



Wyoming
Department
of Health

Commit to your health.



Division of Healthcare Financing

Summer 2018

Health Check

Medicaid Client Web Portal

Client Web Portal
wyequalitycare.acs-inc.com

The Client Secure Web Portal is available and offers you the following opportunities 24 hours a day and 7 days a week:

- Check your Medicaid eligibility
- Ask Medicaid questions regarding your benefits or covered services, limitations, etc.
- You may request a replacement Medicaid Card.
- Make transportation requests when covered by your benefit plan. (Certain requests will need to be made through the Xerox Travel Services).



NOTE: The above requests must be made in the Client Secured Web Portal. To gain access to the secured area you must first register. To register, 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 access general information:

- Find a Wyoming Medicaid doctor, dentist, hospital, or clinic in your area, or in a specific town, city or state.
- Contact information
- Medicaid Handbook
- Other client materials
- Frequently Asked Questions

Contact Wyoming Medicaid

Who	Why	Phone Number
Customer Service Center (CSC)	<ul style="list-style-type: none"> • Questions about your Medicaid or Kid Care CHIP enrollment application • Questions about income requirements 	1-855-294-2127
Client Relations	<ul style="list-style-type: none"> • Questions about your services covered by your Medicaid benefits • Questions about ordering a replacement Wyoming Medicaid card. 	1-800-251-1269 press 1
	If you need to verify or stop insurance coverage	1-800-251-1269 press 2
	<ul style="list-style-type: none"> • If you need to tell Medicaid about an accident • If you need to tell Medicaid about a legal case waiting for settlement 	1-800-251-1269 press 3
Public Health Nursing (PHN)	Children's Special Health (CSH) eligibility, including services and limitations for CSH programs.	1-307-777-6921 or 1-800-438-5795
Pharmacy Help Desk	For prescription services	1-877-209-1264
Transportation Call Center	Travel reimbursement	1-800-595-0011

Never Too Many Cooks in the Kitchen

Cooking together as a family is a great way to spend time together and is an opportunity for your kids to learn an important skill that they will use their whole lives.

Here is why we like cooking with our children:

- No more meal time battles-kids are more likely to eat healthy meals that they prepare.
- Kids become accustomed to eating healthier, home cooked foods.
- It provides an opportunity to discuss nutrition.

- Cooking gives your child a sense of self-worth and responsibility.
- It provides family quality time.
- Kids learn fractions, science, language, counting, problem solving, budgeting and motor skills while helping you prepare meals.



After a long day at work and school, teaching your kids to cook may sound time intensive, but taking the time to teach your kids their way around the kitchen will help them lay a foundation for healthy habits.

For more details visit thekidscookmonday.org

Medicaid Travel Assistance Program

Clients on certain Medicaid programs may be eligible to receive transportation benefits such as reimbursement for mileage when traveling to an out-of-town appointment, assistance with per diem for overnight stays, and taxi or non-taxi rides to appointments. Refer to the Travel Assistance Manual, located on the Wyoming Medicaid website for the complete program.



Benefit	Details
Taxi and Non-taxi rides (Limited to enrolled Medicaid taxi/non-taxi providers).	No limit as long as trips are medically necessary.
Enrolled Medicaid Lodging Facilities	<ul style="list-style-type: none"> • Will submit travel claims to Medicaid directly for payment • Non-enrolled facilities will continue to be paid by the client
Overnight lodging per diem (Limited to clients under 21 years of age and if traveling 400 miles round-trip).	<ul style="list-style-type: none"> • \$5.00/night when the child is inpatient (staying at an enrolled lodging facility) • \$10.00/night when the child is outpatient (staying at an enrolled lodging facility) • No additional per diem for other children (staying at an enrolled lodging facility) • \$25.00/night when the child is inpatient (staying at a non-enrolled lodging facility) • \$50.00/night when the child is outpatient (staying at a non-enrolled lodging facility) • \$15.00/night for additional children with medical appointments (staying at a non-enrolled lodging facility)

For questions or to request travel assistance, contact the Travel Services at 800-595-0011. The complete policy can be found in the Wyoming Medicaid Travel Assistance Manual on the website at wymedical.acs.inc.com/client.

Tips to Help Parents Wean Their Child from a Pacifier

If a child shows no interest in self-weaning from the pacifier by age 4, parents need to help. Here are some ideas to help your child manage the pacifier habit.

Take It Away Gradually

Limit pacifier use to certain times (such as naptime or bedtime) or to certain places (such as in bed). In most cases, when a child uses a pacifier in bed, it falls out of the child's mouth during sleep. Parents can gradually increase the amount of time the child is not using a pacifier until the child completely stops using it.

Throw It Away

Encourage the child to throw their pacifier away. If the child asks for a pacifier, parents can remind them that the child threw it away, that the child is a big kid, and that big kids don't use pacifiers.

Trade it

Encourage the child to put pacifiers under the pillow for the "pacifier fairy" (or another positive cultural character) who will trade them for a gift, like a toy or something



soothing. If the child keeps asking for a pacifier, remind the child that all the pacifiers were given to the pacifier fairy (or other character), who gave the child a gift.

Poke Holes In It

This alters the pacifier so it is no longer satisfying to suck on. It's best to use a clean pin to poke two to three holes in the tip.

Free Family Health App



"Busy families have so much to juggle. Health has to be high on our lists. Everyone has questions about growth milestones, doctor appointments and immunizations. An app that can help manage all of this is a welcome tool."
– Carol Mead, First Lady of Wyoming.

The free Family Health app for smartphones offered by the Wyoming Department of Health is a useful, informative tool that can help put your family's health at your fingertips.

More information about the free Family Health app is available at health.wyo.gov/healthcarefin/medicaid/familyhealth/.

Easing the First Day of School Jitters



Kids of all ages get nervous before school starts: new teachers, new classes and sometimes a new school. The American Academy of Pediatrics (AAP) has a few suggestions to make the first day easier for kids and parents alike.

1. Don't Wait for the First Day of School

Parents can reach out to schools early to address concerns about their child's needs. AAP recommends reaching out 1 or 2 weeks before school starts.

2. Practice Makes Perfect

Visit the school and the classroom ahead of time.

3. Your Child is Not Alone

Remind your child that s/he is not the only child in their class who is nervous. Find out why your child is nervous and help him/her work through the problem.

4. Get to Know the New School

If your child is new to the school:

- Attend an orientation, if available.
- Make a visit a few days ahead of time, get to know the environment and play on the playground.

5. Accentuate the Positive

Remind your child of his/her past positive experiences at school like seeing friends or successes in the classroom.

6. Find a Buddy

Find a child the same age in your neighborhood for your child to walk/ride the bus/carpool to school with.

7. Connect with the Teacher

Make sure to touch base with the teacher at the beginning and end of the school day. The teacher will know you want to be involved in your child's education.

8. Practice Getting Up Early

Alleviate the shock of getting up early on the first day of school by getting on a schedule of going to bed and waking up early ahead of time.



Wyoming Department of Health

Commit to your health.
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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