



Your 2017 Benefits

A QUICK LOOK AT BENEFITS &
PROGRAMS AVAILABLE TO YOU



1-877-644-4623

TDD/TTY (Hearing Impaired): 1-888-282-6428

Video Relay Services: 1-877-644-4623

SunflowerHealthPlan.com

We are committed to providing our members with information on programs available to them and ways to stay healthy and safe.

For more information on these programs, please visit our website at SunflowerHealthPlan.com or refer to the Sunflower Member Handbook.

Let us know if you need help understanding this. Interpreter services are provided free of charge to you. This includes sign language and real-time oral interpretation. Call our Customer Service line and we can help!

CONTACT INFORMATION

SunflowerHealthPlan.com

8325 Lenexa Dr.
Lenexa, KS 66214

Customer Service
1-877-644-4623

Nurse Advice Line

(24-hour Line)

1-877-644-4623

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Healthcare Services Explained

Sunflower Health Plan provides a wide range of healthcare services.

WHAT'S COVERED



Medical Services

- Doctor office visits
- Medicine
- Labs
- X-rays
- Home healthcare
- Hospital admissions
- Medical supplies



Vision Services

- Eye exams
- Eyeglasses

Limitations apply



Plus More!

- Home & Community Based Services (HCBS)
- Dental services
- Transportation

Some Sunflower members may not have all the benefits listed. Some services need prior approval. Call Customer Service at **1-877-644-4623** or visit our website for more information. You can also find more information in your Member Handbook.

Stay Connected to Care

MEMBERCONNECTIONS®

Everyone needs a little help now and then. Whether you have a serious problem or just have questions about your health benefits, you can trust MemberConnections to help.

We're one phone call away.

Our MemberConnections representatives are available by phone. They will even visit you at your home, if that's more convenient.

They can help you by providing information *just for you* on:

- Health benefits
- Access to services
- Community resource assistance
- Doctors
- Dental services
- Free phone programs, like Safelink & Connections Plus
- Membership to Boys and Girls Clubs
- And more!



Just call Customer Service at **1-877-644-4623**.
Ask for a **MemberConnections** representative.



Call United Way at 2 1 1 for more Kansas community resources available 24/7.

Free Health Information Over the Phone

NURSE ADVICE LINE

Sunflower has a 24-hour free nurse advice line. You can call anytime, day or night. When you call, you'll speak to registered nurses who can give you advice on any health-related problem.

They can help you:

- Find a doctor
- Determine the best place to go for care
- Schedule transportation
- And more!

 When you have questions, call our **Nurse Advice Line** at **1-877-644-4623** and say “nurse” to be directly connected.



Enjoy the Benefits of a Primary Care Physician

One of the most important ways to make sure you get the healthcare you deserve is through a **Primary Care Physician (PCP)**. Your PCP is where you go to get medical care on a regular basis.

Three easy steps to establish a Primary Care Physician:

1

Choose a PCP.

Call Customer Service if you need help with this.

2

Make an appointment.

3

Talk to your PCP about any health problems you are having.

CentAccount® REWARDS

Earn CentAccount rewards by completing your health risk survey and screenings with your PCP.

Over time, you and your PCP will get to know each other better. Because your PCP has your health records and knows about your health, you will receive the best care if you can visit the same PCP for all your problems. Be sure the doctor on your ID card is the doctor you are seeing.

- + If you are not sure if you should go to the emergency room, you can call your PCP** and he or she can tell you what you should do. Even if your
- 📞 PCP's office is closed, your PCP will have a number that you can call 24 hours a day.** You can also call our **Nurse Advice Line** at **1-877-644-4623**.



When You Have a Medical Emergency

EMERGENCY ROOM USE

You may need to go to an emergency room (ER) or call 911 **if you feel your life is in serious medical danger** without proper medical attention.

Some reasons to go to an ER or call 911 right away include:

- Chest pain or other severe pain
- Suddenly not being able to see, move or speak
- Seizures
- Bleeding that won't stop
- Shock (*you may sweat, feel thirsty or dizzy, or have pale skin*)
- A broken bone
- Miscarriage/pregnancy with vaginal bleeding
- You are in labor



Reasons **NOT** to go to the ER include:

If you are experiencing these symptoms and need help, call your PCP or visit your nearest Urgent Care Center.

- Throwing up
- Refills for medicine
- Diarrhea
- A cough or cold
- An earache

Urgent Care Centers are available to you as a free alternative to the emergency room



You can also call your doctor or our **Nurse Advice Line** at **1-877-644-4623** for advice on the appropriate level of care. Our Nurse Advice Line team is always available to help you, 24/7.

We Care About You and Your Baby

START SMART FOR YOUR BABY®

Are you pregnant?

The Start Smart for Your Baby program is for women who are pregnant and for moms who have just had a baby. We want to help you take care of yourself and your child. As part of the program, we'll send you information on how to keep yourself and your baby healthy by mail, telephone and online.

Our staff can answer questions and give you support if you are having a problem. Home visits can also be arranged, if needed.

Our staff can help:

- Pick a doctor and hospital for you and your baby
- Assist with transportation to and from your doctor visits
- Provide information about how to eat healthy
- Remind you about prenatal visits
- Give you a list of helpful community resources
- Give you information on our group baby showers
- Assist you with smoking cessation

 If you are pregnant, **Start Smart** today by calling Customer Service at **1-877-644-4623**.

CentAccount® REWARDS

Moms-to-be can earn \$15 CentAccount rewards for returning a completed pregnancy form to Sunflower during the 1st trimester.



