



## Is this a medical emergency or am I just ill?

SoonerCare asks you to consider the following to help you decide. We understand each situation is different, but we encourage you to use this information as a resource.

### What is an Emergency?

You could die if you don't get the care you need right away.

You could be permanently hurt (disabled).

### You should go immediately to the nearest emergency room (ER) for:

- Decreased consciousness or not being able to respond to questions
- Difficulty breathing or extreme shortness of breath
- Babies younger than 3 months with a high fever
- Children with a fever of 104 degrees or higher
- Extreme bleeding
- Accidental poisoning
- Broken bones
- Miscarriage
- Sexual assault or abuse
- Burns with blisters
- Pain and tightness in chest
- Drug overdoses
- Chest, head or eye injuries
- Feeling you might hurt yourself or others
- Breathing tube blockage

You should call your medical home as soon as possible after an ER visit for a follow-up appointment. Any referrals given by the ER will not be honored by a specialty provider.

The ER is not for general care. It is for emergency situations ONLY (like those listed above). For general care or sick visits, see the information on page 2.

*Continued on page 2*

# SoonerCare

## Program Changes:

SoonerCare members should be aware of these new coverage changes:

- **For all SoonerCare members with diabetes:**
  - Insulin-dependent members are allowed a maximum of 100 glucose test strips and lancets per month. Non-insulin dependent members are allowed 100 glucose test strips and lancets per 90 days.
  - Members diagnosed with gestational diabetes may receive a maximum of 150 glucose test strips and 150 lancets per month.
- **Vision Services**

Eyeglasses for children are limited to two per year. Any more than two pairs per year must be prior authorized and medically necessary.

**Any SoonerCare applicant or current member who has other forms of primary health insurance will be enrolled in SoonerCare Traditional or fee-for-service. Members with other insurance will not be eligible for SoonerCare Choice and will not have a PCP/medical home.**

- **Dental Services:**
  - Full-mouth x-rays are only allowed once in a three-year period for children only.
  - Dental services will no longer be covered for adult pregnant women.
- **Nursing facilities:**

Will not be paid to hold beds for SoonerCare members who are admitted to the hospital.
- **Pharmacy Copay Changes:**
  - Pharmacy copays will now be a flat \$4 charge, regardless of the cost of the medication.
  - Copay amounts only apply to non-pregnant adults who do not reside in long-term care facilities.
  - The following members are exempt from copays:

- Children under 21 years old
- Pregnant women
- Adults who reside in long-term care facilities
- Certain American Indians and Alaskan Natives
- SoonerPlan members
- Members covered under the Breast and Cervical Cancer program



## Sick visits *Continued from page 1*

1. If you or your child become ill during normal working hours and need to be treated right away, you can call your medical home to ask for an urgent care appointment. Ask for a triage nurse and follow his/her instructions.
2. If your condition worsens before your appointment, you can call your medical home back to explain how you or your child's condition has changed. Ask for an earlier appointment or different triage instructions.
3. If you have difficulty getting a timely appointment, you can call SoonerCare Helpline 800-987-7767 for assistance.
4. Your medical home is required to have 24-hour telephone coverage. This means you can call your medical home after business hours. They will call you back.

# Know your pharmacy benefits

The Pharmacy Prescription Drug Program is part of your SoonerCare benefits. The benefit is here to help you get the medicine you need to stay healthy.

**Adult members 21 years of age or older will have these pharmacy benefits:**

- You are covered for six prescriptions each month:
  - Four (4) generic drugs
  - Two (2) brand name drugs
  - You do not have a monthly limit on:
    - Birth control
    - Some HIV/AIDS drugs
    - Some cancer drugs
    - Some stop-smoking products
- You will have a co-pay.

## What is a prior authorization?

SoonerCare works to get you the most effective and reasonably-priced medication and treatment. As a result, when you are given a prescription, it is important for us to be sure that the treatment is really needed and the best option for your situation in order for your medicine to be covered by your SoonerCare plan. This is where the prior authorization process comes in. If you do not get prior authorization, that medication may cost you more or not be covered at all.

