



MEMBER TIP SHEET

<i>Your Child</i>	<i>Your Doctor</i>
<p>Your doctor wants to see your children for regular checkups, <u>not just when they are sick</u>.</p> <p>Well visits are important for your children's health! Magnolia Health Plan's Child Health Check-Up Program is offered to kids, teens and young adults under the age of 21. For more information contact Member Services at 866-912-6285.</p>	<p>Magnolia cares about your health and well-being. Your Primary Care Provider (PCP) is a doctor you see on a regular basis. You do not have to go to the emergency room for basic medical care. Make sure you see your primary care doctor at least once a year for preventive care.</p> <p>Seeing your doctor for regular check-ups helps you find problems early enough to fix them!</p>
<i>Your Health Plan</i>	<i>NurseWise</i>
<p>Have you made a visit to the Magnolia website? Our website www.magnoliahealthplan.com helps you get answers you need. You can find resources such as: Benefit information, information on Magnolia's Disease Management Programs and Member Privacy Notice. You can also change your doctor online, request or print a replacement Member ID card. There are many more resources on our website to help make it easy for you to get services and quality care.</p>	<p>Did you know you can talk to a Nurse 24 hours a day? NurseWise is a FREE health information line. They can help you with:</p> <ul style="list-style-type: none"> • Medical advice • Help in determining where to go for care • Answer questions about your health • Advice about a sick child • Information about pregnancy <p>To reach NurseWise, call 866-912-6285</p>
<i>Behavioral Health</i>	<i>Special Programs</i>
<p>Do you feel stressed or sad? Are you trying to stop drinking or doing drugs? Do you have an eating disorder? Cenpatico Behavioral Health works with Magnolia to provide behavioral health services. You and your children can also get a wide range of mental health and case management services. Please call us at 866-912-6285; we can help you find a behavioral health specialist.</p>	<p>Did you know Magnolia has special programs for the following:</p> <ul style="list-style-type: none"> • Start Smart for Your Baby • Women & Young girls health • Family Planning Services • HIV Testing and Counseling • Communicable Disease Services <p>Call us at 866-912-6285 for more information.</p>
<i>Disease Management</i>	<i>Care Management</i>
<p>Did you know Magnolia Health Plan has a Disease Management Program? The program is designed to provide education and resources to help you manage your condition. We have programs for Diabetes, Asthma, Obesity, Hypertension, and High Blood Pressure. For more information please call us at 866-912-6285.</p>	<p>If you have special healthcare needs or are disabled, the Care Management department may be able to help you. Magnolia's Care Management department has nurses and social workers to work with you and your doctor to help you get the care you need. For more information please call us at 866-912-6285.</p>
<i>Your Baby</i>	<i>Transportation</i>
<p>We care about the health of you and your baby. Start Smart is our special program for pregnant women and moms who just had a baby. To enroll and get more information please call Magnolia at 866-912-6285 or go to our website at www.magnoliahealthplan.com.</p>	<p>Do you need a ride to your doctor's appointment? Magnolia members should call MTM, Inc. transportation at 866-331- 6004. Make your appointment 72 hours before you need to be picked up.</p> <p>If you are hearing impaired please call our TDD/TTY at 1-877- 725-7753.</p>

