



**Children's  
Medical Services  
Health Plan**  
OPERATED BY SUNSHINE HEALTH

# WHOLE you

2024 Winter Bulletin



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# Welcome!

We're excited to bring you this year's first edition of *Whole You*, a newsletter from CMS Health Plan. We hope your family's 2024 is off to a great start.

We have lots of good content to share with you, including tips for taking care of your child's teeth and info on how to save money tax-free. Learn more about your child's diagnosis and connecting with CMS Health Plan for help. Plus, we share a tasty meatball recipe – yum!

**Important reminder:** Medicaid renewal has started. You must verify your eligibility with the state for your child to keep their health coverage. This is called Medicaid redetermination. Learn more in the next article.

Did you miss our last newsletter? Read the [fall 2023 issue \(PDF\)](#).



# Important: Keep Your Child's Coverage!

## **Annual Medicaid renewal is happening now.**

That means you must verify with the state that you are still eligible to keep your child's health coverage. This process is called redetermination.

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 [myaccess.myflfamilies.com](https://myaccess.myflfamilies.com).



## **IS YOUR CHILD NO LONGER ELIGIBLE FOR MEDICAID?**

Don't worry. They may qualify for affordable health insurance with [Florida KidCare](#), another plan from Children's Medical Services.

## **3 important things to know:**

- 1** You should get a letter in the mail from the Florida Department of Children and Families before your child's Medicaid anniversary. This letter should come in a yellow striped envelope. It will explain how to renew your child's coverage.
- 2** Have you moved recently or changed your phone number? Check to make sure the state has your current contact information at [myaccess.myflfamilies.com](https://myaccess.myflfamilies.com).
- 3** If you didn't get a letter or you don't know your child's anniversary date, you can confirm their eligibility with the Florida Department of Children and Families at [myaccess.myflfamilies.com](https://myaccess.myflfamilies.com). You can also visit a local Department of Children and Families office. [Find an office near you](#).

## **QUESTIONS ABOUT REDETERMINATION?**

Here are three ways to get help:

- 1.** Contact your child's Care Manager
- 2.** Call Member Services at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)), Monday through Friday, 8 a.m. to 8 p.m. Eastern.
- 3.** Fill out an [online form](#) and we will contact you.

# Brush, Floss, Repeat!

Dental health is a key part of your child's overall wellness. That's why children 1 year and older should see the dentist every six months.

It's just as important to make sure your child is caring for their teeth at home, every day and night. Here's what you can do to protect your child's teeth between dentist visits:



## BRUSH

Make sure your child brushes their teeth at least two times a day, and always before bed. They should use a soft toothbrush and replace it every few months.



## USE FLUORIDE

Fluoride toothpaste helps make teeth stronger and protects them from cavities. Your child should use a pea-sized amount.



## LIMIT SUGAR

Fewer sugary snacks and drinks will help cut down bacteria growth on your child's teeth.



## FLOSS

Remind your child to floss every day to remove food and bacteria from between their teeth.



**REMEMBER:** You can use your child's monthly [\\$25 OTC benefit](#) to purchase dental care items from CVS Pharmacy.

Want more info? Learn more about your child's CMS Health Plan [dental benefits](#). Contact your child's Care Manager with questions. You may also call Member Services at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)), Monday through Friday, 8 a.m. to 8 p.m. Eastern.



# Save Smart for Your Child with ABLE United

## *Did you know you may be able to save money tax-free to support your child's health, independence and quality of life?*

ABLE United is Florida's savings program for people with disabilities. It helps individuals and their families save money for everyday living expenses and larger purchases.

Your child can save up to \$18,000 a year tax-free, either individually or with help from family and friends. The money your family saves with ABLE is not counted toward your income, so it will not impact your child's eligibility for public programs, like Medicaid coverage or Supplemental Security Income.

