

VOLUME 8, ISSUE 4

MEDICAID

WHO NEEDS A WELL CHILD CHECK-UP?



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



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

Toddlers need checkups at:

15 months
18 months
24 months (2 years)

Children need checkups at:

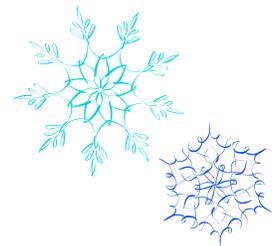
3 years
4 years
5 years

Older children and teenagers need:

A checkup every year

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Special Points of Interest:

- ◇ Toy Safety Tips
- ◇ Holiday Safety Tips
- ◇ Flu Season

IT'S FLU SEASON AGAIN!!!

While you can catch the flu (influenza) any time of the year, the virus is most common in the US between October and May and peaks around January or February. Since flu strains often change from year to year and the vaccine's effects may weaken after a season or two, everyone over the age of 6 months is advised to get a flu shot each season. What is the flu?

The influenza virus causes serious illness that may result in hospitalization or death. It mostly affects the breathing system, but may also affect the whole body. The flu season usually starts in the fall and ends in the spring.

Signs of the flu

All flu viruses cause a respiratory illness that can last a week or more. Flu symptoms include:

- A sudden fever (usually above 101°F or 38.3°C)
- Chills and body shakes
- Headache, body aches, and being a lot more tired than usual
- Sore throat
- Dry, hacking cough
- Stuffy, runny nose



Keep flu germs from spreading

The flu virus spreads easily through the air with coughing and sneezing, and through touching things like doorknobs or toys and then touching your eyes, nose, or mouth. Here are some tips that will help protect your family from getting sick.

- √ Everyone should wash their hands often. You should use soap and warm water for at least 20 seconds. That is about as long as singing the "Happy Birthday" song 2 times. And an alcohol-based hand cleanser or sanitizer works well too. Put enough on your hands to make them all wet, then rub them together until dry.
- √ Teach your child to cover his or her mouth and nose when coughing or sneezing. Show your child how to cough into the elbow or upper sleeve (not a hand) or use a tissue.
- √ Throw all tissues used for runny noses and sneezes in the trash right away.
- √ Wash dishes and utensils in hot, soapy water or the dishwasher.
- √ Don't let children share pacifiers, cups, spoons, forks, washcloths, or towels without washing. Never share toothbrushes.
- √ Teach your child to try not to touch his or her eyes, nose, or mouth.
- √ Wash doorknobs, toilet handles, countertops, and even toys. Use a disinfectant wipe or a cloth with soap and hot water. (A disinfectant is a cleaner that kills germs.)

Keep your child home

Your child should stay home at least 24 hours after his or her fever is gone. Start counting time after you stop giving your child fever medicines like acetaminophen or ibuprofen. A temperature of 100.4°F (38°C) or higher is a sign of fever. Check with your child's school or child care center to find out its rules about children staying home when they are ill.

Toy Safety Tips

- ◇ Select toys to suit the age, abilities, skills and interest level of the intended child. Toys too advanced may pose [safety hazards](#) for younger children.
- ◇ Before buying a toy or allowing your child to play with a toy that he or she received as a gift, read the instructions carefully.
- ◇ To prevent both burns and electrical shocks, don't give young children (under age ten) a toy that must be plugged into an electrical outlet. Instead, buy toys that are battery-operated.
- ◇ Children under age three can choke on [small parts](#) contained in toys or games. Government regulations specify that toys for children under age three cannot have parts less than 1 1/4 inches in diameter and 2 1/4 inches long.
- ◇ Children can have serious stomach and intestinal problems—including death—after swallowing button batteries and magnets. Keep them away from young children and call your health care provider immediately if your child swallows one.
- ◇ Children under age 8 can choke or suffocate on un-inflated or broken balloons. Remove strings and ribbons from toys before giving them to young children.
- ◇ Watch for pull toys with strings that are more than 12 inches in length. They could be a strangulation hazard for babies.
- ◇ Parents should store toys in a designated location, such as on a shelf or in a toy chest, and keep older kids' toys away from young children.

