

Healthy Moves


magnolia health™


magnolia health™
Mississippi Children's Health Insurance Program



Help for **managing** **your care**

Do you need help taking care of your health? Maybe you are living with several illnesses. Or maybe you have a long-term condition such as cancer, high blood pressure or diabetes. Care management may be able to help.

Care managers are nurses, social workers and licensed behavioral health professionals. They can:

- **Help you understand your health problems.** They can help you learn how to take care of yourself.
- **Work with your doctors to get you the best care possible.** They can help schedule appointments. They can help coordinate care.
- **Connect you to services and resources in the community.** These could include food stamps or housing support.

You or your doctor may ask for care management. Call Member Services at **1-866-912-6285 (Relay 711)** to find out more.

Pharmacy facts

Magnolia wants to help members get the medications they need. The preferred drug list (PDL) is the list of drugs Magnolia covers.

You can find the PDL at **MagnoliaHealthPlan.com**. You can also call **1-866-912-6285 (Relay 711)** to find out if a drug is covered. Your doctor or pharmacist can help you find medications that are covered.



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You have rights and responsibilities

Magnolia Health (Magnolia) members have rights. They also have responsibilities.

Rights are things you can expect from your health plan. They include:

- Getting all the services we provide
- Being treated with respect
- Having your medical information kept private
- Getting a copy of your medical record

Responsibilities are things your health plan expects from you. They 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

You can find more rights and responsibilities in your member handbook. Read it online at MagnoliaHealthPlan.com. Call 1-866-912-6285 (Relay 711) to ask for a paper copy.

4 ways to help your baby Start Smart

There are things you can do to help your newborn get a healthy start.

- 1. See your doctor.** Call your doctor if you think you are pregnant. You should have regular checkups throughout your pregnancy. Your doctor can check you for problems and make sure your baby is growing as expected.
- 2. Contact our Care Management team** if you think you are pregnant at **1-966-912-6285 (Relay 711)**.
- 3. Have healthy habits.** Eat nutritious foods and get plenty of rest and exercise. Also be sure to stay away from tobacco, drugs and alcohol.
- 4. Sign up for Start Smart for Your Baby®.** This is a Magnolia program for women who are pregnant or who just gave birth. Call us for more information.

New to Magnolia Health?

Find details about your benefits and services in your member handbook and on our website. Visit MagnoliaHealthPlan.com.



Is **your drinking** a problem?

Many adults enjoy a beer or a glass of wine sometimes. But drinking too much alcohol can be a serious problem. Excessive alcohol use can lead to cancer. It is a major cause of preventable death. Pregnant women who drink may have babies with health problems. Drinking too much may also lead to trouble with family or at work.

Here are a few signs your drinking is becoming an issue:

- You have tried to drink less or quit but have not succeeded.
- You drink more than in the past before feeling drunk.
- You drink in secret, where others can't see you.
- You are sometimes unable to remember what happened when you were drinking.

Are you worried about your alcohol use? Talk to your doctor. Heavy drinkers may not be able to cut back on their own. Medication and therapy can help.

Magnolia Health has substance abuse treatment providers available within our provider network. Call **1-866-912-6285** (Relay **711**) for assistance with these services.

3 tips to ease allergies

Spring allergies can mean weeks of itchy eyes and sneezing. Here are three things you can do to ease your symptoms:

- 1. Avoid allergens.** That may mean staying inside on dry, windy days. Or you could wear a mask when working in the yard.
- 2. Keep allergens outside.** Keep your windows closed. Use air filters in your bedroom. Air conditioning can also help filter out allergens.
- 3. Talk to your doctor.** Your doctor may recommend over-the-counter drugs. People with severe symptoms may need allergy shots. Your doctor can help you decide which treatment is right for you.



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If your child has **ADHD**

Does your child have attention deficit hyperactivity disorder (ADHD)? More than 10 percent of children in the U.S. have been diagnosed with it. Medicine may help. Children taking medicine for ADHD need follow-up care. Visit the doctor within 30 days of starting the medicine. After that, the child should visit the doctor twice in the next nine months. Magnolia has a care management team available to assist you. Call Magnolia at **1-866-912-6285** (Relay **711**) for more information.

How can we help you?

Magnolia is here to help you with many things. Call Member Services if you need a paper copy of your member handbook or anything else on our website. We can help you find a doctor and make appointments. We can also help you get a ride to your health appointments (for members with transportation as a covered benefit). Call **1-866-912-6285** (Relay **711**) or these services.

Visit us online to learn more about health and your health plan. You can also find your member handbook online. Go to **MagnoliaHealthPlan.com**.



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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 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.
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।
