

## Overcoming Obstacles to Enjoy Childhood

Jackilynn Lehnick had been trying to enjoy life as a normal 9-year-old kid when she was diagnosed with a rare genetic disease.

“Jack” had been going to doctors and looking for answers since she was fourteen months old. She was diagnosed with Spinocerebellar ataxia, otherwise known as SCA.

When things appeared to be getting worse for Jack and her family, a SoonerCare program aided in improving Jack’s quality of life and her ability to move with ease despite her condition.

Jack’s mother Melinda is grateful for SoonerCare’s Durable Medical Equipment (DME) program, which gave her daughter access to an effective wheelchair.

“Oh, wow, it’s amazing. We can go to the grocery store, we can go to the mall, we can take a vacation, you know, anything that required Jackilynn to walk we couldn’t do before the wheelchair,” said Melinda.

Melinda recognizes the limitations Jack faces, not being able to play basketball or to cheer, but more than anything, “we just want her to be happy.”

“We just want her to be the happiest nine-year-old she can be,” she said.

The purpose of SoonerCare’s DME program is to provide medical equipment that is used in the home for medical necessity,



according to Stan Ruffner, DME director. Examples of medical equipment included are power wheelchairs, regular wheelchairs, hospital beds, and breathing equipment.

“The normal process for a SoonerCare member to obtain durable medical equipment is for them to see their

physician. The physician will make a referral based on the medical necessity and coordinate with a DME provider who will then make arrangements to either file the claim or coordinate with the Oklahoma Health Care Authority regarding a prior authorization for certain types of equipment,” Ruffner said.

Ruffner expressed his appreciation for being able to help a child overcome major obstacles in life.

“It’s such a satisfying and rewarding opportunity to see and meet a kid like that with all smiles. It is satisfying to see a child that has a rare genetic disease overcome that and be an active part of our society,” Ruffner said.

*This interview took place in the fall of 2012. Check out the video for this story on our website at [www.okhca.org/tellus](http://www.okhca.org/tellus) as well as numerous other stories. While you are there, share “your story” with us! Whether it’s a quote or a full story about how SoonerCare helped you and/or your child, share your experience with us.*

## Oklahoma Durable Medical Equipment Reuse Program

In addition to SoonerCare’s DME program, the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP), in partnership with Able Tech, accepts donations of power wheelchairs, regular wheelchairs, walkers, and all kinds of items that people need in their home to maintain a good quality of life.

How it works: The program is designed to reuse valuable DME that is no longer needed, and reassign it to an Oklahoma resident in need. Priority will be given to SoonerCare members, but any Oklahoma resident is eligible with a completed application. The program highlights include:

- ◆ Retrieve donated equipment
- ◆ Sanitize and refurbish devices returning DME to peak performance
- ◆ If needed, repairs are completed by a DME vendor to ensure quality
- ◆ Reassign DME to the best matched eligible client and deliver it free of charge

Who can benefit? Pickup and delivery services are limited to central Oklahoma residents. Any Oklahoma resident can drop-off or pickup equipment at the OKDMERP office in Oklahoma City.

To inquire about the reuse program, call 405-523-4810 or visit [www.ok.gov/abletech/DME\\_Reuse](http://www.ok.gov/abletech/DME_Reuse). A list of current inventory is available on the website, as well as images of the various pieces of equipment.

# Breastfeeding For Healthier Babies

Low breastfeeding rates are one of the reasons Oklahoma continues to rank in the top 10 nationwide for obesity, diabetes, and infant mortality. Evidence is overwhelming that breastfeeding improves the health of mothers and babies, while formula feeding adds a significant cost to families and our state.

Breastfeeding is one of the most enjoyable and satisfying aspects of new motherhood, but mastering the art of breastfeeding takes time. The first few weeks can be difficult, and many women give up before they, and their babies, experience the numerous benefits. Understanding how breastfeeding improves your health and the health of your baby can keep you motivated and increase your chances of success. Here are some great reasons to keep trying.

Here are some great reasons to keep trying: Mothers who breastfeed are less likely to develop breast and ovarian cancer and less likely to develop Type 2 Diabetes. Additionally, mothers who breastfeed bond with their babies easier, have less risk of postpartum depression, and may lose their pregnancy weight faster.

