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# Recipient Newsletter

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## COVID-19 Unwinding

During COVID, recipients didn't have to renew to keep their Medicaid. But that changed April 1<sup>st</sup>, and now recipients have to renew again.

**You can change your address through one of the following ways:**

- Visit <https://medicaid.alabama.gov> and click the grey mailbox
- Scan the [QR Code](#) here and follow the steps to change your address
- Call the [Recipient Call Center](#): (800) 362-1504



Recipients can sign up to get text notifications by texting the keyword MEDICAIDAL to 888777

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## Sickle Cell Disease

The Centers for Disease Control and Prevention provides the following explanation of sickle cell disease:

*Sickle cell disease (SCD) is a group of inherited red blood cell disorders. Red blood cells contain hemoglobin, a protein that carries oxygen...In someone who has SCD, the hemoglobin is abnormal...The sickle cells die early, which causes a constant shortage of red blood cells. Also, when they travel through small blood vessels, they get stuck and clog the blood flow. This can cause pain and other serious complications (health problems) such as infection, acute chest syndrome and stroke.*

Source: [www.cdc.gov/ncbddd/sicklecell/facts.html](http://www.cdc.gov/ncbddd/sicklecell/facts.html)

Without proper management, sickle cell disease causes severe complications, and even death. It is crucial that the condition is managed by a medical professional.

**If you or someone you know has sickle cell disease, contact us so that we can provide care coordination and connect you with a medical team to help.**

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## What is Care Coordination?

Our goal is to get you healthy and stay healthy. But what does that mean for you? If you are an adult or child on Medicaid, we can help you and your family to:

- Find a doctor who accepts Medicaid
- Understand your results from medical tests
- Schedule doctor appointments
- Attend doctor appointments and talk about your healthcare needs
- Help with your care while in the hospital
- Move from inpatient to outpatient care
- Follow up care when or after leaving the hospital
- Manage medications
- Find community resources
- Locate specialty care, including mental health and substance use services
- Use Non-Emergency Transportation (NET) services
- Promote a healthy lifestyle

In addition to assisting you in navigating health issues you may be facing, we also provide maternity services through your pregnancy as well as 12 months after delivery. We can help you:

- Apply for Medicaid in early pregnancy
- Find a doctor to monitor your pregnancy and deliver your baby
- Sign up for other programs such as WIC and Family Planning
- Plan for the baby's arrival
- Sign up for childbirth and parenting classes

Lastly, we also provide Family Planning services. We help females ages 8-55 and males ages 21 and older, manage Family Planning services to prevent or delay pregnancy. We can help you:

- Apply for Family Planning services through Alabama Medicaid
- Find a clinic or doctor to provide birth control
- Schedule doctor appointments
- Remember doctor appointments
- Understand your birth control options
- Understand sexually transmitted disease (STD) and HIV prevention
- Find community resources
- Plan when to have a baby

These are just a few ways that North Alabama Community Care is here to help. To enroll in services or to learn more, contact us!

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**You are not alone. We are here to help!**

Phone: (256) 382-2590 • Toll-Free: (855) 640-8827 • TTY/TDD (Hearing impaired): (855) 219-6599

You can also visit our website and fill out the "Contact Us" form:

<https://www.northalcc.org/>

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