



## Resources and Info

**When you become our member**, we send you a new member packet. It has your member ID card, a helpful handbook and a Release of Information form. If you didn't get your packet, please call us so that we can mail one to you. If you would like any help filling out the forms, our Member Service Representatives can help you.

It's important that we have your most recent contact information, including phone number and address. If you move or get a new phone number, please call Member Services so that we can update your information. Being able to get in touch with you helps us reach you and meet your health needs. Call **1-866-282-6280** (TDD/TTY: **711**) to talk to one of our Member Service Representatives.



## 3 ways to help your baby Start Smart

There are things you can do to help your newborn get a healthy start.

- 1. See your doctor.** Call your doctor if you think you are pregnant. You should have regular checkups throughout your pregnancy. Your doctor can check you for problems and make sure your baby is growing as expected.
- 2. Have healthy habits.** Eat nutritious foods and get plenty of rest and exercise. Also be sure to stay away from tobacco, drugs and alcohol.
- 3. Sign up for Start Smart for Your Baby®.** This is an **Arkansas Total Care** program for women who are pregnant or who just gave birth. Call **1-866-282-6280** (TDD/TTY: **711**) for more information.

### Emergency room and urgent care visits

We want to make sure you have what you need to be well after an emergency room (ER) or urgent care visit. Please let your Care Coordinator know within seven days of your visit. We can help you plan follow-up appointments and give you resources to help you reach your best health.

## Pharmacy facts

Arkansas Total Care wants to help members get the medications they need. We cover Arkansas Medicaid's Preferred Drug List (PDL). You can find the PDL at **ArkansasTotalCare.com**. You can also call **1-866-282-6280** (TDD/TTY: **711**) to find out if a drug is covered. Your doctor or pharmacist can also help you find medications that are covered.

## You have rights and responsibilities

All of our Arkansas Total Care (ARTC) members have rights. They also have responsibilities.

**Rights are things you can expect from ARTC. They include:**

- Getting all the services we provide
- Being treated with respect
- Having your medical information kept private
- Getting a copy of your medical record

**Responsibilities are things ARTC expects from you. They include:**

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

You can find more rights and responsibilities in your member handbook. Read it online at **ArkansasTotalCare.com**. If you would like a paper copy, call **1-866-282-6280** (TDD/TTY: **711**), and we will send one to you.

# Is your drinking **a problem?**

**Many adults enjoy a beer or a glass of wine sometimes.** Keep in mind that drinking too much alcohol can be a serious problem. Excessive alcohol use can lead to cancer. It is a major cause of preventable death. Pregnant women who drink may have babies with health problems. Drinking too much may also lead to trouble with family or at work.

Here are a few signs your drinking is becoming an issue:

- You have tried to drink less or quit but have not succeeded.
- You drink more than in the past before feeling drunk.
- You drink in secret, where others can't see you.
- You are sometimes unable to remember what happened when you were drinking.

Are you worried about your alcohol use? Talk to your doctor. Heavy drinkers may not be able to cut back on their own. Medication and therapy can help.



## 3 tips to help ease seasonal allergies

Fall allergies can mean weeks of itchy eyes and sneezing. Here are three things you can do to ease your symptoms:

- 1. Try to avoid allergy triggers.** It may help to stay inside on dry, windy days or wear a mask while working in the yard.
- 2. Keep allergens outside.** Keep your windows closed. Use air filters in your bedroom. You may want to vacuum carpets or rugs, or sweep hardwood floors.
- 3. Talk to your doctor.** Your doctor may recommend over-the-counter drugs. People with severe symptoms may need allergy shots. Your doctor can help you decide which treatment is right for you.

**ARKANSAS TOTAL CARE**

P.O. Box 25010  
Little Rock, AR 72221

**1-866-282-6280**

**TTY: 711**

**ArkansasTotalCare.com**

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Arkansas Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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.**



## How can we **help you?**

**Arkansas Total Care is here to help you with many things.**

Call Member Services if you have any questions about your coverage. We can help you find a doctor and make appointments. We can also help you find wellness resources in the community.

Call **1-866-282-6280** (TDD/TTY: **711**) to talk to us about how we can help you reach your best health.

## Open enrollment

Arkansas Total Care is a Provider-Led Arkansas Shared Savings Entity (PASSE) that serves members across the state. Recently, DHS changed the open enrollment period for 2019. The open enrollment period will be October 1–31, 2019. During this time, if you wish to change your PASSE, you may do so by calling the PASSE Beneficiary Support Line at **1-833-402-0672**.