

# WHOLE you

2023 Fall Bulletin



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## Welcome!

Soon we will say goodbye to 2023 and hello to 2024. A whole new year is ahead of us. It's a pleasure to bring you a new edition of Whole You, a newsletter from CMS Health Plan.

We're bringing you plenty of useful articles. You'll learn about member rewards and special programs. We'll cover diabetes care, pregnancy services and how to get your baby tested for lead poisoning. Plus, we'll have some fun with a journal activity, free gift ideas and a tasty hot chocolate recipe for the holidays.



**Important reminder:** 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, make sure to read our [summer 2023 issue \(PDF\)](#).

# Learn More About Your Child's Diagnosis

## *A new diagnosis can be scary.*

There's a lot to learn about how to help your child. CMS Health Plan's diagnosis guides can help you find ways to support their health. Visit [Your Child's Diagnosis](#) to view guides on common diseases and conditions, including:

- ADHD
- Asthma
- Autism
- Diabetes
- Epilepsy
- Sickle Cell

New guides on other conditions will be added over time. 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), Monday through Friday, 8 a.m. to 8 p.m. Eastern
- Visit the Sunshine Health [Community Resource Database](#)



# New Member Rewards

CMS Health Plan offers cash rewards for healthy behaviors, like going to the doctor or completing a program to manage disease. We recently made some updates. See all rewards as of July 1, 2023, below.

Focus Area	Activity Criteria	Reward Amount
Tobacco Cessation Health Coaching Sessions	Ages 10 and up. Must submit a consent form, verbally pledge to stop tobacco use and complete all four sessions within six months of the first session. \$5 reward after each completed session	\$20
Weight Loss Health Coaching Sessions	Ages 10 and up. Must submit a consent form, verbally pledge to lose weight within 30 days and complete six sessions within six months	\$20
Substance Use Health Coaching	Ages 12 and up. Complete three coaching sessions with a Care Manager in three months. Enrollment in Case Management and signed consent form are required.	\$10
Post Behavioral Health Admission Follow up Visit	Complete outpatient follow-up appointment with a behavioral health provider within seven days after discharge from an inpatient facility.	\$20
Notification of Pregnancy Form	Ages 12-20 years. Complete and sign a Notification of Pregnancy form within first trimester.	\$20
Comprehensive Diabetes Care	Ages 13-20 years. Complete HbA1c test and dilated eye exam once in the calendar year	\$25
Annual Well Child Visit, ages 0-30 months	One visit per calendar year with PCP	\$10
Annual Well Child Visit, ages 3-21 years	One visit per calendar year with PCP	\$20
Prenatal Visit	Complete three prenatal visits	\$50
Postpartum Visit	Complete one postpartum follow up visit between 7-84 days after delivery	\$20
Lead screening in children	Age 2 years. Complete annual blood test for lead poisoning screening	\$20
HRA completion	Completion of HRA for new members within 60 days of enrollment	\$20



# Need Some Rest? Try Respite Care

## *Caring for a child with complex health needs can be tiring.*

Sometimes, you may need a day to yourself to reset. That's where the respite care benefit from CMS Health Plan comes in.

Respite care is a service that gives caregivers temporary rest from caregiving. As a CMS Health Plan member, your child's caregiver can get up to 200 hours of in-home respite care and up to 10 days of out-of-home respite care per year.

That means a trained caregiver can 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 catch up on chores, get some exercise, spend time with a friend, or just rest.

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

Find other respite care services through the [Sunshine Health Community Resource Database](#).



## HAPPY Program for Members 18+



It's normal to feel lonely sometimes. If your child is feeling this way, it may help them to talk to someone about their feelings and troubles.

HAPPY, a national emotional support program, is a great option. It is available to CMS Health Plan members 18 and older. HAPPY connects members with people called Support Givers, who are there 24/7 to listen and offer compassion and encouragement.

All you have to do is download the free HAPPY mobile app on your smartphone or tablet. You can also call HAPPY at [1-855-953-4567](tel:1-855-953-4567) to get help for your child right away.

# CMS Health Plan Care Managers Follow New HIPAA Procedure



***When your child's Care Manager calls, it's important that they are sure they are talking to the right person about your child's care.***

This is because of the Health Insurance Portability and Accountability Act, or HIPAA, a law that protects private health information.

To follow this law, your child's Care Manager must ask for certain information about your child. Once you give them the information, they can talk with you about your child's health and care.

**First, the Care Manager will ask for both of the following:**

- Your child's date of birth
- Your child's CMS Health Plan Member ID number

**If you don't have your child's Member ID number, the Care Manager will ask for one of the following:**

- Your address AND your phone number
- The last four digits of your child's Social Security Number (SSN)

Thank you for sharing our commitment to keeping your child's health information safe!

