

BEWELL

Tips and resources to support a healthy lifestyle | Volume 3 – 2020



HELP YOUR CHILD MANAGE TYPE 1 DIABETES

WHEN YOUR CHILD
TURNS 18: A GUIDE
TO GUARDIANSHIP

ANNUAL
ADOLESCENT
CHECKUPS

WHICH SHOTS
DOES YOUR
CHILD NEED?



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

PAGE 6






HELP YOUR CHILD MANAGE TYPE 1 DIABETES

IN THIS ISSUE

- 3** ANNUAL ADOLESCENT CHECKUPS
- 4** WHEN YOUR CHILD TURNS 18:
A GUIDE TO GUARDIANSHIP
- 5** WHICH SHOTS DOES YOUR CHILD
NEED?
- 6** HELP YOUR CHILD MANAGE
TYPE 1 DIABETES
- 8** MEMBER RIGHTS AND
RESPONSIBILITIES
- 9** MEMBER INFORMATION UPDATE
- 10** CREATIVE CORNER
HEALTHY TIPS FOR KIDS
- 11** CLICK OR CALL FOR THE LATEST
DRUG COVERAGE UPDATES
COMMUNITY CONNECTIONS
ALWAYS TALK WITH YOUR
CHILD'S DOCTOR

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>**



ANNUAL ADOLESCENT CHECKUPS

Did you know that kids and teens should get a checkup once a year, even if they are not sick? The visit can be with a primary care provider (PCP) or an OB/GYN.

All adolescent well-care checkups include:

- A complete physical checkup
- Growth, development and mental health assessments
- Vision, hearing and dental screenings

Adolescent well-care checkups may include:

- Immunizations
- Flu shot
- Chlamydia screening, if sexually active

Transportation:

Call us to see if your child is eligible for a ride to their appointment. The number is on page 2 of this newsletter.

This is just a guide. It does not replace your child's doctor's advice. Talk with your child's doctor to make sure your child gets the right tests and care. An annual checkup is beneficial for your child's health.

WHEN YOUR CHILD TURNS 18: A Guide to Guardianship

As a parent, you help your child make many decisions. But once he or she turns 18, your child will be responsible for his or her own health. This includes:

- Making appointments
- Managing medications
- Consenting to treatment
- Managing payments and insurance

If your child will need help making these types of decisions, it's important to take steps to act as your child's guardian. You must do this before your child turns 18.

There are several types of guardianship in Florida, including:

- **Full Guardianship:** help with all health care decisions
- **Limited Guardianship:** help with some health care decisions
- **Emergency Guardianship:** help temporarily, right away
- **Voluntary Guardianship:** help with only what your child requests
- **Guardian Advocate:** help provide consent for medical procedures

Ask your child's care manager about guardianship when your child is around ages 12–14. This will help you prepare for the changes and know your options.



We're here to help.

- **Questions?** Call Customer Service at the number on page 2.
- **Need legal aid?** Our Community Connections program can help.
Call **1-866-775-2192**

SOURCES: GotTransition.org, "Youth & Families: What Is Health Care Transition?" retrieved from: <https://www.gottransition.org/youthfamilies/index.cfm>; Disability Rights Florida, "Turning 18, Guardianship & Other Options," retrieved from: http://www.disabilityrightsflorida.org/resources/disability_topic_info/turning_18_guardianship_other_options#goto_tabs-tab-menu-1

WHICH SHOTS DOES YOUR CHILD NEED?



No one likes to get shots. But they can help protect you against lots of illnesses. Health experts recommend different shots depending on your child's age and health. Talk to your child's doctor about which shots and vaccines are right for him or her.

Some of the most common vaccines for kids are listed below.

Chickenpox Vaccine: Protects your child against chickenpox, plus protects against shingles until the age of 50, when the first shingles vaccine would be recommended

Flu Vaccine: Reduces your child's risk of getting the flu and spreading it to others

HPV Vaccine: Protects against the virus that causes cervical cancer

MMR Vaccine: Knocks out measles, mumps and rubella with one shot

Pneumococcal Vaccine: Guards against pneumonia and ear infections


DTaP & Tdap Vaccines: Protects against Tetanus (lockjaw), diphtheria and whooping cough

Some vaccines protect your child for life; others require a shot every year. Ask your child's doctor if your child is due for any vaccines.

