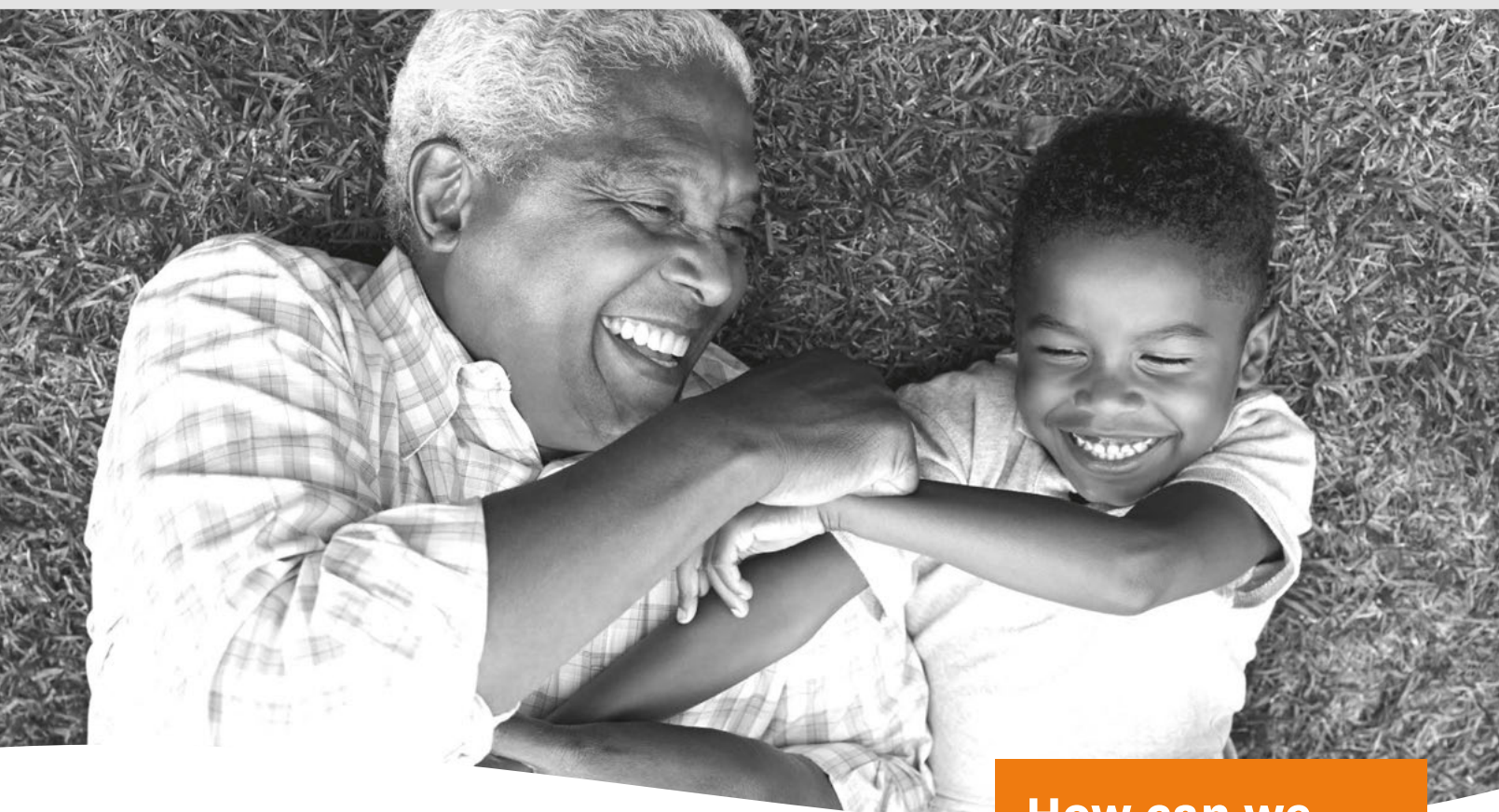


Healthy Moves


magnolia health™


magnolia health™
Mississippi Children's Health Insurance Program



Find out **what is covered**

Do you have a question about whether a medical service is covered? Our Utilization Management (UM) Department can tell you.

UM may look at your health records and talk with your doctor. UM decisions are based on:

- If the service is needed
- If the service works well
- If the service is right for you

Services that are medically necessary are those that:

- Prevent or treat illnesses and conditions
- Agree with medical standards
- Are provided in a safe place

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care.

Do you have questions? Call our UM team at **1-866-912-6285**, Relay **711**.

How can we help you?

Magnolia can help you with many things. Visit our website at www.magnoliahealthplan.com. Or call Member Services at **1-866-912-6285**, Relay **711** if you need:

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

Checkups for kids

Checkups help keep your kids healthy. Well-child visits are for all children from birth through age 21.