Magnolia Health Plan, 111 East Capitol Street, Suite 500, Jackson, MS 39201

◆ 866-912-6285 ◆ TDD/TTY: 1-877-725-7753

www.magnoliahealthplan.com



<i>Your Rights & Responsibilities</i>	<i>Your Services</i>
<p>Did you know you have rights & responsibilities? One of your rights as a member is to be treated with dignity, respect and privacy from Magnolia staff, doctors and their office staff. You also have the right to change your doctor without reason, know about other doctors who can treat you, and be told if your doctor is no longer available.</p> <p>You are responsible to inform Magnolia of the loss or theft of your ID card, to provide information that Magnolia and its providers need in order to provide care, and to inform your provider on reasons you cannot follow the prescribed treatment of care recommended to you. For a full list you're your Rights & Responsibilities, visit www.magnoliahealthplan.com.</p>	<p>Did you know Magnolia Health Plan does not reward or pay our doctors or employees for approving or denying utilization reviews?</p> <p>Do you have a concern of whether or not a service is covered by Magnolia? Our Utilization Management department (UM) checks to see if the service needed is a covered benefit. If covered, the UM nurses checks to see if the service is medically necessary by reviewing the medical notes and talking with your doctor. If the service is medically necessary, UM approves the service.</p>
<i>Your Appointments</i>	<i>Case Management</i>
<p>Magnolia wants you to have timely, appropriate care for all your healthcare needs. You should be able to get an appointment scheduled with your Primary Care Provider (PCP) as follows:</p> <ul style="list-style-type: none"> • Urgent care visit within one (1) day • Routine sick care visit within one (1) week • Well care visit within one (1) month <p>Please call us at 866-912-6285 if you have need help making an appointment with your Primary Care Provider (PCP).</p>	<p>Did you know we have a special program that helps you get medical care and social services? Our Case Management department will talk to you on the phone, mail you information or visit you at home. Just call them at 866-912-6285 and they will be glad to talk to you!</p>
<i>Quality Program</i>	<i>Phones</i>
<p>Magnolia Health Plan has a comprehensive Quality Improvement Program to ensure that you get quality care and services. We are always happy to share information with you. Give us a call if you would like a copy of the program or for more information.</p>	<p>Magnolia Health Plan's Connections Plus is a program for our high-risk members who do not have safe, reliable access to a telephone. If you feel that you have a need for limited use, pre-programmed cell phone, call us at 866-912-6285 for more information.</p>
<i>Your Prescriptions</i>	<i>Guidelines</i>
<p>How do you get your prescriptions?</p> <ul style="list-style-type: none"> • Go to a pharmacy that is signed up with Magnolia • Give them your prescription order • Show them your Member ID card <p>Please call us at 866-912-6285 if you have questions about filling your prescriptions or to find a pharmacy near you. You can visit our website www.magnoliahealthplan.com for the most current version of the Preferred Drug List (PDL).</p> <p>Some drugs must be approved by Magnolia Health Plan before you get them. This is called Prior Authorization (PA). Ask your doctor if your prescription requires this. If it does, ask if there is any other medicine that can be used that does not require a PA.</p>	<p>Preventive and clinical practice guidelines are based on health needs. Magnolia Health Plan adopts these guidelines that are published by nationally recognized organizations or government institutions. For a copy of the guidelines please call us at 866-912-6285.</p>
<i>Your Prescriptions</i>	<i>Complaints</i>
<p>How do you get your prescriptions?</p> <ul style="list-style-type: none"> • Go to a pharmacy that is signed up with Magnolia • Give them your prescription order • Show them your Member ID card <p>Please call us at 866-912-6285 if you have questions about filling your prescriptions or to find a pharmacy near you. You can visit our website www.magnoliahealthplan.com for the most current version of the Preferred Drug List (PDL).</p> <p>Some drugs must be approved by Magnolia Health Plan before you get them. This is called Prior Authorization (PA). Ask your doctor if your prescription requires this. If it does, ask if there is any other medicine that can be used that does not require a PA.</p>	<p>We hope our members will always be happy with Magnolia Health Plan. If you are not happy, please let us know. You have the right to file a grievance. You can call Member Services or write to us.</p> <p>Be sure to include:</p> <ul style="list-style-type: none"> • your first & last name • your date of birth • your Member ID number • your address and telephone number <p>Mail your letter to: Magnolia Health Plan Grievance & Appeals Coordinator 111 East Capitol Street, Suite 500 Jackson, Mississippi 39201</p>

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<i>Your Doctor</i>	<i>Second Opinion</i>
<p>Would you like to know where your doctor attended medical school, completed a residency program, or if he/she is Board Certified? To learn more, contact our Member Services Department at 866-912-6285.</p>	<p>Did you know you have the right to a second medical opinion? Tell your Primary Care Provider (PCP) that you want another medical opinion. You may choose a Magnolia Health Plan doctor for your second opinion. Your PCP will review your second medical opinion and decide on a treatment plan that is best for you.</p>
<i>Your Privacy</i>	<i>Your Satisfaction</i>
<p>At Magnolia Health Plan your privacy is important. We will do all we can to protect your health records. There is internal protection of oral, written, and electronic Protected Health Information (PHI) across the organization. If you need more information, please refer to your Member handbook or visit our website at www.magnoliahealthplan.com.</p>	<p>We want to hear from you! Magnolia Health Plan conducts Member Satisfaction surveys. If you get a survey, please fill it out. If you get a call, please give us a moment of your time. Your opinion counts.</p>
<i>Need Help?</i>	
<p>Do you need help understanding all the above information? If you do, call Member Services at 1-866-912-6285. You can also call us to receive this information in Spanish. To get this information in large font or to have this information read to you over the phone, please call us at 866-912-6285. TDD/TYY: 1-877-725-7753.</p>	