

# Ambetter Health Member Tip Sheet



FROM  **magnolia health**

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Ambetter from Magnolia Health insurance plan offers full medical care and benefits. It also includes valuable programs, educational tools and support. Ambetter provides helpful information on a wide range of topics related to your plan in your Member Handbook or on the website at [ambetter.magnoliahealthplan.com](http://ambetter.magnoliahealthplan.com) from your computer, tablet, or smartphone. If you don't have online access, just call Ambetter at 1-877-687-1187 or Relay 711 and we will mail the information to you.

If you have any questions or need more information, please call us Monday: 8a.m. - 8p.m. Tuesday - Friday: 8a.m. - 5p.m. Weekend Hours: 8a.m. - 5p.m., the second weekend of each month. We are here for you. 1-866-912-6285 or Relay 711.

## Affirmative Statement about Incentives

Ambetter does not reward or pay its network providers or employees for completing utilization reviews or to deny services.

## After Hours

You can call your primary care provider's (PCP's) office for information on receiving after-hours care in your area. If you have a medical problem or question and cannot reach your PCP during normal office hours, you can call, Ambetter's free 24/7 nurse advice line at 1-877-687-1187 to speak to a nurse. If you have an emergency, call 911 or go to the nearest ER.

Our free 24/7 nurse advice line makes it easy to get answers to your health questions. You don't even have to leave home! Staffed by registered nurses, our 24/7 nurse advice line runs all day, every day.

## Appointments

Ambetter wants you to have timely appropriate care for

all your healthcare needs. You should be able to get appointments as follows:

- Routine Appointments within 30 calendar days
- Adult Sick Visit within 48 hours
- Child Sick visits within 24 hours
- Behavioral Health Routine Visits within 10 business days
- Behavioral Health Urgent Care within 48 hours of request
- Behavioral Health Non-Life Threatening Emergency within 6 hours
- Emergency Providers Adult and Child Immediately, 24 hours a day, 7 days a week and without prior authorization
- Specialists within 30 calendar days
- Urgent Care Providers within 24 hours
- Initial visit Pregnant women within 14 calendar days

## Ambetter Website

Magnolia Health's website helps you get the answers you need. There you can find Resources such as: covered/excluded benefits, pharmacy procedures, copays or other charges, benefit restrictions for services outside the plan network or service area, language assistance, provider directory information, how to obtain specialty care, behavioral healthcare and hospital services, and much more. To learn more, contact Member Services at 1-877-687-1187.

## Behavioral Health Care

Ambetter provides mental health and substance use disorder benefits without discriminating. Your copayments, deductibles, and treatment limits for behavioral health services work the same as they do for



**1-877-687-1187**

Relay 711

[ambetter.magnoliahealthplan.com](http://ambetter.magnoliahealthplan.com)

your physical health services. A doctor's referral is not needed for outpatient behavioral health care. You may go to any behavioral healthcare provider in Ambetter's Network of providers. Call 1-877-687-1187 or Relay 711 to get help with outpatient behavioral health services.

### Care Management Care

Coordination and disease coaching are part of your health benefits and are provided to you at no cost. Magnolia Health pays for these services. You may opt in or out of any Care Management program at any time. We provide services for many conditions, such as asthma, diabetes, COPD, high-risk pregnancy and many more. Call Member Services at 1-877-687-1187 or the Ambetter website. [ambetter.magnoliahealthplan.com](http://ambetter.magnoliahealthplan.com).

### Complaints and Appeals

We hope you will always be satisfied with us and our network providers. If you are not satisfied, please let us know. Ambetter has steps for handling any problems you may have. Ambetter offers all of our members the following processes to achieve member satisfaction:

- Internal grievance process
- Internal appeal process
- Access to an external review by an Independent Review Organization (IRO)

Ambetter maintains records of each grievance and appeal filed by our members or by their authorized representatives, and the responses to each grievance and appeal, for a period of ten years.

If you need to report a compliance or ethics issue you can contact the Centene Ethics & Compliance Helpline at 1-800-345-1642 or call the health plan at 1-877-687-1187. For more information on Complaints or Appeals, please call Member Services.

### Language Assistance

For members who do not speak English or do not feel comfortable speaking it, Magnolia has a free service to help. This service is very important, because you and

your provider must be able to talk about your medical or behavioral health concerns in a way you both can understand. Our interpreter services are provided at no cost to you and can help with many different languages. This includes sign language. We also have Spanish-speaking representatives available who can help you as needed. Magnolia members who are blind or visually impaired can call Member Services for an oral interpretation. To arrange for interpretation services, call Member Services at 1-877-687-1187 or Relay 711. Member Rights As an Ambetter member, you have the right to be treated with dignity, respect and privacy from Ambetter staff, doctors, and their office staff. Go to the Ambetter website at [ambetter.magnoliahealthplan.com](http://ambetter.magnoliahealthplan.com) or your member handbook for the list of your rights and your responsibilities. New Technology Health technology is always changing, and Ambetter wants to grow with it. Ambetter evaluates new technology, including medical procedures, drugs and devices, and the new application of existing technology for coverage determination.

