

# WHOLE you



## 2023 Winter Bulletin

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## Your healthy source for living well.

As we once again enter a new year, we welcome you to another edition of Whole You, a newsletter from Children's Medical Services Health Plan, operated by Sunshine Health.

We hope this newsletter finds you well. We have plenty of helpful tips to start the new year strong. You'll learn more about healthy snacking, telehealth, why wellness visits are so important and special benefits that may be available to your child.



**Don't forget, Medicaid renewal is starting soon.** Don't forget, Medicaid renewal is starting soon. Make sure the Florida Department of Children and Families has your correct contact information so your child can keep their health coverage. You should receive a letter from DCF in a yellow striped envelope, explaining how to renew. You can check your child's eligibility and update your contact information at [Myflfamilies.com/Medicaid](https://myflfamilies.com/Medicaid).

In case you missed it, check out our [Fall 2022 issue \(PDF\)](#).

# Stay Well with Wellness Visits

*In the past, people only went to the doctor when they felt sick. But over time, we have learned that even if you seem healthy, it doesn't mean that you are. Catching illnesses early means better health outcomes. That's why preventive care, like shots, screenings and regular visits to your child's doctor are key parts of their healthcare.*

***Yearly checkups, often called wellness visits, allow doctors to keep a close eye on your child's health.***

Yearly checkups, often called wellness visits, allow doctors to keep a close eye on your child's health. They can catch diseases sooner, which gives more time for treatment and can reduce the cost of your child's care. These visits also allow the doctor to check on your child's overall health, like their growth, medications, lifestyle and vaccines.

As a parent, you can use these appointments to ask questions, raise concerns and learn more about how to care for your child's health. The visits give you and your child a chance to get to know their doctor, which can help them get to know your child better.

Sources:

[The Importance of Regular Check-Ups](#)

[Five reasons why you should get an annual checkup | UT Physicians](#)

[5 Reasons Why Annual Physical Exams Are Important - Virtua Primary Care, NJ](#)

[5 Questions to Ask Your Physician at an Annual Physical Exam](#)

[Top 9 Questions to Ask at Your Annual Physical Exam | Oak Street Health](#)

[10 Questions To Ask At Your Yearly Physical](#)



## **HERE ARE SOME QUESTIONS TO ASK DURING YOUR CHILD'S NEXT CHECKUP:**

- ***Is my child due for any vaccines?***
- ***Are there any screenings you think my child should get?***
- ***Does my child's family history put them at risk for any illnesses?***
- ***Are there lifestyle changes my child should make?***
- ***Does my child need any changes to their prescriptions?***
- ***Can you explain my child's test results?***
- ***Are the symptoms my child is experiencing normal?***
- ***Does my child need a specialist? And will they need a referral?***
- ***Will my child need a follow-up visit?***
- ***How often should my child visit the doctor?***

# Don't Forget Teeth

Dental health is a key part of your child's overall well-being. Experts say all kids 1 year and older should see the dentist once a year. But there are also steps you can take at home to protect your child's teeth.

Cavities are caused by bacteria, which can make your child's teeth rot. Without treatment, cavities can be painful.

Remember, even with good at-home dental care, it's still important that your child sees the dentist. The dentist can assess your child's teeth and give your child more tips for taking care of their teeth.

Dentists can also apply sealants, or thin plastic coatings for teeth, to lessen your child's chance of cavities. Sealants fill in the grooves in your child's back teeth to keep bacteria out.

Call your child's dentist to schedule a checkup. Contact your child's Care Manager if you need help finding a dentist or setting an appointment.

Here are some tips for dental care at home:



## BRUSH

Make sure your child brushes their teeth at least twice a day. They should use a soft-bristled toothbrush and replace it every three or four months.



## USE FLUORIDE

Using fluoride toothpaste will help protect your child's teeth from cavities. They should use a pea-sized amount.



## LIMIT SUGAR

Try to cut down on your child's sugary snacks and drinks. These foods fuel bacteria growth.



## FLOSS

Remind your child to floss every day to remove food and bacteria from in between their teeth. Help them if they need it.

# Earn a GED through CMS Health Plan



CMS Health Plan offers free General Education Development (GED) exams for members 16 years and older who do not have a high school diploma. There are just a few requirements.

## To be eligible for this benefit, members must:

- Be at least 16 years old
- Not have graduated from high school or earned an equivalent certificate or diploma
- Not be enrolled in regular high school
- Have a valid state ID card

## To qualify for this benefit, members must:

- Spend at least 40 hours in state-approved adult education classes
- Complete the GED READY test and/or Official Practice Test

**If your child qualifies**, they can receive one GED voucher per year. The voucher covers four tests. Contact your child's Care Manager for more information on the program.



# Keep Moving

## *It can be hard to stay physically active as the new year gets underway.*

But moving our bodies is one of the most important things we can do for our health. Here are some options you and your child can try together.

### 1 TRY A CLASS

If you have internet at home, think about taking an online fitness class with your child. There are many free or low-cost options out there. YouTube has many great options. You can also check with gyms and community centers in your area for cardio, dance, yoga and other activities.

