

# VOLUME 8, ISSUE 3

## MEDICAID

### 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 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

#### 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:

- ◇ Back to School Basics
- ◇ Fraud, Waste and Abuse in Medicaid
- ◇ Preventing Sports Injuries

## BACK TO SCHOOL BASICS

The following health and safety tips are from the American Academy of Pediatrics (AAP).

### BACKPACK SAFETY:

- Choose a backpack with wide, padded shoulder straps and a padded back.
- Pack light. Organize the backpack to use all of its compartments. Pack heavier items closest to the center of the back. The backpack should never weigh more than 10 to 20 percent of your child's weight.
- Always use both shoulder straps. Slinging a backpack over one shoulder can strain muscles.
- If your school allows, consider a rolling backpack. This type of backpack may be a good choice for students who must tote a heavy load. Remember that rolling backpacks still must be carried up stairs, and they may be difficult to roll in snow.

### SCHOOL BUS:

- If your child's school bus has lap/shoulder seat belts, make sure your child uses one at all times when in the bus. If your child's school bus does not have lap/shoulder belts, encourage the school to buy or lease buses with lap/shoulder belts.
- Wait for the bus to stop before approaching it from the curb.
- Do not move around on the bus.
- Check to see that no other traffic is coming before crossing the street.
- Make sure to always remain in clear view of the bus driver.
- Children should always board and exit the bus at locations that provide safe access to the bus or to the school building.

### BIKE:

- Always wear a bicycle helmet, no matter how short or long the ride.
- Ride on the right, in the same direction as car traffic.
- Use appropriate hand signals.
- Respect traffic lights and stop signs.
- Wear bright colored clothing to increase visibility.
- Know the "rules of the road"

### WALKING TO SCHOOL:

- Make sure your child's walk to school is a safe route with well-trained adult crossing guards at every intersection.
- Be realistic about your child's pedestrian skills. Because small children are impulsive and less cautious around traffic, carefully consider whether or not your child is ready to walk to school without adult supervision.
- If your children are walking to a new school, walk with them the first week or until you are sure they know the route and can do it safely.
- Bright colored clothing will make your child more visible to drivers.
- In neighborhoods with higher levels of traffic, consider starting a "walking school bus," in which an adult accompanies a group of neighborhood children walking to school.

### EATING DURING THE DAY

- Most schools regularly send schedules of cafeteria menus home. With this advance information, you can plan on packing lunch on the days when the main course is one your child prefers not to eat.
- Try to get your child's school to stock health choices such as fresh fruit, low-fat dairy products, water and 100 percent fruit juice in the vending machine.
- Each 12-ounce soft drink contains approximately 10 teaspoons of sugar and 150 calories. Drinking just one can of soda a day increases a child's risk of obesity by 60%. Restrict your child's soft drink consumption.



## Client Fraud, Waste and Abuse

Medicaid scams steal money from those that need it the most, both clients (any one that receives services from Medicaid) and the people who provide the health care services. Most people receiving Medicaid services do so legally within the Medicaid guidelines. However, a small group of folks abuse their rights and participate in deceptive behavior. The following are types of fraud, waste and abuse by clients:

- √ Loaning a Medicaid Identification (ID) card to others
- √ Misrepresenting Medicaid eligibility to providers
- √ Changing or tampering with an order on a prescription
- √ Stealing a prescription pad or another type of authorization form and forging signature
- √ Using more than one Medicaid ID card or identity
- √ Doctor shopping for drugs or other unnecessary services
- √ Obtaining duplicate services
- √ Receiving payment in lieu of services
- √ Receiving services when the client knows the services are not medically necessary
- √ Providing a Medicaid ID card and other personal information for money
- √ Selling prescription drugs
- √ Misrepresenting a medical condition in order to receive care or services
- √ Obtaining durable medical equipment (DME) or supplies from Medicaid for purposes of selling it
- √ Misrepresenting personal income or assets in order to obtain eligibility

Taking part in any of these activities can lead to criminal liability or loss of federal services indefinitely.

If you suspect that a recipient has taken part in any of these activities listed above or any questionable activity, please call (307)777-7531. Your call will remain confidential.

## PREVENTING SPORTS INJURIES

Back to school for many children means back to sports. Thousands of Wyoming boys and girls participate in organized school sports and some will suffer bumps, bruises, sprains and fractures. Fortunately, life threatening school sports injuries are rare but many injuries can cause discomfort and lost classroom time. Sports help children to keep their bodies fit and sports give children opportunities for development of leadership skills, team cooperation and building self esteem. Many lessons are learned on the playing field that can't be learned in the classroom.

All sports have the risk for injury and contact sports have the greatest risk but any sport can present physical stresses and strains. Broken bones constitute just five percent of sports injuries. Damage to ligaments, tendons and muscles are much more common.

Children's sports should be overseen by coaches who have training in first aid and who will refer children with injuries to the appropriate health care providers.

The American Academy of Pediatrics recommends the following to reduce the risk of sports injuries:

- **Time off and time out.** Plan to have at least 1 day off per week from a particular sport to allow the body to recover.
- **Wear the right gear.** Players should wear appropriate and properly fitting protective equipment such as pads (neck, shoulder, elbow, chest, knee, shin), helmets, mouthpieces, face guards, protective cups, and/or eyewear. Young athletes should not assume that protective gear will protect them from performing more dangerous or risky activities.
- **Strengthen muscles.** Conditioning exercises before games and during practice strengthens muscles used in play.
- **Increase flexibility.** Stretching exercises before and after games or practice can increase flexibility.
- **Use the proper technique.** This should be reinforced during the playing season.
- **Take breaks.** Rest periods during practice and games can reduce injuries and prevent heat illness.
- **Play safe.** Strict rules against headfirst sliding (baseball and softball), spearing (football), and body checking (ice hockey) should be enforced.
- **Stop the activity if there is pain.**
- **Avoid heat injury** by drinking plenty of fluids before, during and after exercise or play; decrease or stop practices or competitions during high heat/humidity periods; wear light clothing.

**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. 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
- \*Severe cuts or burns
- \*Loss of consciousness/blackout
- \*Bleeding that does not stop
- \*Vomiting blood
- \*Broken bones



**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.
- ◇ 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 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.



Visit us at [www.health.wyo.gov/equalitycare](http://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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Your Health Check Newsletter