A prior authorization is an approval process from your medical home that provides a SoonerCare clinical pharmacist with information that confirms proper use of your medication. A SoonerCare clinical pharmacist looks at the medication request and makes a decision to approve, deny or return incomplete, as described below:

- **Approve:** means that the medication has been approved for SoonerCare to pay for it.
- **Deny:** means that the information given by your doctor did not meet SoonerCare

**Children (members younger than 21) will have these pharmacy benefits:**

- No limits or co-pays for medically needed prescriptions
- Some over-the-counter, non-prescription, cold and fever medications are available with a prescription, at no cost.

**Please note that some medications require prior authorization, which must be approved by a SoonerCare pharmacist.**

If you have any questions about your pharmacy benefits, please contact the SoonerCare Pharmacy Help Desk at 1-800-522-0114 option 4, to speak with one of our friendly and knowledgeable customer service agents.

**Hours for the Pharmacy Help Desk are:**

**Mon-Fri: 8 a.m. to 7 p.m.**

**Sat: 9 a.m. to 5 p.m.**

**Sun: 11 a.m. to 5 p.m.**



requirements to provide an approval, and the medication will not be covered by SoonerCare. Other options may be suggested that will be even better for your medical situation.

- **Incomplete:** means that more information is needed from your doctor to make a decision.

Once a SoonerCare clinical pharmacist makes a decision, the information is then returned to your pharmacy and your medical home. When SoonerCare receives a completed request for prior authorization, a response will be provided within 24 hours or less.

# Immunize Today



As your family heads into the fall season, the time to gather school supplies and backpacks seems to come up before you know it. This is also the perfect time to make sure your kids are up-to-date on their vaccines.

Vaccinations (shots) are important to keep children from getting illnesses such as measles, the flu, chickenpox, mumps, whooping cough and others. They also help to keep these illnesses from spreading, not only to other children in school, but also to family and people in the community.

When children are not vaccinated, they are at increased risk of disease and can spread diseases to others – including babies who are too young to be fully vaccinated and people with weakened immune systems due to cancer and other health conditions.

SoonerCare covers all of your child’s shots through the Child Health Checkups (EPSDT) program. Please talk to your medical home to make sure that your children have had all of their shots before they to go back to school. Below is a chart of recommended vaccines.

SoonerCare Oklahoma Health Care Authority		Don't Delay, Immunize Today! Children Birth through 3 Years Old								
Vaccination Age	Birth	1 mo.	2 mo.	4 mo.	6 mo.	12 mo.	15 mo.	18 mo.	19-23 mo.	2-3 years
Hep B	Hep B	Hep B			Hep B					
RV			RV	RV	RV					
DTaP			DTaP	DTaP	DTaP		DTaP			
Hib			Hib	Hib	Hib	Hib				
PCV			PVC	PVC	PVC	PVC				
IPV			IPV	IPV	IPV					
Influenza (Yearly)					Influenza (Yearly)					
MMR						MMR				
Varicella						Varicella				
HepA						HepA				

Blue boxes indicate the vaccine may be given anytime during the shown age range.  
SoonerCare Helpline 800-987-7767

# Protect HIM

YOU PROTECT THEM FROM EVERYTHING ELSE, ADD VACCINES TO YOUR LIST AND PROTECT THEM FROM PREVENTABLE ILLNESS.

## Second Hand Disease

Did you know that if your children are not vaccinated they not only are exposed to disease but expose others?

- If you choose not to vaccinate your child, your decision can contribute to the rapid spread of preventable diseases to those at risk. For example, should your child become infected with measles or whooping cough, your child can pass those infections on to babies who are too young to be vaccinated, or to persons who are already ill and are at risk, like cancer patients.

Love them. Protect them. Immunize them.

Immunizations prevent an estimated 2-3 million deaths worldwide each year, yet 1 in 5 children don't receive vaccinations.

Infants and children covered by SoonerCare (Oklahoma Medicaid) can receive life-saving immunizations as part of their benefit package.

SoonerCare members can find more details by visiting [www.okhca.org](http://www.okhca.org).