**As a CMS Health Plan member, your child may have access to a health and wellness coach who can help them make healthy lifestyle changes. Ask your child's Care Manager for details.**

### 2 EXPLORE THE MALL

If you live near a mall or indoor shopping area, that can be a great option for indoor walks. You can use the vast open areas to get your steps in for the day while keeping cool.

Sources:

[How to Stay Active in Cold Weather | American Heart Association](#)

[6 Tips to Stay Active This Winter | DNPAO | CDC](#)

[11 ways to stay active in winter | Heart and Stroke Foundation](#)

[5 ideas for staying physically active at home](#)

### 3 VOLUNTEER WORK

One way to stay active is to volunteer! Look for work that involves physical activity, such as helping at a community center. See what kind of work is needed in your area. Volunteering is a great way to help others while helping yourself, too.

### 4 DO YOUR CHORES

It's not the most fun, but doing chores can count toward physical activity. Sweeping, vacuuming, moving furniture and other cleaning can get your heart pumping. You can even add workouts into your routine. Try doing squats as you load and unload your laundry. You'll be staying active and knocking things off your to-do list at the same time.



# Can't Get to the Doctor? Try Teladoc

Seeing your child's doctor in person is important. But in some cases, you and your child can save a trip and get quality care from home.

Telehealth, or healthcare over phone or video, is great for help with common conditions, like colds, pink eye, skin irritations, allergies, stomach issues and more. They can also help with prescription refills.

The service makes it easy to get an appointment quickly. It also cuts out the need for driving and makes it so you and your child don't have to miss as much work and school.

CMS Health Plan offers telehealth. You and your child can use it to video visit with a pediatric clinician any day, anytime, on demand. You don't even need an appointment – just a smartphone, computer or tablet.

## Follow these steps:

- 1** Create a Teladoc account at [Member.Teladoc.com/SunshineHealth](https://Member.Teladoc.com/SunshineHealth). You can also search "Teladoc Health: Virtual Care" in the Apple App Store or Google Play.
- 2** Choose your child's provider. You can choose to speak with a doctor that you and your child have seen on a prior video visit, or you can see the first doctor available.
- 3** Visit with a board-certified pediatrician or pediatric-trained advanced practice provider. Share your concerns about your child's health and conditions. The doctor can refer your child to in-person care if needed.



## Need help?

Contact your child's Care Manager if you have questions about telehealth. You can also call Member Services at **1-866-799-5321** (TTY 1-800-955-8770), Monday through Friday, 8 a.m. to 8 p.m. Eastern. Visit [SunshineHealth.com/CMS-telehealth](https://SunshineHealth.com/CMS-telehealth) for more information.

## Don't have a smartphone?

CMS Health Plan offers members a free cell phone program through SafeLink/TracFone. Approved members get a smartphone with unlimited text messages and 350 talk minutes a month. Ask your child's Care Manager if they qualify.

# Switching it Up: Tips for Healthier Snacking

We all know the feeling of cravings, but sometimes the snacks and meals we crave can be unhealthy for us. Why do our bodies want foods that can hurt our health? Despite what some believe, our bodies do not crave certain foods because we're lacking the nutrients found in them. There are lots of factors to what we feel like eating, but mainly we crave food because our body seeks serotonin.

Serotonin is the hormone that makes us feel happy. We crave it when we experience things like stress and anxiety. Ingredients in snacks, such as refined carbohydrates, give us a short-term surge in serotonin. It makes us feel temporary relief, but at the cost of other parts of our health.

It may not be easy, but there are ways to substitute junk foods for delicious and healthier snacks. Here are some good foods you and your child can try next time you have a craving.

## **Healthier Snacks:**

- Fresh fruit
- Greek yogurt
- Dark chocolate
- Plantain chips
- Trail mix
- Oatmeal or cream of wheat
- Hummus with vegetables
- Sweet potato fries
- Baked tortilla chips
- Cottage cheese

Sources:

[The Scientific Reason Why We Crave Unhealthy Foods](#)  
[Here's the Deal With Your Junk Food Cravings](#)  
[18 Healthy Foods to Eat When Cravings Strike](#)  
[29 Healthy Snacks That Can Help You Lose Weight](#)  
[Serotonin: What Is It, Function & Levels.](#)



# The Basics of Medicaid Redetermination



*If your child is a Title 19 CMS Health Plan member, they have Medicaid. That means the state needs to verify that they are still eligible for their healthcare coverage. This process is called redetermination. Here's what you need to know:*



*Redetermination has been stopped for more than two years because of the public health emergency caused by COVID-19. This means Florida stopped requiring Medicaid members like your child to renew their healthcare coverage.*



*Redetermination will soon resume, which means you must make sure the Florida Department of Children and Families (DCF) has your correct contact information.*



*Look for a letter from DCF in a **yellow striped envelope** in the mail. It will come about 45 days before your child's Medicaid anniversary, explaining how to verify their eligibility*



*If you don't receive a letter, you can check your contact information with DCF at [Myflfamilies.com/Medicaid](https://myflfamilies.com/Medicaid). You can also visit a local DCF office. Find a list of locations at [myflorida.com/accessflorida](https://myflorida.com/accessflorida).*

For more information about redetermination, visit [SunshineHealth.com/CMS-redetermination](https://SunshineHealth.com/CMS-redetermination). If you have questions or need help with the process, contact your child's Care Manager. You can also use the DCF Virtual Assistant at [Myflfamilies.com/Medicaid](https://Myflfamilies.com/Medicaid).





