



# **Children's Medical Services Network CMSN-Southeast Florida Region**

## **Family Handbook**

### **Title 21 Enrollees**



October 2010



Greetings and welcome to the Children's Medical Service Network-Southeast Florida Region (CMSN-Southeast Florida Region). The CMSN-Southeast Florida Region will work in conjunction with Children's Medical Services (CMS) to see that your child receives the highest level of medical care and will assist you and your family with any issues related to your child's condition.

This handbook is designed to help you understand the benefits and services that the CMSN-Southeast Florida Region offers so you will be able to use them effectively. Please take a few minutes to review this information, as it is important for you to be familiar with how your child's health plan works.

Your child has been assigned a CMS Nurse Care Coordinator who is a registered nurse. The CMS Nurse Care Coordinator will work closely with you and CMSN-Southeast Florida Region in managing your child's complex healthcare needs. CMS also employs social workers who can offer you guidance in non-medical areas.

A list of the CMSN-Southeast Florida Region participating providers is in your new enrollee packet. It is called the provider directory. The most recent provider directory can be found on our website, <http://www.sfccn.org>. Providers may change, therefore you should first check with a provider before you make an appointment to ensure they are a CMSN-Southeast Florida Region participating provider.

Many services may be arranged within your county; however, we are fortunate to be part of a large network system. Our network includes all of Broward, Palm Beach, Martin, St. Lucie, Okeechobee and Indian River counties. All of our physicians must meet strict qualifications and be Board Certified in their pediatric specialty or be qualified to sit for their Boards. We believe it is extremely important that all of our providers, physicians and non-physicians have the expertise to provide care for our children with special health care needs.

We the staff of CMS and the CMSN-Southeast Florida Region are committed to providing your child and family with the best care. Your comments and suggestions are very important and we believe you are a member of this team. We value your involvement.

If you have any questions or need further information, please call the CMSN-Southeast Florida Region Enrollee Services Department at (800) 988-5640, prompt #1.

Thank you.

Children's Medical Services  
Children's Medical Services Network-Southeast Florida Region

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## **CMS MAIN OFFICES**

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# OVERVIEW OF THE CHILDREN'S MEDICAL SERVICES

Children's Medical Services (CMS) is a comprehensive managed care system for children with special health care needs. Pediatricians and family practitioners provide primary care and referrals for specialty and hospital services within a network of approved physicians, hospitals, and other healthcare providers who have expertise in treating these children.

## **CMS Mission**

Champion excellence in the delivery of health care for children with special health care needs through a comprehensive system of care; provide a family centered, coordinated medically managed system of care for children with special health care needs; and provide essential preventive, evaluative and early intervention services for children.

## **History of the Program**

The CMS program began in 1929 as a state funded orthopedic program for indigent crippled children. Private sector physicians and a few state-employed nurses provided medical services.

From 1935 to the present, the CMS program has continually expanded to include services for all children with serious or chronic physical or developmental conditions.

Throughout its history, the public/private partnership fostered by the CMS program has been a major organizational strength. The CMS program in Florida is nationally recognized as a model of care for children with special health care needs.

## **CMSN-SOUTHEAST FLORIDA REGION**

The CMSN-Southeast Florida Region is a partnership formed by the South Florida Community Care Network (SFCCN) and the State of Florida, Department of Health's Children's Medical Services (CMS). The SFCCN consists of three governmental entities: South Broward Hospital District, North Broward Hospital District, and Public Health Trust of Miami-Dade County.

The CMSN-Southeast Florida Region health care delivery system is responsive to the needs of families, providers and other agencies. The system offers screening and preventive services as well as early identification programs with a direct linkage to a continuum of care providing primary, secondary, and tertiary care with special support services for medically complex children.

CMS and CMSN-Southeast Florida Region staffs are available to assist children and their families in minimizing the adverse effects of medical conditions and optimizing the child's developmental potential in accordance with a plan of care.

## **Care Coordination**

Each CMSN-Southeast Florida Region enrollee has a CMS Nurse Care Coordinator who is a registered nurse (and Social Worker if needed) to assist families with the health care management of their child and to assist physicians and their staff with care coordination. CMS Nurse Care Coordinators and Social Workers may assist with any of the following:

- ❖ Coordinating medical services with other providers and community agencies, including schools, to ensure continuity of care
- ❖ Providing teaching and education that will empower families to assume the role of primary care manager for their child
- ❖ Developing care plans that are responsive to the needs of the child and family
- ❖ Maintaining appropriate medical documentation
- ❖ Ensuring access to primary care and specialty care
- ❖ Staffing clinics and ensuring that all medical documentation is available for physicians
- ❖ Conducting hospital and home visits
- ❖ Providing advocacy and support on behalf of our members and their families

## **Family-to-Family Support Resources**

CMS also provides access to Family Health Partners who provide family-to-family support. CMS Family Health Partners are parents or family members of children with special health care needs. They offer families a non-professional resource with whom they can discuss issues related to raising a child with health care needs. The Family Health Partners often are able to put parents and families in touch with support groups related to their child's illness.