Sources: *Oklahoma State Department of Health, Babyzone.com*

## Oklahoma Breast Feeding Hotline

The Hotline is available 7 days a week, 24 hours a day and is staffed by International Board Certified Lactation Consultants who are available to answer questions and address common breastfeeding issues including:

- Not making enough milk
  - Baby refusing to nurse
  - Breast or nipple pain
  - Medications and breastfeeding
  - Working and breastfeeding
  - Breast pumps
  - Breastfeeding in public
  - Weaning
- Callers may leave a message for a return call that day. For urgent issues, the consultants on call may be paged. Call 1-877-271-MILK (6455) today with any issues you have regarding breastfeeding.



By Sylvia Lopez, M.D., FAAP and OHCA Chief Medical Officer

## A Special Note

Breastfeeding an infant should be considered the normal standard of feeding for infants. The American Academy of Pediatrics supports exclusive breastfeeding for the first six months of life, followed by continued breastfeeding as complementary foods are introduced to the infant's diet. There is sufficient medical data

to prove that there are short- and long-term medical advantages of breastfeeding, as well as advantages in brain development as infants age. Lactation services provided by certified consultants are covered services for SoonerCare members.



O K L A H O M A  
**mothers' milk bank**

Did you know?

- March of Dimes has given Oklahoma a D grade because of the preterm birth rate of 13.2 percent.
- Oklahoma is ranked 41st in infant mortality.
- Of 55,000 births per year in Oklahoma: 7,700 babies are born premature 2,300 are born very premature (before 34 weeks).
- Preterm and critically ill infants are 3 times more likely to develop NEC, a life threatening intestinal infection.

**Phone Number: 405-297-LOVE**

**Website: [www.okmilkbank.org](http://www.okmilkbank.org)**

Why human milk?

The American Academy of Pediatrics found that infants who breastfeed have a...

- 77 percent lower risk of developing lower respiratory tract infections.
- 77 percent lower risk of developing NEC.
- 31 percent lower risk of inflammatory bowel disease.
- 36 percent lower risk of SIDS (Sudden Infant Death Syndrome).
- 24 percent lower risk of obesity.

**If you would like more information on donating to the milk bank, send an email to [keri-hale@ouhsc.edu](mailto:keri-hale@ouhsc.edu).**

# OHCA “Cares” About Breast and Cervical Cancer

Nearly 30,000 women have qualified for treatment for breast and cervical cancer or precancerous conditions since the beginning of the Oklahoma Health Care Authority’s Oklahoma Cares program in January 2005. The program provides assistance to women who meet income qualifications and need diagnostics or treatment but have no health insurance to help pay for the needed medical care.

To qualify for the program, women between the ages of 19 and 65 must be screened under the Breast

and Cervical Cancer Early Detection Program (BCCEDP) and have an abnormal screening result, a precancerous condition or need treatment for breast or cervical cancer.

This program also provides transportation for women who need assistance getting to their medical appointments.

Women interested in Oklahoma Cares can find a screening provider in their area and get more information by contacting the Oklahoma State Department of Health at 866-550-5585.

By Mike Herndon,  
D.O.,  
OHCA Medical Director  
Health Care Management



“This program encourages women to get screened for breast or cervical cancer early and gives them the advantage of not having to face the fear of being unable to pay for these services. The BCC program really helps women who otherwise would not get the necessary care plus gives them the opportunity for full scope SoonerCare benefits that go beyond the screenings and goes a long way in improving the health of these women.”



Women who text “BABY” (or “BEBE” for Spanish) to 511411 receive three free text messages a week, timed to their due date or their baby’s birth date, through pregnancy and up until the baby’s first birthday. The messages address topics such as labor signs and symptoms, prenatal care, urgent alerts, developmental milestones, immunizations, nutrition, birth defect prevention, safe sleep, safety, and more. Text ‘STOP’ to discontinue messages or ‘HELP’ for help at any time.

