



Wyoming  
Department  
of Health

Commit to your health.



Division of Healthcare Financing

February 2016

# Health Check

## Winter Health in Wyoming

**Use these helpful hints to stay healthier in the Wyoming winters—your health may depend on it!**

- Sleep more. Our bodies use more energy in winter and sleep is important.
- Drink more milk and eat more fruit and vegetables. Children require more calories in the winter.
- Avoid staying indoors all the time and find safe outdoor exercise activities. We tend to gain weight in winter because cold weather and shorter days make it harder to exercise.
- Get your flu shot. It will protect you and lasts for a whole year. Flu is different from a cold in that there is a fever, chills, soreness and aching in the arms, back and legs when you have the flu.
- Dress warmly and use layers of clothes as well as a hat, scarf and gloves when it's very cold.
- Avoid colds by washing hands frequently. This destroys germs that you might have picked up from things that others have touched. Also, when possible, use tissues instead of cloth handkerchiefs. And avoid people with colds when possible. Stay home if you are sick.
- Sore throats are more common in winter and are usually caused by viruses. When you get a cold, try to rest, eat well and drink a lot of fluids. See a doctor if you or your child has a very high temperature, is vomiting or has a rash.
- If you have a history of heart problems, talk to your doctor before shoveling snow.

# Program Available for Children with Complex Behavioral Conditions

## High Fidelity Wraparound is Available for Wyoming Children and Youth

High Fidelity Wraparound (HFWA) is a planning process that can help children and youth who live with complex behavioral conditions stay at home, in school and in their communities.

This planning process brings people together from different parts of the family's life. This can include primary care providers, juvenile justice workers, school employees and friends and family. Together they seek positive health outcomes for children with behavioral health needs. HFWA helps them develop life skills, aims to keep them in their communities and helps them reach their goals.

### Who qualifies for HFWA?

Someone who:

- Is between the ages of 4 and 21
- Has received a specific behavioral/ mental health diagnosis
- Has social or emotional challenges that impact his/her life
- Is eligible for Medicaid

## Who is Magellan?

Magellan coordinates care and service delivery through the HFWA model. Magellan provides the kinds of resources and has care plans in place that children with complex needs require. This approach can aid in the transition from out-of-home placements by supporting a more successful return home. We can assist with EPSDT-related standards and provide resources for families.

We have successfully collaborated with other states in transforming systems of care to become more:

- Collaborative.
- Community-based.
- Youth-focused.
- Family-driven.

This experience is the basis for our approach in Wyoming. Our Cheyenne-based staff brings years of local experience to their roles.

For more about whether a child or youth can participate in HFWA, visit [www.MagellanofWyoming.com](http://www.MagellanofWyoming.com).

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## How do I refer someone to HFWA?

**There is no wrong door for referrals!**

**Call: 1-855-883-8740**

**Email: [WYClinical@MagellanHealth.com](mailto:WYClinical@MagellanHealth.com)**

**Visit: [www.MagellanofWyoming.com](http://www.MagellanofWyoming.com)**

## Catching Up on Vaccinations

**It is important to keep your children up to date on their vaccines.**

Making sure that children of all ages receive all their vaccinations on time is one of the most important things you can do as a parent to ensure your children's long-term health—as well as the health of friends, classmates, and others in your community.



During the early years of life, your children need vaccines to protect them from 14 diseases that can be serious, even life-threatening. Parents who choose not to vaccinate their own

children increase the risk of disease not only for their children, but also for other children and adults throughout the entire community.

Flu vaccines are recommended for kids in preschool and elementary school to help keep them healthy. In fact, all children 6 months and older should get flu vaccines. Getting all of your children vaccinated—as well as other family members and caregivers—can help protect infants younger than 6 months old. Ask your family's doctor or nurse about getting flu shots or the nasal spray to protect against flu.

[www.cdc.gov/features/catchupimmunizations/](http://www.cdc.gov/features/catchupimmunizations/)

## Do you travel for your Medical Care?

**Wyoming Medicaid may be able to help with some of your travel expenses.**

If you are traveling outside your hometown to receive Medicaid covered medical services for yourself or your child, Wyoming Medicaid may be able to assist with travel expenses.



Please contact the  
**Travel Call Center at  
800-595-0011** or go to  
**[wymedicaid.acs-inc.com/client/](http://wymedicaid.acs-inc.com/client/)**  
for more information about the  
Transportation Program.

