

# Health Check

## DIVISION OF HEALTHCARE FINANCING

### Wellness for Your Child



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

If your child is enrolled in Medicaid, he or she can get a FREE Well Child Health Check Exam; 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.

### WHAT IS INCLUDED IN A WELL CHILD HEALTH CHECK?

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

### WHEN SHOULD MY CHILD HAVE A HEALTH CHECK?

Getting a Health Check at the right time is the best way to make sure your child gets the medical care he or she needs.

#### Babies need check-ups at:

- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months

#### Toddlers need checkups at:

- 15 months
- 18 months

#### Older children and teenagers need:

A checkup every year

#### Children need checkups at:

- 3 years
- 4 years
- 5 years
- 6 years

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#### Special Points of

Interest:

- ◇ **New Phone Application**
- ◇ **Every Child Deserves Healthy Teeth**
- ◇ **Making an Appointment**
- ◇ **Who Should I Call?**

By Stacy Strausser - Xerox

The Wyoming Department of Health recently launched a pilot of Due Date Plus for Medicaid Clients. The new mobile solution enables women enrolled in its Medicaid program to get pregnancy health advice and access healthcare services through a smartphone. Xerox Care and Quality Solutions, Wyoming's health management vendor, is bringing the program to Wyoming State Medicaid clients.

“In a rural state like Wyoming, we use cell phones all the time. A phone-based program that helps women connect with our healthcare programs no matter where they are in the state is especially helpful,” said Dr. James Bush, Wyoming's Medicaid Medical Director.

The app is pretty simple. You first enter your due date and the app will calculate how many days you have left until your due date as well as key pregnancy milestones. Milestones including dates you should start to feel kicking or heart rates from the baby, as well as when you'll need to see your doctor for check-ups. The app also allows expecting mothers to enter their current symptoms during pregnancy, and tells them whether they are common during pregnancy or whether they should contact a doctor. Women can use the weight gain calculator, get information on over 50 risk factors for pregnancy complications., and be referred to a free 24/7 call center staffed by nurses or a WYhealth care manager for ongoing support. Women can also contact their local Public Health Offices, which offer home visits and other health services for pregnant women. For more information on the Due Date Plus mobile solutions, go to [WYhealth.net](http://WYhealth.net) or call 1-888-545-1710.



**Call to speak to a  
nurse at:**

**888-545-1710**



## Big Changes for Medicaid and Kid Care Chip

By Jan Stall– Eligibility Program

For many years, the first step for most Wyoming residents applying for Wyoming Medicaid services was to visit a local Department of Family Services (DFS) office. Over the past year-and-a-half, the Wyoming Department of Health (WDH) and DFS worked together to move Medicaid programs from local DFS offices to a customer service center located in Cheyenne.

At the same time, the WDH began using a new eligibility system for Medicaid and Kid Care CHIP. The new system, known as WES, will allow you to apply for benefits online, renew your benefits or make changes to your case. Both WDH and DFS expect the new system and the customer service center to result in better customer service and faster decisions.

The final change was the WES online application which was ready for public use on February 3<sup>rd</sup> when all remaining Wyoming Medicaid cases were moved to the new customer service center.

The changes include:

- A new online web portal [www.wesystem.wyo.gov](http://www.wesystem.wyo.gov) for Wyoming Medicaid and Kid Care CHIP so you can submit applications and renewals, as well as make changes to your case online 24 hours a day, 7 days a week.
- A new customer service center, which is open from 7:00 am to 6:00 pm Monday through Friday, can answer questions, take applications online, over the phone, by mail or in person for both Wyoming Medicaid and Kid Care CHIP.
- The new system also allows for real-time decisions for many people.
- Some people may notice they have a Medicaid number that starts with 0800 instead of 0600. This does not mean that anything has changed with your case or your benefits; just that your case is in the new system. Please continue to use your current Medicaid card.

The new system also talks to the Federally Facilitated Marketplace, so that you receive the best coverage. These marketplaces were included in the law known as the Affordable Care Act.

## Protect Your Medicaid Card and Number

By Amy Guimond-Program Integrity

Protecting your personal information is the best defense in the fight against healthcare fraud and abuse. You can make a difference in this fight.

### Protect your Medicaid Card and Number

- DO NOT share your Medicaid card or number, records or other medical information with anyone except your doctor or healthcare provider.
- DO NOT give your Medicaid card or number to anyone who has not provided medical services for you.
- DO treat your Medicaid number the way you treat your Social Security number-do not loan or sell it to anyone.
- KEEP your Medicaid card in a safe place, the way you would protect your money or checkbook.
- WATCH for businesses that offer free gifts or medical services in exchange for cards or numbers.
- DO report suspected instances of fraud.

Visit or report any suspected fraud at Stop Wyoming Medicaid Fraud

<http://stopwyomedeicaidfraud.com> or call 1-855-846-2563.