“I have been receiving text4baby messages since I was six weeks pregnant. It has been the biggest help, considering I’m a first-time mommy. I didn’t even know what to expect when I was pregnant and thanks to text4baby, I know lots of things. My baby boy will be 2 months old and it’s so hard to believe he is growing so fast! But I wouldn’t trade it for anything in the world. I thank God every day for this blessing. Thank you so much text4baby for all your help!”  
Jaclyn M.

## Take Time This Summer for Children’s Vaccinations

With all the different activities taking place this summer with your children, it is important to take time to get the necessary childhood vaccinations before school starts up again in the fall. Vaccinations for children are covered for SoonerCare members.

Why are vaccinations so important? Newborn babies are immune to many diseases because they have antibodies they got from their mothers. However, this immunity goes away during the first year of life. Also, young children do not have this “maternal immunity” against some diseases, such as whooping cough. If an unvaccinated child is exposed to a disease germ, the child’s body may not be strong enough to fight the disease.

Immunizing individual children also helps to protect the health of our community, especially those people who cannot be immunized. These include children who are too young to be vaccinated (for example, children less than a year old cannot receive the measles vaccine but can be infected by the measles virus), those who cannot be vaccinated for medical reasons (for example, children with leukemia), and those who cannot make an adequate response to vaccination.

If you have any questions, call the Immunization Service at 405-271-4073 or 800-234-6196 or visit their website at <http://imm.health.ok.gov>.

Source: Centers for Disease Control and Prevention

This newsletter is for SoonerCare Choice members. It will tell you about any changes or updates to your SoonerCare benefits. It will also give you other useful news to help keep you healthy. However, if you have specific questions about your health, please talk to your doctor.

Disclaimer: Clinical, legal and other comments are offered for general information only. Please talk to your doctor about specific health concerns.

#### SoonerCare Helpline

800-987-7767 or 711(TDD)

#### SoonerRide

877-404-4500 or 711(TDD)

#### SoonerCare provider list

800-987-7767

Si usted quiere leer este artículo en español, visite la página web del OHCA al <http://www.okhca.org/sooner-care-companion>.

This publication, printed by O. U. Printing Services is issued by the Oklahoma Health Care Authority as authorized by Title VI and Title VII of the 1964 Civil Rights Act and the Rehabilitation Act of 1973. 264,000 copies have been prepared and distributed at a cost of \$18,300.00. Copies have been deposited with the Publications Clearinghouse of the Oklahoma Department of Libraries. [74 O.S.2001 § 3105 (C)]

Download additional copies on the OHCA website <http://www.okhca.org/sooner-care-companion>  
SNWENG-COMPAN - SUMMER 2013

## Don't let sun, bugs and bumps ruin your summer fun!



Summer has arrived, and we know SoonerCare members and families are ready to enjoy some time off and have fun, but it is important to understand how to survive those outdoor elements. Here are some great home remedies to help you prepare for those pesky summertime ailments:

### How to treat bug bites:

**-Mosquito bites** can range from mildly annoying to extremely itchy and swollen. If your bug bites are driving you to scratch off your skin, you might want to consider applying a topical remedy like calamine lotion or baking soda/water paste. Both will help to draw the itch out and make things a little more bearable. If those aren't remedy enough, talk to your medical home about getting an antihistamine from the drug store like Benadryl.

**-Repel mosquitoes** by wearing loose-fitting clothing (the pests can bite through tight clothes) that's light-colored (mosquitoes are drawn to dark colors. Also, bees and wasps are attracted to bright, floral prints.)

**-Make sure any** containers (trash bins, etc.) are not full of water; mosquitoes typically lay their eggs near standing water.

### How to treat sunburn:

Despite warnings to always apply sunscreen before leaving the house, we've all managed to get a sun burn at some point. So, once the damage is done, how do you soothe the pain? Some great natural remedies for sun burn include aloe vera (either juice from the plant or store-bought prod-

ucts that contain aloe), a baking soda bath or applying a cold facecloth to your skin. **-Avoid using any** greasy lotions or ointments on your burn because they will only irritate your skin more!

**-Soothe the sunburn** by splitting aloe vera leaves and rubbing the plant's juice on skin.

**-Place chamomile extract** in a bowl of cool water. Dab on affected areas. Or draw chamomile bath and soak in the cool water.

