



## Welcome!

**Welcome to Arkansas Total Care.** We are a Provider-Led Arkansas Shared Savings Entity (or PASSE). A PASSE is a partnership between a health insurance network, a provider group and a specialty provider group. Arkansas Total Care's provider group partner is Mercy Health and our specialty provider group is Life Share.

We are glad you are our member and want to help you reach your best health. This newsletter has information about our company and how you can get the most out of your benefits.

If you have any questions or want more information, please call us at **1-866-282-6280** (TTY/TDD: **711**) or visit our website at **ArkansasTotalCare.com**.

## Know your benefits

Do you know your benefits? You can find out more about your benefits in the member handbook. If you don't have a copy, we can send you one. Just call us at **1-866-282-6280** (TTY/TDD: **711**).

You can also call us with questions about your benefits. We are happy to answer any questions you have. We offer free interpreter services for members who need language assistance. An interpreter can also help you during your doctor visits. We can help you file a complaint, and we can tell you how to appeal a decision. Call Arkansas Total Care Member Services at **1-866-282-6280** (TTY/TDD: **711**).

## Make the most of your health plan

Arkansas Total Care wants to help you get the most out of your health plan. Let us know if you need:

- Help finding a doctor
- Help changing your primary care provider
- Help making an appointment
- A paper copy of anything on our website, [ArkansasTotalCare.com](http://ArkansasTotalCare.com)

Our website has a lot of helpful information. You can find a copy of your member handbook and look for a provider. You can order a new member ID card through the secure member portal. Find the member portal on our website, [ArkansasTotalCare.com](http://ArkansasTotalCare.com).

We're here to help you. If you have any benefit questions or want to learn more about how we can help you reach your best health, call Arkansas Total Care Member Services at **1-866-282-6280** (TTY/TDD: 711).



## Planning for **your care**

**Arkansas Total Care's Care Coordinators work to make sure you get all the medical benefits you need.** They also help you make a Person-Centered Service Plan (PCSP). This is a guide that includes your goals for your life. It also includes who you want to include on your team.

### Your goals can include:

- Whether you want to work or volunteer
- Where you want to live
- Who you want to spend time with
- How you want to manage your health

### Your team should include people you can trust. This could be:

- Family members
- Friends
- Caregivers
- Advocates
- Therapists
- Doctors

Team members can be as active in your care plan as you like.

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## Checkups for teens

Teens don't need checkups as often as young kids do. But they should still see a primary care doctor at least once a year. Regular visits will keep teenagers up to date on vaccines. The doctor can also talk to teens about:

- Safe sex
- Drug and alcohol use
- Depression

As teens get older, they should stop seeing a pediatrician and start seeing an adult primary care provider. This is particularly important for teens with chronic health issues. If a teen has a condition such as diabetes, he or she should not miss any visits.

Growing up also means teens will need to start managing their own care. They will need to learn to make their own appointments. They will need to talk to doctors about their care. You can learn more about helping teens transition to an adult care provider at [gottransition.org](http://gottransition.org).

Arkansas Total Care can help teens find an adult care provider. Call Member Services at **1-866-282-6280** (TTY/TDD: 711).



## The reason for your sneezin’

**Seasonal sneezing could mean allergies.** Or it could be just another cold. How can you tell the difference? Here’s a handy chart:

Symptom	Common to colds?	Common to allergies?
Body aches	Yes	No
Cough	Yes	Yes
Fever	Yes	No
Mucus is yellow or green	Yes	No
Runny nose, congestion or sneezing	Yes	Yes

## Know your BMI

BMI stands for body mass index. It’s a number that shows if you are at a healthy weight. There are many tools online to help you learn your BMI. You can find one here: [cdc.gov/healthyweight/assessing/bmi/adult\\_bmi/english\\_bmi\\_calculator/bmi\\_calculator.html](https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html).

**Someone at a normal weight will have a BMI between 18.5 and 24.9. A BMI greater than 25 is overweight. A BMI over 30 is obese.**

Staying at a healthy weight is important. Being overweight puts you at risk for many problems like heart disease, diabetes, and joint and muscle pain. If you have an unhealthy BMI, talk to your doctor.

## Care Coordinators are in your corner

Arkansas Total Care wants you to have what you need to reach your health goals. Every member of Arkansas Total Care is assigned a Care Coordinator. Care Coordinators can help with benefits. They can answer questions about your health. They can also set up doctors’ appointments and talk to your doctors and care team about changes to your health. Your care coordinator can be as involved in your Person-Centered Service Plan (PCSP) as you like.

When you become a member of Arkansas Total Care, your Care Coordinator will reach out to set up a meeting. You’ll talk about things like your healthcare needs and the goals you have for your life. Your Care Coordinator can help you by making sure your healthcare meets your needs, and by connecting you to resources.



## ARKANSAS TOTAL CARE

P.O. Box 25010  
Little Rock, AR 72221

1-866-282-6280

TTY: 711

ArkansasTotalCare.com

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Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Arkansas Total Care tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-282-6280 or TDD/TTY: 711.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Arkansas Total Care, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-282-6280 or TDD/TTY: 711.

**All materials are available for written or oral translation, in your language or alternative formats at no cost by calling 1-866-282-6280 or TDD/TTY: 711.**



## Understanding blood pressure

**Blood pressure is an important part of your health.** For most people, a healthy blood pressure is 120/80 or lower. The top number is your systolic blood pressure. It is the pressure in your arteries when your heart contracts. The bottom number is your diastolic blood pressure. It is the pressure in your arteries when your heart is resting.

When your blood pressure is high, you might be more at risk for a heart attack, stroke or organ failure. Ask your doctor to check your blood pressure or use an at-home cuff. Your doctor may suggest eating differently or getting regular exercise if your blood pressure is high.

## What are your wishes?

It can be hard to talk about end-of-life care, but it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do and do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at [caringinfo.org](http://caringinfo.org).