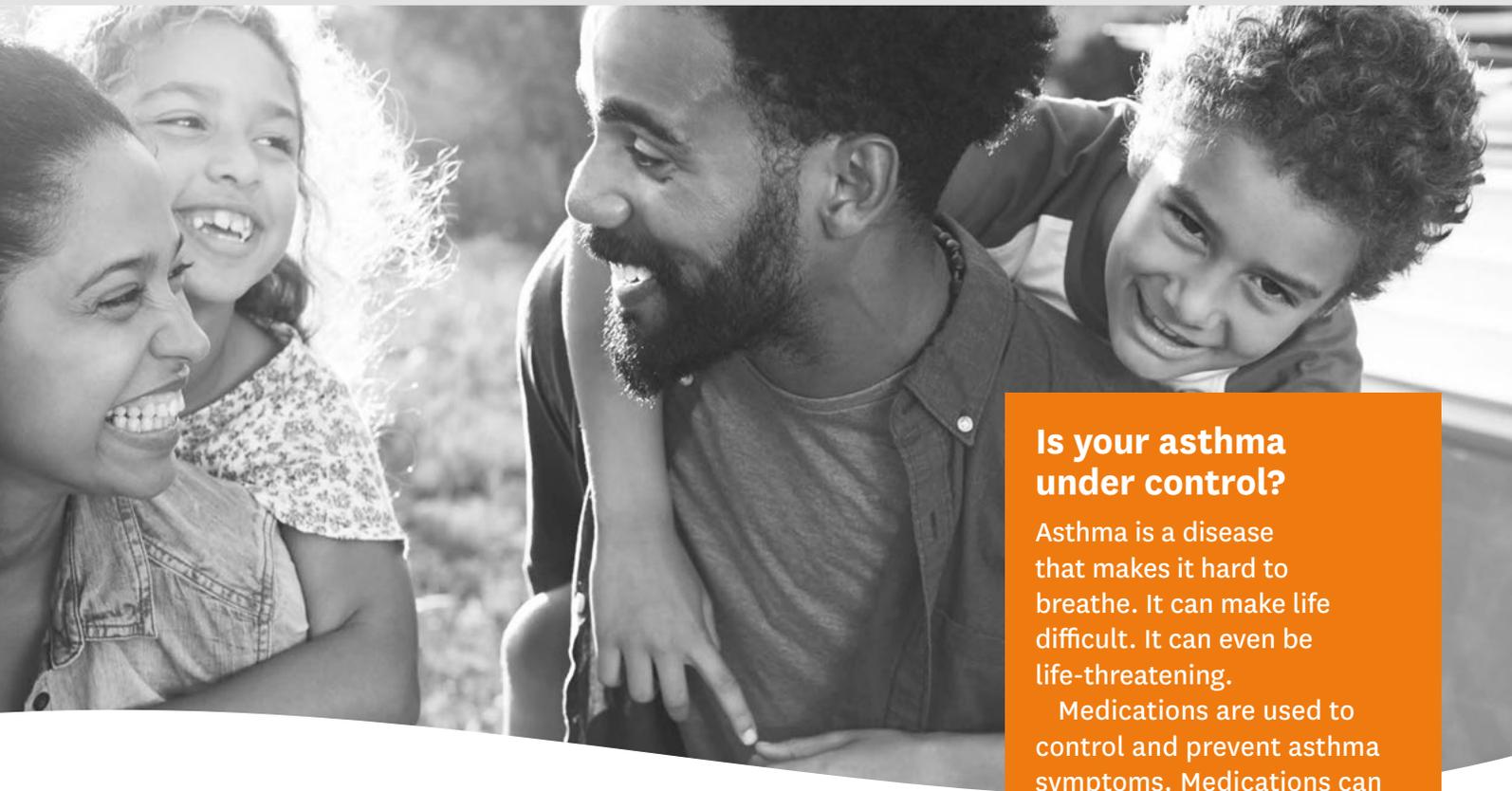


Healthy Moves



Mississippi Children's Health Insurance Program



We are here to help you feel better

Behavioral health problems can happen to anyone. Conditions include:

- ADHD
- Bipolar disorder
- Depression
- Drug or alcohol abuse
- Postpartum depression

You do not have to struggle alone. Let Magnolia Health (Magnolia) help. There are inpatient and outpatient treatment programs. Treatment may include talking to a therapist or taking medicine. Magnolia also has programs that can help. One program is care management. Call us to find out more about it.