**-Make a baking soda** bath with cool water.



### How to treat poison ivy:

So you're at camp when your bunk mate pushes you into a bunch of bushes. Suddenly you're covered in a crazy-itchy rash! Looks like you've got a case of poison ivy

or poison oak. This can be a tricky summer ailment to treat, but the key is to soothe your skin as much as possible. Cold compresses, cool, oatmeal baths and calamine are all good remedies. You may also want to hit the infirmary tent for a little extra attention from the camp nurse.

**If any of these treatment methods do not work and symptoms continue to get worse, make sure you visit your Medical Home (MH) and seek the proper care.**

Sources: *Organic Authority, KidzWorld.com*



## Brush up on Oral Health



### Take the following steps to prevent tooth decay:

Take good care of your own oral health.

Take good care of your baby's teeth.

**Birth to 12 months:** Keep your baby's mouth clean by gently wiping the gums with a clean baby wash cloth. Once you see the first teeth, gently brush using a soft baby toothbrush and water. Ask your child's doctor or dentist about fluoride.

**12 to 24 months:** Brush your child's teeth at least two times a day. If your child's doctor or dentist recommends fluoride toothpaste, use only a smear for children younger than 2 years. The best times to brush are after breakfast and before bed.

Never put your child to bed with a bottle or food. Not only does this expose your child's teeth to sugars, it can also put your child at risk for ear infections and choking.

Check to see if your water is fluoridated. If your tap water comes from a well, your child's doctor or dentist may want to have a water sample tested for natural fluoride content. If your tap water does not have enough fluoride, your child's doctor or dentist will prescribe an appropriate fluoride supplement if your child is at increased risk for tooth decay.

Teach your child to drink from a regular cup as soon as possible, preferably by 12 to 15 months of age. Drinking from a cup is less likely to cause the liquid to collect around the teeth. Also, a cup cannot be taken to bed.

If your child must have a bottle or sippy cup for long periods, fill it with water only. During car rides, offer only water if your child is thirsty.

Don't let your child eat sweet or sticky foods, like candy, gummies, cookies, or fruit roll-ups. There is sugar in foods like crackers and chips too. These foods are especially bad if your child snacks on them a lot. They should only be eaten at mealtime. Teach your child to use his or her tongue to clean food immediately off the teeth.

Serve juice only during meals and limit it to 4 to 6 ounces per day. Also, juice is not recommended for babies younger than 6 months.

Make an appointment to have your child see the dentist before age 1 if you have any concerns, see any problems, or need more information.

*Source: American Academy of Pediatrics*

By Leon Bragg,  
D.D.S., M.Ed.  
OHCA Chief Dental Officer



### A Special Note

"Early childhood caries, also known as baby bottle tooth decay, is the number one chronic infectious disease of childhood. It is important that children receive preventive oral health care to avoid such diseases and to ensure good dental health. Children should also be exposed to adequate levels of fluoride from water, toothpaste and other sources. Parents should seek evaluation from a dentist or if no dentist is available, their pediatrician may apply fluoride varnish to prevent or stop decay."

### Babies and Strong Teeth: How to Prevent Decay

#### *Is it possible for my baby to have cavities (tooth decay)?*

Yes, it is possible! It is often called "baby bottle mouth." It happens when sweet liquids stay in a baby's mouth for a long time. One of the most common ways to get baby bottle mouth is to put your baby to bed with a bottle that has something sweet in it. The sweetness could be fruit juice, Kool-Aid®, soda pop, or even baby formula and milk! Milk and formula in bottles are acceptable, but please don't put your baby down for a nap or at nighttime with a bottle that has either in it.

How does it happen? The sweetness stays in the baby's mouth and the sugar changes to acid, which will start to dissolve the teeth. This becomes cavities.

#### *How do I keep this from happening to my baby?*

1. Never put your baby to bed with a bottle.
2. Only give your baby a bottle during meals.
3. Teach your child to drink from a cup as soon as possible.
4. Keep your baby's mouth clean – did you know there is a toothbrush just for babies? It can be used to massage your baby's gums and baby teeth. Just use water!

