

HEALTHY CONNECTIONS - KEY POINTS

Healthy Connections:

A Medicaid program to help you get the health care you need, when you need it. You team up with one doctor or clinic that provides health care services and refers you to other providers for specialty services.

Call Your Healthy Connections Doctor When:

- You need an office visit (including Well Baby and Child Checks).
- You want to see a specialist or seek other medical care.
- You want to go to the hospital unless it is for an emergency.
- You need medical advice and/or a referral at any time (day or night including weekends or holidays).

Referral:

- Is a doctor's order.
- Obtain before appointment or you may be responsible for the bill.
- Is required if you are currently receiving a Medicaid service from someone other than your primary care doctor (e.g., Physical Therapy).

Services Not Requiring a Referral:

- **Chiropractic Care.**
- **Dental Care** performed in the office.
- **Emergency Care** performed in a hospital emergency department.
- **Family Planning Services.**
- **Flu Shots** (not requiring an office visit)
- **Hearing Tests/Screening.** (Does not include Ear/Nose/Throat Services.)
- **Childhood Immunizations** not requiring an office visit.
- **Indian Health Clinic** services for individuals eligible for Indian Health Services.
- **Pharmacy Services** for prescription drugs only.
- **Podiatry Services** (Foot Care) performed in the office.
- **Screening Mammograms** limited to one (1) per calendar year for women age 40 or older.
- **Services Provided by a School District.**
- **Tests for Sexually Transmitted Diseases.**
- **Vision Services** performed in the offices of ophthalmologists and optometrists, including eye glasses.

Emergency Department: Services

- Only for medical emergencies.
- Call your doctor for advice if you are not sure you have an emergency.

Client Responsibilities:

- Take your medical card to all appointments.
- Tell the receptionist you are on Healthy Connections when making an appointment.
- Call your doctor 24 hours in advance if you cannot keep an appointment.
- To change doctors, call your Health Resources Coordinator (HRC) by the 20th of the month for the change to be effective the following month.
- Call your HRC when moving out of the area.
- Call your HRC with any program questions.