BE: *Prepared* *(. . . continued from page 1)*

BE: *certain*— *Prepare your personal evacuation plan by making sure you have a place to go and a way to get there!*

- If you evacuate, protect your home by bringing in any outdoor furniture, trashcans, yard tools or toys. Turn off all electricity, water and any propane gas but leave the natural gas on.

BE: *aware*— *In the event of an emergency, Louisiana Healthcare Connections will contact you by telephone to supply additional information and instructions to ensure your healthcare needs are covered.*

- For specific help preparing an emergency plan or for updates and help during or after an emergency, call us at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7:00 a.m-7:00 p.m. (Central) Monday-Friday.
- For general help and resources about how to **BE: *Prepared*** for an emergency, and to download the **free** *Get A Game Plan App*, visit **www.getagamplan.org**.

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Baton Rouge, LA 70809

HEALTH*Connect*

Louisiana Healthcare Connections Member Newsletter
VOLUME 2 / SUMMER 2013

Your Source for Healthy Tips

IN THIS ISSUE

Dear Valued Member:

Welcome to the second edition of your HEALTH*Connect* member newsletter! It contains helpful information about your health as well as extra tips to get healthy and stay healthy!

In this issue:

- **BE: Prepared**
- **Asthma & You**
- **Did You Know?**
- **Start Smart For Your Baby®**
- **Well-Child Check-Ups**
- **Protect Your Child From Lead Exposure**
- **Protect Yourself From STDs**

HEALTH*Connect* was created to help you and your family. Please take a moment to read each issue. We want you to get the most from your healthcare with us.

Sincerely,

Your **Louisiana Healthcare Connections** Member Services Team

Healthy is a way of life.™

LOUISIANA HEALTHCARE CONNECTIONS™
Healthy is a way of life.™

Call Monday-Friday, 7 a.m. to 7 p.m. (Central)
Toll Free: **1-866-595-8133**
TDD/TTY (deaf and hearing loss number): 1-877-285-4515

8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809

www.LouisianaHealthConnect.com

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BE: *Prepared*

Hurricane season lasts from June to November, so it's important to **BE: *aware*** of the increased potential for hurricanes, to **BE: *prepared*** in the event of a hurricane or other emergency and to **BE: *certain*** of what to expect during severe weather. For your safety and the safety of your family, please **BE: *Prepared!***

What can you do?

BE: *prepared*— *Make sure you have your emergency essentials:*

- Clean drinking water (3 gallons per person), a can opener and a three-day supply of non-perishable food requiring no refrigeration or cooking
- A first aid kit with at least a 7-day supply of all prescription medicines (preferably in their original pill bottles)
- A flashlight, battery-operated radio, extra batteries and candles with lighters
- Cash money
- Water proof containers for valuable documents and papers such as insurance policies, Social Security card, driver's license, photo ID, **Louisiana Healthcare Connections** Member ID Card and your Medicaid ID Card

IMPORTANT

1. Make a plan with your doctor (Primary Care Provider) if you or a family member require a medical device needing electricity or if you have scheduled appointments for medical services such as dialysis or chemotherapy.
2. Pre-register for Disaster Food Stamps by visiting the Department of Children & Family Services website at WWW.DCFS.LA.GOV/PREAPPLY or by calling 1-888-LAHELP-U (888-524-3578).
3. In the event of a declared disaster or emergency, **Louisiana Healthcare Connections** will lift early fill restrictions and authorize pharmacists to supply you with a maximum 30-day supply of all prescription medications if you live in an affected area.

Story continues on page 8

Asthma & YOU

Summer is here and that means seasonal allergies for some. For asthma sufferers, it means their asthma symptoms may get worse due to pollen and other airborne "triggers."

What is asthma?

Asthma is a chronic condition in your lungs. If you have asthma and are exposed to a "trigger," the following symptoms may flare up:

- ***wheezing***
- ***tightness in your chest***
- ***shortness of breath***
- ***coughing***

Asthma is a serious condition that can disrupt daily life. If you have asthma, it is important to control it by knowing what can trigger an attack:

- ***Air Irritants such as cigarette smoke, dirt or pollution***
- ***Allergens such as pollen, dust mites or pet dander***
- ***Physical Activity such as running, walking fast or playing sports***
- ***Medications such as Aspirin, Ibuprofen (Motrin, Advil) or Naproxen (Aleve, Naprosyn)***
- ***Other Triggers such as dry, cold air or an infection***

Avoiding things that can trigger an asthma attack may help control your asthma symptoms.

If you have asthma or have experienced asthma-like symptoms, please call **Member Services** at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7:00 a.m-7:00 p.m. (Central) Monday-Friday so we can help you find the right care you need.

