

# Healthy Connections - Key Points

**Healthy Connections:** Helps you get the health care you need, when you need it. You team up with one doctor or clinic that provides general health care services and refers you to other providers for specialty services.

## Your Responsibilities:

- Take your medical card to all appointments.
- When making an appointment, tell the receptionist you're on Healthy Connections.
- Call your doctor 24 hours in advance if you can't keep an appointment.
- If you have changes in private medical insurance, tell your primary care provider AND call Health Management Systems at (800) 873-5875 to report the changes. Your other insurance must pay before Medicaid will pay.

## Call Your Healthy Connections Office:

- To change doctors, call by the 20<sup>th</sup> of the month for the change to be effective the following month.
- If you move out of the area or change doctors.
- If you have any questions about the Healthy Connections program.

## Call Your Healthy Connections Doctor When:

- You need an office visit or it's time for a wellness checkup.
- You need a referral so you can see a specialist or seek other medical care.
- You're not sure if you have an emergency, or you need other medical advice. Your Healthy Connection's doctor has agreed to make sure someone is available for you to talk to at any time (day or night, including weekends or holidays).

## Only Use the Emergency Room for Medical Emergencies:

- If you're not sure you have an emergency, call your doctor for advice any time (day or night, including weekends or holidays).
- You may be charged a co-pay for using the emergency room when you don't have an emergency.

## Referral:

- A referral is your Healthy Connections doctor's approval for you to be treated by another provider.
- **You must get a referral for most services before seeing another provider or you might have to pay the bill.**
- Once you're enrolled in Healthy Connections, most ongoing services that are provided by a specialist require a referral.

## Some Services That Don't Require a Referral:

- Chiropractic Care.
- Dental Care.
- Family Planning Services.
- Flu Shots: Not requiring an office visit.
- Hearing Tests/Screening: From an audiologist. Doesn't include ear/nose/throat services.
- Immunizations: Not requiring an office visit.
- Indian Health Clinic Services: For individuals eligible for Indian Health Services.
- Pharmacy Services: For prescription drugs only.
- Podiatrist (foot care) Services: Performed in the office.
- Screening Mammograms: Limited to one per calendar year, for women age 40 or older.
- Services Provided by a School District.
- Diagnosis and Treatment of Sexually Transmitted Diseases.
- Vision Services: Performed in the offices of ophthalmologists and optometrists. Includes eye glasses.

**Additional Program Information** including the Idaho Health Plan Booklet, can be found at [www.healthyconnections.idaho.gov](http://www.healthyconnections.idaho.gov). It's your responsibility to make sure you understand and follow all Healthy Connections guidelines.