# Has Your Baby Been Tested for Lead Poisoning?

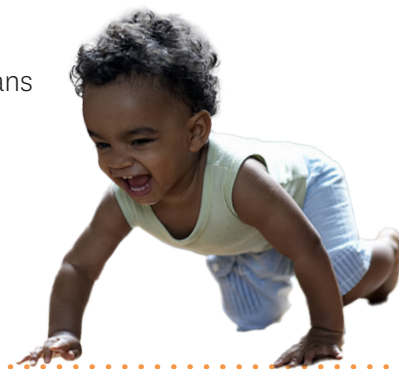
Lead is everywhere – even in places you wouldn't expect, like old furniture and some children's toys. Even low levels of lead can cause long-term health issues, like learning problems, hearing loss and speech delays.

That's why it's so important to get your child tested for lead poisoning by the time they turn 2 years old.

A simple blood test will tell you whether your child has been exposed to lead. This is the only way to detect lead poisoning because other signs don't show up right away. Make sure to also look out for lead in day-to-day life, so you can keep your child safe. Here are some common places where lead is found:

- Paint used in buildings and homes built before 1978
- Soil
- Drinking water
- Old furniture
- Cookware, like pots and pans
- Painted toys
- Toy jewelry
- Imported candy

Source: [Florida Health](#)



## A1c Tests Keep Your Child's Diabetes in Check



A simple blood test, called the hemoglobin A1c or HbA1c test, gives you the best picture of how your child is managing their diabetes. It measures your child's average blood sugar (glucose) levels over the last three months. Here are answers to some common questions about A1c.

**Why does my child need an A1c?** This is the only way your child's doctor can tell how your child is doing with their diabetes. It will help the doctor decide how much insulin your child needs. It will also help them know what your child should eat and how much they should exercise.

**How does my child get an A1c test?** Your child can get a fingerstick at their doctor's office. The doctor also may ask you to take your child to a lab for the test if other lab work is needed.

**What is a healthy A1c?** Doctors recommend an A1c of 7% or lower for children and teens with diabetes. But every child is different. Work with your child's doctor to set the right A1c target for them.

**Why does A1c matter?** Keeping your child's A1c in check will help prevent them from having low blood sugar (hypoglycemia) and high blood sugar (hyperglycemia). It will also reduce their risk for other health issues and complications later in life.

**How can my child lower their A1c?** Ask your child's doctor for advice. They can give you tips on your child's diet, exercise and medications to keep their A1c in the right range.

Source: [Children's Hospital of Philadelphia](#)



# Snowman Soup, Anyone?

*Even in Florida, winter days can sometimes feel cold and gray.  
Use this fun recipe to warm things up.*

## INGREDIENTS

- Milk — dairy or whatever kind you like
- Sugar
- Chocolate chips
- Large marshmallows — not the mini kind
- Gel icing in a tube — black and orange if you have them
- Whipped cream



## DIRECTIONS

- 1** Make hot chocolate. Pour the milk into a mug without filling it all the way to the top. Add a small spoonful of sugar and a small handful of chocolate chips to the milk. Stir to dissolve the sugar. Microwave the milk for 1 minute. Stir. Then microwave for 1 more minute. Stir until the chocolate chips have melted.
- 2** Draw a snowman face on the marshmallows. Use the gel icing to draw a snowman face on each of your marshmallows. Simple black dots can form the “coal” eyes and mouth, and you can use orange icing to make a carrot nose.
- 3** Top the hot chocolate with whipped cream, drop in two or three snowman marshmallows; and enjoy.

***Wishing you a winter season  
that's merry and bright.***

Source: [Mashed](#)

# Gifts from the Heart

***You don't have to spend a lot of money to show someone you care.***

In fact, some of the most thoughtful and meaningful gifts can be things you create. They're often much nicer than something you just grab at the mall. Here are some ideas.

- **Share memories.** If you and a loved one have done lots of fun things together, write down some of your best memories or make a little box filled with mementos of those times, like ticket stubs and pictures. You could even attach a note to each item that says how you got it or why you saved it.
- **Make a game.** Create a "winter bingo" game. On four cards or more, draw a block of 25 squares. In each

square, write or draw something that makes winter special. Make sure each card has the pictures or words in a different order. You could also create a family "guess who" game, making cards with fun facts or sayings from each family member.

