

BEWELL

Tips and resources to support a healthy lifestyle | Volume 1 – 2021



IN-PERSON CARE: WHAT TO EXPECT AT YOUR CHILD'S NEXT APPOINTMENT

TRY
TELEHEALTH

BRUSH UP – YOUR CHILD'S
HEALTH DEPENDS ON IT

ASTHMA
AWARENESS



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

PAGE 5

TRY TELEHEALTH








IN THIS ISSUE

- 3** ASTHMA AWARENESS
- 4** BRUSH UP – YOUR CHILD’S HEALTH DEPENDS ON IT
- 5** TRY TELEHEALTH
- 6** IN-PERSON CARE: WHAT TO EXPECT AT YOUR CHILD’S NEXT APPOINTMENT
- 8** UTILIZATION MANAGEMENT (UM) PROGRAM
- 9** TRANSITION OF CARE
- 10** COLOR-BY-NUMBER
5 QUESTIONS TO ASK ABOUT YOUR CHILD’S MEDICATIONS
- 11** CLICK OR CALL FOR THE LATEST DRUG COVERAGE UPDATES
COMMUNITY CONNECTIONS
ALWAYS TALK WITH YOUR 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>



ASTHMA AWARENESS

Asthma is a disease that makes it hard to breathe. It can cause:
Wheezing • Chest tightness • Coughing

You can help control your child's asthma. Know your child's asthma triggers and find ways to manage their symptoms. Your child's doctor might advise you to:

- Avoid the triggers that cause an attack
- Remove the things in your child's environment that make their asthma worse
- Have your child take medicine:
 - Quick-relief: take during an asthma attack
 - Long-term control: take regularly to reduce the number and severity of asthma attacks



Your child can live a healthy, active lifestyle when his or her asthma is controlled. Your child will have fewer symptoms, can exercise normally and might even sleep better. **Talk to your child's doctor to learn more.**

SOURCE: Centers for Disease Control and Prevention, "You Can Control Your Asthma," retrieved from: https://www.cdc.gov/asthma/pdfs/asthma_brochure.pdf



BRUSH UP – Your Child’s Health Depends on It

February is National Children’s Dental Health Month. Dental hygiene is one of the most important things you can teach your child. Did you know your child’s oral hygiene could affect the rest of their health? It’s not just cavities and gum disease. Poor oral health is also linked to diabetes and other health problems.

Follow the American Dental Association’s guidelines:

BRUSH: Have your child brush twice a day. Use a soft-bristled toothbrush and replace it every 3–4 months.

FLUORIDE: Have your child brush with fluoride toothpaste. Fluoride helps protect teeth from cavities.

FLOSS: Don’t let your child forget to floss every day to remove food from in between their teeth.



Keep your child’s mouth – and body – healthy. See your child’s dentist regularly and ask how you can improve your child’s oral health.

SOURCES: Mouth Healthy, “New Year, Healthier Mouth,” retrieved from: <https://www.mouthhealthy.org/en/az-topics/h/holiday-ideas>; Centers for Disease Control and Prevention, “Basics of Oral Health,” retrieved from: <https://www.cdc.gov/oralhealth/basics/index.html>

TRY TELEHEALTH



What is telehealth?

Telehealth is when you connect with a provider virtually. It's a way to manage your child's health at home. It could be via a video call, a telephone call* or through an app. Benefits of telehealth may include:

- Easier access to care
- Socially-distanced services
- Reduced time away from work or school for appointments

How does it work?

Ask your child's doctor if telehealth is an option. Depending on your child's needs, his or her provider may recommend:

- A phone or video call
- An app or portal for remote monitoring

How can I make the most out of my child's telehealth visit?

Be prepared! Find a quiet place to make a phone or video call. Have your child wear loose clothing if the doctor needs to see a certain part of his or her body.

Questions?



We're here to help. For assistance accessing telehealth services:

- Call your child's care manager
- Call Customer Service: **1-866-799-5321 (TTY 711)**
(Monday–Friday, 8 a.m. to 7 p.m.)

