



# In Good Health

Summer 2019



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### No longer qualify for BadgerCare Plus?

CCHP offers individual and family plans on the Marketplace. Our plan is called Together with CCHP.

Together with CCHP gives members high-quality health care from many providers in southeast Wisconsin.

To enroll, visit [togetherCCHP.org](http://togetherCCHP.org)

### CCHP in Your Community!

We are proud to offer a variety of events including healthy shopping classes and resource / education fairs to the communities we serve!

Come meet us at one of our upcoming events!

View our [Event Calendar](#)

## **Important phone numbers for BadgerCare members**

Customer service .....1-800-482-8010

CCHP on Call

24/7 nurseline .....1-877-257-5861

Advocate hotline .....1-877-900-2247

Transportation .....1-866-907-1493

HMO enrollment specialist

(to change HMO) .....1-800-291-2002

Member services (to request new

ForwardHealth card) ... 1-800-362-3002





## **Measles Outbreak: How you can protect yourself and your family with the MMR vaccine.**

Measles is a serious disease which spreads easily from one person to another. Measles is a common disease. Hundreds of cases across the United States have been reported in the past year, including in our neighboring states of Illinois and Michigan.

The best and most effective way to protect yourself and your family from measles is to get the MMR (Measles-Mumps-Rubella) vaccine.

This vaccine is typically given in 2 doses:

- The first is given at 12-15 months old
- The second is given at 4-6 years old
- Older children and adults who have not received these doses should talk with their doctor about whether they should get a dose as well.



The MMR vaccine is a very safe and effective vaccine, and Children's Community Health Plan offers this vaccine as a fully covered benefit. If you are unsure if you or your children have received their MMR vaccines, contact your child's pediatrician and your primary care provider today.

### **Need help finding a primary care provider in your area?**

You can call Customer Service at 1-800-482-8010 or browse the online Provider Directory at [cchp-wi.org/BCP-Providers](http://cchp-wi.org/BCP-Providers) to find the right provider for your child!

## **Knowledge is Power-The Power to Save Lives**

### **Parent Information - Signs & Symptoms Drugs & Alcohol**

There are signs to look for, but several of the signs and symptoms of substance abuse are also, at times, typical adolescent behavior. Many also are signs of mental health issues, including anxiety and depression. Here is a list of some physical and behavior signs.

#### **Physical Signs:**

- Inability to sleep, awake at unusual times
- Loss or increase in appetite
- Cold, sweaty palms
- Pupils larger or smaller than normal; bloodshot eyes, avoiding eye contact
- Nausea, vomiting or excessive sweating
- Deterioration of hygiene or physical health

#### **Behavior Signs**

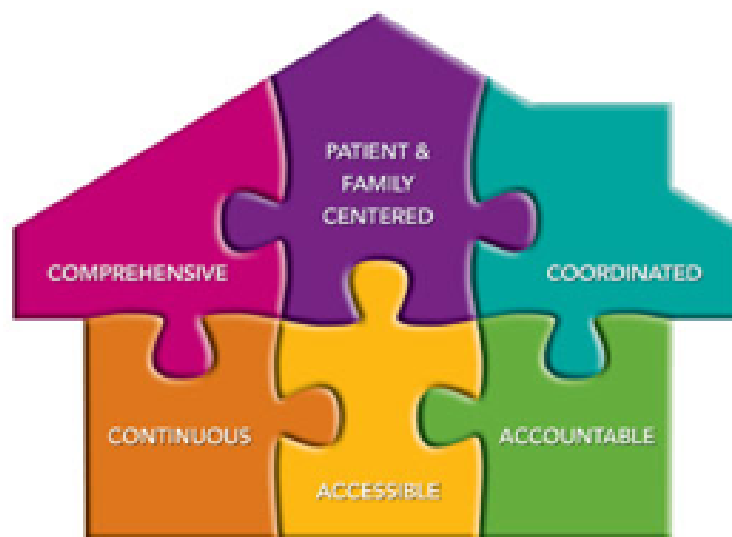
- Missing school/work
- Paranoia
- Change in friends
- Changes in overall attitude/personality with no other identifiable cause
- Change in activities
- Increased secrecy
- Sudden oversensitivity, temper tantrums or resentful behavior

#### **Best advice: TRUST YOUR GUT!**

If something doesn't feel right with your child and you suspect something is going on, it probably is. For more information about Mental Health and Substance Abuse Services covered by Children's Community Health Plan please call our Customer Service at 1-800-482-8010. For more information, talk with your provider, [Milwaukee County Behavioral Health Division](#) or [WA/WM Heroin/Opiate Task Force](#).

## *The Importance of a Medical Home and establishing with a Primary Care Provider*

A medical home provides primary care is focused on the whole person. This is done by partnering with patients and families through an understanding of respect for culture, unique needs, preferences, and values.



