

CONNECT CARE NEWS

Families on ARKids Plan B Are Happy With Their Care

A new survey shows that many families on ARKids Plan B are happy with their health care. Medicaid Managed Care Services (MMCS) conducts a survey each year to help improve the ARKids First program. The survey reports:

- **93%** said their doctor was easy to talk to, and they understood them
- **93%** said their doctor's office staff treated them with respect
- **95%** found it easy to get a personal doctor
- **94%** said it was easy to get a referral to a specialist



The survey also asked about overall care:

- **80%** were very happy with the quality of their care
- **78%** were very happy with their personal doctor
- **71%** were very happy with the doctors who provide specialized care
- **74%** were very happy with their dentists

Where Did the Survey Results Come From?

Nearly 700 parents or guardians of children on ARKids Plan B completed the survey. The surveys were sent out by mail from March to June 2004. Medicaid Managed Care Services (MMCS), a division of the Arkansas Foundation for Medical Care (AFMC), conducted the survey.

For full results of the survey, go to www.afmc.org/arkansasstats. Click on "Medicaid" and then "Surveys." Scroll down to "ARKids B."

Source: Jerry Cohen, AFMC



New in ConnectCare...



“When you call ConnectCare, please remember we must speak to the recipient, parent or guardian.”

New Online Form

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 the computer. Instructions are also available online if you need help completing the form. 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 immediately.

Source: Sharlette Frazier, Central Region Managed Care Coordinator

ConnectCare Helpline Options

To better serve you, ConnectCare's helpline just got easier. The toll-free helpline has three new options available to callers. When calling the helpline you will hear the following options:

- 1 For a Spanish translator, press "1".
- 2 If you are a Medicaid / ARKids recipient, parent or guardian, press "2".
- 3 If this is a doctor's office, press "3".

These options will allow us to better meet your needs. In addition, for faster service please have your Medicaid / ARKids number and your three doctor choices ready when calling ConnectCare. Please help us help you.

Source: Ida King, ConnectCare Telephone Coordinator

New Local Helpline Number

ConnectCare's toll-free helpline has a new local phone number for recipients in Benton, Bryant, Jacksonville, Sherwood, Little Rock and North Little Rock in Central Arkansas. Please call ConnectCare locally at 614-4689.

Source: Ida King, ConnectCare Telephone Coordinator

New Recorded Messages Inform

ConnectCare wants you to be informed about various resources available to you concerning your Medicaid / ARKids Health Plan benefits. When calling ConnectCare's toll-free helpline, you will now hear educational messages giving you website information, local county contacts and additional 1-800 resources where you can get information. We work everyday to keep you informed and connected to health care.

Source: Ida King, ConnectCare Telephone Coordinator



ConnectCare can assist Spanish speaking customers. Call 1-800-275-1131 or 1-800-285-1131 TDD. Please have your Medicaid ID number handy.

Medicaid Limits Lab Tests and X-rays

ARKids Plans A and B will pay for lab tests and X-rays if your doctor says you need them. You will need a referral from your doctor if you need to go somewhere other than the doctor's office for tests or X-rays. If you have ARKids Plan B, you will have to pay a co-payment.

If you're 21 or older, there are yearly limits on the number of some tests and X-rays that Medicaid will cover and on the amount Medicaid will pay for others.

Your doctor can ask for an extension on the number of X-rays covered if medically necessary.

For more information, call Client Assistance at 1-800-482-5431.

Source: Arkansas Medicaid Recipient Handbook

Medicaid Drug Coverage Changes

Arkansas Medicaid recipients may soon notice a change in their prescriptions. As of March 2005, doctors and pharmacists have a preferred drug list for Medicaid. The purpose of the drug list is to make sure patients have the best drugs at the best prices.

To better serve you, your doctor or pharmacist may be changing one or more of the drugs you take. If you have questions, please contact your county office of the Department of Human Services.

Source: Division of Medical Services Letter "Important Information About Prescription Drug Coverage"

ConnectCare *Reminder*



KICK Butt This Summer!

School's out, and if you're a parent, you know what that means. The kids sleep in, play soccer, swim – and may get bored. For teens, the warmer months are associated with more freedom, less supervision, spending money and hanging out with friends. According to research, more teens start smoking during the summer months than in any other season.

If you would like information on how to help a teen you know "kick butt" this summer, call the Arkansas Department of Health's Quitline at 1-866-NOW-QUIT. The SOS Quitline is operated by the Mayo Clinic and is free to Arkansas residents.

Source: Arkansas Department of Health

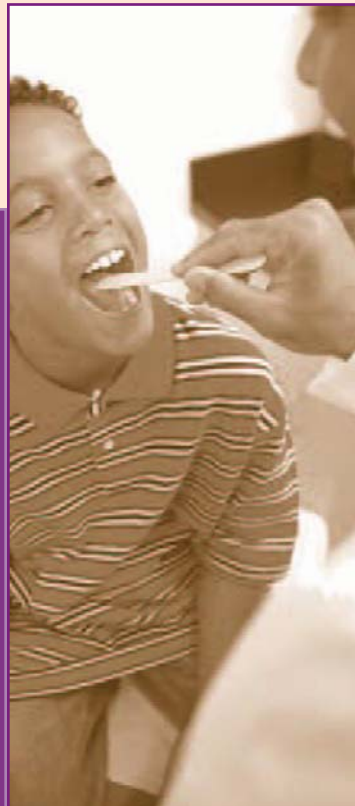
Is Your Child Ready for School?

A healthy child will do better in school. Children and young people need to see their doctor yearly even when they are not sick. This is called a well child checkup.

To get a well child checkup:

- ✓ Call your doctor's office to make an appointment.
- ✓ If your child has ARKids Plan A and does not have a ride to the doctor, call 1-888-987-1200 to arrange transportation.
- ✓ When you go for the appointment, take your child's current ARKids First card and shot record, if you have one.
- ✓ If you have to cancel the appointment, call the doctor's office the day before your scheduled appointment time, if possible, to let them know.

Source: Office of Projects and Analysis, Arkansas Foundation for Medical Care





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ConnectCare *Reminder*

Eat Fruits and Veggies

The most important thing kids can do to improve their eating habits is to eat more fruits and vegetables.



Parents, **try this tip** to help teach your child to eat better.

Show and Tell Game:

- ✓ Make a poster or tally sheet to mark each new fruit or vegetable tasted.
- ✓ Draw squares that can be filled in to mark each new food item.
- ✓ Use stickers and write in the name of each new fruit or vegetable.
- ✓ Each time a new fruit or vegetable is tried, let your child fill in a square.
- ✓ Give a prize when all the squares are full.
- ✓ Have your children's friends join in the competition.