

# Member Tip Sheet



111 E. Capitol St., Suite 500  
Jackson, MS 39201

Magnolia Health (Magnolia) offers full medical care and benefits. It also includes valuable programs, educational tools, and support. Magnolia provides helpful information on a wide range of topics related to your plan in your Member Handbook or on the website at [www.magnoliahealthplan.com](http://www.magnoliahealthplan.com) from your computer, tablet, or smartphone. If you don't have online access, just call Magnolia at 1-866-912-6285, Relay 711 and we will mail the information to you.

If you have any questions or need more information, please call us 7:30a.m. - 8:00p.m. (CST) the first working day of the week, 7:30a.m. - 5:30p.m. (CST) Tuesday - Friday, and 8:00a.m. - 5:00p.m. (CST) Saturday-Sunday, the second weekend of the month.

## Affirmative Statement about Incentives

Magnolia does not reward or pay its network providers or employees for completing utilization reviews or to deny services.

## After Hours

You can call your Primary Care Provider's (PCP's) office for information on receiving after-hours care in your area. If you have a medical problem or questions and cannot reach your PCP during normal office hours, you can call our 24-Hour Nurse Advice Line at 1-866-912-6285, Relay 711 to speak to a nurse. If you have an emergency, call 911 or go to the nearest ER.

## Appointments

Magnolia wants you to have timely, appropriate care for all your healthcare needs. You should be able to get appointments as follows:

- General physical examinations and new patient examinations within 30 calendar days of enrollment or request
- Routine Appointments within 30 calendar days

- Adult Sick Visit within 7 calendar days
- Urgent Care within 24 hours of request
- Specialists within 45 calendar days
- Emergency Care immediate and available 24 hours a day, seven days a week
- Behavioral Health Initial Visit for Routine Care within 10 business days
- Behavioral Health Urgent Care within 24 hours

## Behavioral Health Care

Magnolia will cover your outpatient behavioral health needs. A doctor's referral is not needed for outpatient behavioral healthcare. You may go to any behavioral healthcare provider in Magnolia's network of providers.

## Care Management

Care coordination and disease coaching are part of your health benefits and are provided to you at no cost. Magnolia pays for these services. We provide services for many conditions, such as asthma, diabetes, COPD, high-risk pregnancy and many more. You, your caregiver, or your provider may make a referral anytime by calling 1-866-912-6285 or the Magnolia Health website [www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com).

## Complaints and Appeals

We hope you will always be satisfied with us and our network providers. If you are not satisfied, please let us know. Magnolia has steps for handling any problems you may have. Magnolia offers all of our members the following processes to achieve member satisfaction:

- Grievance and Complaint process
- Internal appeal process
- Access to Medicaid State Fair Hearing

Magnolia maintains records of each grievance and appeal filed by our members or by their authorized representatives, and the responses to each grievance and appeal, for a period of ten years.

1-866-912-6285

Relay 711



[MagnoliaHealthPlan.com](http://MagnoliaHealthPlan.com)

## Language Assistance

For members who do not speak English or do not feel comfortable speaking it, Magnolia has a free service to help. This service is very important, because you and your provider must be able to talk about your medical or behavioral health concerns in a way you both can understand. Our interpreter services are provided at no cost to you and can help with many different languages. This includes sign language. We also have Spanish-speaking representatives available who can help you as needed. Magnolia members who are blind or visually impaired can call Member Services for an oral interpretation. To arrange for interpretation services, call Member Services at 1-866-912-6285, Relay 711.

## Magnolia Health Website

Magnolia's website helps you get the answers you need. There you can find resources such as: covered/excluded benefits, pharmacy procedures, copays or other charges, benefit restrictions for services outside the plan network or service area, language assistance, provider directory information, how to obtain specialty care, behavioral healthcare and hospital services, and much more.

## Member Rights

As a Magnolia member, you have the right to be treated with dignity, respect and privacy from Magnolia staff, doctors, and their office staff. Go to the Magnolia website at [www.magnoliahealthplan.com](http://www.magnoliahealthplan.com), click on Medicaid, Member Resources and then Member rights and responsibilities or refer to your Member Handbook for the list of your rights and your responsibilities.