*Audio-only telehealth services have been approved due to federal and state telehealth flexibilities during the 2020 PHE (Public Health Emergency)

SOURCES: Centers for Disease Control and Prevention, "Using Telehealth to Expand Access to Essential Health Services during the COVID-19 Pandemic," retrieved from: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html>; Health Resources and Services Administration, "Understanding telehealth," retrieved from: <https://www.telehealth.hhs.gov/patients/understanding-telehealth/> and "Preparing for a video visit," retrieved from: <https://www.telehealth.hhs.gov/patients/preparing-for-a-video-visit/>



IN-PERSON CARE:

1 SCREENING PROCESS

To keep you safe and healthy, your child's provider may do a health screening before your child's visit. They will ask if you or your child have any COVID-19 symptoms. They may ask by phone and again when you arrive, to make sure there are no changes. Office staff may take your and your child's temperatures when you arrive. Your appointment may change if there are concerns. This is to keep you, your child and others safe.

2 FACE COVERINGS

Facemasks help protect you, your family and office staff. You may need to wear a mask or face cover. Make sure it covers your mouth and nose. Kids may also need to wear one. If you have any concerns, ask about the office's policy.

3 WAITING ROOMS

Some offices still have waiting rooms. There may be fewer chairs, and they may be spaced apart. Some offices may have you wait outside until a room is ready. There may also be changes at check-in. You may be asked to check in by phone or online. The goal is to reduce the risk of possible COVID-19 exposure.



What to Expect at Your Child's Next Appointment

4 APPOINTMENTS AND OPERATING HOURS

Office hours may be limited. Extra visitors may not be able to come in. This is to reduce the number of people in the office at the same time. If it's not urgent, you may be asked to do a telehealth visit. This is to protect you, your child and office staff. Ask the office about changes and new rules.

5 SAFETY MEASURES

Offices are cleaning more often to help protect you. Door handles, pens, chairs and other surfaces are regularly sanitized. You and your child may have to wait for a room because they are cleaning. Practice social distancing at your visit. Stay 6 feet away from others at check-in, in waiting rooms and in hallways. Hand sanitizer and masks may be offered for your protection. Look for signs and directions. They may be on the wall, floor or doors.

SOURCES: Centers for Disease Control and Prevention, "Get Your Clinic Ready for Coronavirus Disease 2019 (COVID-19)," retrieved from: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinic-preparedness.html> and "Doctor Visits and Getting Medicines," retrieved from: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/doctor-visits-medicine.html>; Mayo Clinic, "How to safely go to your doctor during the COVID-19 pandemic," retrieved from: <https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/how-to-safely-go-to-your-doctor-during-coronavirus/art-20486713>



UTILIZATION MANAGEMENT (UM) PROGRAM

Our UM Program makes decisions about your child's care. Decision making is based on:

- Appropriateness of care
- Services being requested
- Existence of coverage

We do not reward anyone to deny coverage. Financial incentives for UM decision makers do not encourage decisions that result in underuse.



Learn more. Please call us if you want to know more. We are here to help you with questions about:

- The UM program
- Coverage decisions
- Language assistance

Please call your child's care manager or Customer Service. Our phone number is on page 2 of this newsletter.

You may also read the UM Program section of your Member Handbook. You may call to ask for materials in a different format, including:

- Other languages
- Audio CDs
- Large print
- Braille

There is no charge for this.



TRANSITION OF CARE

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

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



We want to be sure your child continues to see his or her doctors and gets the medicine he or she needs. Please call your child's care manager or Customer Service. Our phone number is on page 2 of this newsletter.

COLOR-BY-NUMBER

Solve the math problems below. Use the key to color the picture.

$2+3$

$8-1$

$4-2$

$7-6$

$6-3$

$8-4$

$9-3$



5 QUESTIONS TO ASK ABOUT YOUR CHILD'S MEDICATIONS

Help your child manage his or her health. Make sure your child takes any medicine as directed. When medicine isn't taken the right way, it can lead to problems.

Talk with your child's doctor. Ask these 5 questions about the medicine your child takes.

- 1 What is the name, and what does it do?
- 2 How and when should my child take it?
- 3 For how long should my child take it?
- 4 What should I do if my child feels better and no longer wants to take it?
- 5 What should I do if my child misses a dose?

SOURCES: U.S. National Library of Medicine, "Taking medicines - what to ask your doctor," retrieved from: <https://medlineplus.gov/ency/patientinstructions/000535.htm> and U.S. Food & Drug Administration, "Are You Taking Medication As Prescribed?" retrieved from: <https://www.fda.gov/consumers/consumer-updates/are-you-taking-medication-prescribed>

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 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.

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.

