

HEALTH connect



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Welcome to your new member benefits

Louisiana Healthcare Connections covers a range of medically necessary services for your healthcare needs. Through Bayou Health, you have the right to get medically necessary services. A wide range of medical services are available at no cost to you, including:

- ▶ Unlimited visits to your Primary Care Provider (PCP)
- ▶ Medical transportation, **1-855-369-3723**
- ▶ 24-hour nurse hotline, **1-866-595-8133**

We've got you covered!

To all our former Community Health Solutions of Louisiana (CHS-LA) members, welcome!

Louisiana Healthcare Connections is your new Bayou Health plan and we are so happy to have you. We believe health is a way of life. You can expect great benefits for your total well-being. As a Louisiana Healthcare Connections member,

you get access to thousands of specialists and doctors. You can also access programs designed for you, your children and your family.

We want you to feel welcome and cared for. So if you need help with anything, just call us! Member Services can speak with you Monday to Friday from 7 a.m. to 7 p.m. at **1-866-595-8133 (TDD/TTY: 1-877-285-4514)**.



Let's talk about your future

You have the right to make decisions about your care. What kind of care do you want if you cannot speak for yourself? State your wishes. An advance directive is a form that can help you do this.

There are two kinds of advance directives: a Living Will and a Medical Power of Attorney. Your PCP can help you complete one of these forms.

Keep the form in a safe place. Share the location with a trusted family member. Keep a copy with your PCP, too. Call us if you need more information about advance directives.

You can prevent high blood pressure

Are you worried about your blood pressure? High blood pressure can lead to heart disease and stroke.

You can help control your blood pressure. Follow these 4 tips:

- 1. Quit smoking.** Louisiana Healthcare Connections can also help. Call **1-866-595-8133 (TDD/TTY: 1-877-285-4514)** to learn more.
- 2. Limit your salt.** Don't add salt (sodium) to your meals. Choose

low-sodium options when you are shopping.

- 3. Eat healthy.** Your plate should be filled with fruits and vegetables and whole grains. Instead of red meat, choose chicken, fish, and beans. Avoid fast food and unhealthy snacks.
- 4. Get moving.** Regular exercise helps your health. You do not need a gym. Walking your dog and even yard work is good for you.

We are listening to you

Every year, we use a survey to ask our members how we're doing. If you filled out the survey, thank you! Your input shows us where we are doing well. It also shows us where we need to improve. Here are some key results:

POSITIVE RESULTS	2014	GOAL
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	79.4%	79.3%
In the last 6 months, how often did your health plan's customer service give you information or help you when needed?	84.3%	79.4%
AREAS FOR IMPROVEMENT	2014	GOAL
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	78.1%	83.1%
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	75.1%	82.5%

Your healthy habits = CentAccount Healthy Rewards

CentAccount Healthy Rewards reward you when you make healthy choices.

As a Louisiana Healthcare Connections member, you automatically get a personal CentAccount Healthy Rewards card. Each time you complete certain check-ups, screenings or wellness visits, a cash reward is added to your CentAccount Healthy Rewards card.

For example, you can earn \$25 for

having your annual wellness visit with your PCP!

Your CentAccount Healthy Rewards card is accepted at Rite Aid, Dollar General, Fred's and Family Dollar. It works just like a prepaid card. Your card can also be used to buy fresh groceries, food, baby care items, household goods, personal care items and more.

The first time you complete

an eligible healthy behavior, a CentAccount Healthy Rewards card will be mailed to your home address.

You can learn more about CentAccount Healthy Rewards and eligible healthy behaviors at www.lahealth.cc/centaccount. You can also call Member Services, Monday to Friday from 7 a.m. to 7 p.m. at **1-866-595-8133**.



Extra benefits—at no cost to you

Louisiana Healthcare Connections

members now have extra benefits—at no cost! These new benefits include:

► **New Adult Dental Services:** Oral exams and cleanings, bite wing X-rays and simple tooth extractions for adult members 21 and older. These services must take place at a federally qualified health center or rural health clinic. Members under age 21 still receive Medicaid dental

services through MCNA. Call MCNA at **1-855-702-6262 (TDD/TTY: 1-800-955-8771)**.