## **Clinic Services**

CMS provides a clinic system for pediatric subspecialties.

- ❖ Some of the nurses who provide care coordination for the CMS children and their families manage these clinics. The advantage of this system is that these nurses are already familiar with the children's case and their families
- ❖ Community pediatric specialists, credentialed by CMS, conduct clinics at CMS

## **Special Needs Shelter**

In cooperation with Broward County Emergency Management, CMS sponsors and manages a hurricane shelter at a confidential location in Ft. Lauderdale. It is the only shelter in the State of Florida specifically designated for children with special care needs. It is reserved for CMS children and their families, in addition to other children in the community who have special health care needs. It is staffed by medical personnel and has provisions beyond a shelter for the general public. This shelter is for those children whose condition is life sustaining, not life supporting (who should be brought to a hospital). To attend this shelter, a family must pre-register by completing an application, which can be obtained by contacting your CMS Nurse Care Coordinator.

Families in Martin, Indian River, Okeechobee and St. Lucie may sign up to be sheltered in their respective counties' special needs shelter operated by the local health departments and staffed by Health Department medical personnel and CMS Nurses. To attend this shelter, a family must pre-register by completing an application, which can be obtained by contacting your CMS Nurse Care Coordinator.

Palm Beach County manages a Special Needs Shelter at the South Florida Fair Grounds.

## **Enrollment**

The Florida KidCare program determines your child's eligibility and enrollment in the CMSN-Southeast Florida Region.

## **Using the CMSN-Southeast Florida Region**

The following guidelines will help you use the CMSN-Southeast Florida Region health insurance effectively:

- ❖ Always call your primary care physician first when your child needs medical attention. If you can't reach your primary care physician, call your CMS Nurse Care Coordinator
- ❖ If it is an emergency, call 911
- ❖ Make sure that the physician or facility is participating with the CMSN-Southeast Florida Region at the time of your visit
- ❖ Maintain timely premium payments to Florida KidCare
- ❖ Always identify your child as a CMSN-Southeast Florida Region enrollee when you seek medical care
- ❖ Update your CMS Nurse Care Coordinator of all medical appointments and outcomes, diagnostic tests and procedures, and issues to ensure optimal care coordination
- ❖ Call your CMS Nurse Care Coordinator or CMSN-Southeast Florida Region Enrollee Services when you have a question or need assistance in using your CMSN-Southeast Florida Region plan.

## **Enrollee I.D. Card**

Your child's membership card is in the welcome packet. Keep this card with you when you seek medical care for your child. Do not allow anyone else to use your child's membership card. If you lose your child's card, call the CMSN-Southeast Florida Region Enrollee Services Department at (800) 988-5640 and a new card will be issued to your child.

## **Change of Address**

If your child has a change of address, please call Florida KidCare at (800) 821-5437 to update your address. Also let your CMS Nurse Care Coordinator know of the change.

## **Your Child's Primary Care Physician**

As a CMSN-Southeast Florida Region enrollee your child has a list of primary care physicians to choose from. You may keep the same primary care physician (PCP) that your child used

before enrolling with the CMSN-Southeast Florida Region **as long as he/she is a CMSN-Southeast Florida Region provider. If you do not choose a PCP, the CMSN-Southeast Florida Region will assign one for you. Your child's PCP provides preventive, routine care and all non-emergency care.**

### **Changing Your Primary Care Physician**

You may change your child's PCP any time by writing or calling the CMSN-Southeast Florida Region Enrollee Services Department at (800) 988-5640. The effective date of the change is dependent upon when the change is requested. A representative will assist you in making the change.

### **Specialty Care**

Your child's primary care physician knows your child's medical history and is best qualified to determine if care by a specialist is needed, and if so, which specialist would be best for your child. Therefore, your child's primary care physician, with consultation from your CMS Nurse Care Coordinator, will refer you to a specialist when appropriate. Please verify with CMSN-Southeast Florida Region Enrollee Services or your CMS Nurse Care Coordinator that the specialist is a member of the CMSN-Southeast Florida Region before scheduling or receiving services.

