

# BEWELL

Tips and resources to support a healthy lifestyle | Volume 1 – 2020

## RECERTIFY YOUR CHILD'S MEDICAID/CHIP ELIGIBILITY: WHAT YOU NEED TO KNOW

DOWNLOAD  
MYWELLCARE: OUR  
FREE MOBILE APP

HELP YOUR CHILD  
TRANSITION TO  
ADULTHOOD

DISPOSERX: NOW  
AVAILABLE FOR CMS  
HEALTH PLAN MEMBERS



**Children's  
Medical Services  
Health Plan**  
— Operated by WellCare —



# PAGE 4

## HELP YOUR CHILD TRANSITION TO ADULTHOOD

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ALWAYS TALK WITH  
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### NUMBERS TO KNOW


**We're just a phone call (or click) away!**

 Customer Service: **1-866-799-5321** (TTY 711)  
(Monday–Friday, 8 a.m. to 7 p.m.)

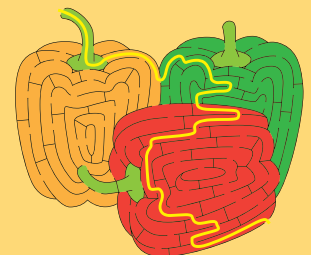
 Nurse Advice Line: **1-800-919-8807**  
(24 hours a day/7 days a week)

 24-Hour Behavioral Health Crisis Line: **1-888-491-5252**  
(24 hours a day/7 days a week)

 MTM Transportation: **1-844-399-9469**  
(Monday–Friday, 7 a.m. to 7 p.m.)

 Visit: <https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS>

#### PEPPERS PUZZLE KEY







**RECERTIFY YOUR CHILD'S  
MEDICAID/CHIP  
ELIGIBILITY:  
WHAT YOU NEED TO KNOW**

We aim to help your child keep his or her health care services. This includes help keeping your child's Medicaid or CHIP eligibility.

**What is recertification?** Members must recertify (or renew) their health plan each year.

**Why is it important?** If you don't recertify in time, there could be a gap in your child's health care. It's the main reason members lose eligibility.

**How can I make sure my child keeps his or her health plan?** Make sure to renew your child's eligibility before the deadline.

**Don't know your deadline?** Contact:

- **Florida Department of Children and Families (DCF): 1-866-762-2237** (Monday–Friday, 8 a.m. to 5 p.m.)
- **Florida Healthy Kids: 1-800-821-5437** (Monday–Friday, 7:30 a.m. to 7:30 p.m.)

## **QUESTIONS?**

We're here to help! Call:

- Your Children's Medical Services (CMS) Health Plan Care Manager
- Customer Service: **1-866-799-5321** (TTY **711**) (Monday–Friday, 8 a.m. to 7 p.m.)

# HELP YOUR CHILD TRANSITION TO ADULTHOOD

Did you know you should start thinking about changes to your child's health care before he or she becomes an adult? This may include a change in primary care provider (PCP) or guardianship.

## Let us help you with the transition.

It's easy to overlook a plan to transition kids' health care. We have you covered with the Transition Age Youth (TAY) Program. Our specially trained CMS Health Plan care managers are here to help you plan for things, such as:

- Health care
- Housing
- Guardianship
- Income
- Education
- Transportation
- Jobs

## Take steps to help your child have a smooth transition.

- 1 Talk to your child's care manager about his or her health care needs.**  
Start the discussion early. Your child's care manager can help make sure those needs are addressed before your child becomes an adult.
- 2 Ask your child's provider about a health care transition plan.**  
This plan will make sure your child does not have a gap in his or her health care. Young adults should transition their care between ages 18–21.

SOURCE: U.S. Department of Health & Human Services, "What is a Healthcare Transition?" retrieved from: <https://www.hhs.gov/ash/oah/adolescent-development/physical-health-and-nutrition/healthcare-transition-for-adolescents/what-is-a-healthcare-transition/index.html>

# HEALTHY DENTAL HABITS FOR BABIES & KIDS



## FOR BABIES:

- Clean teeth with a soft washcloth or a baby toothbrush
- Don't put baby to bed with a bottle
- Check teeth for spots and stains

## FOR KIDS:

- Kids ages 2 & up should brush with a pea-size amount of fluoride toothpaste (start sooner if your dentist or doctor recommends it)
- Limit sugary snacks and drinks
- Talk to your child's doctor or dentist about fluoride varnish and dental sealants – sealants help protect the back teeth from cavities

**Remember to schedule regular dental visits.**

*SOURCES: MedlinePlus, "Child Dental Health," retrieved from: <https://medlineplus.gov/childdentalhealth.html> and Centers for Disease Control and Prevention, "Dental Sealant FAQs," retrieved from: [https://www.cdc.gov/oralhealth/dental\\_sealant\\_program/sealants-FAQ.htm](https://www.cdc.gov/oralhealth/dental_sealant_program/sealants-FAQ.htm)*

**Help kids form good dental habits when they're young. They'll be on track to have healthy teeth for life.**

## BREAKFAST: START THE DAY OFF RIGHT

Breakfast is the most important meal of the day. Experts say kids who eat breakfast do better in school.