Well-child visits help find problems early, when they are easier to treat. Your child's doctor will look for medical, mental, hearing, eye or dental problems. The doctor will also give you advice on how to take good care of your child. Your child may get immunizations. These are shots that help stop deadly diseases.

The first checkup takes place in the hospital right after your baby is born. After that, well-child visits should happen at the following ages:

- 3-5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once a year from ages 3-21

Call Magnolia at **1-866-912-6285**, Relay **711** for more information. Or visit our website at www.magnoliahealthplan.com.



We want to hear your concerns

We want to know if you are not satisfied with your healthcare. Appeals and grievances are two ways to let us know your concerns.

- Magnolia Health (Magnolia) will send you a letter if we decide to deny or stop a service. If you disagree with the decision, you may send an appeal. When you file an appeal, we will look at the decision again.
- You may file a grievance if you are not happy with the health plan, the care or a provider.

Appeals and grievances must be sent within certain time frames. See your Member Handbook or call Member Services at **1-866-912-6285**, Relay **711** to learn more.

Screening for lead

Lead can hurt kids' health. It can cause learning and behavior problems. Children should have their blood checked for lead at 12 months and 24 months. Call Magnolia at **1-866-912-6285**, Relay **711** for more information.



Feeling down?

Lots of people feel sad sometimes. But if feelings of sadness last for a long time, it could be depression. Here are signs to watch for if you or someone you care about is feeling down:

- Frequent anger or frustration over small matters
- Loss of interest in normal hobbies and activities
- Inability to sleep or sleeping too much
- Sudden weight loss or gain
- Trouble concentrating or making decisions
- Thoughts of death or suicide
- Feelings of hopelessness, helplessness or guilt

These symptoms can make it hard for people to work, get things done at home or visit with friends.

If you or someone you care about is depressed, a doctor can help. If you feel your life or someone else's life is in danger, call 911 or go to the emergency room. You can also call the National Suicide Prevention Lifeline at **1-800-273-8255** or go to suicidepreventionlifeline.org.



Controlling **blood pressure**

Do you know your blood pressure numbers? It's important to know your numbers to stay healthy. That's because high blood pressure often has no symptoms. Many people don't even know they have it. Untreated, high blood pressure can lead to heart attack, stroke and other health issues. This chart shows the healthy and unhealthy ranges of blood pressure.

Blood Pressure Category	Systolic mm Hg (upper #)		Diastolic mm Hg (lower #)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130-139	or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or higher	or	90 or higher
Hypertensive Crisis (Emergency care needed)	Higher than 180	or	Higher than 120

Source: American Heart Association

If your blood pressure is higher than it should be, there are steps you can take:

- Eat a healthy diet low in salt and saturated fats.
- Don't drink too much alcohol.
- Get regular exercise.
- Stay at a healthy weight.
- Take your medications as your doctor has directed.





Your privacy is important

Magnolia works hard to guard your protected health information (PHI). Here are some of the ways we protect your PHI:

- We train staff to follow privacy and security plans.
- We talk about your PHI only for business reasons. We talk about it only with people who need to know.
- We keep the wrong people from seeing your PHI.

You can read the complete Privacy Notice in your Member Handbook. Look on our website at www.magnoliahealthplan.com. Or call Member Services for a copy.



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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, religion, national origin, age, disability, sex, sexual orientation, gender, or gender identity. Magnolia Health does not exclude people or treat them differently because of race, color, religion, national origin, age, disability, sex, sexual orientation, gender, or gender identity.

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, Relay 711.

If you believe that Magnolia Health has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, age, disability, sex, sexual orientation, gender, or gender identity, you can file a grievance with: Appeals Unit/ Appeals Coordinator, 111 E Capitol Street, Suite 500, Jackson, MS 39201, 1-866-912-6285, Relay 711, 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, Relay 711.
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, Relay 711.
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, Relay 711。
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, Relay 711.
Arabic:	إذا كان لديك أو لدى شخص تساعدك 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, Relay 711.
Choctaw:	Chim ayalhpísah ihokih Chishno kiyokmat kanah ish apíla ka, Magnolia Health imma ná ponaklo hachim ashah ihokma. Apíla hicha nán annówa ya chim annopa anóli ako hashísha hínah kat. Ahíkachih kiyoh. Annopa tishóli imanópolih chinnakma, holhtina yappa ipayah 1-866-912-6285, Relay 711.
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, Relay 711.
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, Relay 711 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, Relay 711 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, Relay 711 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, Relay 711 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, Relay 711.
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। ਦੁਬਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-866-912-6285, Relay 711 '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, Relay 711.
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, Relay 711 पर कॉल करें।
