

CONNECT CARE NEWS

The ConnectCare Recipient Education and Outreach Program: (from left to right, back row) Barbara Miller, Ida King, Karen Short, (middle row) Glen Poteet, Ebony Allen, Shantella Davis (student intern), (front row) Deborah King, Frankie Mitchell and Debra Compton. Not pictured Angela Grimmatt.

FORTY THOUSAND and Counting



The ConnectCare Telephone Helpline answered 40,000 calls from July 1, 2002, through June 30, 2003.

The ConnectCare Telephone Helpline assists Medicaid and ARKids recipients in connecting to health care resources for ensuring health care services.



Your Health Privacy Rights...

The Health Insurance Portability and Accountability Act (HIPAA) went into effect April 14, 2003, and was designed to:

Protect patient's rights by giving them access to their health information and control over how it is used.

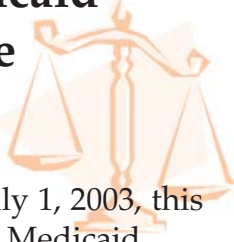
HIPAA requires...

Any information that relates to a patient's health cannot be used unless authorized by either the patient or someone acting on the patient's behalf or unless permitted by regulation. Additionally, the facility must limit access to only those individuals who need the information for a legitimate purpose.



New in ConnectCare...

The Medicaid Grievance Program



Effective July 1, 2003, this program gives Medicaid recipients an opportunity to voice concerns and complaints about their Medicaid services. The grievance program serves as a pathway between the recipient, DHS and the provider for resolving Medicaid related issues.

To voice your Medicaid related complaint, contact the ConnectCare Information Line at 1-800-275-1131 (TDD 1-800-285-1131). Your complaint or concern will be documented and forwarded to Medicaid Managed Care Services where someone will contact you within 24 hours or next business day to assist in resolving your issue.

Your Health Privacy Protected

At the PCP's Office:

As you visit your PCP's office for treatment, you will receive a copy of the Notice of Privacy Practices (NPP) document. You will be asked to sign, acknowledging you received this document.

On the ConnectCare Telephone Helpline:

As you call ConnectCare, please remember we MUST speak to the recipient, parent or guardian.

Options for Recipients Facing Physician Shortages

- ✓ Sign up with an Arkansas Health Education Center (AHEC).
- ✓ Select a PCP in a bordering county.
- ✓ Sign up with a family practice physician who can give a referral to a specialist for patients with special needs.
- ✓ Select a family practice physician if a pediatrician is not available in your county.



- ✓ Call the ConnectCare Information Helpline at 1-800-275-1131 (1-800-285-1131 TDD) on the first day of the month as vacancies sometimes occur at this time.

Remember, your health and your child's health is important. Explore your options and put your health first.



INTERNET INSTRUCTIONS: Log on to www.seeyourdoc.org to find a ConnectCare PCP, then call toll-free 1-800-275-1131 (TDD 1-800-285-1131) to enroll with a ConnectCare PCP.

ADDITIONAL INFO: Have your Medicaid and ARKids First number handy when calling ConnectCare.

ConnectCare Reminds You to...

Schedule an Appointment With Your New PCP, Before You Get Sick

This allows your PCP to get information about your medical history, family health history and possible drug allergies. This ensures you will get the **BEST** possible care, when you need it.

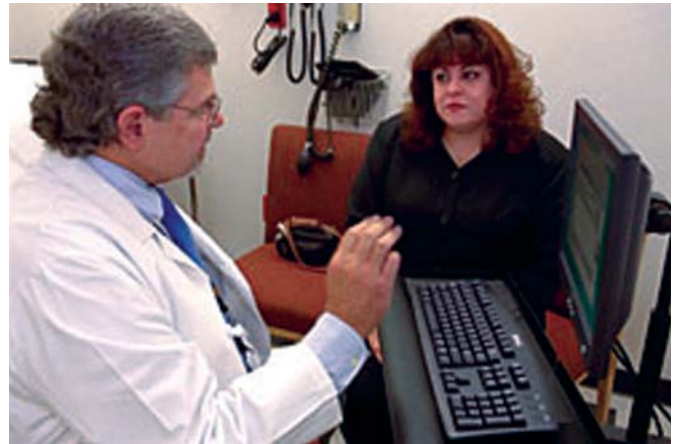
Protect Your Medicaid and ARKids I.D. Number

STOP unauthorized use of your Medicaid or ARKids I.D. number.

- Making changes regarding your PCP should be made only by you.

- Do not share your Medicaid or ARKids number with anyone.

- Use your number only when going to your PCP, or calling the ConnectCare Helpline.



Always Get a Referral From Your ConnectCare PCP

Before you go to another doctor or specialist, be sure to ask your ConnectCare PCP for a referral.

Connecting You to Health Care...

"I Need In, NOW!"

Tips For Scheduling Doctor Appointments

By understanding your PCP's scheduling policy, you, your PCP and his/her staff can provide exceptional care to you and your child. Ask your PCP's staff what their office appointment policy is and write it down.

There are three different types of appointments: well, sick and work-in.

The well appointment is usually called Early Periodic

the Doctor will see you now?

Screening, Diagnosis and Treatment (EPSDT) or Well Child Check-up. This type of appointment is not urgent. Do not expect to receive a well exam appointment on the same day you call.

Most clinics reserve slots for sick children. These slots fill up quickly, so call early in the morning

if you expect to see the doctor the same day. Expect questions from the receptionist, such as "What is wrong with your child and

how long has the child had these symptoms?"

If there are no appointment slots available, the office staff might work you in between scheduled appointments. If you are a work-in appointment be prepared to wait. The scheduled appointments will be seen first. Take a book or toy for your child to pass the time. Waiting times can be long, so **BE PATIENT**. Remember, the PCP is doing you a favor by working your child in between already scheduled appointments.



CONNECT CARE NEWS is printed for Medicaid / ARKids First customers. Any inquiries should be addressed to:

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Safety Tips

- ✓ Make sure your child's costume is age-appropriate. 
- ✓ Costumes should be light colored and have reflective tape on them.
- ✓ Remember to obey all traffic rules and look both ways before crossing the street to different houses.
- ✓ Make sure to inspect all candy before allowing your child to eat it.

 <h2 style="color: red;">monthly health observances</h2> 	
<p>SEPTEMBER</p> 	<p>Children's Eye Health and Safety Month Back to school: fresh supplies, new shoes and eye exam. Schedule an eye exam for your child during this month. For more info visit www.preventblindness.org or call (800) 331-2020.</p>
<p>OCTOBER</p> 	<p>National Breast Cancer Awareness Share the message – “Early Detection Saves Lives” October 17, 2003, National Mammography Day. For more info visit www.nbcam.org or call (800) 227-2345.</p>
<p>NOVEMBER</p> 	<p>National Diabetes Month See if you are at risk! Schedule an appointment with your PCP to discuss the signs and risk factors for diabetes. For more info visit www.diabetes.org or call (800) 232-3472.</p>