

BEWELL

Tips and resources to support a healthy lifestyle | Volume 2 – 2021

WE WANT THE BEST FOR YOUR CHILD

3 TIPS FOR
EMERGENCY
PLANNING

NEED A RIDE TO
YOUR CHILD'S
APPOINTMENT?

SUN'S OUT:
STAY PROTECTED



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

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SUN'S OUT: STAY PROTECTED








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NUMBERS TO KNOW

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

-  Call 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** (TTY 711)
(Monday–Friday, 7 a.m. to 7 p.m.)
-  Visit: **<https://www.wellcare.com/en/Florida/Members/Medicaid-Plans/CMS>**

WE WANT THE BEST FOR YOUR CHILD



We are always working to improve the care your child receives.

In 2020, we:

- Continued to support you and your child with:
 - Care Managers
 - Programs to help with school and Early Steps
 - Transitions to adult care
 - An asthma care program
 - An enhanced medical foster care program
- Worked towards making care between medical and behavioral care seamless
- Expanded telehealth services
- Got to know your needs and your child's needs through quality of life and health management surveys

In 2021, we will:

- Continue to support you and your child with all of our existing programs
- Continue to give you and your child assistance to help meet your individual needs
- Continue to work with medical and behavioral care providers to make care seamless
- Expand our educational programs about certain conditions
- Talk with you to find out what meaningful improvements we can make
- Keep you informed about COVID-19 information and updates

We are here to support you and your child.



Download the MyWellCare App Today

Get instant access to your child’s care! Join the thousands of CMS Health Plan parents who use the MyWellCare app. It’s simple to use. Plus, you can access it anytime and anywhere you need it.

With the MyWellCare App, you can:

- Find doctors using our online provider directory
- Locate nearby urgent care centers
- Get appointment reminders and important notifications
- View your child’s important information, including:
 - Your child’s member ID card
 - Your child’s care plan

The app is available on Apple and Android smartphones. Download it today!

NEED A RIDE TO YOUR CHILD’S APPOINTMENT?

Let us help! We know how important health care is, and getting to and from appointments is a big part of that. That’s why we provide non-emergency rides to and from your child’s doctor visits, if you have no other means of transportation.

The service is possible through our partner, Medical Transportation Management (MTM). Here’s how it works:

| TYPE OF APPOINTMENT | SERVICE PROVIDED | HOW OFTEN |
|--------------------------|---------------------------|-------------------|
| Medical appointments | Round-trip transportation | Unlimited |
| Non-medical appointments | Round-trip transportation | Up to 2 per month |

The best part? Rides are offered at no cost to you.
Schedule a ride today: Call MTM at **1-844-399-9469** (TTY 711)

QUESTIONS? Call us to learn more.

- Call your child’s CMS Health Plan Care Manager
- Call Customer Service toll-free: **1-866-799-5321** (TTY 711)
Monday–Friday, 8 a.m. to 7 p.m.



TIMELY CARE

No one likes waiting to see the doctor. Depending on your child’s condition, there are times when it could be unsafe to wait too long.

Doctors must provide urgent and routine care in a timely manner. When you can expect to see a doctor depends on the type of care your child needs.

Here are some guidelines to help you schedule your child’s care:

| TYPE | CARE | APPOINTMENT WITHIN |
|------------|---|--|
| Urgent | Medical and Behavioral Health | 48 hours (96 hours if authorization needed) |
| Non-Urgent | Primary Care | 30 days |
| | Behavioral Health: First appointment Hospital follow-up | 14 days 7 days after discharge |
| | Ancillary Services (services outside routine doctor or hospital care) and Durable Medical Equipment (DME) | 14 days |
| | Specialty | 60 days (after correct referral received) |

If you need help scheduling an appointment, call your child’s Care Manager today.

CARE MANAGEMENT SERVICES & SUPPORT

Call your child’s Care Manager when you need help with:

- Scheduling appointments, therapy or counseling
- Getting care, tests, treatment, special medical equipment or devices
- Understanding how long arranging care and item delivery should take
- Coordinating care among different providers or services
- Contacting your child’s school or daycare through doctors or other providers
- Changing providers

Need help with any of these?

CALL YOUR CHILD’S CARE MANAGER TODAY.



3 TIPS FOR EMERGENCY PLANNING

**FOLLOW
THESE TIPS
TO KEEP
YOUR
FAMILY
SAFE AND
PREPARED.**



1 BUILD A KIT.

Stock it with items your family might need. Include:

- Emergency items, like a flashlight, radio and first aid kit
- Water, canned foods and a can opener
- Any special foods or formulas your child might need
- Important documents, including your child's:
 - Member ID card
 - Service plan and education plan
 - Emergency contact numbers
 - Medications and doses

Does your child use a ventilator or rely on another medical device? If so, call your electric company today. Ask for priority reconnection in case the power goes out.

It's almost hurricane season. Are you ready?

