

Healthy Moves



Make the most of **your coverage**

We appreciate you being a member of Magnolia Health (Magnolia). We want to help you be the healthiest you can be.

As a member, you have many benefits. Be sure you understand them. Then you can get the most from your healthcare insurance.

Did you know that Magnolia can help you find a provider and help you get to your appointments? Also, important health tests cost you nothing when you visit providers who work with Magnolia.

Member services can assist in many ways. Call if you have any questions about your care or your coverage. Or if you need a paper copy of anything on our website. You can also learn a lot from your member handbook. Member services can send you a member handbook or an ID card if you lose yours.

Call **1-866-912-6285**. Or visit **www.magnoliahealthplan.com**.

It is not too late to get your flu shot

The flu will go around until spring. So getting a flu vaccine is still important. Learn the latest on stopping the flu at **cdc.gov/flu**. Call Magnolia if you need help getting your flu shot.



The right care for you

Getting care that is right for your age and your health needs is important.

When your kids are young, they see a provider who knows all about kids' health, called a pediatrician. But when they grow up, their health needs change. That is when it is time to move to a provider who knows about adult health.

Your provider and your health plan can help you and your child make this change. If you need help finding a new provider, talk with your provider. Or call member services at **1-866-912-6285**.

Your opinion counts

You talked, we listened.

A member survey is sent out each year on behalf of Magnolia Health. Your answers to the questions on this survey let us know how we are doing. We need your input so we can make improvements.

Magnolia encourages each member to complete the survey in order for services to be evaluated and changes to be made, if needed.

In 2016, some positive results were:

Customer service	92.4%
Getting needed care	83.4%

Areas for improvement:

Rating of health plan	76.6%
Rating of healthcare	76.6%

Checkups help you stay well

Checkups help you stay ahead of health problems.

They are a time for you and your provider to:

- Discuss how you are feeling.
- Measure signs of your health, such as your weight and your blood pressure.
- Schedule health tests, such as cancer screenings.
- Talk about ways to eat better and be active.
- Review any chronic illnesses. For example, do you have asthma? Are your symptoms under control?
- Tell your provider about your other healthcare providers. For example, are you seeing a specialist?

Here is how to prepare for your next checkup:

- Write down questions.
- Make a list of your medications. Include over-the-counter and prescription drugs, as well as any supplements you are taking.
- Ask yourself, am I taking my medicine properly? Am I having any side effects?

Lastly, do not forget to bring your ID card.



HEDIS health measures

The quality of care that you receive is important to us. HEDIS is a way for us to measure that quality of care and compare that care to other health plans.

The following are areas in which we perform well:

Measure	2014	2015	Goal
Diabetes A1c testing	81.90%	85.65%	81.10%
Diabetes – Monitoring for kidney disease	85.15%	92.13%	90.33%
Cervical cancer screening	57.82%	59.14%	56.05%

Areas that need improvement:

Measure	2014	2015	Goal
Controlling blood pressure	46.36%	32.23%	91.84%
Weight assessment for children and adolescents	36.28%	24.04%	33.17%
Chlamydia screening in women	60.64%	58.25%	68.00%

3 ways to fight high blood pressure

1. Eat a healthy diet.

A good diet means food that is low in salt and low in fat. It also means lots of fruits, vegetables and whole grains. Limit how much red meat and fast food you eat.

2. Stay active.

Move every day. Walk around the block. Dance with your kids. Walk in place while you watch TV.

3. Take your medication.

Medicine works only if you take it the way your provider tells you to.

Diabetes can lead to kidney disease

Diabetes hurts many parts of your body. It can harm your kidneys. People with diabetes have a higher chance of getting kidney disease. Kidney disease means that your kidneys cannot clean your blood as they should. As a result, waste builds up in your body.

Do you have diabetes? Then look for these signs of kidney disease:

- Foamy, bubbly urine
- Blood in your urine
- Feeling pressure or pain when you urinate
- Feeling as if you cannot empty your bladder

There are things you can do to protect yourself from kidney disease.

- Do not smoke.
- Control your blood pressure.
- Drink eight glasses of water every day.
- Have a urine protein test once a year.

Visit your provider once a year if you have diabetes. Your provider can look for signs that diabetes is hurting your kidneys.

Magnolia can help you manage your diabetes. Call **1-866-912-6285**.

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Early screening for children

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive healthcare services for EPSDT-eligible members who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, and developmental and specialty services.

Babies double in size during the first year of life. Did you know that healthy babies need seven EPSDT checkups during their first year of life, four checkups between age 1 and 3 and an exam every year for those 3 years old and above? This is different from visiting a provider when your baby is sick.

What can you expect at a well-child or EPSDT exam? The provider will:

- Check your baby's growth and development.
- Perform vision, hearing and lead screenings.
- Order tests to screen for early signs of diseases, such as diabetes.
- Discuss your baby's diet and physical activity.
- Provide advice on ways to keep your baby healthy.
- Make sure your baby is up to date on immunizations.
- Answer any questions you may have about your baby's health.

If you need assistance in finding a provider, making an appointment or scheduling transportation, please call **1-866-912-6285**.

Speak up today about tomorrow's care

What would you do if you could not make decisions about your healthcare? Who will speak for you? Will they know your wishes about medical care?

People of all ages should document their wishes about future care. An advance directive lets you do this. You do not need a lawyer to complete one. Your provider can help you.

Learn more and view your state's advance directive at caringinfo.org.

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।
