

# Healthy Moves



Mississippi Children's Health Insurance Program



## The latest **care**

**Options for medical care may change over time.** New medicines, tests and surgeries come out every year. Magnolia Health (Magnolia) watches for the latest in medical care. We also make sure new treatments are safe. Magnolia has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. New medical care that is covered by Medicaid is then shared with our doctors. This allows Magnolia doctors to give you the most fitting and current types of care.

Not all care is covered for every patient. Some patients may benefit more from certain treatments. We cover care that is medically necessary.

Questions? Call Member Services at **1-866-912-6285**, Relay **711**.

## We are here to help

Do you have questions about your care? Our website can help. Go to **MagnoliaHealthPlan.com** to learn more. You can find:

- Information about health
- Information about your health plan
- A copy of the member handbook

You can also call us with questions. Call **1-866-912-6285**, Relay **711**. We can help you:

- Find a doctor
- Get translation help for your medical appointments
- Get a ride to your appointments



## Are you **ready** for flu season?

**The flu is a seasonal illness.** Flu season can begin as early as October and run as late as May. For some people, the flu is not very serious. For others, it can lead to hospitalization and even death. A flu shot is one way you can protect yourself from the flu. Here are three things to know about the vaccine:

1. The flu shot will not give you the flu.
2. The flu virus changes every year. So every year, a new vaccine is needed.
3. Everyone older than 6 months should get a flu shot. Talk to your doctor if you have an allergy to eggs or any of the ingredients in the vaccine.

The flu shot is available at no cost to members. Call **1-866-912-6285**, Relay **711** if you need help finding out where to get one.

## Taking care of your teeth

The American Dental Association recommends that all adults:

- Brush their teeth twice a day.
- Use fluoride toothpaste.
- Clean between teeth daily.
- Avoid sugary drinks and snacks.

Dental visits are also important. Medicaid members ages 2-20 with benefits should have at least one dental visit per year.

## Quality care

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.

We review care provided at all levels, including emergency care, primary care and specialty care. We also make sure we are helping members with different ethnic, cultural, religious and language needs.

Learn more and see how we're doing at **MagnoliaHealthPlan.com**. You can also ask for a paper copy of the latest quality improvement report. Call **1-866-912-6285**, Relay **711**.

Call our Nurse Advice Line at **1-866-912-6285**, Relay **711** for answers to your health questions. You can call 24 hours a day, seven days a week. Remember to call **911** for an emergency or crisis.



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# Health screenings for women

**What are health screenings?** They are tests that can save your life. They look for medical problems like cancer. Health screenings can find diseases early, when they are easier to treat.

**Here are four health screenings for women:**

Disease	Screening	Details
Breast cancer	Mammogram	Testing often begins at age 40 or 45. Repeat every year.
Cervical cancer	Pap test	Testing begins at age 21 for women who are sexually active. Repeat every three years or as recommended.
Colon cancer	Stool test or colonoscopy	Testing usually begins at age 50. Repeat every one to three years for stool tests, every 10 years for colonoscopy.
Sexually transmitted infections like HIV and chlamydia	Pap test and/or blood test	Women who have sex should be tested regularly.

Have questions? Talk to your provider about the screenings you may need.

## Know your stroke risk

Are you at risk for stroke? Here are some of the risk factors you may be able to control:

- Having high blood pressure, diabetes, artery diseases, irregular heartbeat, other heart diseases or sickle cell disease
- Smoking cigarettes
- Eating a diet high in saturated fat, trans fat and cholesterol
- Not getting exercise

Here are some stroke risks you cannot control:

- Being over age 55
- Being a woman
- Having a family history of stroke
- Having a history of prior stroke or heart attack
- Being African-American

You can learn more about stroke at [strokeassociation.org/STROKEORG](http://strokeassociation.org/STROKEORG).



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# We value **your time**

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

Type of Appointment	Scheduling Time Frame
Preventive care	Within 30 calendar days
Regular and routine care	Within seven calendar days
Initial health check (EPSDT)	Within 90 calendar days of enrollment
Urgent care	Within 24 hours
Emergency care	Immediate, or refer to emergency room (ER) and with no prior authorization required
Specialty care providers	Within 45 calendar days
Behavioral health providers (routine care)	Within 21 calendar days
Behavioral health providers (urgent care)	Within 24 hours
Behavioral health providers (post-discharge from an acute psychiatric hospital when Magnolia is aware of the member's discharge)	Within seven calendar days
Dental providers (routine)	Within 45 calendar days
Dental providers (urgent care)	Within 48 hours

Are you unable to get an appointment within those time frames? Call us at **1-866-912-6285**, Relay **711**. We can help.



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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>.

<b>Spanish:</b>	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.
<b>Vietnamese:</b>	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.
<b>Chinese:</b>	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。
<b>French:</b>	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.
<b>Arabic:</b>	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, Relay 711.
<b>Choctaw:</b>	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.
<b>Tagalog:</b>	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.
<b>German:</b>	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.
<b>Korean:</b>	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.
<b>Gujarati:</b>	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.

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<b>Japanese:</b>	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。
<b>Russian:</b>	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.
<b>Punjabi:</b>	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।
<b>Italian:</b>	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.
<b>Hindi:</b>	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।

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