### Pharmacy Program

Ambetter's pharmacy program provides high-quality, cost-effective medication therapy. We work with providers and pharmacists to ensure that we cover medications used to treat a variety of conditions and diseases. When ordered by a provider, we cover prescription medications and certain over-the-counter medications. Our pharmacy program does not cover all medications. Some medications require prior authorization or have limitations on age, dosage and maximum quantities. Please refer to the Ambetter Drug List, or formulary for a complete list of all covered medications. Call Member Services at 1-877-687-1187 or Relay 711, if you have questions about:

- What pharmacy services are covered
- The Ambetter Drug List
- How to get your medications
- Where you can get prescriptions filled



- Drug-Drug Interactions
- A drug's common side effects and significant risks
- Availability of a generic substitute

### Protected Health Information Policies

Notice of Privacy Practices describes how medical information about you can be used and disclosed and how you can get access to information. For help to translate or understand this, please call 1-877-687-1187. Hearing impaired Relay 711.

### Prior Authorizations

Sometimes, medical services need to be approved before you receive them. This process is known as prior authorization. Prior authorization means that Ambetter has pre-approved a medical service. To see if a service requires authorization, check with your primary care provider (PCP), the ordering provider or Member Services. When your prior authorization request is received, our nurses and doctors will review it. We will let you and your doctor know whether the service is approved or denied. When you need care, always start with a call to your primary care provider (PCP). The list is on Magnolia's website at [ambetter.magnoliahealthplan.com](http://ambetter.magnoliahealthplan.com). You can also call Member Services to see if something needs to be reviewed by Ambetter.

### Provider Directory

The Magnolia provider directory is a list of all the providers in Magnolia's network, including providers and hospitals. It shows the addresses, phone numbers and any languages the provider may speak. If you would like a Magnolia provider directory:

- You can call Member Services at 1-877-687-1187 and request one
- You can pick up one at your local Women, Infants and Children (WIC) office
- You can pick up one at your local library

You can also find the most current version of Magnolia's provider directory on Magnolia's website at [www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com) Find a Provider. You can view the providers available to you on our online directory. Choose or change your provider through your online account.

### Quality Improvement Program

Ambetter's Quality Improvement (QI) Program focuses on preventive health. The program creates plans, puts those plans into action, and measures efforts to improve your health and safety. The QI Program strives to make a difference in health outcomes. It develops actions to improve member and provider satisfaction. Ambetter involves providers within our plan. The providers assist with developing and monitoring activities of the QI Program as well as providing insight into preventive health resources and information. For questions about the QI Program and our progress on meeting goals, call the Member Services department at 1-877-687-1187 or Relay 711.

### Referrals

You may need to see a certain provider for specific medical problems, conditions, injuries and/or diseases. Talk to your primary care provider (PCP) first. Your PCP will refer you to a specialist in the Magnolia network who can diagnose and/or treat your specific problem. A referral is not required in order to see a specialist, but having a referral from your PCP will help with coordination of care. Some types of specialists will not be able to see you without approval from Magnolia and from your PCP. Exceptions are emergency services, family planning, women's preventive services and maternity services. If you aren't sure whether or not a referral is needed, speak with your PCP or call Member Services at 1-877-687-1187.

### Right Care for You

Getting care that is right for your age and your health needs is important. When your kids are young, they



see a provider who knows all about kids' health called a pediatrician. But when they grow up, their health needs change. That is when it is time to move to a provider who knows about adult health. Your provider and your health plan can help you and your child make this change. If you need help finding a new provider, talk to your provider. Or call Member Services at 1-877-687-1187 OR Relay 711.

### Secure Member Portal

Magnolia Health has many convenient and secure tools to assist you and give you access to better healthcare information. To enter our secure portal, click on the login button. A new window will open. You will be able to login or register.

- Creating an account is free and easy.

- By creating Magnolia Health account, you can:
  - Request a new Member ID Card
  - Update your personal information
  - Send us a message

### Utilization Management Procedures

Ambetter wants to make sure you get the right care and services.

Our utilization management process is designed to make sure you get the treatment you need. Medical services, supplies and drugs are reviewed to determine if the services are covered for your plan type, are medically necessary and are provided in the most clinically appropriate and cost-effective manner.

To reach Utilization Management please call 1-877-687-1187. Hearing impaired Relay 711.