If you feel your life is in danger, call **911**. You can also go to a crisis center or an emergency room. Follow up with your doctor after you are released. Doctors can help you with your treatment. They can help you with medication.

If you need help finding a doctor, call Member Services at **1-866-912-6285**.

Is your asthma under control?

Asthma is a disease that makes it hard to breathe. It can make life difficult. It can even be life-threatening.

Medications are used to control and prevent asthma symptoms. Medications can improve the quality of your life. They can make asthma attacks less serious. Take medications the way your doctor tells you. Take the right dose at the right time. Take it for as long as you are told. Call Magnolia for information about asthma. We have information for adults and for children.

Disease management is a way we help people with diseases like asthma or diabetes. It can help you control your symptoms. It can help you find a doctor.

Call **1-866-912-6285** to find out if disease management could help you.

You have rights and responsibilities

As a member, there are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. We list some here. You can read them all in your member handbook.

Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect
- Knowing your medical data will be kept private
- Being able to get a copy of your medical record

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

Call Member Services at **1-866-912-6285** if you need a paper copy of the handbook.



Pharmacy facts

1. A preferred drug list (PDL) is the list of drugs that Magnolia covers.
2. You can find the latest PDL on our website at **www.magnoliahealthplan.com**. You can also call **1-866-912-6285** to find out if a drug is covered.
3. Your doctor or pharmacist can help you review the list. He or she can find a medication for you that is covered.

How can we help you?

Magnolia can help you with many things. Just call Member Services at **1-866-912-6285** if you need:

- A paper copy of anything on our website, **www.magnoliahealthplan.com**
- Help finding a doctor
- Help making health appointments
- A ride to your appointments (please remember to call at least three days before your appointment)



It's time to kick the habit!

Are you a smoker? The best thing you can do for your health is to kick the habit. Smoking can cause many health problems, including several types of cancer. It can also cause heart disease.

If you are ready to quit, help is available. Here are a few things you can do:

- **Tell your friends and family that you want to quit, and ask for their support.** Ask them to help you plan distractions for when you crave a cigarette. Or ask them to help you reduce stress in your life to make quitting easier.
- **Talk to your provider.** Your provider may recommend nicotine replacement products and medications to help you quit.
- **Look for support online.** The National Cancer Institute offers tips, advice and other help at smokefree.gov. The Mississippi Tobacco Quitline offers free nicotine patches and gum to eligible smokers. Go to quitlinems.com or call **1-800-QUITNOW (784-8669)**.



Urgent care or ER?

Not everyone gets sick or hurt while the doctor's office is open. If you are sick or hurt at night or on a weekend, you may need help right away. But should you go to the emergency room or urgent care? Here's how to decide:

Emergency room

Go to the ER for illnesses or injuries that could cause death or long-term health problems. These include:

- Broken bones
- Chest pain
- Deep cuts or wounds that won't stop bleeding
- Difficulty breathing
- Drug overdoses
- Fainting
- Head or serious eye injuries
- Sudden difficulty speaking or understanding speech
- Sudden dizziness, weakness or paralysis

Urgent care

These clinics are for less serious issues that need attention right away but are not life-threatening. These include:

- Colds and flu
- Fevers
- Minor cuts and burns
- Rashes
- Sore throats
- Sprains



Get your baby off to a good start

We care about you and your new baby. Are you pregnant? Have you just had a baby? The Start Smart for Your Baby® program is for you. Pregnant members or members who have recently had a baby should contact Magnolia at **1-866-912-6285** or visit **www.magnoliahealthplan.com** for information on the program.

Q&A: Care management

What is care management? The care management team includes nurses and social workers. They can help you learn how to take care of yourself. They can also help you get services. They will work with your doctor.

Who can use care management? Care management is for people with long-term or complicated illnesses. It can help you stay healthy if you have a chronic condition such as cancer, high blood pressure or diabetes.

How can a member sign up? Care management is not required. Are you interested? Then you or your doctor may ask for it. 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 kᵃ, Magnolia Health imma ná ponaklo hachim ᵃshah ihokmᵃ. Apíla hicha ᵃnan annówa yᵃ chim annopa anóli akᵃ hashísha hᵃnah kat. Ahíkachih kiyoh. Annopa tishóli imanópolis chinnakma, holhtina yappᵃ ipayah 1-866-912-6285 (TTY/TDD 1-877-725-7753).

Tagalog:

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).

German:

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.

Korean:

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.

Gujarati:

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.

Japanese:

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。

Russian:

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).

Punjabi:

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।

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।