## New Technology

Magnolia evaluates new technology, including medical procedures, drugs and devices, and the new application of existing technology for coverage determination.

## Pharmacy Program

It's important to Magnolia that our members receive drug therapy that is appropriate, high quality, and cost effective. We work hard to ensure you have access

to safe and effective medications that are medically proven to help you get healthy and stay healthy. Call Member Services at 1-866-912-6285, Relay 711, if you have questions about:

- What pharmacy services are covered
- The Universal Preferred Drug List
- How to get your medications
- Where you can get prescriptions filled
- Drug-Drug Interactions
- A drug's common side effects and significant risks
- Availability of a generic substitute

## Protected Health Information Policies

Notice of Privacy Practices describes how medical information about you can be used and disclosed and how you can get access to information.

## Prior Authorizations

When you need care, always start with a call to your Primary Care Provider (PCP). Some covered services may require prior authorization or review by Magnolia before services are provided. This includes services or visits to an out-of-network provider and some specialists. Home health services and some surgeries also need to be reviewed. Your provider can tell you if a service needs review. The list is on Magnolia's website at [www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com). You can also call Member Services at 1-866-912-6285, Relay 711 to see if something needs to be reviewed by Magnolia.

## Provider Directory

The Magnolia Provider Directory is a list of all the providers in Magnolia's network, including providers and hospitals. It shows the addresses, phone numbers and any languages the provider may speak. If you would like a Magnolia Provider Directory:

- You can call Member Services at 1-866-912-6285, Relay 711 and request one
- You can pick up one at your Regional Division of Medicaid (DOM) office



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- You can pick up one at your local Women, Infants and Children (WIC) office

You can also find the most current version of Magnolia's Provider Directory on Magnolia's website at [providersearch.magnoliahealthplan.com](http://providersearch.magnoliahealthplan.com). You can view the providers available to you on our online directory. Choose or change your provider through your online account.

### Quality Improvement Program

Magnolia's Quality Improvement (QI) Program focuses on preventive health. The program creates plans, puts those plans into action, and measures efforts to improve your health and safety. The QI Program strives to make a difference in health outcomes. It develops actions to improve member and provider satisfaction. Magnolia involves providers within our plan. The providers assist with developing and monitoring activities of the QI Program as well as providing insight into preventive health resources and information.

### Referrals

You may need to see a certain provider for specific medical problems, conditions, injuries and/or diseases. Talk to your Primary Care Provider (PCP) first. Your PCP will refer you to a specialist in the Magnolia network who can diagnose and/or treat your specific problem. A referral is not required in order to see a specialist, but having a referral from your PCP will help with coordination of care. Some types of specialists will not be able to see you without approval from Magnolia and from your PCP. Exceptions are emergency services, family planning, women's preventive services, and maternity services. If you aren't sure whether or not a referral is needed, speak with your PCP or call Member Services at 1-866-912-6285, Relay 711.

### 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 to your provider. Or call Member Services at 1-866-912-6285 Relay 711.

### Secure Member Portal

Magnolia has many convenient and secure tools to assist you and give you access to better healthcare information. To enter our secure portal, click on the login button. A new window will open. You will be able to login or register.

- Creating an account is free and easy.
- By creating a Magnolia Health account, you can:
  - Request a new Member ID Card
  - Update your personal information
  - Send us a message

### Transportation Assistance

If you don't have transportation, Magnolia can help you get a ride. Magnolia pays for rides to doctor appointments. We can help you set up an appointment and a ride to your doctor's office. Call 1-866-912-6285, Relay 711.

### Utilization Management

Magnolia has a utilization review program that reviews services to make sure the services you are getting are the best way to help you feel better or improve your condition. Medical services, supplies and drugs are reviewed to determine if the services are covered for your plan type, are medically necessary and are provided in the most clinically appropriate and cost-effective manner.



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