

Dear member, We're one of your biggest fans.  
Together we'll help you get more out of life.

Coordinated Care



# Fan Mail

Coordinated Care



**CELEBRATING SPRING HEALTH**  
Spring 2016 Member Newsletter

**[CoordinatedCareHealth.com](http://CoordinatedCareHealth.com)**  
1-877-644-4613 TDD/TTY 1-866-862-9380



## MORE on Your Member Account

It's time to update your member account! By setting up an account and making sure it's updated, we can better meet your individual needs. Here is the four-step process to set up your Member Account.

1. Visit our website at [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com).
2. In the top right corner, click on "Login."
3. Select "I am a member" and "My plan is Medicaid" then click "Submit."
4. You will then be able to **login** to an existing account, or **register** for an account.

**Keep track of your health, CentAccount rewards and more!**

  
coordinated care™

[coordinatedcarehealth.com](http://coordinatedcarehealth.com)

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## MORE about National Nutrition Month

National Nutrition Month is here! It is a good reminder that eating the right foods is very important to staying healthy. By eating a balanced diet, your body gets basic vitamins to work properly. It's also very important to watch your portion sizes of foods that are high in fats, sugars or starches. You can live healthier by avoiding the three S's:

- Sugar (candy, desserts, soda, juices)
- Sodium (chips, canned foods, crackers)
- Saturated Fats (meat, butter, cheese)

Here's a short quiz to see what you know about healthy eating:

1. The daily amount of calories you should eat depends on:
  - a) your age and gender
  - b) your height and weight
  - c) your physical activity level
  - d) all the above
2. The number of calories on a Nutrition Facts label measures:
  - a) how much energy you get from one serving
  - b) how much fat there is in one serving
  - c) how big the serving size is
3. At each meal, how much of your plate needs to be made up of fruits and vegetables?
  - a) 25%
  - b) 50%
  - c) 15%

### ANSWERS:

#1. - d) all the above

[Click here](#) to figure out the right amount of calories for you based on age, sex, height, weight, and physical activity level.

#2. - a) how much energy you get from one serving

[Click here](#) for more on how to understand and use Nutrition Facts labels.

#3. - b) 50%

[Click here](#) to find out how many cups of fruits and veggies you and your family members should eat each day.

Source: [ChooseMyPlate.gov](http://ChooseMyPlate.gov), U.S. Food & Drug Administration



## KNOW Your Benefits

It's a good time to review your coverage. Check out Coordinated Care's **Member Resources** to:

- Access our provider directory and find a provider
- Learn more about your covered and non-covered benefits
- Learn about the First Steps program for pregnant members and new moms
- Access the CentAccount® Rewards Program
- Find out how to access dental and vision services
- Explore our Health Library and FAQs
- View your Member Handbook and Member Rights & Responsibilities
- Find local resources
- And more!



## MORE Informed Decisions

Our doctors and nurses work with you and your provider to make the best health decisions. Decisions are based on national guidelines, your Medicaid coverage and the service you need.

**Questions? Contact us between 8 am and 5 pm, Monday – Friday at 1-877-644-4613 (TDD/TTY: 1-866-862-9380). Clinical staff members are available after hours for emergencies.**

### You should know:

- We do not reward staff or doctors for denying coverage, service or care.
- We do not reward doctors for deciding one way or the other about your health and care.
- You have the right to appeal a decision if you disagree. Your decision letter will explain how.



## More on The Core

Hey parents! Want quick, simple health tips that the whole family can use? Join The Core and spend a few minutes each week focusing on your family's well-being.

### Members of The Core will get special perks like:

- Bi-weekly emails with three simple health tips to get you and your family going.
- A “My Route to Health” wellness planner.
- Invitations to family-friendly community events.
- Access to our online health library to help you research specific health conditions and diseases.
- And more!

Take some time to focus on your health and get at the core of who you want to be as a parent, spouse, professional, community member, and more.

**Sign up for  
The Core today!**





## MORE on Open Enrollment

At the beginning of the year, the Washington Health Benefit Exchange announced that almost 174,000 residents signed up for or renewed their health coverage during open enrollment (through January 2). Of those, nearly 124,000 renewed a current health plan, and more than 50,000 residents signed up for new coverage. This is almost a 50 percent increase in sign-ups from this time last year!

### Open Enrollment is now closed, but here are a few tips for you and your family:

- Apple Health enrollment is year-round. You can apply anytime. Also, remember you are required to renew your Apple Health coverage every year. Please make sure to pay attention to mail from the Health Care Authority (HCA) and us letting you know when to renew.
- If you have family or friends who don't qualify for Apple Health, they may still be able to enroll during a Special Enrollment Period (SEP). You may qualify for the SEP if you have recently had a qualifying event like:
  - Getting married
  - Having, adopting or placement of a child
  - Losing other health coverage
  - Relocation to a new zip code, county or state
  - Release from incarceration
  - Changes to citizenship or immigration status

**As always, if you have any questions about your coverage reach out to Member Services at 1-877-644-4613 (TDD/TTY: 1-866-862-9380).**



## MORE Happy Members

We work hard to do what's best for you, our members. For Gary, this meant getting care fast. Gary was diagnosed with cancer and was changing from Apple Health to Ambetter by Coordinated Care when he got sick. That didn't stop Gary from getting the care he needed.

"With health insurance plans you are betting that you might get sick, and in my case, I did. I would be financially broke without the constant coverage of Ambetter or Apple Health. It eased my stress and worry," said Gary. With Coordinated Care, Gary got coverage for his treatments, medications and hospital visits. He also got a case manager. This helped him get the medical supplies he needed. Gary's choice to stay with Coordinated Care gave him a support network.

"We've never had a situation where an insurance company gives you a health representative, it is one of the best ideas, there is no doubt about it," said Gary. With help from Coordinated Care and his case manager, Gary's doctors were able to focus on his health and quality of life. Gary believes, "Coordinated Care is an insurance that does what they say they are going to do."

**We love hearing stories from our members. Contact [CoordinatedCare@centene.com](mailto:CoordinatedCare@centene.com) with your story.**



## MORE on Foster Care

There are more than 100,000 children in the U.S. who don't have permanent homes and are placed into the foster care system. Starting April 1, we will officially offer health coverage to these children and young adults through our new program, Apple Health Core Connections. We are excited to manage the health care for youth in foster care and adoption support throughout the state.

### Who's eligible?

- Children and youth in foster care
- Children and youth in adoption support
- Young adults in extended foster care (18-21-year-olds)
- Young adults 18-26-years-old who aged out of foster care on or after their 18th birthday

If you qualify for Apple Health Core Connections we will be working with you to make sure you have a smooth transition. We are doing our best to make sure children and young adults can stay with their current provider. Watch the mail for a lime green envelope with more information on transitioning to our new program!

[Click here](#) to learn more about Apple Health Core Connections.

Source: *Cleveland Clinic*, 2012



## MORE Coordinated Support

### Call Member Services at

1-877-644-4613 (TDD/TTY: 1-866-862-9380) to:

- Ask general questions
- Get a copy of this newsletter or anything on our website
- Request a copy of the Member Booklet
- Get member materials translated into other language or format

### Call our 24-hour Nurse Advice Line at

1-877-644-4613 and say "NURSE" to get answers to your medical and mental health questions.

Visit [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com) to access resources, find a provider, review your benefits, and more!

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