*Protect Your Child From Lead Exposure!**

Lead is dangerous to kids, but it is also hard to spot. ***Prevention is your best defense!***

Keep your children from coming into contact with lead and, if they have been poisoned by lead, have them tested and treated immediately.

Where can lead be found?

- On paint in homes built before 1978
- In water from lead pipes
- Through imported items like clay pots
- On certain products such as candy, make-up and jewelry

If your child swallows lead dust, they may become very ill. In addition, exposure to lead may affect how your child grows and learns. A blood test is the only way to find lead poisoning. So ask your doctor (Primary Care Provider) about having your child tested if he or she is under the age of six. To learn more about preventing lead exposure, visit the CDC website at **http://www.cdc.gov/nceh/lead/**.

**Source: www.cdc.gov/nceh/lead/ACCLPP/Lead_Levels_in_Children_Fact_Sheet.pdf*

Start Smart for Your Baby®

Special benefits and support for pregnant women and new mothers

What is Start Smart for Your Baby®?

Start Smart for Your Baby is a program for pregnant women and mothers with a newborn. Through special support and care, we help make sure you and your baby are healthy during your pregnancy and after you deliver. It is important to start seeing your doctor as soon as you think you are pregnant and to take your baby to the doctor for shots and health screenings as soon as they are born!

How do I sign up for Start Smart for Your Baby?

There's more than one way to enroll:

1. Have your doctor (Primary Care Provider) complete a Notification of Pregnancy form
2. Complete the Notification of Pregnancy form you received in your New Member Welcome Packet and mail it to us at: **Louisiana Healthcare Connections**
   8585 Archives Avenue, Suite 310
   Baton Rouge, LA 70809
3. Fill out a Notification of Pregnancy form online at **www.LouisianaHealthConnect.com** under "Quick Links" in the "For Members" section
4. Simply call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday and we will be happy to assist you!

Once you are enrolled in ***Start Smart for Your Baby***, we will send you information in the mail and by telephone. In addition, you can get more information through our ***Start Smart for Your Baby*** website at **www.startsmartforyourbaby.com**. Our ***Start Smart for Your Baby*** case managers can answer your questions and provide assistance if you are having a problem. They can even arrange for a home visit if needed.

How else does Start Smart for Your Baby help me?

Louisiana Healthcare Connections encourages healthy habits. If you are enrolled in ***Start Smart for Your Baby***, you can earn the following cash rewards on your CentAccount® card:

HEALTHY BEHAVIOR	BONUS REWARD	REWARD DETAIL
Prenatal Pregnancy Visit*	3rd visit - $10 6th visit - $10 9th visit - $10	$30 total for 9 prenatal visits
After Pregnancy Visit	$10	One per pregnancy

Did You Know?

TMS Is Our New Non-Emergency Transportation Service

If you have ongoing appointments and are in need of regular transportation, please call TMS directly at **1-888-994-1547** to schedule your transportation.

How We Make Decisions About Care

Utilization Management (UM) is responsible for decisions about covering appropriate care and services. Their decisions are based on:

- ***If the service is covered***
- ***If the service is needed***
- ***If the service worked well***
- ***If the service was right for you***

UM uses information from many doctors to make these decisions and does not reward doctors or staff for saying "no" to care nor encourage decisions that result in fewer services. You may reach our UM staff if you have questions about a care decision or coverage by calling Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) from 7 a.m.-7 p.m. (Central) Monday-Friday.

You Have The Right To Appeal

We will write you and your doctor if we deny, reduce or stop certain services. You have the right to review our decision and can tell us if you disagree with our decision. You will get a letter describing our decision and this letter will explain how you can tell us if you are unhappy with our decision. This is called an appeal of the decision. If you choose to appeal, you will not be treated unfairly. To appeal a decision, call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday and we will be happy to assist you!

Your Information Is Safe

Your medical records are "protected health information." We keep them safe for you and follow state laws as well as the Health Insurance Portability and Accountability Act of 1996 (HIPPA) to keep your information private. To learn more about our privacy policy, please refer to your Louisiana Healthcare Connections Member Handbook. ***To access your Member Handbook online, go to www.LouisianaHealthConnect.com and click on "Member Resources" under the header "For Members."***

We Have Case Managers For Members With Special Healthcare Needs Or Disabilities

Our Case Managers are Registered Nurses or Licensed Social Workers who can help you manage your condition or understand any major health problems you may be experiencing. Case Managers can also arrange care for you as well as help you with questions about your care.

To enroll in Case Management, call **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday and ask for Case Management.

Your Pharmacy Preferred Drug List Is Available Online

For a complete listing of all covered medications, go to www.LouisianaHealthConnect.com and click on "Pharmacy Program." To request a printed copy, call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday.

