

# CONNECT CARE NEWS



When you call the toll-free ConnectCare Helpline we can:

- Assign you a doctor.
- Change your doctor.
- Refer you to someone to help you if we can't help you.
- Tell you if your Medicaid is still active and when it will expire.
- Answer some of your Medicaid questions.

we cannot:

- Make name and address changes. (Call your local DHS office to change this.)
- Search by Social Security Number. (We can only search by Medicaid ID number.)
- Change your doctor for a Medicaid bill to get paid.
- Discuss the number of visits you have left.
- Change foster children. (We will refer all foster children to their local DHS office.)
- Change your doctor by request of the doctor. (A doctor cannot call us and ask that we make you one of his/her patients. You must call us for this.)

Source: Jenelle Robinson, BS, CHES, ConnectCare Northern Region Managed Care Coordinator

When calling the ConnectCare Helpline, please have your Medicaid ID number handy. Also, please have your top three choices for a doctor ready. To find a list of doctors in your area, visit our website at [www.seeyourdoc.org](http://www.seeyourdoc.org) and click on "Physician's Guide 2005," or call us toll-free at 1-800-275-1131 and ask for a list to be mailed to you.



# New in ConnectCare...

## NEW Assign/Change My Doctor

ConnectCare now has a form available online for you to assign or change your doctor. This form will allow you to choose your doctor and send your request from your computer. Instructions are also available online if you need help completing the online form.

You will receive a letter in the mail within three business days either accepting or declining your online request. If you have a doctor's appointment in less than a week, you should call the ConnectCare Toll-Free Helpline at 1-800-275-1131 or 1-800-285-1131 TDD to be assigned to a doctor.

Source: ConnectCare Media Outreach Team

## ConnectCare Reminds You to...

### Do Your Spring Cleaning – Make Sure Your Home Is Smoke-Free

Spring is here – have you made your “to do” list yet? Shampoo the carpets, wash the windows, have a garage sale and enjoy spring's fresh air. If you use tobacco, you know how it can affect your clothes, furniture, carpets and curtains. Get rid of the odor for good this spring when you quit!



Celebrate spring and enroll in the Arkansas Department of Health's Stamp Out Smoking (SOS) Quitline! Experienced

counselors will work with you to set a quit date and give you information to help you create a quit plan that meets your needs. Put your health at the top of your “to do” list – call toll-free at 1-866-NOW-QUIT today.

Source: Arkansas Department of Health

### Get Your Kids to Eat Fruits and Veggies

The most important thing kids can do to improve their eating habits is to eat more fruits and vegetables. Fruits and vegetables have good things that keep kids healthy and disease-free.



#### Parents, try these tips to help teach your child to eat better:

- Try one new food at a time. Start by offering a little of the new food at the beginning of the meal when the child is hungry.
- If the child likes the food, offer it again soon afterwards so he/she can get used to eating it. If the child doesn't like the food, simply offer it again in a few days.
- Finally, don't forget to set a good example by eating a lot of fruits and vegetables yourself.

Source: Arkansas Department of Health

# Connecting You to Health Care...



## What Is Family Planning?

Family planning is just that – planning when to start, or add to, your family.

## What Do Family Planning Visits Include?

- Pregnancy testing and counseling
- Human Immunodeficiency Virus (HIV) and other Sexually Transmitted Disease (STD) testing and counseling
- Breast screening exam
- Birth control methods and counseling
- Sterilization counseling
- Prenatal care referrals

If you receive Medicaid or are approved under the Women's Health Waiver, these services and others are free. The Arkansas Department of Health (ADH) provides family planning services to the public regardless of ability to pay.

## To Apply for Family Planning Services

If you are pregnant and are on Medicaid, and would like family planning services after your baby is born, contact your local Department of Human Services (DHS) or your local county health unit. If you are not on Medicaid, you can get an application for family planning assistance at your local DHS or ADH office.

*Source: "Your Guide to Family Planning Services," Arkansas Department of Human Services and the Arkansas Department of Health; "Arkansas Women's Health Demonstration Waiver," Arkansas Department of Human Services and the Arkansas Department of Health*

## EMERGENCY

Basic Emergency  
Medical Service  
Physician On Duty



You should go to the Emergency Room (ER) if your ConnectCare doctor tells you to go, or if you suddenly get sick and you feel your life is in danger.

Here is a list of reasons to go to the ER:

- \* A broken bone

## When to Go to the Emergency Room

- \* Choking
- \* Bleeding that won't stop
- \* Blacking out (fainting)
- \* Swallowing poison
- \* Sudden, severe swelling of a joint
- \* A large wound
- \* Suddenly not able to talk or move (stroke)
- \* Chest pain with sweating and shortness of breath

*Source: ConnectCare Media Outreach Team*

### REMEMBER

If it is not an emergency and your ConnectCare doctor did not send you, Medicaid and ARKids First cannot pay for your care.



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

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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



**APRIL**



**National Cancer Control Month**

*American Cancer Association*

Learn about cancer, treatment options and coping. For more information, call 1-800-227-2345 or visit [www.cancer.org](http://www.cancer.org).



**Better Hearing and Speech Month**

*American Speech-Language-Hearing Association*

Learn more about problems with speech and language. Call 1-800-638-8255 or visit [www.asha.org](http://www.asha.org).

**JUNE**



**National Men's Health Week (June 14-20)**

*Men's Health Network*

Learn about preventable health problems and treatment of disease for men and boys. Visit [www.menshealthweek.org](http://www.menshealthweek.org) for more info.