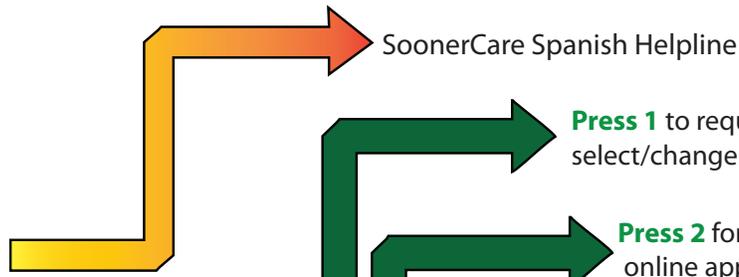
**Check out Kids Corner for a tooth brushing chart!**



# Call the SoonerCare Helpline: 800-987-7787



You will hear  
**Welcome**  
Select language  
**Press 1** for English  
**Press 2** for Spanish



SoonerCare Spanish Helpline

**Press 1** to request new ID card, or select/change PCP (*Medical Home*)

**Press 2** for assistance with online application or renewal (*For questions on the online renewal process*)

**Press 3** for PIN # reset for online application

**Press 4** for Behavioral Health questions (*for assistance selecting a Behavioral Health Provider*)

**Press 5** for Pharmacy Help Desk 8 a.m.-6 p.m. M-F

**Press 6** for all other SoonerCare questions

**Press 9** to Repeat



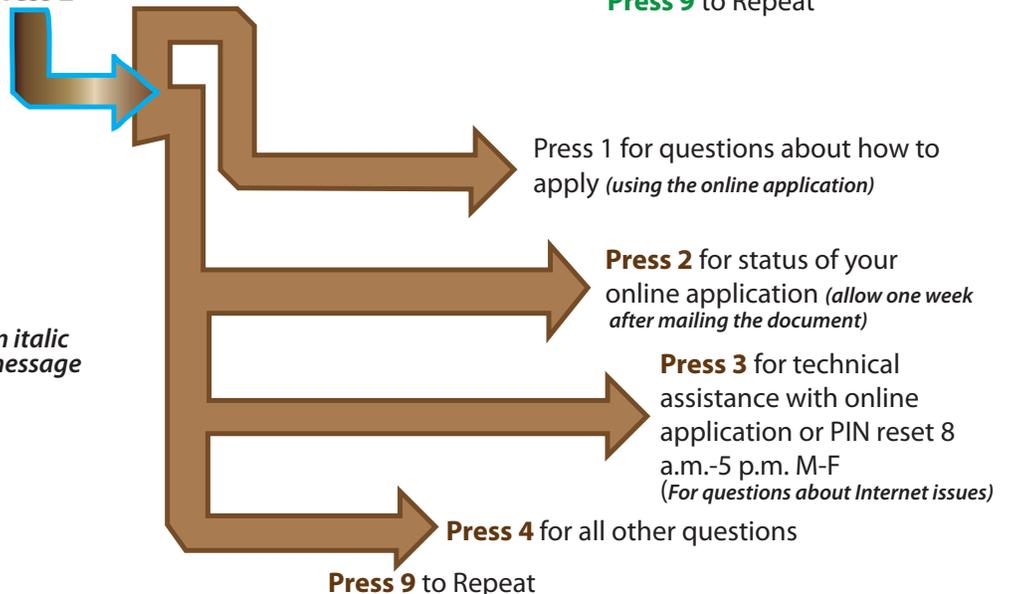
**Who Are You?**  
For **current member**  
**Press 1**  
*(You'll need your ID Number or Social Security number and birth date)*

For **non member**  
*(or SoonerCare applicant)*  
**Press 2**

**Press 4** for other  
*(SoonerCare Helpline questions)*

**Press 9** for Repeat

*Explanations have been added in italic type, but may not be part of the message you will hear when calling.*



**Press 1** for questions about how to apply (*using the online application*)

**Press 2** for status of your online application (*allow one week after mailing the document*)

**Press 3** for technical assistance with online application or PIN reset 8 a.m.-5 p.m. M-F (*For questions about Internet issues*)

**Press 4** for all other questions

**Press 9** to Repeat

**We understand how important time is to all SoonerCare members.  
We hope this chart makes calling the SoonerCare Helpline easier.**

**8 a.m.-7:30 p.m. M-Th, 8 a.m.-5 p.m. Fri, 9 a.m.-1 p.m. Sat, except where noted**

## How do I Read Medicine Labels?

All medicines have labels. Labels usually tell you:

- The name of the medicine.
- Expiration date.
- What the medicine treats.
- Other information.
- How and when to take the medicine.
- Prescription medicine labels also tell you the name of the doctor that prescribed the medicine and the name of the patient who will use the medicine. Over-the-counter (OTC) medicines do not have a doctor's name or a patient's name on the label.
- How much of the medicine to take.
- Any side effects the medicine may cause.
- Warnings.