To use ABLE, your child must:

- Live in Florida
- Have a qualifying disability  
(visit [ableunited.com/learn/eligibility](https://ableunited.com/learn/eligibility) to learn more)

ABLE accounts are flexible. You can withdraw funds at any time and for any reason via electronic transfer or by requesting a paper check. You may also request a reloadable ABLE Visa® Prepaid Card. Use your savings for:

- Health and wellness
- School or education
- Housing
- Transportation
- Legal fees
- Financial management
- Employment training and support
- Assistive technology and personal support services
- Funeral and burial



Questions? Find more info at [AbleUnited.com](https://AbleUnited.com). Para Español, visite [AbleUnited.com/Espanol](https://AbleUnited.com/Espanol).

Find more financial and community resources at [SunshineHealth.com/cms-cr](https://SunshineHealth.com/cms-cr).

# Who to Call When Your Child Needs Care

*Let's say your child can't stop coughing. Who should you call? What if they break a bone, have bleeding that won't stop, or can't catch their breath? How do you know what to do or where to take them for help?*



Different symptoms call for different doctors. If your child is sick or hurt and you aren't sure what to do, CMS Health Plan can help. Call the free 24/7 Nurse Advice Line at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)) to reach an experienced nurse who can answer questions about:

- Medication
- Health issues
- Symptoms
- What type of doctor your child should see
- How to find a provider near you

**Remember: You should immediately go to an emergency room if your child has chest pains, bleeding that won't stop, shortness of breath, broken bones, poisoning, or severe cuts or burns.**

If your child's illness or injury is not life-threatening, calling their Primary Care Provider (PCP) is a good first step. PCPs can help when your child has minor symptoms, like a cough, earache, sore throat or rash. They can also help with minor injuries, like sprains, cuts and burns.

**Looking for a doctor, urgent care or hospital?**  
Use the [Find-A-Provider tool](#).

If you're not sure where to go for the care you need, call our 24/7 Nurse Advice Line at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)).

# Iron-Rich Meatballs Kids Love

Did you know that iron is a key ingredient that kids need for healthy brain growth? It also gives their muscles, tissues and cells the oxygen they need to function.

These meatballs are an easy way to make sure your child is getting the nutrients they need. Serve them with pasta, mashed potatoes or some crusty bread to mop up all the delicious tomato sauce.

## INGREDIENTS

### Meatballs:

- 1lb ground beef (ground chicken or turkey works too)
- 0.2lb chicken livers, finely diced
- ½ yellow onion, finely diced
- 2 tbsp chopped parsley
- ½ tsp dried thyme
- ½ tsp dried oregano
- ½ tsp garlic powder
- ½ tsp salt
- 1 tbsp olive oil

### Sauce:

- 3 cups tomato puree
- 1 tbsp olive oil
- 1 onion, finely diced
- 1 clove garlic, minced
- 1 tsp raw sugar
- ½ tsp salt
- Handful of fresh basil, torn (optional)



## STEPS

- 1** Mix the ground beef, chicken livers, onion, garlic powder, salt and dried herbs with your hands in a small bowl until well combined.
- 2** Roll tablespoonfuls of the mixture into balls and refrigerate for at least 20 minutes (this will help them keep their shape better when you cook them).
- 3** Heat the olive oil in a deep heavy-based frying pan over medium heat. Add the meatballs and cook for 6 to 8 minutes (or until browned and cooked through). Set aside.
- 4** To make the tomato sauce: Add a drizzle of olive oil over medium heat in the same pan. Add the onion and garlic and cook until softened – scraping off any of the browned meat from the pan to incorporate it. Add the tomato purée and sugar and cook for 5 minutes.
- 5** Return meatballs to the sauce and mix to coat, then cook for 15 to 20 minutes more, gently stirring occasionally, until the sauce is thick and rich in color.
- 6** Turn off the heat and stir through the basil, until the sauce is thick and rich in color.

Source: [KidSpot](#)



# Get Care Fast with Telehealth

## Short on time? Don't wait for an in-person visit to get your child to the doctor.

See a provider quickly with telehealth – all you need is a smartphone, tablet or computer.

