

Healthy Moves



Quick tip for parents

Your kids should see a provider once a year for a well-child visit, or checkup. Don't wait until they are feeling sick. A doctor's visit when they are well can help ensure they are growing strong and healthy.

Your child's needs may change as he or she grows. If your teen is seeing a pediatrician, it may be time to change to an adult doctor.

Talk with your child's current provider, who can help you decide if your child needs a new provider. He or she can help make sure there are no breaks in your child's care.

► Magnolia Health (Magnolia) can also help members find the right provider for their needs. For help finding a provider or making an appointment, call our Member Services at **1-866-912-6285**.

4 ways we can help you

- 1. Tools to help you live healthier.** Disease management is a way we help people with chronic diseases like diabetes or asthma. You can also talk to your provider about programs that can help you.
- 2. A ride to your appointments.** Call Member Services at least 48 hours before your appointment.
- 3. Help making health appointments.** Member Services can search for doctors and make appointments for you.
- 4. Paper copies of information.** We can send you a paper copy of anything you see on our website, www.magnoliahealthplan.com.

Call Member Services at **1-866-912-6285** to learn more about how we can help you live healthier and understand your benefits.

You ask, we answer

Q: What is care management?

A: The care management team is made up of nurses and social workers. They can lend a hand if you are living with a long-term, difficult illness. We can help you stay healthier if you have a chronic condition like cancer or diabetes.

Care management can:

- Help you find doctors and other providers.
- Help you get services that are covered by your plan, such as medical equipment or home healthcare.
- Work with your provider to help you stay healthy.
- Show you resources in your community.

This is not required. Are you interested? You or your provider may refer for it. Call **1-866-912-6285**.



You have **rights and responsibilities**

As a member, there are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. We list some here. You can read all of them in your member handbook.

Here are some of your rights as a member:

- Getting all services that we provide.
- Being treated with respect.
- Knowing that your medical information will be kept private.
- Being able to get a copy of your medical record.
- Being able to ask that your record be corrected if needed.
- Being able to file an appeal, a complaint or state hearing.

Some of your responsibilities include:

- Keeping your scheduled appointments.
 - Asking questions if you don't understand your rights.
 - Having your ID card with you at your appointments.
 - Getting in touch with your primary care physician (PCP) first if you have a medical need that isn't an emergency.
 - Telling your PCP if you had care in an emergency room.
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- ▶ Call Member Services at **1-866-912-6285** if you need a paper copy of the member handbook.



Cold or allergies?

Colds come from a virus. Allergies are your body's reaction to triggers like dust or pollen. They have different causes but similar symptoms. Here's how to know the difference and when to go to the doctor.

	COLD	ALLERGIES
Runny nose	Yes	Yes
Fatigue	Maybe	Maybe
Sore throat	Yes	Maybe
Itchy, watery eyes	No	Yes
Cough	Yes	Maybe
Aches	Maybe	No
Fever	Maybe	No

Checkups for kids

Early Periodic Screening Diagnosis Treatment (EPSDT)

Babies grow fast! And because babies grow fast they need a checkup by a provider every couple of months to make sure they are growing properly and getting what they need.

Children 2 and older need to see a provider at least once a year for a checkup and they need to see the dentist as well.

Magnolia cares about you and your family. So we offer unlimited provider visits at no charge to you. That means you can take your child to the doctor when you need to.

Emergency room visits do not count as a checkup. Emergency room doctors are not the same as primary care providers.

Immunizations are not just for babies

Teens need immunizations, too. Between ages 11 and 13 children need the meningococcal and Tdap/Td vaccines.

Where to get vaccines:

1. Primary care provider
2. Local health department

Colds should go away after 2 weeks. Allergies may last longer. Call your doctor if you're still having symptoms after 2 weeks.

The best way to help a cold is getting rest, taking over-the-counter cold medicine, and staying hydrated with juice, water or broth.

You don't need to visit the ER for a common cold. If you have any questions or concerns, call your doctor's office.



Is your medication covered?

The formulary is the list of drugs that Magnolia covers. It is also called a “Preferred Drug List” (PDL). You can find the latest list at www.magnoliahealthplan.com. You can also call **1-866-912-6285** to find out if a drug is covered. And remember: Your pharmacist can help you understand your medications.

Asthma medication

If you have persistent asthma, you will need to take your asthma medicine all the time with no breaks. We can help! Call us if you have questions about your asthma medication.



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