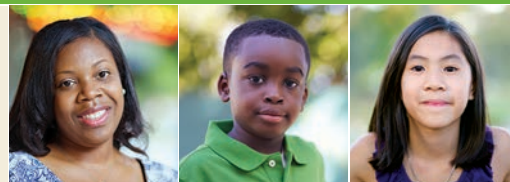


HEALTHConnect



Louisiana Healthcare Connections Member Newsletter
VOLUME 4 • SPRING/SUMMER 2014

Your Source for Healthy Tips

IN THIS ISSUE

Dear Valued Member:

Welcome to the fourth 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:

- **A Healthy Heart**
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HEALTHConnect was created to help you and your family to 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

8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809

www.LouisianaHealthConnect.com

A HEALTHY HEART...

CHOLESTEROL

Cholesterol is the thick, waxy stuff your body uses for making things like hormones, vitamin D and acids—which all break down fat. After age two, your body makes enough cholesterol all on its own so you don't need to get it from your food. Eating healthy, exercising regularly and watching your weight is important! *Too much cholesterol in your blood can lead to heart disease.* So get a check-up to see if you have high cholesterol (*or if you could be at risk*). Your doctor can tell you how to lower it to protect yourself from heart disease. A healthy heart is a healthy **you**!

HIGH BLOOD PRESSURE

High blood pressure increases the risk for heart disease and stroke. Called the “silent killer,” high blood pressure often has no warning signs or symptoms and many people don't even realize they have it. That's why it's important to get your blood pressure checked regularly! The good news is you can take steps to prevent high blood pressure or to treat it if it's already high. So get a check-up with your doctor to see if you have high blood pressure (*or if you could be at risk*). Your doctor can tell you how to lower it to protect yourself from heart disease. A healthy heart is a healthy **you**!



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 just 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!



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
- shortness of breath
- tightness in your chest
- 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.

MENTAL HEALTH

DEPRESSION

For some, a happy outlook on life is easy. For others? Not so much... Serious depression is a medical problem just like cancer or heart disease. And it can affect anyone—but it can also be treated. Ignored, depression may get worse. What are the warning signs?

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

If you are experiencing any of these 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 depression or other mental health problems
- **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 such as depression
- **Referral Services**—help finding a mental health doctor or center to treat your depression

ADHD (*Attention-Deficit Hyperactivity Disorder*)

Someone with ADHD suffers from being unable to focus, being overactive, being unable to control their behavior or a combination of all of these symptoms. For these problems to be diagnosed as ADHD, they must be out of the normal range for a person's age and development.

ADHD is usually first diagnosed in childhood but often lasts into adulthood. Children with ADHD may have trouble paying attention, controlling impulsive behaviors (may act without thinking about what the result will be), or being overly active.

SIGNS AND SYMPTOMS

It is normal for children to have trouble focusing and behaving calmly at one time or another. However, children with ADHD do not grow out of these behaviors. Rather, the symptoms continue and can cause difficulty at school, at home or with friends.

A child with ADHD might:

- daydream a lot
- forget or lose things a lot
- squirm or fidget a lot
- talk too much
- make careless mistakes or take unnecessary risks
- have a hard time resisting temptation
- have trouble taking turns during play
- have difficulty getting along with others

If you think your child may be ADHD, call their doctor (Primary Care Provider) and schedule an appointment for further assessment. For more information or help scheduling an appointment, call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) and we will be happy to assist you.

CASE MANAGEMENT

WHAT IS CASE MANAGEMENT?

Case Management is one-on-one help for a specific health condition or issue. It is designed to help our members be as healthy as possible and provides special support and services such as education about lifestyle changes, home care or connecting to a community resource for ongoing assistance.

SHOULD I BE IN CASE MANAGEMENT?

Do you suffer from a chronic illness such as Asthma or Diabetes? Are you at risk for Sickle Cell Anemia or HIV/AIDS or any other serious condition? Do you have a child with special needs? If so, our Case Management team is here for you and ready to help.

WHO IS YOUR CASE MANAGER?

Your *Case Manager* works closely with you to plan your healthcare goals and the steps you need to take in order to achieve them. They are registered nurses, licensed social workers and MemberConnections® representatives.

WANT TO KNOW IF CASE MANAGEMENT CAN HELP YOU?

Just call Member Services at 1-866-595-8133 (TDD/TTY 1-877-285-4514) and we will be happy to assist you. Our nurses speak English and Spanish. But if you speak a different language, just ask for a translator.

DISEASE MANAGEMENT

WHAT IS DISEASE MANAGEMENT?

Disease Management helps our members manage chronic illness. Disease Management also helps improve quality of life through education and personal attention.

Do you have one of the following conditions?

- Diabetes
- Asthma
- Congestive Heart Failure (CHF)
- High Blood Pressure
- Chronic Back Pain
- Weight Problems

If so, Nurtur® may be able to help you!

Nurtur is a Louisiana Healthcare Connections partner focused on helping our members understand and cope with their chronic health problems. Nurtur health coaches will assess your needs and work with you to develop a plan for a better state of health.

Through Nurtur, you can learn more about your disease and receive the tools you need to take control of it—for a healthier you!

If you think you can benefit from talking to one of our Nurtur health coaches, just call Member Services at **1-866-595-8133** (TDD/TTY 1-877-285-4514) and we will be happy to assist you.

PHARMACY

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

YOUR RIGHTS & RESPONSIBILITIES

As a member of Louisiana Healthcare Connections, 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 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."

START SMART FOR YOUR BABY®

(continued from page 1)

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 Pregnancy Information Form you received in your New Member Welcome Packet and mail it to us at: 8585 Archives Avenue, Suite 310 • Baton Rouge, LA 70809
- 3) Fill out a *Pregnancy Information 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. Our *Start Smart for Your Baby* care managers can answer your questions and provide assistance if you are having a problem. They can even arrange for a home visit if needed.

WANT MORE INFORMATION ABOUT YOUR PREGNANCY?

To receive 3 free text messages a week, text "BABY" to 511411. Text "HELP" for questions and "STOP" to discontinue messages. For more information, visit www.text4baby.org.



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