Keeping an Eye on Your Child's Health

HEALTH CHECK

Children and young people need to see their doctor regularly even when they are not sick. The chart below shows when babies, young children and adolescents need to see their doctor for a health check.

Health Check Schedule

Birth

- 3 to 5 days
- 1 month
- 2 months
- 3 months
- 4 months
- 6 months
- 9 months

Early Childhood

- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- 4 years

Middle Childhood

- Every year from ages 5-10

Adolescence

- Every year from ages 11-21

You or your children may be eligible for things like a **hearing aid** or **eyeglasses**. We don't want your child to miss any key steps toward good health as they grow.

Doctors and nurses will examine your child or teen. They will give shots to avoid diseases when necessary. They will also ask questions about health problems and tell you what to do to stay healthy.

To schedule a health check, call your doctor.

If you have any problems, call Customer Service

CentAccount® REWARDS

Earn rewards by completing annual checkups.
Earn up to \$60 in rewards for infant well visits.

Keeping an Eye on Your Health

ANNUAL PHYSICAL

Adults need to see their doctor every year for an annual physical. This helps build your relationship with your Primary Care Physician. An annual physical is different from visiting your doctor when you are sick.

The doctor may order tests to check for early signs of disease. The doctor will also talk to you about healthy life habits and can answer questions you may have about your health. Call your doctor today to schedule a visit.

Customer Service can help you:

- Find a doctor
- Make an appointment
- Schedule transportation

 If you have problems scheduling your doctor visit, call Customer Service at **1 877-644-4623**.

Transportation Services:

Gas reimbursement and free transportation is available to and from your Primary Care Physician. You must schedule transportation three days in advance. Call Customer Service to schedule at **1-877-644-4623**.



Personalized Help You Can Depend On



MANAGING YOUR HEALTH

We want you to have the best quality of life you can!

We know this means more than just helping you to see a doctor. It also means helping you understand your health conditions, as well as helping you find your way through the healthcare system so you get the services you need. We do this through disease and care management programs.

Disease and Care Management

Through our care and disease management programs, we listen to your concerns and help you get the things you need. The goal is to help you understand and take control of your condition. We are committed to providing the right care at the right time and in the right setting.

Our care managers are registered nurses or social workers who can help members understand their health problems. They can arrange care with your doctors. A care manager will work with you and your doctor to help you get the care you need.

Through these programs our staff provides education and support for complex health conditions, such as:

- **Asthma**
- **Congestive heart failure**
- **Diabetes**
- **HIV/AIDS**

Disease and care management are part of your health benefits with us. They are provided to you at no cost.

Healthy Minds & Bodies

BEHAVIORAL HEALTH

Not all health problems are physical

A lot of people must deal with behavioral health conditions. A behavioral health condition, also called a mental health problem, causes changes in a person's thinking, mood or behavior.

This includes problems like:

- Depression
- Stress
- Anxiety
- Drug and alcohol abuse
- ADHD

Behavioral health conditions can happen to anyone. Many are medical problems just like cancer or heart disease. Left alone, mental health problems can get worse. Treatment may include talking to a therapist or taking medicine.



MyStrength is a “Health Club for Your Mind,” an online and mobile app that provides a variety of self-directed resources and tools. This is free to members and can be found at www.cenpatico.com/mystrength/

 If you need help finding a behavioral health provider, call Customer Service at **1-877-644-4623**.

Earn Rewards

CentAccount[®] REWARDS

Earning rewards is easy! Complete one or more of the eligible health behaviors. Then reward dollars are automatically put on your CentAccount card. After earning your first reward, your card will be mailed to you – already loaded with reward dollars.

Healthy Activity	Reward
Complete the Annual Health Risk Screening/Survey All ages – 1 per year.	\$10
Child well visit with a PCP One per calendar year; ages 2-20.	\$10
Infant well-care visit with a PCP up to 15 months old These visits are recommended before 30 days old and at 2, 4, 6, 9, 12 and 15 months old. (\$60 max.)	\$10
Complete MMR (Measles, Mumps and Rubella) immunization. Between 12-15 months only.	\$10
Complete VZV (Varicella Zoster Virus) immunization. Between 12-15 months only.	\$10
HbA1c test for diabetic members Two per calendar year; age 18-75. (\$20 max.)	\$10
Annual comprehensive diabetes care. Complete all of the following in a calendar year (age 18-75): HbA1c test, kidney screening, retinopathy screening (dilated eye exam). If two HbA1c tests are completed in a calendar year, total reward is \$70.	\$50
Human papilloma virus (HPV) vaccination Males and females, ages 9-12. Must get 2 shots in the HPV series in a 12-month period.	\$15
When you notify us you are pregnant in the 1st trimester.	\$15
Pregnancy Visits Must be enrolled in the Start Smart program to earn rewards. You will receive more information about rewards available after you enroll. To enroll, call Customer Service or fill out a Notification of Pregnancy (NOP) form.	

After receiving your card, you can use it to buy hundreds of items at participating stores. Call Customer Service for more information.

Online Resources

You can do more online. Find these resources and more by visiting www.SunflowerHealthPlan.com

- Find the member handbook and other helpful forms
- Member Portal
 - Fill out forms
 - Check your claims
 - Find your CentAccount balance
- Find a doctor and view the provider directory
- Krames Health Sheets
- Adult, teen and children health topic books
- Wellness and health information
- MyStrength Online
- Find Sunflower-specific news and events in your area
- Follow us on Facebook and Twitter
- Download the Sunflower app to your phone and always have your ID card with you

