



home state
health™

WHOLE you



HOME STATE HEALTH YOUR MO HEALTHNET MANAGED CARE HEALTH PLAN

ISSUE 3, 2021

In this issue...

In this issue of **Whole You**, you'll see a number of articles that relate to your health plan. **These topics include scheduling COVID-19 vaccines, Pacify (the app), eco-friendly habits, mental health, where to go for care, and virtual health.**

Thank you for being our member, and for taking care of the whole you.



Home State Health is proud to celebrate National Hispanic Heritage Month in recognition of the important contributions Hispanic Americans have made across the U.S.

Did you know?

- Hispanic Heritage Month was **first observed in 1968** under President Lyndon B. Johnson. It was officially enacted into law on August 17, 1988, under President Ronald Reagan. Ever since, it's been observed from September 15 – October 15.
- Eight Latin American countries (Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Mexico, Chile and Belize) **celebrate their independence days** during this month-long period.
- Hispanic Heritage Month is a time to recognize the rich culture and contributions of Hispanic and Latino individuals who trace their ancestries to Mexico, Central America, Spain, South America and parts of the Caribbean.



Protect yourself and those close to you.

Help stop the spread of COVID-19 by getting your COVID-19 vaccine!

We all have a role to play in protecting our communities and loved ones from the spread of COVID-19. The COVID-19 vaccine is shown to be safe and effective and is available at no cost to you. It's also the best protection against getting sick with COVID-19.

At Home State Health, your MO HealthNet Managed Care health plan, your health is our top priority. Below are some additional resources to help you stay informed about COVID-19.



[Learn more about COVID-19 vaccines](#)



[Search vaccine availability near you](#)



[Additional member resources and transportation services](#)

Show your family and friends you care and schedule your COVID-19 vaccine today! Visit covidvaccine.mo.gov.

For questions, call your Customer Service Representative at 1-855-694-HOME (4663) (Relay 711) or visit HomeStateHealth.com.

Pacify

an app for
new moms!

What is Pacify?

Pacify is an app that lets you video chat with maternal and infant health experts within minutes, 24/7.

No appointment necessary.

Late-night or weekend feeding questions? No problem.

Our board-certified lactation consultants are here to help. Need to talk to a nurse about your child's health? Call Home State Health's 24/7 nurse line right from the Pacify app.

Have questions about feeding your baby?

Get help, at no-cost, when you need it most.



Who uses Pacify?

Pacify is for everyone with infant feeding questions, whether this is your first child or you're an experienced parent.

Why would I use Pacify?

Use Pacify if you have questions about:

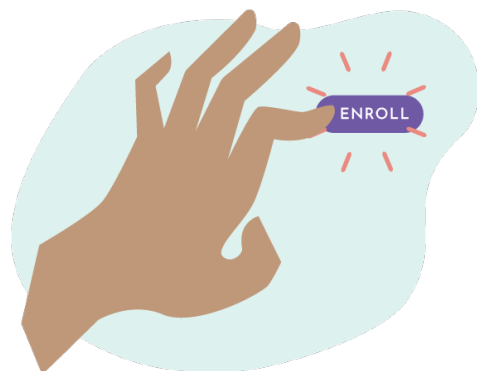
- Breastfeeding
- Bottle feeding
- Pumping
- Returning to work
- Introducing solid foods
- And more!

How do I start?

Get 24/7 access to experts in three easy steps:

- 1 Access your membership code by clicking www.pacify.com/home-state-health or call the Home State Health team at **1-855-694-4663, extension 6075125**.
- 2 Download Pacify on your smartphone.
- 3 Enter your membership code and talk to a Pacify expert!

Note: Pacify is only available to download in the App Store or Google Play Store.



Teach Your Kids to Help the Planet



We all want to set the best example for our children. One of the most important things we can teach our children is how to protect the planet. When we practice eco-friendly habits, we pass these habits on to the next generation—and we show our kids how to live in a way that respects the planet.

Many people want to live greener but feel overwhelmed by what this might mean. Rest assured that even small changes can help! Our world benefits when many people commit to just a few everyday habits. Here are four ways you can move toward an eco-friendly life:



Recycle.

This is a basic step that any family can take to reduce their carbon footprint. It's likely that where you live already has a system in place. Be sure to read up on your local recycling guidelines. This will tell you which items to recycle and how to recycle them.



Go car-free.

Whether you're walking, riding a bike or using public transit, there are many great ways to get around. Living car-free or cutting down on car travel can have major impacts on the environment.



