

Healthy Moves



What is covered?

Do you have a question about whether a service is covered? Our Utilization Management (UM) Department can tell you if a medical service is covered. UM may look at your health records and talk with your provider.

UM decisions are based on:

- **If the service is needed**
- **If the service works well**
- **If the service is right for you**

UM does not make choices based on financial reasons. We do not reward providers or staff for saying no to care. We want you to get the care you need, when you need it.

Do you have questions? Call our UM team at **1-866-912-6285**.

How we can help

Magnolia Health can help you with many things. We can help you get a paper copy of your Member Handbook or anything on our website, www.magnoliahealthplan.com. We can also help you get a ride to your appointments. Call member services at **1-866-912-6285** to see how we can help you.



Check up on vaccines

Your kids need a checkup every year. The provider will make sure they are growing, healthy and up to date on their vaccines. These are shots that help protect kids from serious diseases. There are vaccines for polio, measles and chicken pox. Call us or go online to learn more about the shots your child needs. Go to www.magnoliahealthplan.com.

Don't forget: Lead is dangerous for kids. It can cause learning and behavior problems. Children should have their blood tested for lead at 12 and 24 months.



How to file an appeal

Magnolia Health will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by Magnolia Health. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Appeals must be sent within certain time frames. Review your Member Handbook or call member services at **1-866-912-6285** to learn more.

Your voice is important to us. We want to help you with your concerns.



5 questions for your provider

It's important for adults to see their provider regularly. The provider will look out for any signs of health troubles. A checkup is also a good opportunity for you to ask your provider questions.

Bring this list with you to your next annual physical exam. Discuss the answers with your provider. The conversation can help guide your healthcare choices.

- 1. “Am I at a healthy weight?”** Being overweight increases your risk for dangerous health conditions. Your provider can help you manage your weight.
- 2. “Can you review my medications?”** Bring both your over-the-counter and prescription medications with you. Your provider can check for any problems with the combination or amount of medicine you are taking.
- 3. “Do I need a dental checkup?”** Most adults should visit the dentist once a year. You may need to go more often if you are a smoker or you have diabetes.
- 4. “Am I due for a hearing test?”** Check the health of your ears so you can treat any issues early.
- 5. “Do I need a vaccine or a screening?”** Even adults need vaccines. They help your body fight off serious diseases. And screenings help you and provider find conditions early, when they are easier to treat.



We protect your personal information

We do all we can to guard your protected health information (PHI). By law, we must protect your health records.

You can read the complete Privacy Notice in your Member Handbook or on our website at **www.magnoliahealthplan.com**. Or call member services for a copy.

MAGNOLIA HEALTH
111 East Capitol Street, Suite 500
Jackson, MS 39201

Phone: 1-866-912-6285
TDD/TTY: 1-877-725-7753
Relay 711
www.MagnoliaHealthPlan.com

PSRST STD
U.S. POSTAGE
PAID
Stevens Point, WI
Permit #422

Published by Manifest LLC. © 2016. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. The information in this publication is intended to complement—not take the place of—the recommendations of your healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.



Depression is an illness

Do you feel anxious? Tired? Very sad? These are symptoms of depression. If you have been struggling with these feelings for many weeks, talk to your provider. You do not need to suffer alone. Depression can be treated. Therapy or medication may be able to help you.

Magnolia Health offers behavioral health services. This includes help for depression and for drug or alcohol problems. Talk with your provider if you think you need help. Call **1-866-912-6285** if you need help finding a provider. We can help you get the care you need.