**Give kids a healthy start. Here are some ideas:**

1. Mix up a smoothie with milk and fruit
2. Try an egg, nuts, cheese or yogurt
3. Cut up fruit or veggies the night before so they're ready to add to a yogurt parfait or omelet



### **WANT TO LEARN MORE?**

Talk to your child's provider at his or her next appointment.

*SOURCE: U.S. Food & Drug Administration, "Healthy Breakfasts for Kids: It's All About Balance," retrieved from: <https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm456060.htm>*







# DOWNLOAD MYWELLCARE: OUR FREE MOBILE APP

The MyWellCare app helps you access your child's health care. It's easy and you can use it when it's convenient for you. With the app, you can:

## **Find and change providers**

- Locate doctors and hospitals in your child's plan with our "Find a Provider" tool
- Change your child's primary care provider (PCP)

## **Find urgent care centers**

- Quickly find urgent care centers that are close to you with our "Quick Care" search tool

## **Access member ID cards**

- Email or fax a copy of your child's ID card to a provider's office

## **Get appointment reminders**

- Receive helpful prompts on your phone about your child's health care, like reminders for checkups or flu shots

## **Download the MyWellCare app today:**

- 1** Go to the App Store (on iPhone) or Play Store (on Android phones).
- 2** Search for "MyWellCare."
- 3** Download the app.
- 4** Open the app and choose the following:
  - State: FL
  - Product: Medicaid
  - Plan: Children's Medical Services Health Plan
- 5** Click done. The CMS Health Plan home page will populate.





# DISPOSERx:

Now Available for CMS Health Plan Members

Do you have old prescriptions of your child's in your medicine cabinet? Lots of people do, and those unused drugs can lead to misuse, including:

- Addiction
- Overdose
- Accidental poisonings

That's why there's DisposeRx. It's a product you use at home to safely get rid of your old medicine. It's easy to use and eco-friendly.

## Here's how DisposeRx works:

1. Mix the powder with water in the vial of unused drugs.
2. Shake for 10–30 seconds, until a thick gel forms. This makes the medicine unusable so you can safely throw it away.

## There are 3 ways to order DisposeRx:

1. Your child's Over-the-Counter (OTC) Catalog
2. Online – log into your child's member portal at [www.wellcare.com/Florida](http://www.wellcare.com/Florida)
3. Call Customer Service at the number on page 2 of this newsletter

## QUESTIONS?

Talk with your child's doctor or pharmacist if you have concerns about your child's medicine. They are there to help you.



# TRANSITION OF CARE

Getting the care your child needs is important to us. That's why we'll work with you and your child to make sure they get their care when:

- Your child is leaving another health plan and just starting with us
- One of your child's providers leaves our network
- Your child leaves our health plan to go to another one
- Your child is transitioning to adulthood and needs help choosing an adult primary care provider

Be sure your child continues to see his or her providers and gets the medicine he or she needs.

## QUESTIONS?

Please call or have your child's provider call. Our Customer Service number is under "Numbers to Know" on page 2 of this newsletter.

## CMS Health Plan's Utilization Management (UM) Program

Our UM Program makes decisions about your child's care. These decisions are based only on:

- Whether care is appropriate
- Service
- Whether the care is covered

We do not reward anyone for denying coverage. UM decision makers don't get paid to make decisions that don't use care.

### Need another language format?

Let us know if you need materials in a different format, including:

- Another language
- Large print
- Audio CDs

There is no charge for this.

**Call us today.** The number is on page 2 of this newsletter.

## QUESTIONS?

Call us. We can help answer questions about the program and coverage decisions. You may also check the UM Program section of your child's Member Handbook.

**Find your child's Member Handbook online by their assigned plan.**

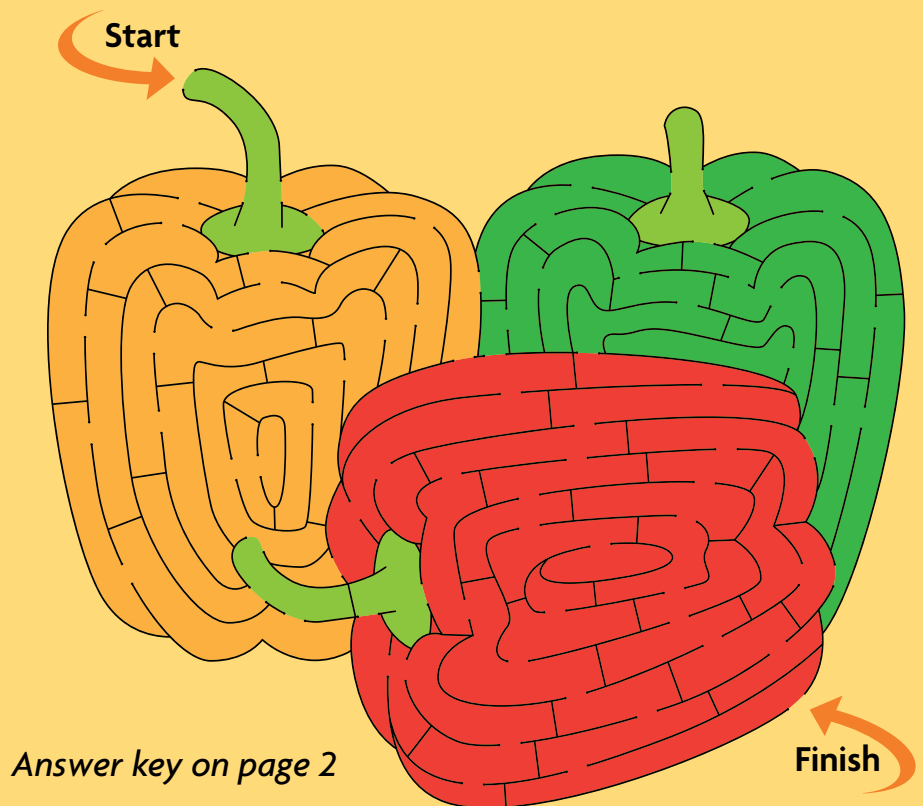
For FL CMS Medicaid members: <https://www.wellcare.com/Florida/Members/Medicaid-Plans/CMS/CMS-19>