Your child's primary care doctor may offer telehealth appointments. Call their office to ask. If you can't get an appointment with your child's regular doctor, try these telehealth providers:



Learn more about telehealth at  
[SunshineHealth.com/CMS-telehealth](https://SunshineHealth.com/CMS-telehealth).

**1. KidzDocNow.** On-demand video visits with pediatric doctors. Available 24/7, every day of the year. No appointment necessary. KidzDocNow doctors can help with:

- Common injuries and illnesses
- Prescription refills
- Referral to in-person or specialty care

Visit [KidzDocNow.us](https://KidzDocNow.us) or download the KidzDocNow mobile app to learn more.

**2. Teladoc.** Doctor visits over phone or video for non-emergency health issues. Available 24 hours a day. Teladoc can help with:

- Common injuries and illnesses
- Skin conditions, allergies and more

Visit [Member.Teladoc.com/SunshineHealth](https://Member.Teladoc.com/SunshineHealth) or call [1-800-835-2362](https://1-800-835-2362) to sign up.

**3. Brave Health.** Virtual mental and behavioral health care for CMS Health Plan members 13 and older. Includes therapy, psychiatry and medication management services. Brave Health offers:

- Therapy (one-on-one or group)
- Psychiatry
- Customized mental health treatment plans
- Support groups and specialty programs
- Connection to community supports
- Collaboration with your child's doctors
- Help setting up your device for telehealth visits
- Medication management\*

*\*Brave Health does not prescribe stimulants or psychotropics.*

Text or call Brave Health at [1-305-902-6347](https://1-305-902-6347), Monday through Friday, 8 a.m. to 6 p.m. Eastern. You can also email [start@bebravehealth.com](mailto:start@bebravehealth.com) or visit [bebravehealth.com](https://bebravehealth.com) to get started.

# Keep Tabs on Your Child's ADHD Medication



***If your child is taking medication for attention deficit hyperactivity disorder (ADHD), it's important to keep track of how it is working for them.***

Your child should see their doctor within 30 days of starting ADHD medication. They should return about seven months later, then again about two months after that.

These visits allow your child's doctor to ask questions about how your child is feeling on the medication. They

can make changes if needed. You can also ask any questions you have about the medication and how it is affecting your child.

Call your child's doctor today if you have questions about their ADHD medication or want to make an appointment. Contact your child's Care Manager if you need help.