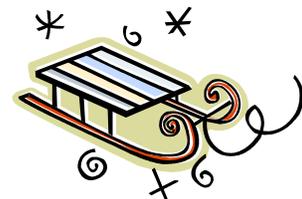


Holiday Safety Tips

1. **Teach your children to stay with you at all times while shopping.** They should always check first with you or the person in charge before they go anywhere. Always supervise your children in a public facility and accompany young children to the restroom.
2. **Make a plan in case you become separated.** Have older children meet you in a pre-designated spot (e.g. the sales counter or mall information booth). Teach younger children to look for people who can help within the store or mall — a uniformed security officer, a salesperson with a nametag, a mother with children, etc. They should never leave the store/mall or go to the parking lot to look for you or your car.
3. **Turn shopping trips into opportunities for your children to practice these “safe shopping” skills.**
4. **Leave clothing that displays your children’s names at home,** as it can prompt unwelcome attention from people who may be looking for an opportunity to start a conversation with your children.
5. **Never leave children in toy stores or public facilities** (e.g. video arcades, movie theaters, playgrounds) and expect store personnel to supervise your children.
6. **Have older children take a friend,** if you allow them to go shopping or to public functions without you. It's more fun and much safer. Older children should check in with you on a regular basis while they are out. Agree on a clear plan for picking them up including: where, what time, and what to do in case of a change in plans.
7. **Make other arrangements for child care,** if you feel that you will be distracted during holiday shopping.



Happy Holidays



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 health care 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 office. 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 you go for your child’s appointment, take your child’s Medicaid card and immunization record.

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?

- ◇ 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 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 1-800-994-4769.
- ◇ 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.

Kid Care CHIP is not a Medicaid Program

Emergency Travel Policy Reminder

Transportation call center agents are required to document the appointment dates and times for each travel request. This information will assist in determining if overnight stays should be paid for by Medicaid.

Emergency Fund requests will be granted for \$100 or more in an emergency situation. Emergency Funds will not be given if the transportation reimbursement is less than \$100.

When a client requests emergency funds and the reimbursement amount is \$100 or more, the transportation call center agents are required to contact the provider to verify the appointment is scheduled. Once this verification has occurred the agents will notify the client's DFS office.

An emergency fund request is limited to one (1) per 30 days per client (not per family). Routine appointments or appointments that are weeks or months in the future are not eligible for emergency funds. Post travel payment is available for these routine or planned appointments.

If an overnight stay is necessary, the original hotel receipt must be mailed with the Travel Authorization Confirmation Packet or Emergency Travel Authorization Confirmation Packet.

All verifications must be the original documents (no copies or faxes) and must include client name, appointment date and time and must be signed by the physician, nurse, receptionist/biller, or office manager. Please keep a copy for your records. The only verification forms that will be accepted by the transportation call center will be the following:

- ◇ The original physician or facility's Super Bill given at the time of check-out.
- ◇ Verification information on doctor or facility letterhead.
- ◇ Verification information on the doctor or facility's tamper resistant Rx pad.

Providers will be contacted to verify attendance at appointments. If an appointment is not attended, notify the transportation call center immediately.

Transportation Call Center — 1-800-595-0011 Monday - Friday 9 am – 5 pm

Travel to a Psychiatric Residential Treatment Facility (PRTF):

- ◇ Must be authorized prior to travel.
- ◇ Must be for admit, discharge, or family therapy and must have Medicaid approval.
- ◇ Travel to therapy visits will only be reimbursed every other month.



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 client 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 specific town, city or state.
- ◆ View the Medicaid Handbook, Frequently Asked Questions, newsletters and other client materials.

*Acquire ACS and Medicaid contact information

Visit us at www.health.wyo.gov/equalitycare



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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