



WHOLE you

2023 Summer Bulletin



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Welcome!

Welcome to another edition of Whole You, a newsletter from Children's Medical Services Health Plan.

We hope this letter finds you and your child well as you prepare for the fall season. In this issue, we have plenty of useful articles. You'll learn about diabetes and being ready for flu season. You'll also find some ideas for healthy school lunches, learn how to treat bug bites and how to get help for your child at school.



Don't forget, Medicaid renewal has started. 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). Call your child's Care Manager if you have questions about the redetermination process.

In case you missed it, check out our [Spring 2023 issue \(PDF\)](#).

Don't Forget Shots!

Immunizations, also called vaccines or shots, are one of the best ways to protect your child's health. They fight off lots of viruses that can make your child sick.

The shots your child needs depend on their age and health. Their doctor can help you know which vaccines are right for them. They can also answer questions about how they work.



Some vaccines give protection for life. Others are needed every year. Read below to learn about some of the most common vaccines for children.

- **Influenza (flu) vaccine.** Reduces your child's risk of getting the flu and spreading it to others. The flu virus changes often, so everyone 6 months and older should get a flu shot every year. Read more about the flu in another story later in this newsletter.
- **Chickenpox vaccine.** Doctors recommend two doses of the chickenpox vaccine. The first should happen when a child is between 12 and 15 months old. The second should happen when they are between 4 and 6 years old.
- **HPV vaccine.** Protects against HPV, or human papillomavirus, which causes cervical cancer. Doctors recommend this vaccine between ages 9 and 13. This is given in two doses, at least 146 days apart.
- **MMR vaccine.** Helps fight off measles, mumps and rubella. Doctors recommend two doses – the first at 12 through 15 months old and the second between 4 and 6 years old.
- **Td/Tdap vaccine.** Protects against tetanus (lockjaw), diphtheria and whooping cough. Doctors recommend this vaccine between ages 10 and 13.
- **Meningococcal vaccine.** Protects against diseases caused by bacteria, which can lead to life-threatening infections, like meningitis.

Get rewarded: Your child can earn up to \$20 per vaccine series for getting certain vaccines through the [My Health Pays program](#).

For questions about your child's vaccines, call your child's doctor. If you need help finding a doctor or have questions about your child's benefits, contact their Care Manager or call Member Services at **1-866-799-5321** (TTY 1-800-955-8770). Someone can help Monday through Friday, 8 a.m. to 8 p.m. Eastern.

Catch A Ride – For Free!

Did you know that you and your child can get free rides to and from their doctor's appointments?

You can also get rides for non-medical trips, like family outings, grocery runs or a visit to a local park.

Just call the **MTM Ride Line at 1-844-399-9469 (TTY 711)**. Call Monday through Friday, 8 a.m. to 7 p.m. Eastern and Sunday, 8 a.m. to 5 p.m. Eastern. Note: All rides must be scheduled at least 24 hours (one business day) in advance. This includes the day of call, but not the day of the ride.

If you have questions about [transportation services](#) or need help scheduling a ride, contact your child's Care Manager or call Member Services at **1-866-799-5321 (TTY 1-800-955-8770)**.

Medical

- Non-emergency provider appointments, healthcare facilities and pharmacies
- No limit
- No authorization needed
- 24-hour notice needed
- Monday-Friday: 8 a.m. to 7 p.m. Eastern
- Saturday: 8 a.m. to 5 p.m. Eastern
- Calls can be made by a relative, caregiver or facility staff member via phone or smartphone



Non-Medical

- Social outings or family visits
- 2 round trips per month
- No authorization needed
- 24-hour notice needed
- Monday-Friday: 8 a.m. to 7 p.m. Eastern
- Saturday: 8 a.m. to 5 p.m. Eastern
- Calls can be made by a relative, caregiver or facility staff member via phone or smartphone. Limited to child's home county or local area.

Keep The Flu Away

Fall means flu season is on its way – and that means it's time for flu shots. Doctors recommend the flu vaccine for just about everyone 6 months and older. It's the best and easiest way to protect your child, your family and your community. Plus, it's free!

Why get the flu shot every year?

The flu viruses are always changing. Scientists predict which virus will be the most common each year so that flu vaccines can be tweaked to work as well as possible. Plus, protection from the shot weakens over time.

Can the flu shot give my child the flu?

No. The flu vaccine is made from either inactive flu virus or none at all.

When and where can me and my child get the flu shot?

Fall is the best time to get the flu shot. You can get them at doctor's offices, clinics and health centers. Sometimes, flu vaccines are offered at school and workplaces, too.