Rx # is the prescription number. You use this number when you ask the pharmacy to refill your medicine.

Dose tells you how much of the medicine you take at one time.

Name of medicine may be a different name than the name you use. Ask your pharmacist: "What other names does this medicine have?"



Prescription medicine labels look like this.

## Those Ear Infections Hurt!

The arrival of summer means visiting lakes and pools and spending time in the water. SoonerCare members should take care to avoid those pesky ear infections, especially when you get water in your ears. Here are some tips to help fend off the possibility of ear infections:

- Keep your child away from sick kids. Ear infections aren't contagious, but the colds that can cause them are.
- Swimmer's ear: Thoroughly dry your ears after swimming. If needed, use alcohol-based ear drops (or pour 1 tsp. of a solution made from 1 part vinegar to 1 part alcohol into each ear) to fully soak up the water.
- If possible, choose a smaller day-care setting. The more children you have together, the more germs they can pass to each other. And the fewer kids, the fewer germs are swapped. How small is small enough? "Scandinavian studies show that five seems to be some kind of cutoff," says S. Michael Marcy, M.D.
- Ask about over-the-counter meds Acetaminophen or ibuprofen (depending on your child's age) and medicated eardrops may offer relief, too.
- Keep up the hand washing! Good hygiene – always a smart idea – can decrease the transmission of viral infections, so scrub well and have your kid cover coughs and sneezes.
- By not giving your baby a pacifier, you help fight ear infection. Try to wean your child from his or her pacifier before about 6 months of age. Babies who use pacifiers after 12 months of age are more likely to develop ear infections.
- Avoid secondhand smoke. Children who live in homes where parents and others smoke have a higher risk of developing middle ear infections.

Sources: *Parenting* (June 2013), *Parents.com*, *WebMD*, *Osteopathic.org*, *Johns Hopkins Bloomberg School of Public Health*

## Important reminders about your doctor appointments:

- Take your SoonerCare ID to your appointment.
- Call your doctor for an appointment as soon as possible if you are sick or need a checkup.
- Take all your current medicine or a complete list of all prescriptions and over-the-counter medicine you are taking.
- Make a list of questions to discuss with your doctor.
- Arrive at your appointment 10 minutes early in case you have to fill out paperwork.
- Write down your doctor's instructions and answers to your questions while still in the office to make sure you understand and remember all the answers.
- Prescriptions written by your doctor may be filled at any pharmacy contracted with SoonerCare.
- If you must cancel your appointment, please call your doctor as soon as possible so another patient can be scheduled for that time.

## SoonerCare Companion

Oklahoma Health Care Authority  
2401 NW 23rd St.  
Suite 1-A  
Oklahoma City, OK 73107  
[www.okhca.org](http://www.okhca.org)



Visit “Kids Corner”  
for lots of fun activities!

[www.okhca.org/kids-corner](http://www.okhca.org/kids-corner)



Soozie SoonerCare and Rascal's

**Kids Corner**

Activities



## Ready to Quit? We Can Help!

SoonerCare covers nicotine replacement therapy products such as patches, gum, lozenges, inhalers, Zyban and Chantix to help members quit. These medications are covered through a 90 day prescription from your doctor. Research has shown that if you're ready to quit, these medications can help you reach your goal and stay quit. Ask your doctor about these medications and find the one that's right for you. You can also contact the Oklahoma Tobacco Helpline for free tobacco cessation counseling and two week starter kit of patches, gum or lozenges.



Free help

Oklahoma Tobacco Helpline

**1 800**

**784-8669**

**QUIT NOW**

**OKhelpline.com**