### **Why is a medical home and primary care provider important?**

- It puts you at the center of your care and provides a personalized plan to reach your goals
- Your primary care team is focused on getting to know you and earning your trust
- It provides ongoing review of your medications for your health and safety
- They can provide preventative care reminders like vision and dental exams as well as update immunizations
- They can coordinate your care and refer you to specialists when needed
- They have expertise managing chronic conditions

If you need help scheduling a primary care provider appointment, contact our Member Advocates at 1-877-900-2247

If you need support managing your health condition, contact our Health Management Team at 414-266-3173.

## *Scheduling an Appointment*

Preventative exams are an important part of your care and are a covered benefit to you. CCHP recommends yearly eye and dental exams. If it has been over a year since you've had an exam, please see contact information below to schedule an appointment.

### **Vision**

- Milwaukee Scheduling: 1-414-462-2500
- Outside Milwaukee, please call toll-free: 1-800-822-7228

### **Dental**

For help finding a dentist, contact our Dental Customer Service line at 1-877-389-9870.

### **Transportation**

If you have no way to get to your medical or behavioral health appointment you can get:

- Money for gas mileage
- A ride or bus tickets

Contact the state of Wisconsin's non-emergency medical transportation provider, MTM, at 1-866-907-1493 to learn more!

## FIND FREE FOOD AND SAFE PLACES

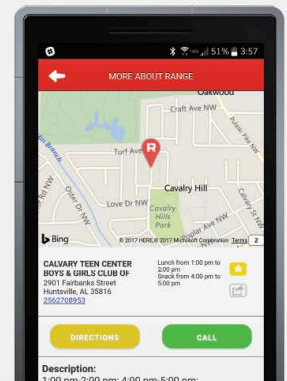
Range helps find where free food is served and where safe places exist for youth each summer. Community-based organizations and public libraries serve free meals and provide a safety net, delivering nutrition and security when both can be a rare commodity for youth at risk. All school-age youth are eligible without proof of need: just show up and enjoy a free meal.

### RANGE HELPS FAMILIES AND THOSE WHO SUPPORT THEM

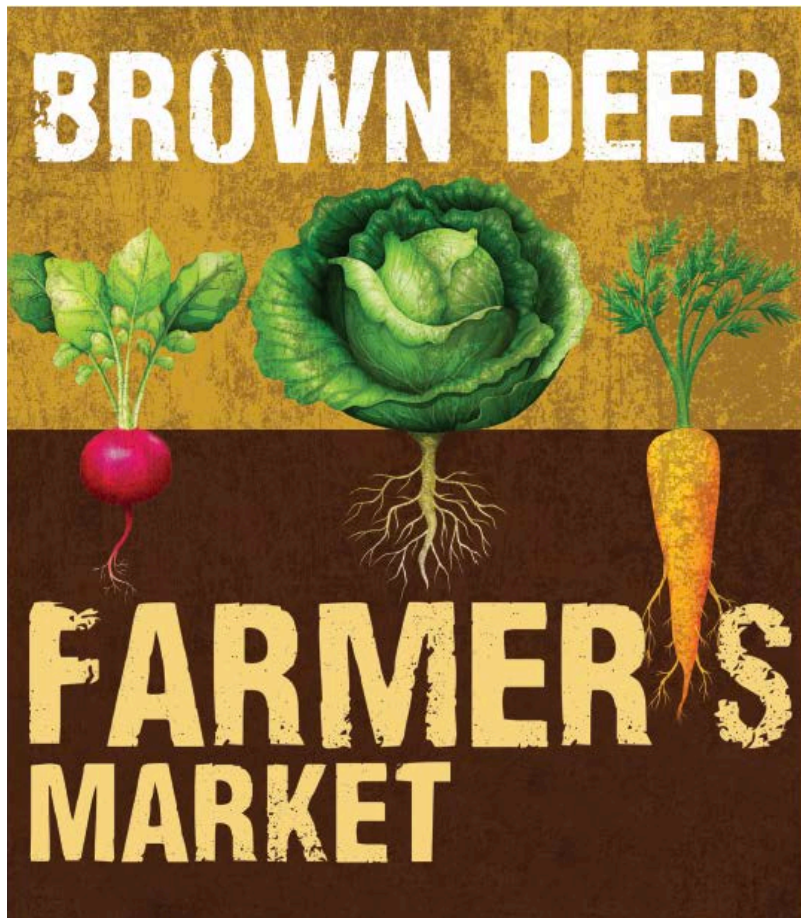
While anyone can use Range, we built it for trusted adults who support youth and families, like social workers, pediatricians, librarians, or youth center staff. Open the Range app, and the nearest sites to your current location appear. You can search for sites, view them in a list, text and email information to a family in need, and learn vital site information, such as which meals are served and when.