Children not covered under SoonerCare can receive immunizations through private health insurance or the Vaccines for Children (VFC) program (<http://imm.health.ok.gov>). More than 800 clinics and doctors' offices in Oklahoma participate in the VFC program.



# Help your children get healthy this fall!



Fall is a great time to get in some healthy routines and help your children have a great school year. Sometimes being a parent can be overwhelming, but OHCA wants to remind you about a few important things to keep on your “to do” list for your child.

SoonerCare covers dental and vision services and child health checkups.

## Vision Coverage:

Children – SoonerCare covers eye exams and glasses (no referral required).



## Dental Coverage:

SoonerCare dental services include the following for children under age 20:

- Prevention – Exams, cleaning, education, sealants, fluoride.
- Treatment – Fillings, crowns, root canals, gum disease treatment, full or partial dentures, extractions.
- Emergency – Controlling bleeding, relieving pain, eliminating infection.
- Smoking and tobacco use cessation counseling for teens age 12 and older.



**“Don’t let dental decay or pain keep your child from learning as the school year starts,” says Courtney Barrett, D.D.S. and OHCA dentist. “Remember that it is important to visit the dentist every six months for cleaning and examination to keep your child’s teeth healthy. Brushing and flossing at home, along with healthy eating and regular dental visits, will help keep smiles bright and healthy for years to come.”**

## What is a well child health visit?

SoonerCare gives parents the chance to get an overall picture of their children’s health when they come in for child health checkups. Regular screenings also help pick up on any problems or developmental delays early on.

With a child health checkup, you, your child and your child’s medical home can get to know one another better. It will also help you teach your child how important regular health checkups are in maintaining their health.

## When should my child get a health checkup?

Regular health checkups are important for all children from birth to age 20.

## What can you expect during a checkup?

- Time to discuss how your child's growth and developing
- Discussion of medical history
- Growth measurements
- Shots (immunizations)
- Developmental and behavioral checks
- Lab tests (if needed)
- Lead testing (at 12 and 24 months)
- Vision, hearing and dental screenings (at some ages)