SOURCE: Centers for Disease Control and Prevention, "Vaccines and Immunizations," retrieved from: <https://www.cdc.gov/vaccines/index.html>

HELP YOUR CHILD MANAGE **TYPE 1 DIABETES**





Though kids, teens and young adults are usually diagnosed with type 1 diabetes, it can occur at any age. It happens when the pancreas doesn't make insulin – or doesn't make enough. Insulin is a hormone that controls your blood sugar.

Causes:

Type 1 diabetes can be genetic. Diet or lifestyle choices do not cause it. The body attacks itself by mistake. It destroys the cells that make insulin.

Symptoms:

It can take years to notice symptoms. These may include extreme hunger and thirst, blurry vision and very dry skin.

Management:

There is no way to prevent type 1 diabetes, but you can manage it. Parents can help kids stay healthy and manage their diabetes by:

- Serving healthy food
- Giving medication
- Communicating with your child's medical team

If your child has type 1 diabetes:

- Help your child manage and monitor his or her blood sugar levels
- Help your child take insulin shots or use an insulin pump to keep energy and blood sugar levels within range
- Encourage your child to get enough exercise and rest to help control diabetes

Talk to your child's doctor to learn more.

SOURCE: Centers for Disease Control and Prevention, "Type 1 Diabetes," retrieved from: <https://www.cdc.gov/diabetes/basics/type1.html>

MEMBER RIGHTS AND RESPONSIBILITIES



As a CMS Health Plan member, you and your child have certain rights. There are also some things you are responsible for.

You and your child have the right to:

- Receive information about the organization, its services, its practitioners and providers
- Receive information about member rights and responsibilities
- Be treated with respect and dignity
- Have your privacy protected
- Participate with practitioners in making decisions about your child's health care
- A candid discussion of appropriate or medically necessary treatment options for your child's conditions, regardless of cost and benefit coverage
- Voice complaints or appeals about the Plan or the care it provides
- Make recommendations regarding the Plan's member rights and responsibilities policy

You and your child have the responsibility to:

- Supply information that the Plan and its doctors and providers need to provide care
- Follow plans and instructions for care that you have agreed on with your child's doctor
- Understand your child's health problems
- Help set treatment goals that you and your child's doctor agree to

You and your child may have more rights and responsibilities. They are listed in your Member Handbook.

MEMBER INFORMATION UPDATE

Check our website often for new and updated information.

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

You will find the **Member Handbook** online, which contains information on:

- Benefits and services
- Exclusions from coverage
- Pharmaceuticals management procedures (if pharmacy benefit)
- Benefit restrictions about out-of-network and out-of-service area
- Language assistance
- Filing claims
- Information about doctors who are in our network
- Primary care services
- Specialty, behavioral health and hospital services
- After-hours care
- Emergency care – when to use **911** or go to the emergency room
- Getting coverage when out of the service area
- Filing complaints
- Filing appeals
- External review rights
- How we evaluate new technology



NEED A HARD COPY OR OTHER FORMAT?

Call Customer Service to request:

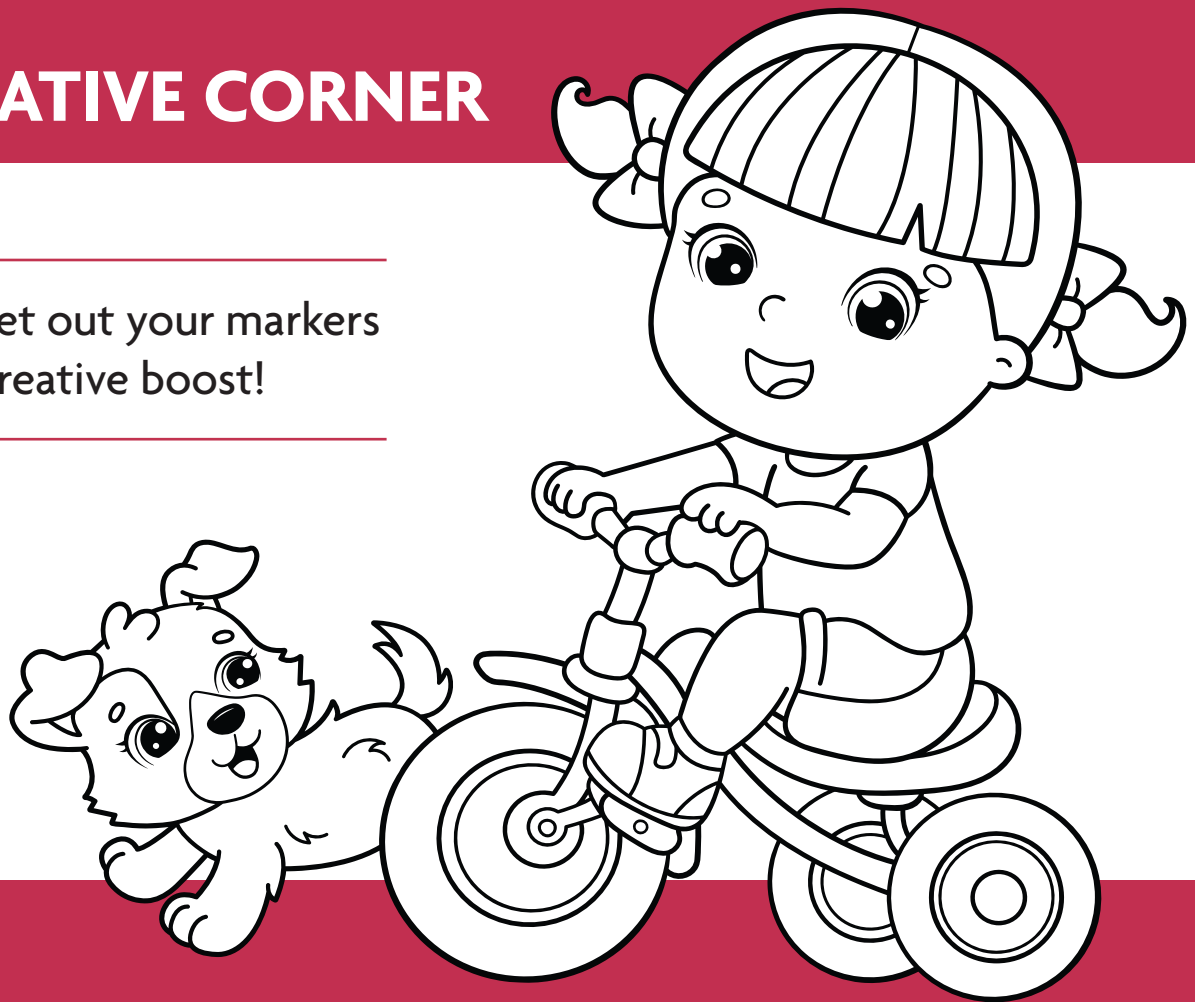
- Hard copies of the handbook, member educational materials or other information available on our website
- Another format, including different languages, large print, audio CDs or Braille

You may also leave a voice mail message after hours. We will return your call within 24 business hours.

There is no charge for this service. Our phone number and hours are on page 2 of this newsletter.

CREATIVE CORNER

Kids, get out your markers
for a creative boost!



HEALTHY TIPS FOR KIDS

Healthy living can be simple for kids. Just remember **5-2-1-Almost None**.

Each day:

5 Eat 5 servings of fruit and veggies.

2 Watch no more than 2 hours of TV.

1 Get active for at least 1 hour.

Almost None Aim for zero sugary drinks.

As always, remember to take your child for regular doctor visits.

*SOURCE: Nemours Children's Health System, "5-2-1-Almost None," retrieved from:
<https://www.nemours.org/services/health/growuphealthy/521almostnone.html>*



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 your child needs.

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.

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.

