Children's Special Health
A program for Children with Special Health Care Needs
(307) 777-6921 or 1-800-438-5795

Guidelines for Parents

Children's Special Health (CSH) is pleased to be of service to you in the care of your child with special health care needs. Our goal is to assist families to receive the best possible medical care for their child. The following guidelines are to assist you in understanding our program.

ELIGIBILITY

Your child must be a Wyoming resident under 19 years of age, a U.S. citizen or qualified alien and known to have a medically eligible condition(s), i.e. chronic illness or disability. Your child may also have insurance, Kid Care CHIP, or Medicaid.

MEDICAL ELIGIBILITY

1. CSH is not health insurance and has very limited coverage. CSH coverage is ONLY for the condition(s) and provider(s) stated in your current letter of eligibility. For specific covered services for your approved condition(s), contact the Public Health Nurse (PHN). This coverage begins with the eligibility date listed on your letter. Any testing ordered must be performed by an approved provider who is enrolled in the Wyoming Medicaid Program.
2. CSH encourages a "medical home" for all family members, especially your child with special needs. Your medical home is a local primary doctor who will help your child get the very best care. A medical home can refer to other medical providers if your child needs specialty care (for example: a cardiologist).
3. Failure to follow your doctor's treatment plan or keep appointments can result in CSH closing your case.

MFH FAMILY CONSULTANT

Families can receive information on resources for support or advocacy in their community by calling toll free 1-800-438-5795.

CARE COORDINATION

You are eligible to receive assistance in coordinating your child's care from the PHN. Here are some of the areas PHNs have helped families with:

- Finding a medical home
- Finding information about your child's condition
- Finding needed services as close to home as possible
- Learning special medical techniques for caring for your child
- Working with all the professionals on a plan that meets your child's and your family's needs
- Identifying a problem and possible solutions
- Finding support in times of stress and crisis

Your family is the center of the team of providers who will be tending to the needs of your child. ***YOU KNOW YOUR CHILD BETTER THAN ANYONE ELSE!***

CONTINUED ELIGIBILITY

1. You MUST inform your Public Health Nurse of any changes throughout the year, for example: address, phone, doctor, diagnosis or insurance coverage. You may be responsible for charges if your PHN is not informed of new doctors or diagnoses. A change of insurance, if not updated, may cause errors in your medical bills being paid.
2. Each year for continued CSH eligibility an updated "CONFIDENTIAL FINANCIAL STATEMENT" (green form) will be requested by CSH.
3. Each year you are required to meet with your PHN to have an annual review of your child's medical care.

APPOINTMENTS

1. Take these items to your appointment to ensure correct billing:
    - Current eligibility letter
    - EqualityCare card
    - Your appointment letter
2. The medical plan with the doctor(s), hospital(s), or other service(s) must be **AUTHORIZED IN ADVANCE BY CSH. IF THE APPOINTMENT IS NOT PART OF THE MEDICAL PLAN, WE MAY NOT PAY FOR THAT APPOINTMENT. NOTE: CSH can only approve services by Wyoming Medicaid providers.**
3. If CSH is aware of an appointment, we will send you a letter to remind you. Parents are responsible for scheduling their child's appointments. If you must change appointment times or dates, please arrange the changes directly with your doctor (provider). **PLEASE KEEP ALL APPOINTMENTS.** If you have problems getting to your appointment, please call your Public Health Nurse. There may be help available for you. **REPEATED FAILURE TO KEEP APPOINTMENTS MAY RESULT IN CSH CLOSING YOUR CASE.**
4. Please remind your doctor that a copy of the **medical record** for each appointment should be mailed to your Public Health Nurse and to Children's Special Health, 6101 Yellowstone Road, Suite 420, Cheyenne, WY 82002. Please sign a release of information authorizing your provider to send records.

IF YOU HAVE INSURANCE

- You will need to **REPORT ALL INSURANCE POLICIES TO THE DOCTOR OR HOSPITAL.**
- Ask your provider to bill your insurance directly and/or assign benefits to your provider. This means your insurance company will pay directly to your provider. CSH expects any hospital and/or medical insurance benefits that you receive TO **BE PAID TOWARD** the cost of your child's medical care before CSH benefits are applied. If you do not send insurance benefits to the provider, CSH will close your case.
- Please call your PHN/Care Coordinator in advance if your health insurance is going to change or end.

BILLING PROCEDURES

- Your healthcare provider's office will send the bill to ACS, the agency that pays CSH bills. If the doctor's staff tries to give you the bill, tell them to send it to ACS, P.O. Box 547, Cheyenne, WY 82003-0547. The telephone number for ACS is 1-800-251-1268.
- CSH approved providers have signed an agreement with CSH to accept ACS payment as payment in full for authorized services. You may receive monthly statements of your account until it is paid. **Please contact your Public Health Nurse as soon as possible if you receive repeated requests for payment for CSH authorized services**.
- If money is received by the family through donations, legal actions, third party payor or other sources for services that the State of Wyoming has paid, the State of Wyoming will seek reimbursement from you.
- There is a $40,000 annual limit per child for services beginning with the eligibility date. CSH is not responsible for payment over that amount or for payment for care provided to your child before his/her eligibility date.

If you have questions about your CSH coverage, contact your PHN/Care Coordinator.

RIGHT TO APPEAL

Any CSH applicant/recipient has the right to appeal a CSH decision. To appeal a decision, you must make the request to Community and Public Health in writing. We are pleased to assist you and your child. CSH welcomes any questions or comments that you may have. For general questions and local guidance about Children's Special Health, contact your Public Health Nurse.

This publication is available in an alternative format upon request by calling (307) 777-6921.