Don't buy plastic bottles.

This is simple. Whenever possible, avoid purchasing plastic bottles. Plastics are a huge and quickly growing segment of the trash we produce. Find a reusable water bottle you like, and keep using it!



Cut down on meat.

Eating a plant-based diet is a high-impact strategy for lowering carbon emissions. Exploring meatless options for meals is also a great strategy for health! Eating more fruits and veggies is a good call all the way around.

WATER TRACKER

Fill in a drop for each glass you drink. Try to finish the week with all of your drops filled!

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
FRIDAY	SATURDAY	SUNDAY	MONDAY

4 Truths About Mental Health

Your mental health, also known as behavioral health, is part of the whole you. It is just as important as your physical health!

Incorrect ideas about behavioral health issues may prevent people from getting support they need. Here are four truths about mental health:

Mental health issues have nothing to do with your strength of character.

The idea that mental health issues are a sign of weakness is harmful and untrue. These are medical disorders. Factors shaping mental health include genes and brain chemistry, injuries and diseases, trauma, high-stress jobs and home life, and family history. You cannot (and should not) “power through” mental health issues by pushing down symptoms. These things have a way of coming out, sometimes showing up as physical problems.

Many people have mental health issues but don't know it.

In a given year, nearly 1 in 5 American adults will have a diagnosable mental health condition. And, at some point their lives, 46 percent of Americans will meet the criteria for a diagnosable mental health condition; half of those people will develop conditions by the age of 14. Sadly, because of mental health stigma and lack of awareness, many people don't realize why they are suffering.

Mental health issues can worsen if left untreated.

Conditions often get worse with time. This is why it's so important to seek help early—and sometimes even when you're not sure you need it! Signs that you or someone you know may have a mental illness include:

- Feeling sad or depressed
- Trouble concentrating
- Extreme feelings (including fear, guilt, sadness, or anger)
- Withdrawal from friends or activities
- Extreme mood changes
- Alcohol or drug abuse
- Unexplained hostility or violence



- Inability to cope with stress or your feelings
- Delusions, paranoia or hallucinations (such as hearing voices)
- Thinking about hurting yourself or others

There is nothing wrong with needing medications.

Sometimes lifestyle changes and talk therapy are not enough to address mental health issues. In these cases, medication can play a role in treating mental disorders and conditions. This treatment may be ongoing or temporary, and should always be done under a mental health professional's care.

Here are some questions to ask your doctor if you're worried about your mental health:

- I have some of these symptoms. Could I have a mental illness?
- What is the treatment?
- Do I need to see a psychiatrist?
- Do I need therapy?
- Can you recommend a counselor or therapist I could see?
- Is this a temporary problem or is it permanent?
- Will I need treatment for the rest of my life?
- What can I do at home to help me recover?
- How can I explain to other people the mental problem that I'm having?

**Limits apply for appointment times with behavioral health services (open weekdays from 8 a.m. to 5 p.m.).*

Get the Right Care at the Right Place

Make sure you know where to get medical care when you need it.
If you get sick or hurt, you have several options to get the care you need.



EMERGENCY ROOM (ER)

Consider all of your options before going to the ER.
Visit the ER if you're experiencing a life-threatening injury or illness.



IN-NETWORK URGENT CARE CENTER

Go to a nearby urgent care center if your illness or injury isn't life-threatening and your primary care provider's (PCP) office is closed.

GO HERE FOR:

Flu symptoms | Ear infections | High fevers
Severe sprains, pulled muscles



VIRTUAL HEALTH

Easy, 24-hour access to in-network providers for non-emergency health issues. Do it all by phone or video at no cost to you. Get medical advice, a diagnosis or a prescription from home.

MAKE AN APPOINTMENT FOR:

Colds, flu and fevers | Rash, skin conditions Sinuses, allergies | Respiratory infections
Ear infections | Pink eye | Behavioral health*

1-855-694-4663 (TDD 711)
homestatehealth.com

**Limits apply for appointment times with behavioral health services, open weekdays from 8 a.m. to 5 p.m.*



PRIMARY CARE PROVIDER (PCP)

Your PCP is your main healthcare provider. Call the office to schedule a visit if you don't need immediate medical care.

MAKE AN APPOINTMENT FOR:

Vaccinations | An annual wellness exam
Help with colds, flus and fevers | General advice about your overall health | Care for ongoing health issues like asthma or diabetes



24/7 NURSE ADVICE LINE

Medical professionals can answer your health questions and help set up doctor appointments.