# Drink Water ...

## Stay Healthy!

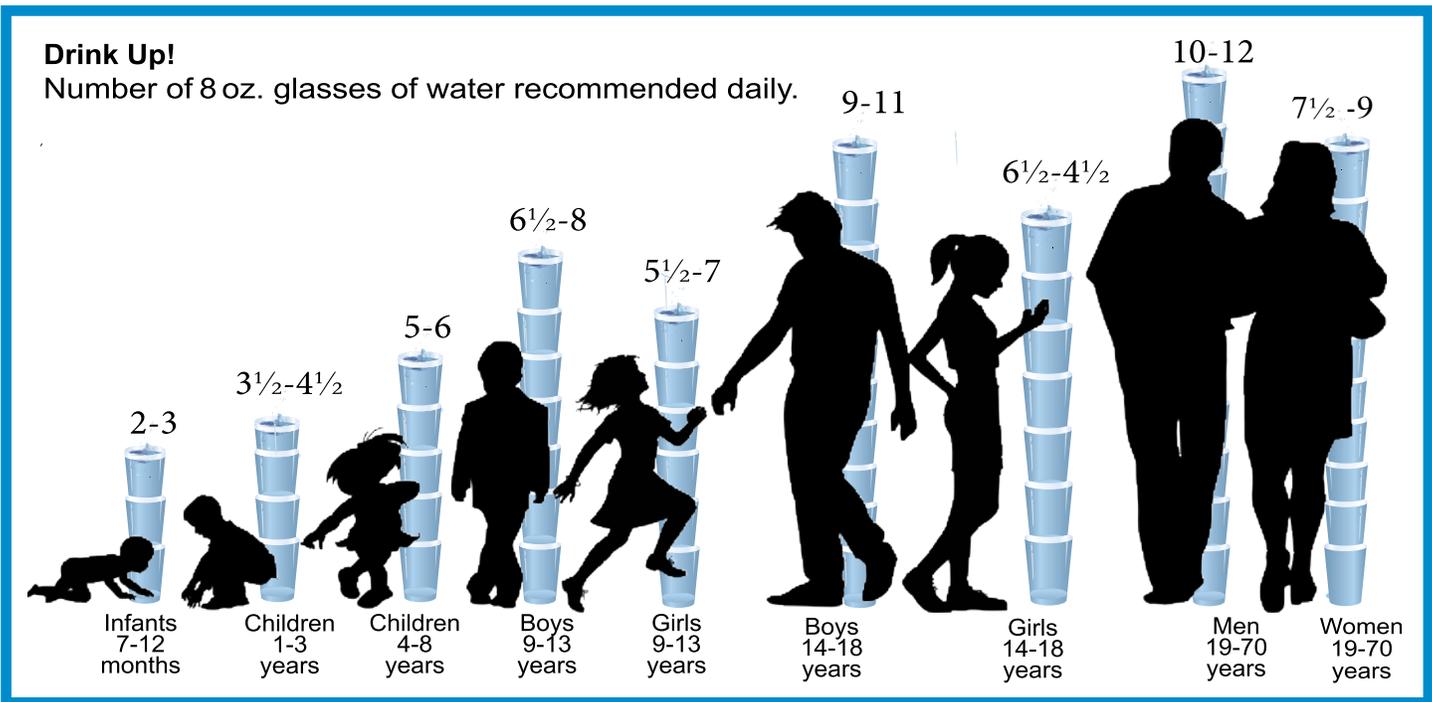


As temperatures rise and you spend more time having fun outdoors, drinking enough water and staying hydrated becomes more important.

“This time of year is very important for Oklahomans to be aware of the need to drink plenty of water. “Remember that your water is your body’s main chemical element and makes up 60 percent of your body weight,” says Mike Herndon, D.O. and OHCA Medical Director, Health Care Management.

“If you wait to drink until you’re thirsty, you are already mildly dehydrated. When the temperatures here in Oklahoma rise into the 80’s and 90’s and a person spends any significant amount of time outdoors, the needed amount of water goes up.”

Note: Your water requirement may increase due to high temperatures or more physical activity.



Oklahoma Tobacco Helpline  
**1 800 QUIT NOW**  
1-800-784-8669 OKhelpline.com

Oklahoma Tobacco Helpline  
**1 855 DÉJELO-YA**  
1-855-335-3569 OKhelpline.com

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.

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## Avoid Asthma and Allergy Triggers Throughout the Year!!

### Manage your Asthma:

#### Continue your medication in the summer!

It is important to continue taking asthma medication throughout the year, especially during the summer, (even if you have no symptoms), according to the American Academy of Allergy, Asthma and Immunology. It is the best way to avoid an asthma flare-up.

You should make an appointment with your medical home because of asthma if you notice:

- Coughing that is constant, frequent or tied to physical activity
- Wheezing or whistling sounds when your child exhales
- Shortness of breath or rapid breathing
- Complaints of chest tightness

If you are in need of a nebulizer to help you manage your asthma, the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) offers the chance to get lightly used equipment for use. Visit [www.ok.gov/abletech/DME\\_Reuse/](http://www.ok.gov/abletech/DME_Reuse/) for more information today!

SoonerCare can help you manage your asthma with prescribed medications. Talk to your medical home for more information.

### Have you been tested for allergies?

Oklahoma's constantly changing weather conditions can be a challenge for allergy sufferers. If you have allergy symptoms, but are not sure if you have them or not, be aware that SoonerCare covers testing for allergies. Ask your medical home about how to get tested for allergies.

#### Here are some tips to avoid allergies.

**POLLEN:** Wash your hair at night to eliminate pollen and change clothing before getting into bed. Stay indoors on dry, warm and windy days. Keep your windows closed while driving.

**MOLD:** Avoid being outside when mold counts are high and wear a mask when mowing lawns or working in the garden. When inside, take steps to remove any moisture or dampness, such as repairing leaks and using dehumidifiers.

**STINGS:** Avoid insects if at all possible. Do not walk barefoot in areas where there are insects and don't drink from cans where insects may have gotten inside. Keep food covered when outdoors and don't wear anything that smells sweet or clothing that is brightly colored or floral.

**POISON IVY:** Stay in open areas and away from bushes and other plants. *Sources: ABC News, Mayo Clinic*