# Learn More About Your Child's Diagnosis

***A new diagnosis is a lot to take in. There can be a lot to learn about how to help your child.***

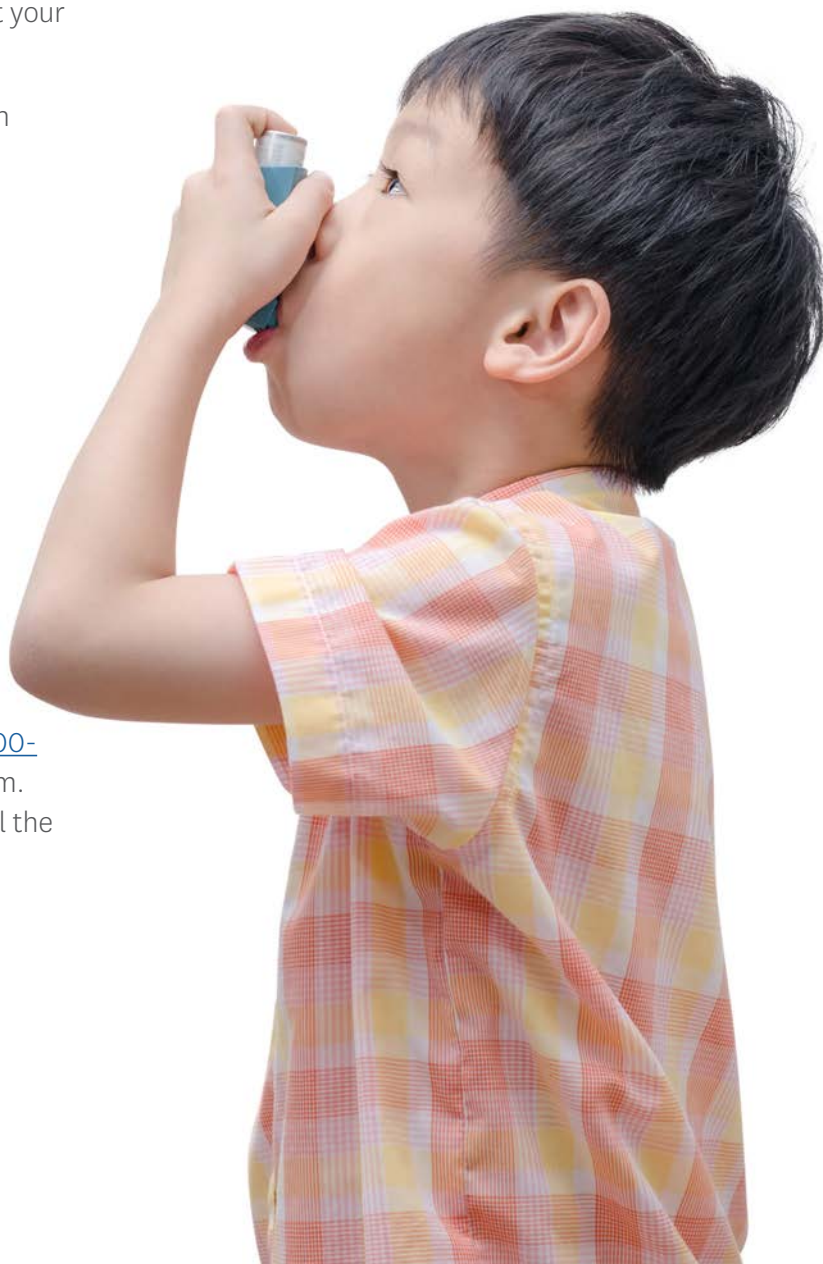
That's why CMS Health Plan has created diagnosis guides. They give you information on symptoms, treatments, caregiving tips, benefits and more so you can support your child's health.

Visit [Your Child's Diagnosis](#) to view guides on common diseases and conditions, including:

- [ADHD](#)
- [Anxiety](#)
- [Asthma](#)
- [Autism](#)
- [Depression](#)
- [Diabetes](#)
- [Epilepsy](#)
- [Sickle Cell](#)

If there isn't a guide for your child's diagnosis, there are other ways to find support or get answers to your questions:

- Contact your child's Care Manager
- Call Member Services at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)), Monday through Friday, 8 a.m. to 8 p.m. Eastern. If you need help outside those hours, call the same number and follow prompts for:
  - 24/7 Nurse Advice Line
  - 24/7 Behavioral Health Crisis Line
- Visit the [Sunshine Health Community Resource Database](#).



