

# Healthy Moves

  
magnolia health™

  
magnolia health™  
Mississippi Children's Health Insurance Program



## Vaccines are **not just for kids**

### **Babies and children get lots of immunizations.**

These are shots that carry vaccines. Vaccines help prevent diseases. They help protect children from measles, mumps, chickenpox, tetanus and more.

Adults also need immunizations. That's because some vaccines you got as a child may not protect you as an adult. Some vaccines are needed only when you plan to

travel overseas. Other vaccines need to be given every year. This includes the flu vaccine. A new flu vaccine is made every year.

Do you know if you are up to date on your immunizations? Talk to your doctor to find out. Call Magnolia Health (Magnolia) at **1-866-912-6285** (Relay **711**) if you need help finding a doctor.



## Start Smart

Our Start Smart for Your Baby® program helps you focus on your health during your pregnancy. Visit [MagnoliaHealthPlan.com](https://MagnoliaHealthPlan.com) to learn more.

# Studying **new** treatments, tests

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

## Your time matters

Magnolia wants to make sure you get the care you need, when you need it. We work with providers to set standards for wait times.

- For routine care, you will be seen within 7 calendar days.
- For urgent care, you will be seen within 24 hours.
- For specialty care, you will be seen within 45 calendar days.

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

## We are here to help

Magnolia is here to help you with many of your healthcare needs. Just call us at **1-866-912-6285** (Relay **711**). We can help you:

- Find a provider
- Get a new member ID card
- Get transportation to medical appointments
- Get paper copies of anything on our website

Do you need a copy of your member handbook? Would you like to update your personal information? You can do that by calling us. You can also find that and lots of other information on our website, [MagnoliaHealthPlan.com](https://MagnoliaHealthPlan.com).

## When antibiotics won't help

Antibiotics are drugs used to treat infections caused by bacteria. They do not help infections caused by viruses. That means antibiotics won't help:

- Colds
- Flu
- Coughs

Sicknesses treated by antibiotics include:

- Strep throat
- Urinary tract infections (UTIs)
- Some ear infections

Do not take antibiotics meant for someone else. Talk to your doctor if you are sick. He or she can tell you what to do to feel better.



## Preventive care for women

**Health screenings are tests that check for certain diseases.**

They help find problems early. They can also prevent future health problems. Some screenings are recommended just for women. If you are a woman, you should have:

- A cervical cancer screening. This can be done with a Pap test or an HPV test. Pap tests can be done every three years. An HPV test can be done every five years.
- A breast cancer screening. Mammograms are X-rays that look for cancer. Depending on your age and health history, you may need one every year or every two years.
- A chlamydia test. This test checks for a disease spread during sex. Women who are sexually active should have this test every year.

Talk to your doctor about what tests you need. You may need some tests every year. Do you need help finding a doctor? We can help. Call **1-866-912-6285** (Relay **711**).



## To floss or not to floss?

What does it mean to take good care of your teeth? According to the American Dental Association, brushing twice a day is not enough. You also need to floss at least once a day.

Flossing helps to clean between your teeth. These are areas that are hard to reach with a toothbrush. Flossing can remove debris and plaque. This will reduce your risk of gum disease and tooth decay. You should also have regular visits with a dentist.



## We care about **quality**

**We want to improve the health of all our members.** One way we do that is by improving the care we offer. Our Quality Improvement program sets goals for quality and helps us check up on how we are doing. We also review the quality and safety of our services and care. We ask our members if they are satisfied with their care.

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



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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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