



## WHO NEEDS A WELL CHILD CHECK-UP?



Many health problems begin before your children look or feel sick.



If your child is enrolled in [Medicaid](#), he or she can get FREE Well Child [Health Check](#) Exams; these exams help keep your children healthy. Many health problems begin before children look or feel sick. Regular [Health Check](#) exams can find problems and treat them before they get worse.

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## What is included in a well child health check?

- ⇒ A head-to-toe physical exam
- ⇒ Immunizations (shots)
- ⇒ Tests for anemia & lead
- ⇒ Height, weight and development check
- ⇒ Nutrition check (eating habits)
- ⇒ Vision, dental and/or health screening
- ⇒ Health information (potty training, biting, fighting, walking, talking)

### Special points of interest:

- Well Child Check-Ups
- 8 Ways to Stay Healthier in Winter
- What to do About Bullying
- Client Web Portal
- Important Telephone Numbers

## EIGHT WAYS OF STAYING HEALTHIER IN WINTER

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.
- ◆ 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.
- ◆ Dress warmly and use layers of clothes as well as a hat, scarf and gloves when it's very cold.
- ◆ 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.

Reference: Centers for Disease Control, December 2011.



## SOCIAL DEVELOPMENT IN INFANCY (0-11 MONTHS)

During early infancy, you and your baby are developing a strong, loving bond. By 2 months, your baby knows your voice and shows he enjoys your attention. You will also begin to see his unique personality. Make sure that the way you deal with him fits with his personality. For example, an active baby may want lots of active playtime.

A calm baby may prefer quiet cuddling. The way you cuddle and play together is the basis for his future social development. It helps him learn what to expect and how to act with other people. Here are some ways to be sure he learns to feel good about himself and other people:



### Encourage Your Baby to Feel Good About Himself

- Praise your baby and give him lots of loving attention.
- Spend time together, holding, cuddling, and rocking him gently.
- Talk, sing, and read with him every day. Even though he can't talk yet, your baby learns by listening to you.
- Notice the way your baby moves, cries, and smiles. Your loving response helps him know that he is well cared for.

### Encourage Good Feelings Within the Family

- Do things together as a family.
- Encourage older brothers and sisters to spend time with the baby.
- Encourage family members to show affection for the baby and each other.

### Encourage Your Baby to Enjoy Other People

- Find safe, fun ways for your baby to spend time with other adults and children.
- Think about joining a parent-baby play group.
- Around 7-9 months of age, your baby may seem afraid of strangers or get upset whenever you leave. It's a natural step in his development. It shows that he is learning to know the difference between family members and other people.

### Things to Discuss with Your Health Professional

- Ways to help older brothers and sisters play safely with the baby.
- Concerns about the way your baby acts around you or others.



<http://www.brightfutures.org/TipSheets/index.html>

## WHAT TO DO ABOUT BULLYING: TIPS FOR PARENTS

### 1. Encourage your child to report bullying incidents to you.

- Validate your child's feelings by letting him/her know that it is normal to feel hurt, sad, scared, angry, etc.
- Let your child know that s/he has made the right choice by reporting the incident(s) to you and assure your child that s/he is not to blame.
- Help your child be specific in describing bullying incidents: who, what, where, when. (Look for patterns or evidence of repeated bullying behaviors.)



### 2. Ask your child how s/he has tried to stop the bullying.

### 3. Coach your child in possible alternatives.

- Avoidance is often the best strategy.
  - \* Play in a different place.
  - \* Play a different game.
  - \* Stay near a supervising adult when bullying is likely to occur.
- Look for ways to find new friends.
  - \* Support your child by encouraging him/her to extend invitations for friends to play at your home or to attend activities.
  - \* Involve your child in social activities outside of school.

### 4. Treat the school as your ally.

- Share your child's concerns and specific information about bullying incidents with appropriate school personnel.
- Work with school staff to protect your child from possible retaliation.
- Establish a plan with the school and your child for dealing with future bullying incidents.

### 5. Encourage your child to seek help and to report bullying incidents to someone s/he feels safe with at the school:

- Adult in charge of a specific activity or area (such as the playground, lunchroom, field trips, bus lines, gym, classroom)
- Teacher
- Counselor
- Principal



### 6. Use school personnel and other parents as resources in finding positive ways to encourage respectful behaviors at school.

- Volunteer time to help supervise on field trips, on the playground, or in the lunchroom.
- Become an advocate for schoolwide bullying prevention programs and policies.

### 7. Encourage your child to continue to talk with you about all bullying incidents.

- Do not ignore your child's report.
- Do not advise your child to physically fight back. (Bullying lasts longer and becomes more severe when children fight back. Physical injuries often result.)
- Do not confront the child who bullies.
- Do not confront the family of the child who bullies.

[http://www.education.com/reference/article/Ref\\_What\\_Do\\_About/](http://www.education.com/reference/article/Ref_What_Do_About/)

## CLIENT WEB PORTAL (<http://wyequalitycare.acs-inc.com>)

Did you know that you can go online 24 hours a day and 7 days a week to:

- Check your Medicaid eligibility.
- Ask Medicaid questions regarding your benefits or covered services, etc.
- Request a replacement Medicaid ID card.
- Make transportation requests when covered by your benefit plan. Some requests will need to continue to be made through the ACS Transportation Call Center.

