

Dear member, We're one of your biggest fans.
Together we'll help you get more out of life.

Coordinated Care



Fan Mail

Coordinated Care



SPRING INTO HEALTH
Member Newsletter

CoordinatedCareHealth.com

1-877-644-4613 TDD/TTY 1-866-862-9380



MORE Access to Healthy Food

Healthy families make healthy communities. What you eat changes your body, and families need balanced meals to stay healthy. Eating fruits and veggies makes you less likely to get heart disease and diabetes.

That's why we support healthy food programs. Recently, we awarded four Centene Foundation Community Impact Grants totaling over \$25,000 to community organizations. The grants will help these partners provide healthy food in our communities:

- **Teen Feed (Seattle)**
- **Lifelong Alliance (Western WA)**
- **Rescue Mission (Tacoma)**
- **Second Harvest (Eastern WA)**

Learn more under
[Member News](#).



MORE from our Members

We love hearing from you. Check out this message from our member Dana!

“It really feels like Coordinated Care offers a holistic approach to helping people. I love it. Who wouldn't?”


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MORE Nutrition in March

National Nutrition Month is about healthy eating and exercise. This March join us as we “Bite into a Healthy Lifestyle.”

A balanced diet can help you feel your best every day, and it doesn't have to be hard to eat well. Here are some tips to help you “sink your teeth” into a healthy lifestyle:

- Make half of your plate fruits and vegetables at each meal.
- Keep a bowl of whole fruit on the table, counter or in the refrigerator.
- Buy fresh vegetables in season. They cost less and are likely to have their best flavor.
- Choose whole grain bread, cereal, rice and pasta.
- Skip or limit breading on meat, poultry or fish. Breading adds calories. It will also cause the food to soak up more fat during frying.
- Use fat-free or low-fat milk for oatmeal, cereal and desserts.
- Check the Nutrition Facts label to find margarines with 0 grams of trans fat.

Source:
United States Department of Agriculture



MORE Tools for You

Review your bills. If you receive a statement or bill for a service you did not receive, please call us immediately and let us know.

Know your benefits. It's a good time to review your coverage. Go to [Member Resources](#) to find doctors, get the member handbook, see your benefits, and more.

Already have a prescription for medical supplies? Click [here](#) to order supplies online.

Take healthy actions, get rewards. Our NEW CentAccount® Healthy Rewards Program pays you to be healthy!

- Now, you can use it to buy health-related items like groceries and personal care products at Rite-Aid stores. Additional stores will be added this summer.

Remember to Renew Your Coverage. The Washington Healthcare Authority (HCA) will let you know when it is time to renew your health insurance. Remember to renew every year to keep your coverage.

Visit [ParentHelp123.org](#). Get information about statewide programs and resources for your family's health needs. You can apply for food benefits, find local services or use their Family Health Hotline.

MORE Informed Decisions

Our doctors and nurses work with you and your provider to make the best health decisions. Decisions are based on national guidelines, your Medicaid coverage and the service you need.



You should know:

- We do not reward staff or doctors for denying coverage, service or care.
- We do not reward doctors for deciding one way or the other about your health and care.
- You have the right to appeal a decision if you disagree. Your decision letter will explain how.

Questions?

Contact us between 8 am and 5 pm, Monday – Friday at 1-877-644-4613 (TDD/TTY: 1-866-862-9380).

Clinical staff members are available after hours for emergencies.



MORE Fun for Your Kids

As a parent, you want your kids to have healthy eating and exercise habits at a young age. CC the Panda does too! CC invites kids 12 and under to sign up for our Healthy Kids' Club. Club members get their own Healthy Kids' Club Member ID card, health books, activity sheets, games, and more. You'll even get some yummy, healthy, kid-friendly recipes like this one from Alexa A., age 10. [Click here](#) to learn more and sign up today!

Nutrition Information: Servings: 1 Calories: 209
 Calories from fat: 17 Total fat: 1.8g Saturated Fat: 0.9g
 Cholesterol: 3mg Sodium: 64mg Carbohydrates: 43.1g
 Dietary Fiber: 3.3g Protein: 5g

BANANA-SICLE & YOGURT

Ingredients:

- 1 Banana
- 1/8 cup Low Fat Granola
- 1/4 cup Low Fat Yogurt
- Popsicle Stick

Instructions:

- Put banana on popsicle stick.
- Dip banana in yogurt (covering banana).
- Roll banana in granola
- Freeze for one hour.

MORE Focus on Your Health

Regular exercise is one of the best things for your health. How much do you know about the benefits of exercise? Take this mini quiz, and then check out the answers below!

- 1) **True or False:** Exercise strengthens bones and muscles, and reduces stress and depression.
- 2) **True or False:** Kids and teenagers should get at least one hour of exercise each week.
- 3) **True or False:** Adults should get at least 20 minutes of exercise each week.
- 4) **True or False:** Regular exercise can lower your chances of getting diabetes or cancer.

ANSWERS:

- 1) **True.** Exercise does more than help you lose weight!
- 2) **False.** Kids and teenagers should get at least one hour of exercise each day*.
- 3) **False.** Adults should get at least 150 minutes of exercise each week*.
- 4) **True.** Everyone can benefit from regular exercise, even if it's not about losing weight.

*Source:
Physical Activity Guidelines for Americans



MORE Coordinated Support

Call Member Services

at 1-877-644-4613

(TDD/TTY: 1-866-862-9380) to:

- Ask general questions
- Get a copy of this newsletter or anything on our website
- Request a copy of the Member Booklet
- Get member materials translated into other language or format

For medical and mental health support,

call our 24-hour Nurse Advice Line at 1-877-644-4613 and say “NURSE” to:

- Get answers to your health questions
- Choose the best place to go for care
- Decide if you should go to the emergency room
- And more!

Browse our website to:

- Access our provider directory and find a provider
- Learn more about your covered and non-covered benefits
- Learn about the First Steps program for pregnant members and new moms
- Access the CentAccount® Healthy Rewards Program
- Find local resources
- Find out how to access dental and vision services
- Explore our Health Library and FAQs
- View your Member Handbook and Member Rights & Responsibilities
- Make a complaint or file an appeal