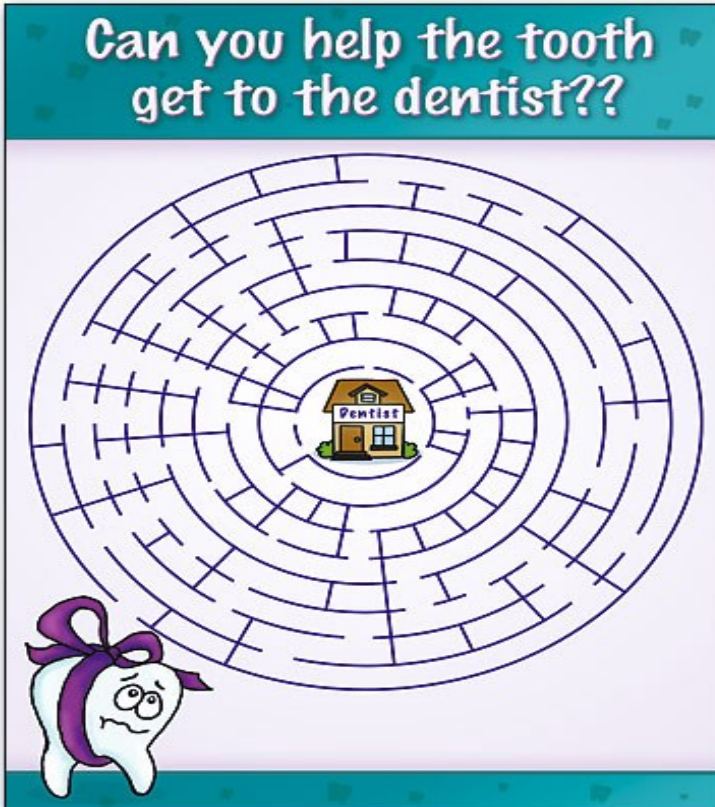


- Do you know that your toe-prints are also unique, just like your finger prints !
- Did you know, you have no sense of smell when you're sleeping!
- You know, you can see your nose all the time but somehow your brain always ignores it!
- An average person has over 1,460 dreams a year which is about 4 dreams every night!
- On a clear night, the human eye can see between 2000 to 3000 stars in the sky.
- The human body has enough iron in it to make a 3 inches long nail.
- It is impossible to hum when your nose is plugged.
- Enamel is the hardest substance in the human body
- Every drop of blood in your body is filtered by your body over 300 times a day.

Every Child Deserves Healthy Teeth

By April Burton-Dental Program

The 1+1 dental program has been designed to encourage parents and dentists to see babies and toddlers for their first dental visit when the child turns one. Wyoming Medicaid is dedicated to starting children on a lifelong path to good dental care. By having children seen for their first visit at a younger age, dentists will be able to diagnose and treat dental problems at early ages and help prevent major problems later in life. For help finding a dental provider , go to the Provider Locator found on the web-site. <https://wyequalitycare.acs-inc.com/wy/client/general/providerLocator.do>.



## WHERE SHOULD I TAKE MY CHILD FOR CHECK-UPS?

Your doctor, a clinic, health center, or local health department can provide Well Child Health Checks. It is best to establish a “medical home”, a place that coordinates all your healthcare needs. Have your “medical home” keep track of your child’s history.

For dental exams, make an appointment with a dentist in your area.

## MAKING AN APPOINTMENT

- ◇ You make an appointment directly with your child’s doctor or dentist. It is important to ask if they will accept Medicaid when making the appointment. If they do not, you will need to find another doctor or dentist.
- ◇ It is important for you to keep your child’s appointment. The doctor and dentist reserve time especially for your child. If you cannot keep your child’s appointment, call and tell them as soon as possible.

## 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. 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              | *Bleeding that does not stop |
| *Chest pain                     | *Vomiting blood              |
| *Severe cuts or burns           | *Broken bones                |
| *Loss of consciousness/blackout |                              |



## WHO SHOULD I CALL?

- ◇ If you have any questions related to Medicaid or CHIP enrollment application or income requirements, you will need to call the Customer Service Center (CSC) at (855) 294-2127.
- ◇ If you have any questions related to your Medicaid benefits covered services, or ordering a replacement Wyoming Medicaid card please contact Client Relations at (800) 251-1269, press 1
  - If you need to verify or terminate insurance coverage, press 2
  - If you need to notify Medicaid of an accident or a subrogation case pending settlement, press 3
- ◇ For Children’s Special Health (CSH) eligibility, call your local Public Health Nursing (PHN) office. For information on services and limitations for 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.
- ◇ To talk to a health coach or a nurse, contact Xerox Care and Quality Solutions at (855) 545-1710.

Visit us at [www.health.wyo.gov](http://www.health.wyo.gov)



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.

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