CALL FOR:

Help caring for a sick child | Help knowing if you should see your PCP | Answers to health questions
Call: 1-855-694-4663 (TDD 711)

CONTINUED NEXT PAGE



Use the chart on this page to help you decide your best care option.


Get the Right Care at the Right Place

Remember to make sure a doctor, urgent care center or hospital is in our network unless it is an emergency.

Is your illness or injury life threatening?
(Ex: shortness of breath, chest pains, bleeding that won't stop, poisoning, burns or a broken bone)

YES | **NO**

 **Call 911 or immediately go to an emergency room.**

 Do you have a physical injury or an illness like the flu, an ear infection or a fever?

YES | **NO**

Would you prefer a virtual visit?

YES | **NO**


Do you want to see a doctor? | OR | Do you want to talk to a nurse for advice?

 | 

Is your doctor's office open?

YES | **NO**

 **Set up a Virtual Health appointment**

 **Call your primary care provider (PCP)**

 **Go to urgent care**

 **Call our 24/7 nurse advice line**



Virtual Health—Anytime, Anywhere Medical Advice!

It's good to know all of your options when it comes to medical care. And it's good to know that Home State Health offers **Babylon** at no cost to you—so you can see the doctor without leaving home.

Babylon is your easy, **24-hour access** to in-network providers for non-emergency health issues. Get medical advice, a diagnosis or a prescription. Do it all by phone or video. And, have easy access through your mobile device!

A normal doctor visit can take weeks or months to get into. Babylon allows you to get the same quality care on **your** time.

Use Babylon for:

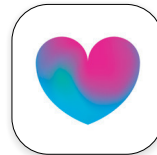
- Colds, flu and fevers
- Rash, skin conditions
- Sinuses, allergies
- Respiratory infections
- Ear infections
- Pink eye
- Behavioral health*

Learn more and download the Babylon app at HomeStateHealth.com.

Not sure whether to schedule a doctor visit?

Call our 24/7 Nurse Advice Line at **1-855-694-HOME (4663) TTY: 711**. Medical experts can talk to you about your health concerns and help you set up a doctor visit if you need one.

Get started: Search 'Babylon Health' in the App Store or Google Play.



Download the **Babylon app**



Register by entering your personal information and the code HOMESTATEHEALTH.

You must be 18 or older to register. If you are a parent or guardian registering for a child under 18, you must register first and then add the child to your account. A parent or guardian needs to be present during a Babylon video appointment with a minor.



*Behavioral health services are available Monday - Friday 7:00 a.m. to 7 p.m. CST



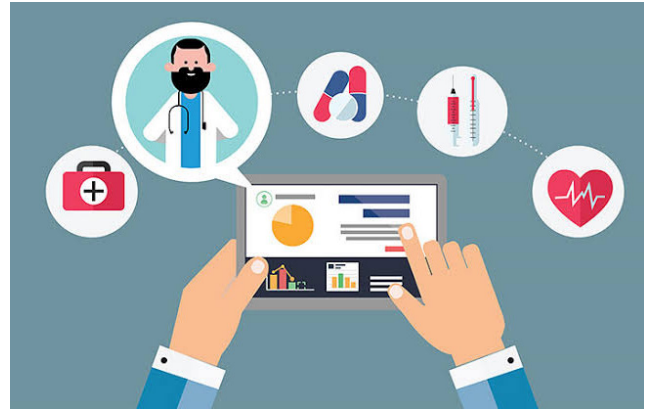
Stay Connected and More!

Your online member account is a great way to stay up to date with important plan information and to manage your insurance!

VISIT homestatehealth.com TO SIGN UP TODAY!

Get More Access To Manage Your Health Better

- The Interoperability and Patient Access rule (CMS-9115-F) puts patients first by **giving you control and easy access to your health information** when you need it most.
- Starting in 2021, **a new federal rule** will make it easier for Home State Health members to do all of this and more.
- Manage your health better and **know what health-care resources are available to you**. Learn more today: homestatehealth.com



If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-855-694-4663 (TTY: 711).

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Home State Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-855-694-4663 (TTY: 711).

如果您，或是您正在協助的對象，有關於 Home State Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。還提供美國手語口譯服務。如果要與一位翻譯員講話，請撥電話 1-855-694-4663 (TTY: 711)。

Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Home State Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo.

Home State Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。