

the better bulletin

SPRING 2015 NEWSLETTER



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HOW AMBETTER CHANGED ONE MEMBER'S LIFE.

Support designed for you.

Everyone needs a little help sometimes. And when you have a long-term health condition, it's good to have a support system you can count on.

That's where we come in. Ambetter's **Disease Management programs** are designed to help members living with a specific health problem. Like Tony.



Last August, Tony decided he wanted to meet some big goals — so it was time for him to make some big changes in his health. Overweight and diabetic, Tony enrolled in Ambetter's Disease Management program. Like every member in our Disease Management program, Tony worked directly with a health coach that was familiar with his condition.

With support from his health coach, Christy, Tony was able to change his diet and start an exercise routine. Combined, these activities helped lower his blood

HOW AMBETTER CHANGED ONE MEMBER'S LIFE. (CONTINUED)

sugar and his weight in just a few short months. And now, he's one step closer to his goals.

“I just can't believe the great service I've received,” Tony said. “Thank you.”

If you have a serious health condition, Disease Management may be right for you. After you enroll in our free Disease Management program, we will partner you with a health coach. Every health coach is highly experienced and clinically trained to provide over-the-phone counseling,

educational tools and support. Our health coaches include registered nurses, dieticians, exercise physiologists, respiratory therapists and other specialists. They are dedicated to providing healthy solutions for life — and ready to help you take control of your condition.



We offer a Disease Management program for each of the following:

- Asthma (child and adult)
- Coronary Artery Disease (age 30+)
- Depression
- Diabetes (child and adult)
- Hyperlipidemia
- High Cholesterol and Hypertension (high blood pressure)
- Low Back Pain
- Tobacco Cessation (age 18+)

Do you need help with a specific health condition?

Call 1-877-617-0390 today to see if Disease Management can help.

HEALTHCARE TIPS FOR YOUNG ADULTS.

COVERAGE FOR THE REAL WORLD.

As a young adult, your life is full of firsts — your first job, your first apartment, your first healthcare plan. We know there's a lot going on, so we want to help you stay on track and form healthy habits. To get started, select a PCP and make an appointment today. If you need help finding an adult PCP, call Member Services at 1-877-617-0390. And check out our other tips!



Find an adult primary care provider (PCP). Your PCP, also known as your personal doctor, will replace your pediatrician.



Get regular wellness exams from your primary care provider (PCP).



Stay up to date with your vaccinations, including a flu shot every fall.



Be aware of the health risks that run in your family.



Develop healthy habits now — exercise regularly, eat well and get enough rest.

AVOIDING SPRING ALLERGIES.

TAKE BACK YOUR SPRING.

Seasonal allergies can get in the way of your daily life. But knowing their causes helps you avoid their triggers. Here are some tips to help you handle your allergies:

- Try to stay inside on windy days. Wind may blow pollen and make your allergies worse.
- Talk to your doctor about taking medicine for your allergies. A prescription or over-the-counter pill may improve your condition.
- If you have medicine, take it before your symptoms show up.
- Use air conditioning instead of opening your windows.