**RANGE IS  
A FREE APP**  
[www.RangeApp.org](http://www.RangeApp.org)







## Matching days

## Double your groceries!



## Matching days

A dollar spent is a dollar earned

Every day from July through October 2019, Children's Community Health Plan will **match every EBT dollar you spend at the Brown Deer Farmers Market.**

You and your family can eat healthier by buying fresh food from local producers. Take advantage of FREE Market Dollars when you use your EBT card.

There is no limit to the number of visits allowed. Don't miss out on this great opportunity! Visit the Brown Deer Farmers Market every **Wednesday from July 2019 - Oct 30, 2019, between 9 a.m. - 5:30 p.m.**

Visit our booth to spin our prize wheel and get health and informational resources.

We will be on site the following dates:

- July 17
- July 31
- August 21
- September 4

Location:

9078 N Green Bay Road  
Brown Deer, WI 53209

*Please check in at the welcome table to receive EBT matching tokens.*

For more information contact Caitlin at [cvicini@chw.org](mailto:cvicini@chw.org) or (414) 266-6157.

© 2019 Children's Hospital of Wisconsin. All rights reserved. Children's Community Health Plan complies with Federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability or sex. Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-482-8010 (TTY: 7-1-1). Yeg koj has lus: Hmoob, kev pab rau lwj yam lus muaj rau koj dawb xwb, 1-800-482-8010 (TTY: 7-1-1).



## **CCHP on Call**

### ***Your no-cost, 24/7 access to nurses***

Not sure if you or your child needs to visit urgent care? Speak with a nurse from the comfort of your home!

CCHP on Call is a Nurseline system for answering your health care questions. The nurses are on duty 24 hours a day, seven days a week – **at no cost to you!**

#### **When should I use CCHP on Call?**

- Before you go to the emergency room (if the emergency is life threatening call 911)
- For any general health questions or concerns:
  - Scrapes or cut
  - Skin irritation or rash
  - Colds and flu
  - Pink eye
  - Sore throat
  - Sinus or ear infections
  - Nausea and vomiting

#### **Why should you and your family use CCHP on Call?**

- The nurses can help you get the right care
- They can advise you on the proper treatment
- They may ask you to describe the symptoms or problems
- They will help you decide how to get the best treatment possible

**If this is medical emergency, please dial 9-1-1**

**Call to speak to a Nurse today: 1-877-257-5861**



## Healthy Snack for the Summer

### Refreshing Watermelon Salad

Prep Time: 20 mins | Total Time: 20 mins

Servings: 15 servings

Calories: 94 cal

#### Ingredients

- 3 tablespoons lime juice
- 1 cup sliced red onion, cut lengthwise
- 15 cups cubed watermelon
- 3 cups cubed cucumber
- 1 (8 ounce) packaged feta cheese
- 1/2 cup chopped fresh cilantro
- cracked black pepper
- sea salt



#### Instructions

1. In a small bowl, pour lime juice over red onions. Allow to marinate while assembling the salad.
2. Gently combine the watermelon, cucumber, feta cheese, and cilantro in a large bowl.
3. Season with black pepper.
4. Toss watermelon salad with marinated onions and season with sea salt just before serving.



## Cool Down with old-fashioned Pink Lemonade

### Old-Fashioned Pink Lemonade

Prep Time: 10 mins | Total Time: 10 mins

#### Ingredients

- 2 cups white sugar
- 9 cups of water
- 2 cups fresh lemon juice
- 1 cup cranberry juice, chilled

#### Instructions

- In large pitcher combine all ingredients.
- Stir to dissolve sugar.
- Serve over ice



*To find additional information on improving your healthy eating life style please visit:*

- [www.eatingwell.com](http://www.eatingwell.com)
- [www.joyfulhealthyeats.com](http://www.joyfulhealthyeats.com)



## Member Rights and Responsibilities

As a member of Children's Community Health Plan, you have the right to:

- Ask for an interpreter and have one provided to you during any BadgerCare Plus covered service.
- Receive the information provided in your member handbook in another language or another format.
- Receive health care services as provided for by federal and state law. (All covered services must be available and accessible to you. When medically appropriate, services must be available 24 hours a day, seven days a week.)
- Receive information about treatment options including the right to request a second opinion regardless of the cost or benefit coverage.
- Participate with practitioners in making decisions about your health care regardless of the cost or benefit coverage.
- Be treated with dignity and respect — you have a right to privacy regarding your health
- Be free from any form of restraint or seclusion used as a means of force, control, ease or reprisal.
- Receive information about Children's Community Health Plan, its services practitioners and providers and member rights and responsibilities.
- Voice complaints or appeals with Children's Community Health Plan or the care it provides  
Make recommendations regarding Children's Community Health Plan's member rights and responsibilities policy.
- A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.