Signs of the flu:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue or tiredness
- Vomiting
- Diarrhea (more common in children)

Have the flu? Here's what to do:

- Visit the doctor or an urgent care. You can also call the 24-hour Nurse Advice Line at **1-866-799-5321** (TTY 1-800-955-8770) with any health questions. Unless you or your child has a very high fever or trouble breathing, you do not need to go to the emergency room for the flu.
- If your child is sick, keep them home from school if possible. If you are sick, stay home from work and put off errands if possible.
- Always cover your mouth when you cough or sneeze. Try to cough into your elbow or use a tissue.
- Wash your hands often with soap and warm water. Carry hand sanitizer with alcohol in it.
- Try not to touch your eyes, nose or mouth without clean hands.
- If someone around you is sick, keep your distance.
- Keep the house clean. Remember to wipe down doorknobs and other surfaces that could be carrying germs.
- Wear a mask.

Sources: [CDC](#), [APIC](#)

Check In With A Checkup

Well Child visits, or yearly checkup exams with your child's primary doctor, are a great way to stay on top of your child's general health. And for CMS Health Plan members, they are free!

These visits are different than seeing a specialist. They are general health check-ups to make sure your child is growing and developing as expected. You can ask questions and learn more about your child's health.

Exams may include:

- Health and developmental history
- Hearing screening (when age appropriate)
- Vision screening (when age appropriate)
- Dental screening
- Developmental screening
- Age-appropriate testing (Ex. blood lead test before 12 and 24 months)
- Age-appropriate guidance
- Immunizations (when needed)
- Treatment (as needed)

All children 3 and older should see their primary care doctor once a year until they turn 21 years old. Babies and younger children need to go a bit more often.

Exam schedule:

- After birth
- 3-5 days old
- By 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- Once a year from 3-21 years old

Looking for a primary care doctor? Use our [Find-A-Provider Tool](#).

Don't forget! Your child can earn a cash reward for completing a Well Child visit each year through the CMS Health Plan [My Health Pays Program](#). Members ages 0-30 months earn \$10 per visit, per year. Members ages 3-21 years earn \$20 per visit, per year.



Get Help For Your Child At School

Does your child struggle at school? CMS Health Plan school specialists can help.

They can meet with you and your child to learn more about your child's conditions and what troubles they are having. They can then meet with your child's school to get them the support and services they need to succeed.

Services CMS Health Plan school specialists provide:

- Consulting with you about your child's needs
- Educating you about your child's rights
- Working with your child's Care Manager
- Communicating with your child's school (virtual and in person)

Topics CMS Health Plan school specialist can help with:

- IEP (Individualized Education Plan) services
- 504 accommodations
- Evaluations
- School meetings
- Classroom aids
- Healthcare needs
- In-school therapies
- Mental health services
- Behavioral services



If you think CMS Health Plan school specialists could help your child, contact your child's Care Manager. Ask them if your child is a good fit for a referral to the school specialist program and they can help with next steps.

Lunches Kids Love



It's back-to-school season and getting everyone ready to start the day can be a huge task. With these five tips, the lunches you pack can help encourage your kids to adopt healthy eating habits and try new foods:

1 DINNER FOR LUNCH.

Boost protein and cut sodium. Instead of sandwiches with deli meat, use leftover meat from last night's dinner. Make a few tortilla roll-ups ahead of time with shredded chicken or ground turkey, cheese, lettuce and a little hummus. Cut them into small slices to make them bite-sized and fun to eat.

2 ADD SOME CRUNCH.

Pair cheese with crispy treats like apples, celery and unsalted nuts. Celery topped with meat or cheese is healthy and easy to eat.

3 SKIP THE CHIPS.

Low-salt popcorn, veggie straws or whole-grain crackers are better choices than the standard bag of chips. Always check labels and don't buy brands that are high in sodium or added sugar.

4 TAKE A DIP.

Make an easy, healthy veggie dip with Greek yogurt or use smashed avocado or hummus. Slice veggies into pieces for easy dipping.

5 GIVE THEM A FRUIT BOOST.

Fruits help kids fight off sickness. Give them a bright berry fruit salad, make a fun fruit kabob or pack yogurt, fruit and granola in separate containers so they can build a parfait. You can also pack cottage cheese and peaches for them to snack on, or banana and apple slices with peanut butter.

Legal Guardianship

Is your child turning 18 soon?

You may want to consider legal guardianship if they aren't ready to care for their health on their own. CMS Health Plan can help. Here are some details:

What is legal guardianship?

Legal guardianship is when the court finds an adult-age person unable to make decisions for themselves and gives that right to another person. It is only used when there is not a less restrictive option.

Who is eligible?