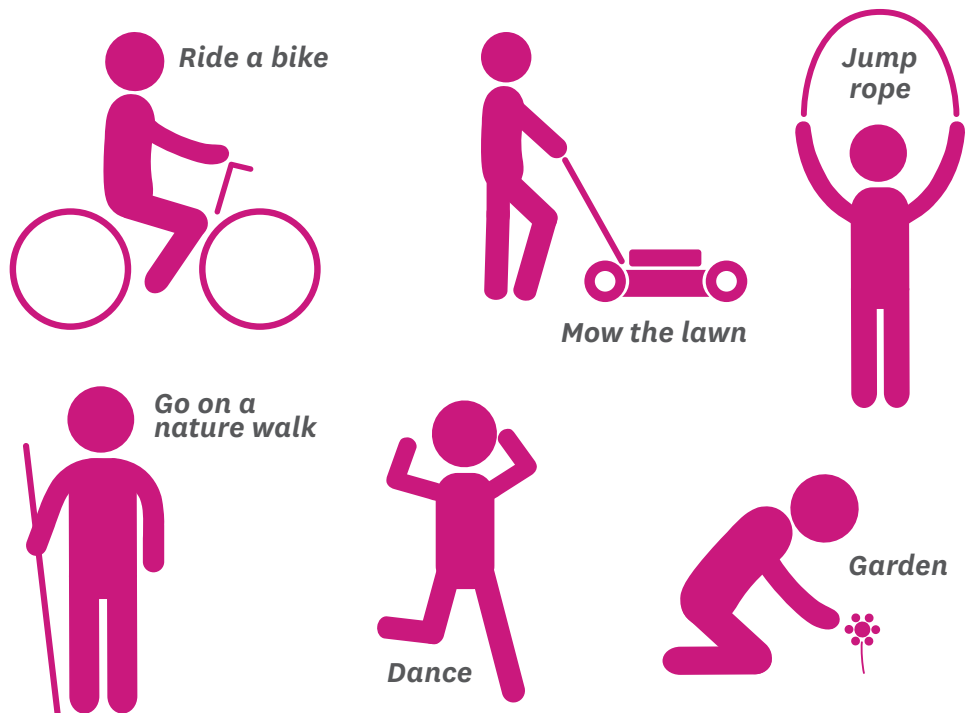


EXERCISE IDEAS FOR YOUR TIME AND BUDGET.

EASY WAYS TO SHAPE UP.

Staying active is an important part of staying healthy. In fact, you should try and squeeze in some physical activity every day. But don't worry — exercising can be simpler than it sounds. There are lots of fun, budget-friendly options! If you need some fitness inspiration this spring, check out our list of activities that are easy to fit into your everyday life.

So get out there. And get healthy.



LEARNING ABOUT YOUR BENEFITS.

YOUR BENEFITS ARE IN YOUR HANDS.

As an Ambetter member, you have access to lots of great benefits and services. You can read all about them in your Ambetter Member Handbook. Or, you can visit AmbetterofArkansas.com to learn:

- Which benefits are covered on your particular plan
- How to find a doctor or other provider
- How to make a complaint or file an appeal



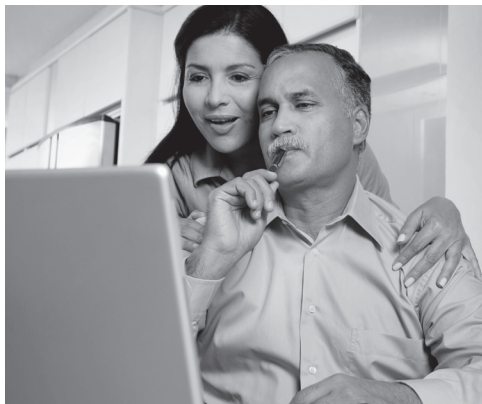
Have questions or want a copy of your Member Handbook?

Call Member Services at 1-877-617-0390 or go online at AmbetterofArkansas.com.



GO ONLINE — AND GET IN CONTROL.

Want to know the easiest way to stay in charge of your health? Visit AmbetterofArkansas.com and set up your secure member account! Our website has everything you need to manage your account online. It's your go-to hub for details on:



- Your benefits
- Our provider network
- Your Member Handbook
- Your Evidence of Coverage
- Our contact information
- Your My Health Pays™ rewards
- How to pay your premium
- Your welcome survey
- The status of your claims

[Go online and check out these helpful resources today.](#)

OUR PROMISE TO YOU.

DID YOU KNOW?

Our **Quality Improvement (QI) program** exists to make sure you're getting the best services possible. It constantly reviews:

- The quality and safety of our services.
- The care we offer.
- The care our doctors provide.

Want to see how we're doing?

Call 1-877-617-0390 to get a copy of our progress.

AmbetterofArkansas.com

1-877-617-0390 • (TTY/TDD 1-877-617-0392)

Ambetter of Arkansas is underwritten by Arkansas Health & Wellness Solutions, a Qualified Health Plan Issuer in the Arkansas Health Insurance Marketplace.

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