It's important to be prepared. And it can be even more important to have a plan when you have a child with special needs.



2 MAKE A PLAN.

Tell your family where to meet in case of an emergency. Also talk about:

- What to do if you get separated
- Where you will go to seek shelter

3 BE INFORMED.

Talk with your child about severe weather. Show kids how to call friends or family if they need to.

Learn more.

Visit: <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/default.aspx>

Download our Emergency Preparedness Family Resource Guide:

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

SOURCE: Children's Medical Services Health Plan, "Family Resource Guide: Are You Prepared for Disasters?" pages 1–4.



SUN'S OUT: STAY PROTECTED

Protect your child whenever they are outdoors. The sun has harmful ultraviolet (UV) rays. It can damage skin in just 15 minutes. Just a few sunburns increase your child's risk of cancer. Burns can happen even on cloudy or cool days.

FOLLOW THESE TIPS:

TIME OF DAY

Avoid sun exposure in the middle of the day when possible. UV rays are the strongest then.

SHADE

Find shelter from the sun under an umbrella, tree, pop-up tent or covered area.

SUNSCREEN

Use a sunscreen that offers UVA and UVB protection. It should have a sun protection factor (SPF) of at least 15. Check the expiration date and don't leave it out in the heat. For babies younger than 6 months old, apply only on small areas of skin, such as the face and backs of the hands. For children 6 months and older, reapply sunscreen every 2 hours and after kids sweat or get wet. Don't forget about the ears, nose, lips, scalp, feet and behind the knees.

PROTECTIVE CLOTHING

Dress kids in long sleeves, long pants, sunglasses and a hat with a brim.

PLAN AHEAD. Keep sun protection in your bag or your child's backpack.

SOURCE: Centers for Disease Control and Prevention, "How Can I Protect My Children From the Sun?" retrieved from: https://www.cdc.gov/cancer/skin/basic_info/children.htm and "Too Much Sun Hurts," retrieved from: <https://www.cdc.gov/cancer/skin/pdf/CYCParentsBrochure.pdf>



How Care Management Can Help **YOU AND YOUR CHILD**

Care Management helps you and your child with health care or social needs. Our care managers are Registered Nurses (RNs), Licensed Clinical Social Workers (LCSWs), Social Workers with a Master's degree and professional experience in their field, or other licensed health professionals who can help you and your child with issues such as:

- Care planning that is tailored to your needs
- Care coordination
- Scheduling appointments and laboratory tests
- Medication adherence
- Coordination with service providers, including arranging transportation
- Linking you and your child to community or other support services as needed

WE'RE HERE TO HELP YOU AND YOUR CHILD!

Call Customer Service to learn more. The phone number is on page 2 of this newsletter.

This program is available at no cost to you. Plus, you'll have access to a licensed health professional Monday–Friday from 8 a.m. to 7 p.m.



GRAPESICLES

SERVES 4

INGREDIENTS

48

SEEDLESS
GREEN
GRAPES

48

SEEDLESS
RED
GRAPES

16

6-INCH
WOODEN
SKEWERS

DIRECTIONS

1. Rinse grapes.
2. Thread 6 grapes onto each skewer. Try alternating colors for a fun look.
3. Place skewers in the freezer for 30 minutes or until frozen.
4. Serve frozen.

SOURCE: National Heart, Lung, and Blood Institute, "Grapesicles," retrieved from: <https://healthyeating.nhlbi.nih.gov/recipe/detail.aspx?linkId=1&cld=10&rld=159>

Get kids involved in the kitchen! These yummy frozen grape skewers are the perfect frozen treat for spring and summer. Plus, kids can help rinse the grapes and thread them on the skewers.

REMEMBER:

- Remove grapes from skewers before eating.
- Cut grapes in half for kids younger than age 3.

24/7 NURSE ADVICE LINE

Did you know we are here for you – anytime, anywhere? It's possible through our 24-Hour Nurse Advice Line.

If you think your child needs care within 48 hours and you can't reach your child's doctor, call the 24-Hour Nurse Advice Line. A nurse will help you know what to do, whether it's:

- Schedule an appointment
- Go to urgent care
- Go to the emergency room



Find the 24-Hour Nurse Advice Line phone number on your child's CMS Health Plan ID card and page 2 of this newsletter. Save the number in your phone so it's there when you need it.

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.

COMMUNITY CONNECTIONS

Services Beyond Health Care

You and your child want to live the best life possible. 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 the chance to make the best life for their family. 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 challenges. They can refer you to more than 490,000 social services – all over the country or right in your local area.

Call to get the help you and your child need.

1-866-775-2192 (TTY 711)

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

ALWAYS TALK WITH YOUR CHILD'S DOCTOR

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.

The Children's Medical Services Health Plan has partnered with WellCare of Florida, Inc. (WellCare) to provide managed care services to our members. WellCare is a licensed Florida health plan.

BEWELL

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.

