

CONNECT CARE NEWS



Medicaid Can Help You Get a Ride to the Doctor

Sometimes, it can be hard to find a ride to the doctor. Medicaid's Non-Emergency Transportation (NET) program can help. NET will give you a ride to and from your doctor appointments or other Medicaid covered services ONLY. You do not have to pay anything. To get a ride from NET, you must be on Medicaid or ARKids First A. You cannot use NET if you are on ARKids Plan B, live in a nursing home or are a qualified Medicare beneficiary (QMB). Try to find another ride first. You must have no other way to get to your appointment.

To schedule a NET ride:

- **Call the Medicaid Transportation Helpline toll-free at 1-888-987-1200 to find out who the NET transportation broker for your region is.** The broker is the company that will give you a ride and bill Medicaid. The helpline can also tell you the broker's toll-free telephone number.
- **Call your broker at least 48 hours (two whole days) before your appointment.** The 48 hours cannot include weekends or holidays. Your broker should be able to pick you up from 8 a.m. to 5 p.m., Monday through Friday. **If you have an appointment for chemotherapy, radiation therapy or dialysis, you can be picked up on Saturday as needed.**
- **The broker will tell you what time you will be picked up.** The broker should arrive on time. If not, you and your doctor should be called.

NET Helpline: 1-888-987-1200

Source: Jerry Cohen, Arkansas Foundation for Medical Care (AFMC)



New in ConnectCare...



New Automated Telephone System

When you call ConnectCare, a new automated call system will answer calls in the order they are received. The system will tell you what caller number you are on the line, and while you are holding you will hear the latest ConnectCare commercials. This new system allows our operators to focus on serving YOU, our Medicaid and ARKids First customers, better.

Please remember to have your Medicaid / ARKids number ready when the operator comes on the line.

New Colleagues

ConnectCare would like to welcome two new colleagues, Brandi Boyce and Julie Derden, (pictured from left to right). Brandi Boyce will serve as a Telephone Helpline Specialist from 9:00 a.m.-5:00 p.m., Monday-Friday. Julie Derden will serve as the Managed Care Coordinator for the northern region of the state.



Get Connected

Call ConnectCare toll-free, 24 hours a day from 11:00 p.m. Sunday until Friday midnight.

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

Have your Medicaid or ARKids First number handy.

~Se Habla Español~

ConnectCare Reminds You to...

Get a Flu Shot

The flu shot will only be given to high-risk groups that consist of:

- People 65 years of age and older.
- Adults and children two years of age and older with chronic lung or heart disorders including heart disease and asthma.
- Pregnant women.
- Adults and children two years of age and older with chronic metabolic diseases (including diabetes), kidney diseases, blood disorders (such as sickle cell anemia) or weakened immune systems, including persons with HIV / AIDS.
- Health care workers involved in direct, hands-on care to patients.
- Household members and out-of-home caregivers of infants under the age of six months.



Source: Arkansas Department of Health

To Change Your ConnectCare Doctor, Here's How...

If you move to a new city or county and need to change your doctor, call the ConnectCare Helpline. We are happy to change your doctor for you. However, if your child is on Foster Care Medicaid and you need to change their doctor, please contact your local DHS Office. Call ConnectCare, toll-free, 24 hours a day beginning Sunday at 11:00 p.m. until Friday midnight at 1-800-275-1131 or 1-800-285-1131 TDD.

— Source: Ida King, ConnectCare Helpline Coordinator



Your Child and Body Mass Index (BMI)

What is BMI?

BMI is a screening test that doctors use to measure weight and height, as it relates to body fat and health risk, to help find problems early.

What does BMI have to do with my child?

If a child's BMI is high, they are more likely to have future health problems such as heart disease, diabetes and other diseases.

Here are a few tips for keeping your child's BMI healthy:

- ✓ Keep them physically active
- ✓ Prepare foods low in fat (baked, broiled or grilled instead of fried)
- ✓ Limit sugar
- ✓ Serve plenty of fruits for snacking
- ✓ Serve lots of water, 100% juice, milk and less soda pops

Tips for keeping your family active:

- ✓ Limit television, video games and computer time to no more than two hours a day.

These are just a few tips to help your child stay healthy. If you think your child may be overweight, talk to your ConnectCare doctor about other ways you can improve your child's health.

Source: Jenelle Robinson, CHES, and Joy Rockenbach, BMI Program Director, UAMS



New Year New You

With the new year comes a sense of renewal, rebirth and often a challenge to adopt a healthier lifestyle. If you use tobacco, the single best thing you can do for your health this year is to make a commitment to quit.

If you've ever tried to quit using tobacco, you know how hard it can be. Tobacco is highly addictive – but you can keep your New Year's resolution to quit with help from the Arkansas Department of Health's Stamp Out Smoking (SOS) Quitline operated by the Mayo Clinic.

Commit yourself to better health this year. Take your first step toward a tobacco-free life – make 2005 a year to remember! The SOS Quitline is free to Arkansas residents. Call the SOS Quitline at 1-866-NOW-QUIT.

Source: Arkansas Department of Health



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

Editorial Staff:

Angela Grimmett, Team Leader;
Stephen Koch, Managed Care Coordinator-Eastern Region;
Julie Derden, Managed Care Coordinator-Northern Region;
Sharlette Frazier, Managed Care Coordinator-Central Region;
Jenelle Robinson, Managed Care Coordinator-Western Region;
Ida King, Telephone Coordinator

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
Brandi Boyce 1-800-275-1131



PRSR STD
U.S. POSTAGE

PAID
Little Rock, AR
Permit No. 2641



monthly health observances



JANUARY



National Birth Defects Prevention Month

March of Dimes Birth Defects Foundation
Learn how you can prevent birth defects and keep your baby healthy.

For more information, call 1-888-663-4637, or visit www.marchofdimes.com.

FEBRUARY



American Heart Month

American Heart Association
Check to see if you have any warning signs for a heart attack, stroke or cardiac arrest.

Call 1-800-242-8721, or visit www.americanheart.org.