As A Louisiana Healthcare Connections Member, You Have Rights & Responsibilities

Your rights cover your treatment, privacy and access to information and include, but are not limited to, the right to:

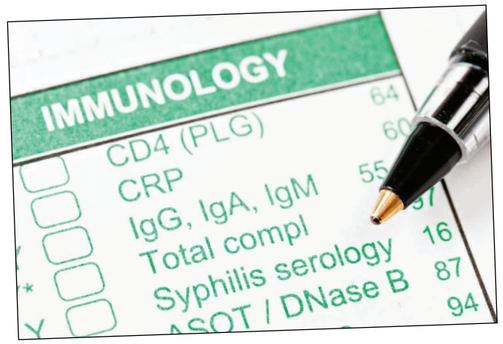
- ***Be treated with respect and dignity as well as privacy and non-discrimination***
- ***Get a copy of your medical records as well as ask for changes or corrections to your medical records***
- ***Express a concern or make an appeal about Louisiana Healthcare Connections or the care you received***

Some of your responsibilities include:

- ***Informing Louisiana Healthcare Connections of the loss or theft of your Louisiana Healthcare Connections Member ID Card***
- ***Bringing your Louisiana Healthcare Connections Member ID Card with you to all appointments***
- ***Living a healthy lifestyle and avoiding harmful behaviors***

For a complete list of your Member Rights and Responsibilities, please refer to your Louisiana Healthcare Connections Member Handbook. ***To access your Member Handbook online, go to www.LouisianaHealthConnect.com and click on "Member Resources" under the header "For Members."***

Protect Yourself From Sexually Transmitted Diseases (STDs)*



An STD is an infectious disease spread through intimate contact such as sexual intercourse or anal or oral sex. How can you protect yourself from getting an STD?

Abstinence

Abstinence means not having sex anally, vaginally or orally and is the most effective way to avoid getting or spreading an STD.

Vaccination

Vaccines are safe, effective and recommended to prevent Hepatitis B and HPV (Human papillomavirus).

Mutual Monogamy

Mutual monogamy is sexual activity with only one person who has agreed to be sexually active only with you. Mutual monogamy with an uninfected partner is a reliable way to avoid STDs.

Condoms

When used correctly every time you have anal, vaginal or oral sex, latex condoms can be highly effective in reducing your chances of getting an STD.

Testing

Ask your doctor (Primary Care Provider) to test you for STDs. You should also ask your partner to get tested, too.

Chlamydia is the most common STD and is caused by bacteria. It can infect both men and women but can cause permanent damage to a woman's ability to get pregnant. Chlamydia is most common among sexually active girls age 14-19 where, it is estimated, 1 in 15 has Chlamydia. Having anal, vaginal or oral sex with someone infected with Chlamydia increases your chances of getting the STD even if there is no ejaculation. People who have been treated for Chlamydia can get re-infected if they have sex with an infected person.

If you are a sexually active female between age 16 and 24, please contact your OBGYN to schedule a Chlamydia screening today. If you need assistance finding a doctor, please contact Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday.

**Source: www.cdc.gov/std/chlamydia/STDFact-Chlamydia.htm*

Well-Child Check-Ups

*Make sure **your** child is a **Well-Child!***

Ensure the growth, health and safety of your child by scheduling a Well-Child/EPSDT appointment today! What is "EPSDT?" **EPSDT** stands for ***Early Periodic Screening, Diagnosis and Treatment*** and **Louisiana Healthcare Connections** offers **FREE** EPSDT/Well-Child Check-Ups. Well-Child Check-Ups include important tests for things like hearing and vision, blood lead levels and vaccines against harmful diseases. At each age listed below, you should schedule a Well-Child Check-Up with your child's doctor (Primary Care Provider). Well-Child Check-Ups are **FREE** and only for **Louisiana Healthcare Connections** members!

Regular doctor visits for when your child is not sick are the best way to prevent illness! At each age listed in the chart below, schedule a **FREE** Well-Child Check-Up with your child's doctor (Primary Care Provider).

FREE EPSDT Schedule

- **1 MONTH**
- **2 MONTHS**
- **4 MONTHS**
- **6 MONTHS**
- **9 MONTHS**
- **1 YEAR :** *Blood Lead Test*
- **15 MONTHS**
- **18 MONTHS**
- **2 YEARS:** *Blood Lead Test*
- **3 YEARS**
- **4 YEARS**
- **5 YEARS**
- **EVERY YEAR** *Until Age 21*

Need help setting up a Well-Child Check-Up or getting to the doctor's office? Call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) 7 a.m.-7 p.m. (Central) Monday-Friday and we will be happy to assist you!