For FL CMS KidCare members: <https://www.wellcare.com/Florida/Members/Medicaid-Plans/CMS/CMS-21>

# PEPPERS PUZZLE

Find your way through this colorful maze.

Peppers make the perfect snack. Just slice, and they're ready for dipping. Serve with guacamole or hummus for a healthy, tasty treat.



## 5 QUESTIONS TO ASK ABOUT YOUR CHILD'S MEDICATIONS

Make sure your child takes his or her medication as the doctor prescribes. When your child doesn't, it can make his or her condition worse.

**Here are some important questions to ask your child's doctor:**

- 1 What is the name of the medication and what does it do?
- 2 How and when should my child take it?
- 3 For how long should my child take his or her medication?
- 4 What should I do if my child feels better and I do not want him or her to take the medications prescribed?
- 5 What should I do if my child misses a dose?



Always talk with your child's doctor if you have any concerns about his or her medications.

SOURCE: American Pharmacists Association, "APhM: 20 questions to talk over with patients," retrieved from: <https://www.pharmacist.com/aphm-20-questions-talk-over-patients>



# Community Connections

## Services Beyond Health Care

Want to live a better, healthier life? Our Community Connections program connects you to a wide range of services that help you and your child do just that.

## WellCare Community Connections is Here for You

Everyone deserves to live the best life possible. Yet a lot of things can affect your and your child's ability to do that. A phone call to our Community Connections Help Line can match you and your child with services. Plus it's here for both members and non-members. Our Peer Coaches will listen to your needs. They can refer you to more than 490,000 social services – all over the country or right in your local area.

## Program services vary depending on your and your child's needs, but may include:

- Financial assistance (utilities, rent)
- Medication assistance
- Housing services
- Transportation
- Food assistance
- Affordable childcare
- Job/education assistance
- Family supplies – diapers, formula, cribs and more

**Call to get the help you and your child need.**

**1-866-775-2192 (TTY 711)**

**CLICK OR CALL  
FOR THE LATEST DRUG  
COVERAGE UPDATES**

Want to find the latest about the drugs we cover? Stop by our website, <https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS/Pharmacy-Services>. You'll find our Preferred Drug List (PDL). You can learn about drugs we've added or removed. You'll also find changes to any drug requirements or coverage limits. You can also call us for updates to your child's health plan.



Always talk with your child's doctor(s) about the care that is right for your child. This material does not replace your child's doctor's advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by Children's Medical Services (CMS) Health Plan. Also, CMS Health Plan does not guarantee any health results. You should review your child's health plan or call Customer Service to find out if a service is covered.

**In an emergency, call 911 or go to the nearest emergency room, even if it is not in CMS Health Plan's network.**



P.O. Box 31370  
Tampa, FL 33631-3370

## BEWELL

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### Health and wellness or prevention information

Children's Medical Services Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION:** If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-799-5321** (TTY **711**) Monday–Friday, 8 a.m. to 7 p.m.

**ATENCIÓN:** Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos sin costo para usted, que incluye materiales en otros idiomas, braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Llámenos sin cargo al **1-866-799-5321** (TTY **711**) de lunes a viernes de 8 a. m. a 7 p. m.

**ATANSYON:** Si lang matènèl ou se Kreyòl, nou ka fè tradiksyon an pou ou. Nou kapab ba w enfòmasyon yo tou sou lòt fòm ki pa koute ou. Sa gen ladan l literati ki ekri nan lòt lang, sou fòm Bray, fòm odyo, gwo karaktè epitou nou ofri sèvis entèprèt Langaj Siy Ameriken. Annik rele nou nan nimewo pou apèl gratis la. Ou ka kontakte nou nan nimewo **1-866-799-5321**. Pou TTY, rele **711**. Lendi-Vandredi, depi 8 a.m. jiska 7 p.m.