# Download the CMS Health Plan Mobile App

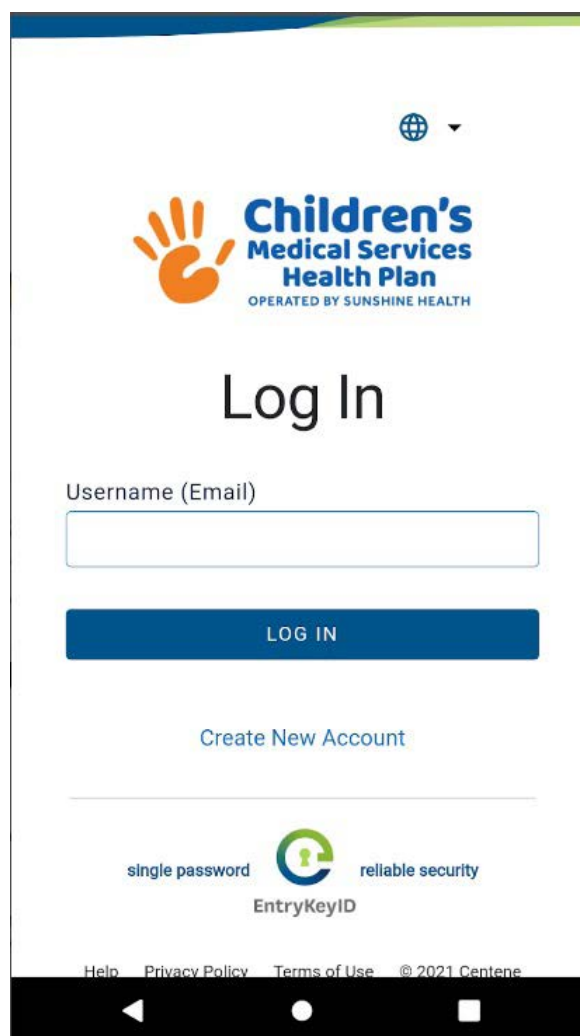
CMS Health Plan's mobile app makes it easy to find all your child's health plan information in one place — and right from your smart phone.

Download the app for your iPhone from the Apple App Store, or for your Android from Google Play. Just search "Children's Medical Services." Then create a member account using your child's Member ID and date of birth.

The app is available in English and Spanish. Here are a few things you can use it for:

- View your child's benefits and Member ID card
- Find your child a new doctor or specialist
- Find a nearby hospital or urgent care center
- Contact Member Services and other CMS Health Plan resources

You can also search through our Health Library, view your child's My Health Pays rewards balance and more. Download today!



# Find Help with Community Resource Database



Do you need help finding food, housing or another resource?  
It's just a few clicks away.

The online Sunshine Health Community Resource Database makes it easy to access free and reduced-cost programs and services in your area. The tool connects CMS Health Plan members and their caregivers to community-based organizations that offer different types of support.

Finding help is easy. All you have to do is visit [CommunityResources.SunshineHealth.com](https://www.sunshinehealth.com/communityresources) to search our network of more than 5,000 partners throughout Florida.

Just enter your ZIP code. Then you can search for help with these topics:

- Food
- Goods
- Health
- Care
- Work
- Housing
- Transit
- Money
- Education
- Legal



The Children's Medical Services Health Plan has partnered with Sunshine Health to provide managed care services to our members. Sunshine Health is a licensed Florida health plan.

Children's Medical Services Health Plan provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-799-5321, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-799-5321, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Children's Medical Services Health Plan, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-799-5321 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Medical Services Health Plan, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-799-5321 (TTY 1-800-955-8770).



P.O. Box 459086  
Fort Lauderdale, FL 33345-9086

**Important managed care plan information**  
**Address correction requested**  
**Electronic service requested**

Parent or Guardian of  
<Member Name>  
<Address 1>  
<Address 2>  
<City>, <State> <ZIP>



For Children's Medical Services Health Plan,  
call 1-866-799-5321 (TTY 1-800-955-8770)  
Mon.–Fri., 8 a.m.–8 p.m. Eastern  
or visit [SunshineHealth.com/CMS](https://SunshineHealth.com/CMS).

For Florida KidCare,  
call 1-888-540-Kids (5437) TTY: 1-800-955-8771,  
7:30 a.m.–7:30 p.m. Eastern, Monday–Friday (except holidays)  
or visit [FloridaKidCare.org](https://FloridaKidCare.org).

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