



IN THIS ISSUE

Dear Valued Member:

Welcome to the third edition of your HEALTHConnect member newsletter!

This **SPECIAL EDITION** is designed to promote member awareness for our commitment to quality and improvement. Please take a moment to read and review. We want to ensure you are informed of your benefits and rights and understand fully how to use them.

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HEALTHConnect was created to help you and your family get the most from your Louisiana Healthcare Connections membership. We hope you'll take the time to read each issue!

Sincerely,

Your Louisiana Healthcare Connections
Member Services Team



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

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Baton Rouge, LA 70809

www.LouisianaHealthConnect.com

Someone to Care. For You. Your Family. Your Health.



HAPPY MEMBERS ARE IMPORTANT TO US

We care about you and want to know how you feel about your health care. In 2013, from September to November, you may have received a survey in the mail asking for your feedback.

We asked things like:

"Are you getting the care you need?"

"Are you happy with your care?"

"How can we serve you better?"

The results from the 2013 survey are in and we want to share them with you!

Room to Improve

Members said Louisiana Healthcare Connections had "room for improvement" on customer service. They also said they needed assistance with care needs and more health care information.

Pleased with Providers

Members said they were pleased with their doctors and specialists. They also felt their doctors could give them more info about health and wellness and include them in personal care choices as well as better assist with care coordination.

Special Care is Good

We also surveyed the parents of children with illnesses that never go away and who need care for most of their lives. Most felt our customer service was good and their children were getting the care they needed. Also, they were pleased with their specialist and many liked their Primary Care Provider.

Our Promise to You!

In 2014, we plan to listen to you and respond to your needs. We are working with our providers to offer more material on health exams and resources. The info will assist them with your care needs. For child members who are very ill, our goal is to assist members to work closely with doctors to improve quality of life.

Someone to Care *(continued from page 1)*

SPECIAL
EDITION

PROTECTING YOUR PRIVACY

Your privacy is important to us. We do all we can to protect your health records. **BY LAW**, we must protect your health records as well as provide you with a Privacy Notice.

The Privacy Notice tells you how we use your health information. It explains when we can share it with others. It defines your rights about the use of your health records. It also tells you how to use those rights and who can see your health records.

To obtain a copy of your Privacy Notice, simply refer to your printed Member Handbook, or your online Member Handbook, which you can find at www.LouisianaHealthConnect.com under "Member Resources."

Other health plans and providers may also have rules when using your health records. We ask that you obtain a copy of their Privacy Notices and read them carefully.

QUALITY CARE—FOR YOU AND YOUR FAMILY

Our primary goal is to improve your health, keep you healthy and assist you with any illness. To help promote safe healthcare we:

- Conduct a thorough check on all providers when they become part of our network
- Monitor care access to all types of healthcare services
- Provide programs and education about healthcare and specific diseases
- Send reminders to members about annual exams
- Investigate any member concerns regarding care received

YOU AND YOUR HEALTH

Health screenings help find signs and early stages of disease. They are often done at the time of your yearly exam or may be ordered by your doctor for a later date. They are for different ages and listed on the website.

YOUR BENEFITS

We provide care services to meet your health needs. They are defined by our agreement with the Louisiana Medicaid (Title XIX) State Plan. Your covered services are listed in our Benefits Grid and can be found on our website at LouisianaHealthConnect.com.



ENSURING TIMELY APPOINTMENTS

We want our members to have access to medical care. By surveying our providers, we ensure they have available time to see you. The survey assesses how long it takes a member to get an appointment. We also ask how long it takes the doctor to call members back when they request care. If the provider is not available and does not call back members in a timely manner, we meet with them and ask them to respond to member calls sooner. If the provider does not comply, they are placed on a corrective action plan.

APPOINTMENT WAIT TIMES

Our providers offer office visit times based on your medical needs. Depending upon the kind of appointment, you should expect the following wait times:

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Routine, non-urgent or preventative care visits	Within 6 weeks
Non-urgent sick care (including walk in patients)	Within 72 hours or sooner if medical condition(s) deteriorates into an urgent or emergency condition
Urgent Care (including walk in patients)	Within 24 hours
Emergent or emergency visits	Immediately upon presentation
Initial prenatal visits for <i>newly enrolled</i> pregnant women within their first trimester	Within 14 days of the postmark date from the member's welcome packet material
Initial prenatal visits for <i>newly enrolled</i> pregnant women within the second trimester	Within seven days of the postmark date from the member's welcome packet material
Initial prenatal visits for <i>newly enrolled</i> pregnant women within the third trimester	Within three days of postmark date from the member's welcome packet material
High risk pregnancies	Within three days of identification of high risk by Louisiana Healthcare Connections or maternity care doctor, or immediately if an emergency exists
Enrollees who become pregnant	Within 42 days
Specialty Care Providers (Specialists)	Within 1 month of referral or as clinically indicated
Lab and X-ray services	Not to exceed 3 weeks for usual and customary and 48 hours for urgent care or as clinically indicated.
Follow-up visits	In accordance with ER attending provider discharge instructions.
In-office waiting time for scheduled appointments	Not to exceed 45 minutes. If a provider is delayed, member shall be notified immediately. If the wait is more than 90 minutes, the member shall be offered a new appointment.

TEXT4BABY

Louisiana Healthcare Connections supports text4baby. Text4baby is the first mobile info service designed to promote maternal and child health through text messages.

If you are pregnant and want more information, you can receive 3 free text messages a week by texting "**BABY**" to 511411. Text "**HELP**" (to 511411) for questions and "**STOP**" (to 511411) to discontinue messages. For more information, visit www.text4baby.org.