Caregivers of CMS Health Plan members ages 17 to 18 ½ years who are in a skilled nursing facility or under the care of a Private Duty Nurse. With health plan approval, CMS Health Plan will pay up to \$500 in fees associated with legal guardianship.

What's the process?

- **Step 1:** Reach out to your child's Care Manager to see if your child is eligible. If so, they will explain the benefit details and mail you a check made out to the local Clerk of Court.
- **Step 2:** Hire an attorney to file a petition with the court.
- **Step 3:** The court will appoint an attorney to represent your child, as well as a three-person committee of medical experts.
- **Step 4:** The committee will evaluate your child's mental and physical health, then file reports with the court.
- **Step 5:** A judge will use the reports to decide whether to grant you guardianship.

How much does it cost?

The process usually costs about \$5,000 in court and attorney fees. It takes about three months, but sometimes longer.

Questions?

Talk to your child's Care Manager or call Member Services at **1-866-799-5321** (TTY 1-800-955-877).



Take The Sting Out Of Bug Bites

As you and your child enjoy the last days of summer, remember, there are still bugs out there. And while most are harmless, some bugs can spread illnesses and cause uncomfortable reactions. The best thing to do is keep bites from happening in the first place with bug spray or insect repellent cream.

Make sure to choose a bug repellent with at least 20% DEET, like OFF! DEET is the ingredient in these products that keeps bugs away. Sprays and creams with 20% DEET should provide up to six hours of protection from mosquitos and other flying insects.

Don't forget to apply the spray to your child's clothing, too. Some bugs can bite right through it. You can use regular bug spray or a product with 0.5% permethrin, which is specially made for clothing. But make sure you do not put this type of bug repellent directly on your child's skin. Only use it on clothes, then let them dry for at least two hours. Always read instructions on bug repellents to make sure you're using them the right way.

If your child does get a bug bite, here's what to do:

- If it hurts, give them acetaminophen or ibuprofen. Follow the directions on the label.
- If it itches, put an ice pack on it or use an anti-itch cream like hydrocortisone. You can also give them an antihistamine tablet, like Benadryl.
- If it's swollen, put an ice pack on it.
- If your child gets a rash, fever or body aches, the bug bite may be serious. Call your child's doctor, urgent care or dermatologist right away and let them know what is happening. You can also call the 24/7 CMS Health Plan Nurse Advice Line at **1-866-799-5321** if you are unsure what to do.

REMEMBER: Your child gets \$25 per month to spend on certain over-the-counter items at CVS Pharmacy. These include two types of OFF! bug spray, as well as the items your child may need if they get bitten, like pain relievers, antihistamines, anti-itch creams and ice packs.

Source: [American Academy of Dermatology Association](https://www.aad.org/)



Lower Your Child's Risk Of Diabetes

Diabetes is a condition that affects blood sugar and the way the body uses food for energy.

It is becoming more and more common in children. The good news is that there are simple ways to lower your child's risk. Two of the most common causes of diabetes are being overweight and not getting enough exercise. Let's look at some healthy habits you can help your child build.

1 EAT HEALTHY.

Healthy, high-protein foods like fish, nuts, and beans can help keep your child's blood sugar at a good level. Things like bread, sweet cereals, pasta and fast-food can make their blood sugar levels too high.

2 DRINK SMART.

Try switching out sweet, caffeinated drinks with water or low-sugar juice made from real fruits. Swap whole milk for 1% or skim milk.

3 MOVE.

Exercise can help keep your child's blood sugar and blood pressure in good range. They can start slow – even small changes can make a difference. Talk to your child's doctor to come up with an exercise plan that works for them.

4 WATCH WEIGHT.

If your child is overweight, work with their doctor to come up with a healthy weight loss plan. Losing weight will help them have more energy and reduce their risk of serious issues from diabetes, like heart disease and stroke.



Need help introducing your child to new foods?

Make an appointment to talk to their doctor today. If your child is already diagnosed with diabetes, ask their Care Manager about:

- **Diabetes care:** Learn more about how to manage your child's diabetes and get help making a care plan and medication schedule.
- **Comprehensive Diabetes Care My Health Pays Reward:** CMS Health Plan Members 13-20 can earn \$20 a year for completing both an HbA1c test and a retinopathy screening (dilated eye exam).

Sources: [CDC](#), [Healthline](#)



Find Help With Our Community Resource Database

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 kes- yon 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).

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

The [Sunshine Health Community Resource Database](#) makes it easy to access free and reduced-cost programs and services in your area.

The tool connects you to community-based organizations that offer different types of support. Finding help is easy with our free, online tool. 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





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.

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.

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