► **New Adult Vision Services:** An annual routine vision exam and refraction, and one pair of frames and lenses for members 21 and older. Members under age 21 already receive vision services.

► **More Adult Hearing Benefits:** One annual hearing exam and one

hearing aid every two years for members 21 and older.

► **Extra Epipen and/or Inhaler** for members who have severe allergies or asthma, to keep at school.

For a list of your covered benefits, go to the “Benefits” section of your Member Handbook at www.lahealth.cc/resources.

*NOTE: Some services may have limits or need “Prior Authorization.” For questions about your covered benefits, just call us! Member Services can speak with you Monday to Friday from 7 a.m. to 7 p.m. at **1-866-595-8133**.*



Stay ahead of health problems

Preventive care is the best kind of care. It helps you and your primary care provider (PCP) find problems before you feel sick.

Preventive care can include vaccines like the flu shot. It can also mean tests for cancer, like mammograms.

Seeing your PCP for a checkup is

also preventive care. Your PCP will check your blood pressure, your weight, and other signs of your health. Children and teenagers need to have regular check ups, too. These are also called well visits.

Preventive care is covered. It does not cost you anything.

Are you due for preventive care?

Talk with your PCP. Review your Member Handbook or check our website for recommended preventive care schedule, www.LouisianaHealthConnect.com.



We're here for you

Do you have any questions? Or maybe you need a paper copy of anything that's on our website?

Just call us! Member Services can speak with you Monday to Friday from 7 a.m. to 7 p.m. at **1-866-595-8133 (TDD/TTY: 1-877-285-4514)**.



Do you know your cholesterol numbers?

Has your PCP ever told you that you need a cholesterol test? It is a test that most adults need every 4 years.

What to expect: A cholesterol test is a blood test. Your PCP may ask you to avoid eating for 12 hours

before the test. Tell your PCP all the medication you are taking. Also mention if you are woman who is breastfeeding.

Your results: Talk with your PCP about the results. Make sure you know what the numbers mean. An

ideal number for total cholesterol is below 200 mg/dL. A good number for LDL is 100 mg/dL. An ideal number for HDL is 60 mg/dL and above.

Follow your provider's advice to improve your cholesterol. Eating better and taking medication may help.



Your diabetes checklist

Managing diabetes takes work. But if you do it well, you can live a healthy and active life.

Use this tip list to help you manage your diabetes every day:

- ▶ Check your blood sugar levels, also called glucose levels. You and your PCP can decide on the best plan.
- ▶ Brush and floss your teeth twice a day. Poor dental health can cause your blood sugar to increase.
- ▶ Look at your feet. If you see blisters or sores, talk with your PCP.

You should see your PCP every 3 to 6 months. Your PCP will give you tests to check your overall health, including an HbA1c test. The HbA1c test compares your blood sugar levels over the last few months. You want to get a result of 7% or less.

Louisiana Healthcare Connections can help you manage your diabetes. Call **1-866-595-8133 (TDD/TTY: 1-877-285-4514)** to learn more.

HOW ARE WE DOING? We set goals for how we manage diabetes.

HEDIS MEASURE	OUR RATE	GOAL
HbA1c Control <8%	77.5%	87.3%

The National Committee for Quality Assurance (NCQA) sets the goal rate as a benchmark for high-quality healthcare.

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INSIDE: Your diabetes checklist

Do you know your **benefits?**

There is a lot you can learn from your Member Handbook and our website, **www.LouisianaHealthConnect.com**.

You can learn about:

- ▶ Covered and non-covered benefits
- ▶ How to find a doctor or other PCP
- ▶ How to make a complaint or file an appeal

It is important to learn about your benefits so you can make the most of your health insurance.

Do you have questions? Or do you want a paper copy of your Member Handbook? We can help. Call Member Services at **1-866-595-8133 (TDD/TTY: 1-877-285-4514)**.

We review new technology

Louisiana Healthcare Connections has a team that reviews treatments and technology. This group helps make sure members can get safe and effective care.