- **Make hand warmers or heating pads.** Get two pieces of fabric. Put them on top of each other and cut them together into a simple shape, like a circle or square. You can make them small, for handwarmers, or large, for a heating pad to help with back pain. Choose what side will be the outside of each fabric. Then flip each fabric so the outside is now on the inside. Sew the pieces together about a quarter inch from the outside edge. Leave a two-inch opening. Flip the fabric right side out again. Using a funnel, fill the pouch with dry, uncooked rice, and sew the opening shut. To heat them, microwave for about one minute.
- **Make a happiness jar.** Pick a jar. It can be a pretty mason jar or any used jar — just wash off the label. Cut small strips of paper and write encouraging notes on each piece. It could be things you like about that person, good thoughts or any ideas you think the person would like. Put the notes in the jar then decorate the jar with ribbon.
- **Give your time.** Are you good at organizing? Cleaning? Cooking? Or would your loved one just want you to come over and read to them or go for a walk? Make a coupon and give them the gift of something you're really good at.



Sources: [Real Simple](#), [The Stress-Free Christmas](#), [Family Balance Sheet](#)



## Partners in Care: Together For Kids (PIC: TFK) Program

If your child has a complex or life-threatening condition, there may be special help available. It's through a CMS Health Plan program called Partners in Care: Together for Kids, or PIC: TFK.

Only kids enrolled in CMS Health Plan have access to this unique program. It helps children and families get special care focused on giving them the best quality of life possible. To qualify, your child must be a CMS Health Plan member, be diagnosed with a serious condition, and live in an area where there is a PIC: TFK provider.

If your child is enrolled into the PIC: TFK program, CMS Health Plan will work with their PIC: TFK provider to give your child and family support to meet physical, emotional and spiritual needs.

Here are some of the services available:



**Support counseling**



**Expressive therapies**  
(play, art, music)



**Respite support**  
(short-term relief for caregivers)



**Hospice nursing services**



**Personal care**



**Pain and symptom  
management**



**Child-life specialist**



**Sibling support**



**Support for the  
entire family**



**Chaplain services**



**Do you think your child would benefit from the PIC: TFK program?**

Talk to your child's CMS Health Plan Care Manager or their doctor.

Visit [FloridaHealth.gov/programs-and-services/childrens-health/cms-plan/partners-in-care/index.html](https://FloridaHealth.gov/programs-and-services/childrens-health/cms-plan/partners-in-care/index.html) for more information.

# Is Your Child Pregnant? Try Start Smart for Your Baby

***Pregnancy – and helping your child through pregnancy – can feel overwhelming. CMS Health Plan is here to help.***

Through the Start Smart for Your Baby program, CMS Health Plan members get free, customized support during pregnancy and through their baby's first year of life. Services are provided by experienced and licensed medical staff who will work with you, your child and your child's doctor to make sure they have a safe birth.

## **Start Smart for Your Baby provides:**

- Information about pregnancy
- Support with prenatal care
- Community help with housing, food, clothing and other supplies
- Education on newborn care
- Breastfeeding support and resources
- Text and emails with health tips for your child and their newborn

CMS Health Plan members ages 13-20 who are pregnant may also qualify for free doula services. A doula is a non-medical professional who can give your child emotional and physical support during pregnancy and childbirth. They work together with your child's doctors. More on doula services:

## **During pregnancy:**

- Helps your child create a birth plan
- Educates your child on preparing for a new baby
- Shows your child positions and breathing for labor
- Answers questions your child has about pregnancy and birth

## **At delivery:**

- Stays with your child constantly to provide comfort and support
- Helps communicate your child's wishes to medical staff



## **After delivery:**

- Teaches your child how to care for their new baby
- Provides support and encouragement after your child brings their baby home

Visit [Pregnancy and Newborn Services](#) for more information. Contact your child's Care Manager with questions.

# Journaling Activity



Journaling is a great way to slow down in this busy time of year. It can help your child feel in control and give them a place to express their feelings. It doesn't have to take long. Just 10 minutes can make a difference. All they need is paper and something to write with.

Sometimes it can be hard to know where to start with journaling. Use these ideas to help your child get started:

- What makes you smile? List 10 things.
- Write about your day. Did anything good or bad happen?
- Write about your favorite place. What makes it special?

- If you could be any animal, what would it be? Why?
- Who is your best friend? Write down 5 things you like about them.
- What is on your bucket list? List all the things you want to do.
- Imagine the perfect day. Write about how you would spend it.

Remember, journaling looks different for everyone. Encourage your child to get creative – they can use crayons, stickers and more to make their writing more fun and colorful. The more they journal, the easier it will get.

Sources: [Reflections from a Redhead](#), [Declutter the Mind](#)





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)).