



For more information, call Member Services at Magnolia.

How to keep your **heart healthy**

Your heart is one of the most important organs in your body. Do what you can to make sure it stays healthy. Start by calling your provider to ask about these two tests:

1. Blood pressure test. A healthy blood pressure is between 90 over 60 (90/60) and 120 over 80 (120/80). When blood pressure is too high, the heart has to work too hard to pump blood.

2. Cholesterol screening. Not all cholesterol is bad, but a lot of bad cholesterol makes it hard for blood to flow. Adults should have this test once every five years.

There are ways to improve your heart health. Exercise and a good diet can help. Your provider may also suggest a medication. Be sure to take it exactly as instructed.

Take care of your heart for a long, healthy life.

Get to know your coverage

As a member, you should understand your benefits and what is covered. There is a lot you can learn about benefits from your Member Handbook. Or visit our website, **www.magnoliahealthplan.com**

Here are some things you should know about:

- Free flu shots
- How to find a doctor or other provider
- How to get emergency care and other medical services
- How to send us a complaint
- How to start an appeal
- Your rights and responsibilities as a member
- Who to call if you need interpreter services

It's important to learn about your benefits so you can make the most of your health insurance. If you have a question, call **1-866-912-6285**.

New technology

We here at Magnolia watch for the latest medical care. This may include new medicine, tests or surgeries.

We also have a detailed process to confirm that new treatments are safe. We tell our providers about new services that are covered.



Free to members: Health tests for women

With Magnolia Health (Magnolia), women can get important health screenings for no cost. Mammograms and Pap smears are free.

WHAT IS PREVENTIVE CARE?

Preventive care is important. It is one of the best ways to stay healthy. Tests for cancer are a type of preventive care. They help catch cancer early, when it is easier to treat.

Regular checkups are also preventive care. They help you and your doctor look for potential signs of disease. For example, high

cholesterol may lead to heart disease.

Unusual lumps or sudden weight loss may be signs of serious health conditions. Your provider is an expert at looking for signs of trouble.

Members can also receive CentAccount® rewards by receiving preventive care.

WHAT CAN YOU DO?

Call your provider to schedule your next checkup. And go to **www.magnoliahealthplan.com** to see our complete preventive health recommendations.

We are **listening to you**

We recently asked our members what they thought of their care. We asked if they were satisfied with our health plan. We got a lot of feedback. Thank you!

Magnolia Health will be using the results to help us improve. We want our members to rate us as excellent. Here are some key results:

MAGNOLIA HEALTH SURVEY RESULTS		
Positive results	2014	2015
Customer service	86.9%	89.2%
Getting needed care	80.8%	81.9%
Areas of improvement	2014	2015
Getting care quickly	82.5%	82.1%
How well doctors communicate	91.6%	90.4%



Your diabetes checklist

If you have diabetes, you should see your provider every three to six months. You also need to schedule these tests once each year:

- **The HbA1c test** shows how well you have controlled your blood sugar levels over the past few months. Most people aim for an A1C of 7% or less.
- **A cholesterol test** measures the “bad” fats and the “good” fats in your blood. Bad fats can cause heart disease and good fats can help prevent it.
- **A urine screening test** makes sure that your kidneys are working properly. Diabetes can lead to kidney failure.
- **A vision test** checks for signs of eye disease caused by diabetes. Check with your doctor to see if you need this test every year.
- **A foot exam** checks for redness, blisters and other marks. Diabetes can cause poor circulation and dry skin that can turn into cracks and ulcers.

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For more
information, call
Member Services
at Magnolia.

How can we **help you?**

We can help you with many things. Just call Member Services at **1-866-912-6285** if you:

- Have questions
- Need a copy of your handbook
- Would like a paper copy of anything in this newsletter or on our website, www.magnoliahealthplan.com.