# Connect with CMS Health Plan

*We want to be there for your family when you need us – and where you need us.*

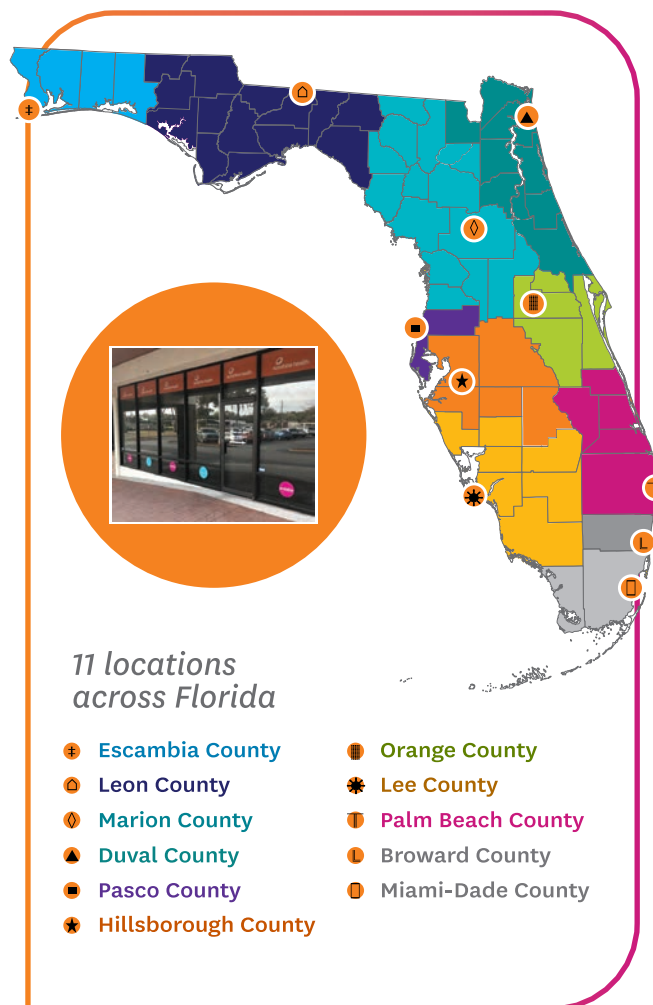
Here are all the ways to get in touch with CMS Health Plan, depending on your needs.

## ON THE PHONE

- **Your child's Care Manager:** This person is your go-to for questions about your child's health care and needs. Make sure you have their email and phone number handy.
- **Member Services:** Call [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)), Monday through Friday, 8 a.m. to 8 p.m. Eastern. If you need help outside those hours, call the same number and follow prompts for:
  - **24/7 Nurse Advice Line:** Talk to a registered nurse who can answer questions about your child's health and help you find the right care.
  - **24/7 Behavioral Health Crisis Line:** Get help if your child is in mental crisis.

## ON THE WEB

- **[SunshineHealth.com/CMS](http://SunshineHealth.com/CMS):** A one-stop-shop for all you need to know about your child's health plan. Browse benefits, services and covered medications. Search for providers, download the Member Handbook, find key contacts and more.
- **CMS Mobile App:** Find all your child's health plan information in one place, right from your smartphone. Search your app store for "Children's Medical Services." Then create an account using your child's Member ID and birth date. Available in English and Spanish.



*11 locations across Florida*

• Escambia County	• Orange County
• Leon County	• Lee County
• Marion County	• Palm Beach County
• Duval County	• Broward County
• Pasco County	• Miami-Dade County
• Hillsborough County	

## IN PERSON

- **Welcome Rooms:** Sunshine Health has 11 community centers across the state called Welcome Rooms. Visit them for help managing your child's health plan benefits and to access computer, internet and phone services. The centers are open to the public and each has its own schedule of events. View locations and contact info at [SunshineHealth.com/wr](http://SunshineHealth.com/wr).



## Need a Break? Try Respite Care

Caring for a child with complex health needs can be tiring. It's important to remember that to take good care of them, you must take care of yourself, too.

Get some rest by using the respite care expanded benefit from CMS Health Plan. Each year, your child's caregiver can get up to:

- 200 hours of in-home respite care
- 10 days of out-of-home respite care

When you sign up for respite, a trained caregiver will come to your home to care for your child while you do other things, either at or away from home. This can give you time to exercise, take a nap or run errands without taking your child with you.

Interested? Call your child's Care Manager for more info. You can also call Member Services at [1-866-799-5321](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)), Monday through Friday, 8 a.m. to 8 p.m. Eastern.

## Find Help with the Community Resources Database

***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
- Education
- Work
- Healthcare
- Money
- Transit
- Goods
- Legal
- Housing





P.O. Box 459089  
Fort Lauderdale, FL 33345-9089

Important managed care plan information  
Address correction requested  
Electronic service requested

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

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](tel:1-866-799-5321) (TTY [1-800-955-8770](tel: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](tel:1-866-799-5321) (TTY [1-800-955-8770](tel: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](tel:1-866-799-5321) (TTY [1-800-955-8770](tel: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](tel:1-866-799-5321) (TTY [1-800-955-8770](tel:1-800-955-8770)).