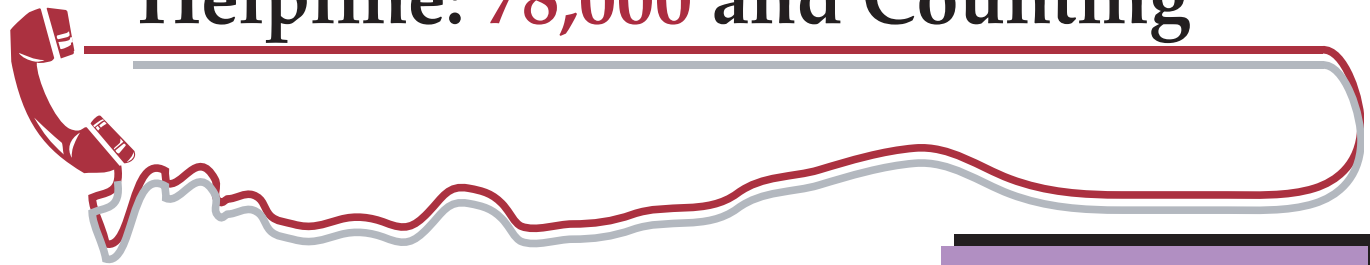


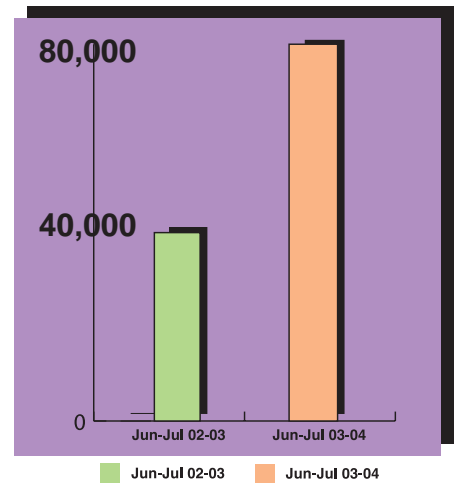
# CONNECT CARE NEWS



## Helpline: 78,000 and Counting



The ConnectCare Telephone Helpline nearly doubled the number of calls answered compared to last year. Last year, **40,000** ARKids recipients were assisted July 1, 2002, to June 30, 2003. From July 1, 2003, to June 30, 2004, the helpline assisted **78,000** callers. The ConnectCare Telephone Helpline assists ARKids recipients by connecting them to a doctor.



## Helpline Expands Hours

The ConnectCare Telephone **Helpline is now open 24 hours a day** Monday-Thursday; on Fridays, the Helpline closes at midnight. Call us toll-free at 1-800-275-1131 or 1-800-285-1131 TDD.

**¡Se Habla Español!**

ConnectCare can now assist the Hispanic Community. Call 1-800-275-1131 or 1-800-285-1131 TDD.



## Tobacco Cessation Program

On October 1, 2004, Medicaid will begin a new tobacco cessation program aimed at helping Medicaid recipients who would like to stop smoking or using tobacco products. The program will include counseling from your doctor and/or products including generic zyban, nicotine gum and nicotine patches intended to help stop the use of tobacco products. For more information on this program, contact your doctor.

**New additions** to the ConnectCare team include **Stephen Koch**, who will serve as the Managed Care Coordinator for the Eastern region of the state, and **Hope Stricklen**, who recently joined ConnectCare as a Helpline Specialist (8:00-4:30 p.m., Monday-Friday).



## Need to Choose or Change Your ConnectCare Doctor?

ConnectCare will soon have an online form to choose or change your ConnectCare doctor. Visit us at <http://www.seeyourdoc.org> today! However, please note that choosing a doctor online **DOES NOT** guarantee your request. You will receive a letter in the mail within five business days accepting or declining your request. Visit our website for updates.



## ConnectCare Reminds You to...

### Give Your Child's Health a Shot in the Arm – Protect Yourself and Your Child

School is back in session! Help keep your child healthy by making sure your child's shots are up-to-date. Without shots:

- Your child is at a greater risk for catching disease.
- Your child can infect others.
- Your child may have to leave school or daycare.

Shots are safe, and the benefits of shots to your child, family and community are great. Because of shots, these diseases are no longer common in the U.S.:



- Whooping cough
- Measles
- Chicken pox
- Polio
- Mumps

Protect yourself and your child. Get your child's shots today. Visit your doctor (or call ConnectCare to get connected with a doctor in your area) to get your child's scheduled shots.

## Get Your Flu Shot

Arkansas flu season runs from December to March. Flu shots protect you from disease. **You CANNOT get the flu from a flu shot!**

To find out more, contact your ConnectCare doctor or county health unit.



## Connecting You to Health Care...

### ConnectCare Team Member Goes the 'Extra Mile'

We are proud of our ConnectCare team, and are glad when others recognize them also. **Ebony Allen** (pictured right), one of our Helpline Specialists, recently got a thank you letter from a Washington County Medicaid recipient, and shared it with us. The letter reads in part:

*"Thank you so much for going the extra mile to get my babies a doctor. I know you didn't have to do all that you did to get them in and I surely do appreciate it! Take care of your sweet baby girl and tell your boss for me that you need a raise! The world needs more nice people like you."*



ConnectCare doesn't expect thank you notes for doing its job, of course, but we do appreciate them! We are interested in feedback – good and bad. Send your comments to:

**ConnectCare News**  
4815 West Markham Street  
Slot 1  
Little Rock, AR 72205

### Does Your Child See Clearly?

Since September is children's eye health and safety month, Connect-Care News reminds



you to get your child's vision tested – see your ConnectCare doctor. (If you don't have a doctor, call ConnectCare to get connected.) ARKids recipients can receive one free eye exam per year.

**DON'T FORGET!**  
Have your Medicaid and ARKids First number handy when calling ConnectCare.



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

ConnectCare News  
4815 West Markham, Slot 1  
Little Rock, AR 72205

Contact List of ConnectCare Helpline Specialists:

- Deborah King 1-800-275-1131
- Barbara Miller 1-800-275-1131
- Hope Stricklen 1-800-275-1131
- Glen Poteet 1-800-275-1131
- Karen Short 1-800-275-1131
- Ebony Allen 1-800-275-1131
- Linda Sanders 1-800-275-1131



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1-800-275-1131 or  
1-800-285-1131TDD  
Toll-Free

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

Internet Instructions: Log on to [www.seeyourdoc.org](http://www.seeyourdoc.org) to find a ConnectCare doctor.

### Hours of Operation

Monday – Thursday  
24 hrs/day



Friday  
until midnight



## monthly health observances



### SEPTEMBER



### Children's Eye Health and Safety Month

Most eye problems can be corrected if they are found and treated early. For more information, call 1-800-331-2020, or visit [www.preventblindness.org](http://www.preventblindness.org).

### OCTOBER



### OCTOBER IS: national orthodontic health month

For children, the use of braces for the correction of tooth and jaw alignment can result in a healthy, nice smile that's good for life. For more information, visit [www.braces.org](http://www.braces.org).

### NOVEMBER



### National Healthy Skin Month

Good skin care habits begin at birth and continue throughout life. For more information, visit [www.aad.org](http://www.aad.org).