



CMS Plan Care Connection

Children's Medical Services Managed Care Plan (CMS Plan) is a health care plan for children with special health care needs offered by the Florida Department of Health.

Wash Those Hands!

To prevent illness, wash your hands. Keeping hands clean is important. It keeps germs from spreading so that people do not get sick.

Some children are more likely to get sick than others. This may be because a chronic illness affects their immune system. You can help keep these kids safe by washing your hands. You can also help spread the word about proper handwashing. Teach your kids to wash their hands. Remind them not to touch their faces, eyes or mouths with dirty hands. Remember, hands can be full of germs even when they look clean.

Here are some times to wash your hands:

- After using the bathroom.
- After coughing, sneezing or blowing your nose.
- After cleaning a child who has gone to the bathroom.
- After changing a diaper.
- After touching books and money.
- Before preparing food
- Before eating.
- After petting an animal.

Here are steps for good handwashing:

1. Use running water.
2. Use regular or antibiotic soap.
3. Rub soapy hands together for 20 seconds. Singing "Happy Birthday" twice takes about 20 seconds.
4. Scrub between fingers.
5. Scrub arms from your hands all the way to your elbows.
6. Rinse off all the soap with running water.
7. Use a paper towel to dry your hands and arms.
8. Turn off the water with the paper towel. Throw the towel away.

Show this video to your kids. It's a fun way to help them learn about proper handwashing. <https://www.youtube.com/watch?v=PT1cTdNY0h8>





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February is Dental Health Month!

February is Dental Health Month. Are your children due for a dental cleaning? Have they had their sealants? Dental care is worth the time and money for you and your children.

In Florida, about 23% of third graders have cavities. Cavities are caused by bacteria. The bacteria make the teeth rot. Untreated cavities can be very painful. They may even land your child in the emergency room! Dental cleanings help prevent tooth decay. Dental sealants help protect teeth.

What are dental sealants? Sealants are thin plastic coatings for the teeth. They fill in the grooves in the back teeth. Sealants make it so bacteria cannot live in these grooves. Avoiding these bacteria means cavities are much less likely.

Remember to make your child's appointment for cleanings and sealants! Call your care coordinator if you need help.

Transportation Change Reminder

CMS Plan families in Community Care Plan's (CCP) area got new transportation in December. Beginning December 1, 2017, Access2Care became the transportation vendor. Logisticare no longer gives transportation to CMS Plan Medicaid members.

If you need a ride, call Access2Care at 1-866-411-8920.

This service is only for your child's health care appointments. Your child must be enrolled with Children's Medical Services Plan-Community Care Plan. This transportation is only if you have no other way to get to your child's doctor. Please call at least two (2) days before your appointment.

You should have received a new ID card with the new transportation phone number. An updated member handbook is online.

You can call us at 1-866-209-5022 (TDD/TYY 1-855-655-5303) if you have any questions. We can help make sure your transportation needs are taken care of.

Reminder

It is important to call your Care Coordinator if you visit the Emergency Room. You should also call your Care Coordinator when you are admitted to the hospital as an inpatient.

Healthy Behaviors: Healthiest Weight

A healthy weight is the key to managing your overall health. CMS Plan and the state of Florida want all of us to be healthy. We can help you and your family with information on what to eat. We can also help with tips on exercise and having fun as a family. The Healthy Behaviors program offers help to families who want to reach a healthy weight. Ask your Care Coordinator about your options.





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FAQ:

What happens if I lose my Medicaid coverage? Can I still be in CMS? If you lose Medicaid or clinical eligibility, you will not be able to stay with the CMS Plan. If this happens, please call the Department of Health's CMS Nurse Care Coordinator about eligibility for Florida KidCare. You can also call Florida KidCare at 1-888-540-KIDS or visit www.floridakidcare.org. To contact your local area office, please visit our area office contact information page

Member Rights and Responsibilities

CMS Plan cares about your family and its needs:

- To be treated with respect, courtesy, and dignity.
- To protect your privacy.
- To ask questions and get answers you understand.
- To get the care and services covered by Medicaid.
- To get good medical care no matter your race, origin, religion, age, disability, or illness.

CMS Plan members also have duties. Some of these are:

- To call your main doctor when you get sick and need care.
- To listen and work with your providers.
- To treat all health care providers and staff with respect, courtesy and dignity.
- To give them the information they need for your care.

Read more about on the CMS Plan rights and responsibilities document.

CMS Plan rights and responsibilities on the last article:

http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/for-members/_documents/cms-plan-member-rights-and-responsibilities-july-16.pdf.

Important Phone Numbers

You can call Ped-I-Care if you live in north or central Florida. Their phone number is 1-866-376-2456.

TTY/TTD 1-800-955-8771

You can call Community Care Plan (CCP) if you live in south Florida. Their phone number is 1-866-209-5022.

TTY/TTD 1-855-655-5303

Community Care Plan used to be called South Florida Community Care Network (SFCCN).

Non-Discrimination Notice:

This information is available for free in other languages. Please contact our customer service numbers listed above.

Rele gratis, si ou bezen enfamasyonsa an Kreyol.

Por favor llamar a Servicios de Miembro para asistencia en Español u otro idioma.

No hay costo por este servicio.



CMSPlanFlorida.gov



Member Services: (866) 209-5022

<http://ccpcare.org/>



UNIVERSITY of FLORIDA

Member Services: (866) 376-2456

<http://pedicare.pediatrics.med.ufl.edu>