## **TO SUMMARIZE...**

### **PLEASE REMEMBER THESE GUIDELINES WHEN ACCESSING YOUR CHILD'S BENEFITS**

- ❖ **Identify your child as a CMSN-Southeast Florida Region enrollee**
- ❖ **Always call your child's primary care physician first; except in the case of an emergency you should call 911**
- ❖ **Make sure that the physician or facility is participating with the CMSN-Southeast Florida Region at the time of your child's visit**
- ❖ **Notify your CMS Nurse Care Coordinator of appointments and other pertinent issues.**

## Scheduling Appointments

After your child is enrolled in the CMSN-Southeast Florida Region, it is important that you make an appointment with his or her doctor. You should make it right away if you choose a new PCP for your child. When you call your child's doctor for an appointment, they will schedule you as soon as possible. The time will depend on your child's health care needs and the doctor's schedule. If you are unable to keep your appointment, please call the doctor as soon as possible. This will help you in getting a new appointment.

To ensure you receive timely care, we require that your child's doctor provides appointments in the following manner:

- Urgent care cases will be seen in 24 hours.
- Sick care cases will be seen in one week.
- Well care cases will be seen in one month.

## Payments

There is no cost to you for services approved by CMSN-Southeast Florida Region or for emergency or family planning services. **If your child receives a service from a physician or hospital that is not part of the CMSN-Southeast Florida Region, you may have to pay for the service. If you choose brand name drugs over generic prescriptions without an approval from your CMS Nurse Care Coordinator, you may have to pay for the prescription.** If you do receive a bill for services call CMSN-Southeast Florida Region Enrollee Services at (800) 988-5640.

## Out of Area Use

The network area for CMS and the CMSN-Southeast Florida Region covers all of Broward, Palm Beach, Martin, St. Lucie, Okeechobee and Indian River counties. You **MUST** get approval from the CMSN-Southeast Florida Region before your child gets treatment that is not an emergency when they are out of the network area. To obtain approval call Enrollee Services at (800) 988-5640. If you do not get approval, you will be responsible for the payments. In case of an emergency, you should take your child to the nearest emergency room for services. CMSN-Southeast Florida Region approval is not needed for emergency services.

## Benefits and Medically Necessary Services

As an enrollee of the CMSN-Southeast Florida Region, your child has the following benefits and services at no charge.

## **Well Child Care and Immunizations**

(Child Health Check-up)

Children should receive routine check-ups often. You should take your baby for a check-up within two weeks after your baby is born. Your child should have a check-up at one month, two months, four months, six months, nine months, twelve months, fifteen months, eighteen months, at twenty-four months, and then one time a year from age 3 to 21. Routine childhood immunizations are usually scheduled to be given during the well child visits.

### **Services include:**

- ✓ Hearing, vision, and dental screening
- ✓ Health and developmental history
- ✓ Immunizations
- ✓ Referrals for diagnosis and treatment as needed
- ✓ Therapy services when medically necessary and arranged by your child's primary care physician

### **Protected Health Information (HIPAA)**

We want to make sure that your Personal Health Information (PHI) is protected. We only use information when we need to in order to provide you with care. If you want to know more about how we protect your information, please read the information in your new enrollment package.

# SUMMARY OF CMSN-SOUTHEAST FLORIDA REGION COVERED SERVICES

**PLEASE NOTE:** Benefits will only be paid when CMSN-Southeast Florida Region providers are used. If you are not sure of the provider's status, please contact your CMSN-Southeast Florida Region Enrollee Services at (800) 988-5640.

- ❖ Behavioral Health
- ❖ Care Coordination Services\*
- ❖ Child Health Check-ups
- ❖ Chiropractic Services
- ❖ Community Resource Referrals
- ❖ Dental Services\*
- ❖ Doctor Visits
- ❖ Diagnostic Imaging Tests/X-rays
- ❖ Durable Medical Equipment & Medical Supplies
- ❖ Early Intervention Services
- ❖ Emergency Room Care
- ❖ Family Counseling
- ❖ Hearing Services
- ❖ Health Education
- ❖ Home Health Services
- ❖ Hospital Services-Inpatient
- ❖ Hospital Services-Outpatient
- ❖ Laboratory Services
- ❖ Nutrition Services\*
- ❖ Nutritional Supplements
- ❖ Optometric Services
- ❖ Transportation
- ❖ Physician Services
  - ❖ Specialty & Sub-Specialty
- ❖ Podiatry Services
- ❖ Prescription Drugs\*
- ❖ Prescribed Pediatric Extended Care Services (PPEC)
- ❖ Social Services
- ❖ Therapy Services
  - ❖ Occupational
  - ❖ Physical
  - ❖ Speech Language Pathology
- ❖ Transplant Services
- ❖ Visual Services
  - ❖ Eye Glasses