# Medicaid Dental Coverage

**If I have full Medicaid coverage, what are my dental benefits?**



## Children

- Check-up & cleanings 2 per year
- Fillings
- Crowns
- Tooth Replacement
- Root Canal Treatments
- Wisdom Teeth removal
- Gum Disease Treatment
- Sedations and/or Hospital Visits
- Braces for qualifying conditions

## Adults

- Check-up & basic cleaning 1 per year (including 1 x-ray per year)
- Fillings
- Dentures
- Partial
- Extractions



## Find a Medicaid Dentist Online

**How do I find a dentist who will take me as a new patient?**  
**The client webportal can help.**

The client webportal has a provider locator and is easy to use.

### Go to:

**<https://wyequalitycare.acs-inc.com/wy/client/general/providerLocator.do>**

- Enter “Dentist” as the provider type
- Choose the specialty type you are looking for
- Enter your zip code
- Click “submit”

This will give you a list of participating dentists. Call these providers and ask if they are accepting new patients.

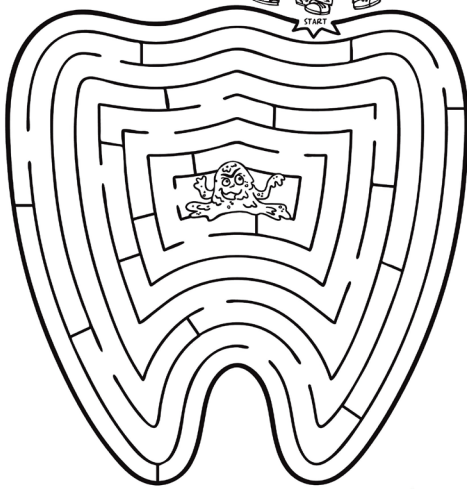


## Help the Dentists Find the Cavity!

### TOOTHY MAZE

OH NO! THERE IS A TOOTH BUG HIDING IN THIS TOOTH!

HELP THESE YOUNG DENTISTS FIND THEIR WAY TO THE CENTER OF THE TOOTH TO BATTLE CAVITY CAUSING BACTERIA.



FOR MORE GAMES AND ACTIVITIES VISIT [WWW.IMAGINATIONDENTAL.COM](http://WWW.IMAGINATIONDENTAL.COM)



## I received a medical bill that was not paid for by Medicaid.

### What steps do I take to get the bill paid?

If you received a bill for services you think should have been covered under Medicaid follow these steps to get the bill paid:

#### Step 1

Check with the provider be sure they accept Medicaid and that you presented them with your Medicaid Card.

#### OR

If you are made eligible after your visit to a provider, talk with the provider, provide them with your Medicaid Card and ask if they will bill Medicaid. Keep track of the date you contact the provider and who you speak to.

#### Step 2

If you continue to get a bill or are turned over to collection, contact **Wyoming Medicaid Client Relations** at **800-251-1269** and provide all the steps you have taken, they may have you fax or mail the bill to them to further assist you.

## Helpful Tips

**Prior Authorizations:** Please contact your provider about Prior Authorizations. Wyoming Medicaid Client Relations is not able to speak with clients regarding Prior Authorizations.

**Lost Card:** If you lose your Medicaid card please contact **Wyoming Medicaid Client Relations** at **800-251-1269** as soon as possible. A new card will be mailed and you should receive it in 7-14 business days.

**Reporting a Change:** To report a change in your family such as income, address, phone number or name please contact the **Wyoming Medicaid Customer Service Center** at **855-294-2127**.

**Your Medicaid Card:** You must present your Medicaid card when you attend every visit/ appointment.



# Wyoming Department of Health


**Commit to your health.**  
[www.health.wyo.gov](http://www.health.wyo.gov)

The Wyoming Department of Health is the primary State agency for providing health and human services. It administers programs, that help maintain the health and safety of all citizens of Wyoming.

## **Mission**

We envision a Wyoming in which all citizens are able to achieve their maximum health potential: a Wyoming in which early intervention, wellness, health promotion and health maintenance programs are the primary approach for solving health problems: a Wyoming in which at-risk citizens receive culturally appropriate and sensitive services: a Wyoming in which we and future generations are healthy, vital and productive so as to seize the opportunity to live our individual dreams and enjoy the benefits of our bountiful resources and natural beauty.

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State of Wyoming  
Wyoming Department of Health  
Division of Healthcare Financing  
6101 Yellowstone Road, Suite 210  
Cheyenne, WY 82002-0480  
  
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