**NOTE:** This website is secure and to gain access you must first register. On the Medicaid Home page under "Client" there are on-line instructions on how to complete the registration process. From the Client Home page go to "First time to the client secured portal?" and click on "[Client Web Registration](#)". You will need either the Medicaid client ID number or SSN (Social Security Number), date of birth and first and last name.



You do not need to register to:

- Find a Wyoming Medicaid doctor, dentist, hospital or clinic in your area or in a specific town, city or state.
- Acquire ACS and Medicaid contact information.
- View the Medicaid Handbook, Frequently Asked Questions, newsletters and other client materials.

**COMING SOON — Wyoming Medicaid Travel Assistance Manual!!**

## RAISING MR. AND MISS MANNERS

Slurping and burping, texting and tweeting. There are so many ways for bad manners to spoil a perfectly good meal. Children aren't born knowing proper etiquette, but it is never too early to teach your kids how to behave like little ladies and gentlemen.

Learning good table manners will serve children throughout their lives, as they will be judged by peers, potential employers and business and social associates on how they conduct themselves during meals.

### Teaching table manners

Teaching the basics should start early; by the age of 6 your child should know these basics of etiquette:

- Never chew with the mouth open or make loud noises while chewing.
- Always use utensils (unless, of course, finger food is being served).
- Put the napkin on the lap to protect clothes from falling food.
- Never answer the cell phone, text or check your phone during meals. All telephones in the house should be off the table at mealtimes.
- Don't leave headphones in the ears when at the table.
- Ask to be excused if the need to leave the table arises.
- Take small bites (putting oversized pieces of food in the mouth is not only rude, but poses a choking danger).
- Always say, "please" and "thank you" at the table.
- Wait to begin eating until everyone is seated and has been served.
- Stay properly seated without wiggling in chairs, going under the table, or getting up from the table to run around or dance.
- Keep elbows and heads off the table.
- Participate in the conversation during dinner; do not interrupt when other people are talking.
- Do not slurp, burp or make general rude noises at the table.
- Teach them not to make negative comments about the food.
- Never play with food.



## BRIGHT FUTURES FOR FAMILIES

[HTTP://WWW.BRIGHTFUTURESFORFAMILIES.ORG/MATERIALS.SHTML](http://www.brightfuturesforfamilies.org/materials.shtml)

Bright Futures for Families offers a variety of materials and resources developed specifically for families to complement the Bright Futures publications and materials used by health care professionals. Families want and need materials that have the same information used by their health care providers, written in a way that they can understand and easily refer back to when needed. Through the support of our public, non-profit and corporate partners we will be developing new materials. These existing and new family friendly materials:



- Provide valuable information about child development and what to expect, from infancy through adolescence.
- Help families form partnerships with their providers.
- Empower families to advocate for the health care needs of their children.
- Encourage families to help their children gradually assume responsibility for their own health care.

## WHEN SHOULD I TAKE MY CHILD TO THE EMERGENCY ROOM?

Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive and can contribute to longer wait times. Do not go to the emergency room for care that should take place in a health provider's office, such as sore throats, colds, flu, earache, minor back pain and tension headaches.

Emergency care is covered 24 hours a day, 7 days a week. An emergency is a serious threat to your child's health. If you believe your child has an emergency, go to the nearest emergency room or call 911. Some examples of emergencies are:

- \*Trouble breathing
- \*Chest pain
- \*Bleeding that does not stop
- \*Vomiting blood



## WHO SHOULD I CALL?

For children enrolled in Medicaid:

- If you have any questions on your Medicaid benefits please contact ACS at (800) 251-1269 or use the Client Web Portal at <http://wyequalitycare.acs-inc.com>.
- For Children's Special Health (CSH) eligibility, call your local Public Health Nursing (PHN) office. For information on services and limitations for the CSH programs, call (307) 777-7941 or (800) 438-5795.
- For prescription services, call the Pharmacy Help Desk at (877) 209-1264.
- For travel reimbursement, call (800) 595-0011.
- To apply for assistance in purchasing nutritional food items (i.e. formula, juice, milk, eggs, etc.) through the Women, Infants, and Children (WIC) program, contact your local WIC office or call (800) 994-4769.
- To talk to a health coach or a nurse, contact APS at (888) 545-1710.

For children enrolled in Kid Care CHIP:

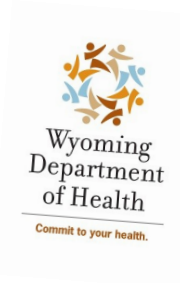
- If you have any questions on your Kid Care CHIP health or vision benefits, please contact Blue Cross Blue Shield of Wyoming at (800) 209-9720.
- If you have any questions on your Kid Care CHIP dental benefits, please contact Delta Dental at (800) 732-3379.

Visit our website at  
[http://wdh.state.wy.us/  
healthcarefin/index.html](http://wdh.state.wy.us/healthcarefin/index.html)



Wyoming  
Department of Health  
Division of Healthcare Financing

Our mission is to  
promote, protect and  
enhance the health of  
all Wyoming Citizens



The Wyoming Department of Health is the primary State agency for providing health and human services. It administers programs, to 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.

Prst Std  
US Postage  
PAID  
Cheyenne, WY  
Permit No. 7

Medical  
Division of Healthcare Financing  
6101 Yellowstone Rd., Ste. 210  
Email: [wdh@wyo.gov](mailto:wdh@wyo.gov)

**Your Health Check Newsletter**