



# *ESSO WEEKLY MEMO*

*May 15, 2014*

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## **UPCOMING EVENTS:**

### **1. 16th Annual Family Café**

The “Sweet Sixteen” 16th Annual Family Cafe is set for June 6-8, 2014 at the Hilton Orlando in Orlando, Florida. This three-day event provides a venue for people with disabilities and their families to learn about available services, connect with policy makers and network with each other. It features dozens of breakout sessions, a full Exhibit Hall, a series of Keynotes and multiple opportunities to interact with other families informally. The 16<sup>th</sup> Annual Family Café Conference At A Glance can be viewed at

<http://www.familycafe.net/images/stories/pdf/files/2014AtAGlance-revised.pdf>.

**Friday’s Keynote**, June 6, 11:30-1:00, will feature **Florida Surgeon General John H. Armstrong, MD**. Dr. Armstrong is committed to making Florida one of the healthiest states in the nation. He has served as Florida’s Surgeon General since April of 2012, and has been a national leader in health policy and advocacy for more than 20 years. You can look forward to Dr. Armstrong getting The 16<sup>th</sup> Annual Family Café off to a healthy start on Friday morning, as he shares his vision for Florida’s public health, and discusses what can be done to help make people with disabilities healthier and more active.

### **2. Deliver the Dream Upcoming Retreats**

July 11-13, 2014

"Families who have a family member (child or parent) with epilepsy"  
River Ranch - Lake Wales, FL

August 15-17, 2014

"Families who have medically complex children"  
The Florida FFA Leadership Training Center - Haines City, FL

September 12-14, 2014

"Families who have a child with a genetic syndrome"  
The Fountains - Orlando, FL

October 10-12, 2014

"Families who have a child with a blood disorder"  
The Florida FFA Leadership Training Center - Haines City, FL

November 14-16, 2014

"Families who have a parent with multiple sclerosis"  
The Florida FFA Leadership Training Center - Haines City, FL

<http://www.deliverthedream.org/familyretreats>

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## **MEDICAID UPDATES:**

### **3. Medicaid Alerts and Questions**

The Florida Medicaid program has created an e-mail alert system to supplement the present method of receiving Provider Alerts information and to alert registered subscribers of "late-breaking" health care information. An e-mail will be delivered to your mailbox when Medicaid policy clarifications or other health care information is available that is appropriate for your selected area and provider type. Visit the **Florida Medicaid's Health Care Alerts** page at

<http://ahca.myflorida.com/Medicaid/alerts/alerts.shtml> to subscribe now, or to unsubscribe or update your subscription at any time. Please direct questions about Medicaid policies to your local Medicaid area office. The Medicaid area offices' addresses and phone numbers are available on the **Area Offices** web page at [http://portal.flmmis.com/FLPublic/Provider\\_AreaOffices/tabId/37/Default.aspx](http://portal.flmmis.com/FLPublic/Provider_AreaOffices/tabId/37/Default.aspx).

## **INFORMATION & RESOURCES:**

### **4. CEED Online Courses: Register for Summer 2014 Sessions**

Earn Clock Hours or Academic Credit by successfully completing a CEED online course. Sessions are nine weeks (or 6 weeks) and instructor-led. Participants need a computer with high speed internet connection. Click on the links below for more information about each course and to register.

#### **Course Schedule:**

<http://www.cehd.umn.edu/CEED/onlinecourses/resources/2014OnlineCourseSchedule.pdf>

#### **Register Online:**

<https://www.regonline.com/Register/Checkin.aspx?EventID=854768>

### **5. "Little Kids, Big Questions" A Parenting Podcast Series from ZERO TO THREE**

This podcast series addresses some of the most common (and challenging) issues facing parents of babies and toddlers, such as: helping a baby learn to sleep through the night; dealing with a picky eater; and learning to set limits on children's behavior. These questions—and more—are covered in this series of 12 podcasts, hosted by Ann Pleshette Murphy, a past contributor to ABC's Good Morning America Parenting Segment and Vice President of the ZERO TO THREE Board of Directors.

For more information and to download the podcasts, please visit:

<http://www.zerotothree.org/about-us/funded-projects/parenting-resources/podcast/>

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## **CMS-K.I.D.S.**

### **6. Reminder**

Providers should contact the Customer Service number for CMS-K.I.D.S. when they have questions regarding claim submissions or provider record concerns. If the Customer Service representative is unable to answer the questions, please request that the call be **escalated to a supervisor** for further assistance. Providers should contact their Local Early Steps administration if Customer Service cannot resolve their problem, and the local administration will consult with the Early Steps State Office for additional assistance. Attached to the this Memo is the Customer Service information.

## **LES & STAFF SPOTLIGHT:**

### **7. FRS Highlights Her Love for Her Job**

*Personal Facebook Post by **Imperia Torres**, FRS, Southwest Florida Early Steps  
Submitted by Sue Cannon, State Parent Consultant, Early Steps State Office*

“I know it is really hard for some people to find a job they really love, but I must say that I am blessed. I love my job. I love what we do and what we stand for. I am so proud to be a part of the Early Steps team. I believe we have the best team, and the most important priority, which is always to keep our families first. Our Program Director Trina Cox Puddefoot encourages us to prioritize the families. You can truly count on her. She understands. Trina is a Mom and I think that's the key - seeing every child as if he or she were your own. I saw the most beautiful smile today on a child and the pride on the Mother's face. We provided resources that encouraged that smile. It was so fulfilling to me in my heart. I have no words to explain what better gift than to put a smile on a child's face. Thank you Early Steps for doing that for me and to all of my coworkers who work very hard every day to serve our families.”



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