

HEALTHConnect



Louisiana Healthcare Connections Member Newsletter
VOLUME 1 / WINTER 2012

Your Source for Healthy Tips

Be Flu FREE!

IN THIS ISSUE

Dear Valued Member:

Welcome to the first edition of your HealthCONNECT member newsletter. It contains helpful information about your health as well as extra tips to get healthy and stay healthy!

In this issue:

- **Be Flu FREE!**
- **Your Pharmacy Benefit**
- **Your Mental Health**
- **Did You Know?**

HealthCONNECT was created to help you and your family get the most from your Louisiana Healthcare Connections membership. In the future, you will receive HealthCONNECT at least twice a year and we hope you take a minute to read each issue.

Sincerely,

Your **Louisiana Healthcare Connections** Member Services Team
Healthy is a way of life.™



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):
1-877-285-4514

8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809

www.LouisianaHealthConnect.com



In Louisiana, flu season starts in November and can last as late as May.

To Be Flu Free, follow these 3 easy steps:

1 GET YOUR FLU SHOT—IT'S FREE!

A flu shot is the best way to keep from getting the flu. And if you're not pregnant and under 50, you can get the nasal spray instead.

2 KEEP YOUR HANDS CLEAN!

Wash your hands with soap and water often.

3 USE HEALTHY HABITS!

Cover your face when you cough or sneeze and avoid contact with others who may be sick.

And if you're pregnant, protect yourself and your unborn baby. Get your flu shot today!

It's SAFE! You and your unborn baby will not be hurt by your flu shot.

It's EASY! To get your flu shot, simply call your doctor (Primary Care Provider).

It's FREE! As a Louisiana Healthcare Connections member, there is no charge for your flu shot.

Your Mental Health

Winter is here and that means the “winter blues” or “blahs” for some. For others, serious mental health problems are an ongoing issue. Many mental health issues are medical problems just like cancer or heart disease. They can happen to anyone and they can be treated. Treatment may include talking to a special therapist or taking a prescribed medicine. Left untreated, mental health problems may get worse.

What are the warning signs of a mental health problem?

- **Feelings of sadness or hopelessness**
- **Depression**
- **Anxiety**
- **Thoughts of suicide**
- **Increased sleep**

If you are experiencing any of this symptoms, please call Member Services at **1-866-595-8133** (TDD/TTY **1-877-285-4514**) so we can help you find the right care you need.

As a Louisiana Healthcare Connections member, you can receive the following services:

- **SCREENING**—*a brief, in-person review designed to identify if you are at risk of suffering from a mental health problem or disorder*
- **PREVENTION**—*early efforts and steps designed to increase and promote healthy development in children and teenagers*
- **EARLY INTERVENTION**—*care designed to provide relief from emotional or mental symptoms such as stress, anxiety or depression*
- **MEDICATION MANAGEMENT**—*the combination of therapy with prescribed medicine designed to treat a specific mental health problem or issue*
- **REFERRAL SERVICES**—*help finding a mental health doctor or center to treat your mental health condition*



NurseWise® — A direct line to your personal Louisiana Healthcare Connections nurse!

Do you have a medical emergency?

If you are not sure if you should go the ER (Emergency Room), call **NurseWise®**. Our nurses will help you determine if you need the ER (Emergency Room), an Urgent Care Clinic or your doctor (Primary Care Provider).

Call **1-866-595-8133** (TDD/TTY **1-877-285-4514**) any time day or night.

Our nurses speak English and Spanish. But if you speak a different language, just ask for a translator.

Did You Know?

Healthy Habits = Bonus Rewards!

What is CentAccount®? CentAccount is a program that gives you bonus rewards on a special pre-paid card for healthy behaviors.

How do I get my CentAccount card? Complete one of the eligible healthy behaviors listed below and a card will be mailed to you. It's that easy!

How does it work? Each time you complete an eligible healthy behavior, cash rewards are automatically added to your CentAccount card.

Is it a credit card? NO! Your CentAccount card works like a debit card. It comes with a pre-paid amount that increases automatically with cash rewards for certain healthy behaviors.

Which healthy behaviors count towards CentAccount Bonus Rewards?

HEALTHY BEHAVIOR	BONUS REWARD	REWARD DETAIL
Well-Child Check-Up	\$5 per visit	6 visits per year per child 15 months and younger
Adult Well-Care Visit (age 22 and up)	\$10	One per year
Child Well-Care Visit (age 3-21)	\$10	One per year
Chlamydia Screening (women age 16-24)	\$10	One per year
Cervical Cancer Screening (women age 21-64)	\$10	One per year
Breast Cancer Screening (women age 40-69)	\$10	One per year
Comprehensive Diabetes Management (identified diabetics)	\$20	One per year
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

* Must be enrolled in the Start Smart for Your Baby® program. Prenatal visit count begins after enrollment. To enroll, fill out a Notification of Pregnancy form on our website at <http://www.louisianahealthconnect.com/for-members/member-resources/> or call Member Services at 1-866-595-8133 (TDD/TTY 1-877-285-4514).

For more information about CentAccount, go to:

<http://www.louisianahealthconnect.com/for-members/incentive-program/>

Your Pharmacy Benefit

Now your **Louisiana Healthcare Connections** Member ID Card gives you **MORE!**

As of November 1, 2012, Louisiana Healthcare Connections covers your needed Bayou Health medications. What does that mean for you and your family? Better coordination of care by the people **who know you best**. Working with our network of pharmacists, we'll make sure you're taking the right medicines **in the right way**.



Did you receive your NEW Louisiana Healthcare Connections Member ID Card?

In order to get your prescription drug benefits, **you must have your new Louisiana Healthcare Connections Member ID Card with you!** Please take a moment to check and see if your current Member ID Card contains **"Rx: US Script and BIN: 008019"** in the top left-hand corner. If not, please call Member Services at **1-866-595-8133 (TDD/TTY 1-877-285-4514)** right away so we may assist you with getting your updated Louisiana Healthcare Connections Member ID Card.

For more information about your new coverage, go to:

www.LouisianaHealthConnect.com/for-members/pharmacy-services