As a member of Children's Community Health Plan, you have the responsibility to:

- Understand your health problems and participate in developing treatment goals.
- Tell your provider or Children's Community Health Plan what they need to know to treat you.
- Follow the treatment plan and instructions agreed upon by you and your provider.

## Non-Discrimination Disclosure

Children's Community Health Plan – BadgerCare Plus complies with all applicable civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability, or other legally protected status, in its administration of the plan, including enrollment and benefit determinations.

Children's Community Health Plan – BadgerCare Plus provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and who have language services needs and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance in person, by mail, fax or email. The grievance must be filed with 60 days of the person filing the grievance becomes aware of the alleged discriminatory action. It is against the law for Children's Community Health Plan to retaliate against anyone who files a grievance, or who participates in the investigation of a grievance. Members can request CCHP's grievance procedure by contacting the Section 1557 Coordinator:

Director, Corporate Compliance  
Mail Station C760  
P.O. Box 1997  
Milwaukee, WI 53201-1997  
Telephone: (414) 266-2215  
TDD-TTY (for the hearing impaired): 7-1-1  
Fax: (414) 266-6409  
[ITwinem@CHW.ORG](mailto:ITwinem@CHW.ORG)

Members must submit their complaints in writing with their name, address, the problem or action alleged to be discriminatory and the remedy or relief sought.

Members can also file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F  
HHH Building  
Washington, D.C. 20201

Compliant forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

## Language Services

ENGLISH: If you or someone you're helping has questions about Children's Community Health Plan - BadgerCare Plus, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 7-1-1.

SPANISH: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Children's Community Health Plan - BadgerCare Plus, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 7-1-1.

CHINESE: 如果您，或是您正在協助的對象，有關於[插入SBM項目的名稱Children's Community Health Plan - BadgerCare Plus]面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字7-1-1]。

HMONG: Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Children's Community Health Plan - BadgerCare Plus, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 7-1-1.

GERMAN: Falls Sie oder jemand, dem Sie helfen, Fragen zum Children's Community Health Plan - BadgerCare Plus haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 7-1-1 an.

ARABIC: نود نم كتغلب بيرورضلا تامولعمللاو دعاملا بلع لوصحلا يف فحلا كيدل 7-1-1 بص لصتا مجرت عم ( صوصخب ةلئسأ هدهعاست صخش بدل وأ كيدل ناك نا ) Children's Community Health Plan - BadgerCare Plus ( ةفلكت ةيا ) .

FRENCH: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Children's Community Health Plan - BadgerCare Plus vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 7-1-1.

TAGALOG: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Children's Community Health Plan - BadgerCare Plus, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 7-1-1.

ALBAINIAN: Nëse ju, ose dikush që po ndihmoni, ka pyetje për Children's Community Health Plan - BadgerCare Plus, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin 7-1-1.

HINDI: यदि आपके ,या आप द्वारा सहायता ककर जा रहे ककसी व्यक्तत के Children's Community Health Plan - BadgerCare Plus के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी िुभाषण से बात करने के लिए 7-1-1 पर कॉि करें।

POLISH: Jeśli Ty lub osoba, której pomagasz ,macie pytania odnośnie Children's Community Health Plan - BadgerCare Plus, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku .Aby porozmawiać z tłumaczem, zadzwoń pod numer 7-1-1.

VIETNAMESE: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Community Health Plan - BadgerCare Plus, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 7-1-1.

PENNSYLVANIA DUTCH: Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut Children's Community Health Plan - BadgerCare Plus, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 7-1-1 uffrufe.

LAOTIAN: ົ່າທ່ານ, ຫ ົ່ອົນທ ົ່ທ່ານກໍ່ງຸ່ງຊ່ວຍຫ ົ່ອົ, ມ ົ່ຄຳຖາມກໍ່ງຸ່ງກັບ Children's Community Health Plan - BadgerCare Plus, ທ່ານມ ົ່ສິດທ ົ່ຈະໄດ້ຮັບການຊ່ວຍຫ ົ່ອົແລະຂໍ້ມູນຂ່າວສານທ ົ່ເປັນພາສາຂອງທ່ານບໍ່ມ ົ່ຄ່າໃຊ້ຈ່າຍ. ການໂອ້ນລັບກັບນາຍພາສາ, ໃຫ້ໂທຫາ 7-1-1.

KOREAN: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Children's Community Health Plan - BadgerCare Plus 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 7-1-1 로 전화하십시오.

RUSSIAN: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Children's Community Health Plan - BadgerCare Plus, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 7-1-1.