Children’s Community Health Plan does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted, in a different format or need assistance in using any of our services, please contact Customer Service at 1-800-482-8010.

Children’s Community Health Plan
PO Box 56099
Madison, WI 53705
cchp-wi.org

Interpreter services – Interpreter services are provided free of charge to you. For help to translate or understand this, please call 1-800-482-8010 (TTY: 7-1-1)
Spanish – Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-482-8010. (TTY: 7-1-1)
Russian – Если вам не всё понятно в этом документе, позвоните по телефону 1-800-482-8010. (TTY: 7-1-1)
Hmong – Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-482-8010. (TTY: 7-1-1)

If you are hearing impaired, call Wisconsin Relay at 7-1-1.

Children’s Community Health Plan (CCHP) provides interpreter services to members with Limited English Proficiency (LEP), or who are deaf and hard of hearing, have limited speech, or are visually impaired at no cost to
the member during the course of care, and to ensure meaningful access to medical services through effective communication. Interpreter services are available for telephone contact with Customer Service, for contacts with our Health Management programs (includes Case Management), and throughout the complaints and appeal processes. It is the policy of CCHP to use qualified medical interpreters.

Your Child’s Civil Rights
Care4Kids provides covered services to all eligible members regardless of the following:

- Age
- Color
- Disability
- National origin
- Race
- Sex

All medically necessary covered services are available and will be provided in the same manner to all members. All persons or organizations connected with Care4Kids that refer or recommend members for services shall do so in the same manner for all members.

Right to voluntarily disenroll
The child’s parent/legal guardian has the right to voluntarily disenroll their child from Care4Kids at any time
for any reason. The date of disenrollment shall be the last day of the month in which the disenrollment was requested. If you would like to disenroll your child from Care4Kids, please contact the Care4Kids Enrollment Specialist at 1-800-291-2002.

**Important telephone numbers**
Customer Service: 1-800-482-8010
Monday – Thursday: 7:30 a.m. to 5:00 p.m.
Friday: 8:00 a.m. to 4:30 p.m.

How can Customer Service help you?
- Select or change a primary care provider
- Translation services
- Questions about coverage
- Traveling out of the area
- Behavioral health, alcohol and other drug use services

Care4Kids Health Care Coordination Team: 1-855-371-8104
HMO Enrollment Specialist: 1-800-291-2002

Transportation assistance: 1-866-907-1493
State Ombuds Program: 1-800-760-0001

Emergency: If life threatening, call 911.
CCHP on Call nurseline: If not life threatening, call 24 hours a day, seven days a week: 1-877-257-5861.
Vision exams if calling from 414 area code: (414) 462-2500
Vision exams if calling outside 414 area code: 1-800-822-7228
Dental appointment assistance (through Dental Professionals of Wisconsin): 1-877-389-9870

Clinical Services: 1-877-227-1142, option #2
If you would like to leave a message about your request for services. Messages left by phone, fax and email after hours will be returned on the next business day. Messages that are left after midnight Monday - Friday will be returned the same day.

**Child’s information:**
Child's primary care provider:
Name:
Telephone:

Pharmacy:
Name:
Telephone:

Dentist:
Name:
Telephone:
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Welcome
Welcome to Children’s Community Health Plan (CCHP) and Care4Kids. The Care4Kids member handbook is for the parent/legal guardian and the Out-of-Home Care provider of children placed in Out-of-Home Care.

As a member of Care4Kids, the child should get all their health care from providers and hospitals in the CCHP-Care4Kids network. For a list of current providers, browse the Provider Directory on our website at cchp-wi.org/C4K-Providers. You also may call Customer Service at 1-800-482-8010 or the Health Care Coordination Team at 1-855-371-8104 to find a provider. Providers not accepting new patients are marked in the directory.

Care4Kids overview
Care4Kids is a Medicaid benefit that provides comprehensive health care for children in Out-of-Home Care that reflects the unique health needs of these children. To strengthen the quality, access and timeliness of care, Care4Kids creates a “medical home” for each child entering care. This “medical home” is not a physical place, but rather a philosophy that children in Out-of-Home Care deserve coordinated and comprehensive health care that addresses their unique needs. Care4Kids provides children with primary care providers who are trained in the needs of children in Out-of-Home Care and also creates a team of professionals who coordinate care for the child.
**Health Care Coordinator**
Care4Kids matches the child with a Health Care coordinator to help with their medical and social service needs. Call the Health Care coordinator to:

- Assist in choosing a primary care provider for the child;
- Help the child get medical services; or
- Answer questions about the child’s health care.

Keeping children healthy is important to us. This handbook will help you understand the benefits and coverage with Care4Kids and how to use our services. It also tells you who to call when you have questions. We look forward to serving the health care needs of the child in your care.

**Please follow these 3 important rules:**

1. Contact the child’s primary care provider for all medical care that is not an emergency.
2. Go to the emergency room only for true emergencies.
3. Carry the ForwardHealth ID card with you at all times. Show the card whenever the child needs medical care. It is important to inform providers of the child’s enrollment in Care4Kids.

**ForwardHealth ID card**
Above is an example of the ForwardHealth identification card. Make sure the back of the card is signed and don’t let anyone else use it.
The child’s ForwardHealth ID card is the card they will use to get their health care benefits. Always carry the child’s ForwardHealth ID card with you and show it every time they receive care. You may have problems getting care, prescriptions or medical supplies for the child if you do not have the card with you.

Also, bring any other health insurance cards you may have. If you lose the card, call 1-800-362-3002 for a replacement. It is important to inform providers of the child’s enrollment in the Care4Kids program.

**Centers for Excellence**

A Center for Excellence is a centralized location for the provision of medical care from the initial screen to the 30-day exam, and ongoing well-child health checks. Center for Excellence medical providers will be specially trained in caring for children in the foster care system who have been victims of trauma, abuse and/or neglect. Centers for Excellence provide a coordinated care delivery system. Center for Excellence providers will partner and share information with all parties involved in a child’s care and participate in a team process to enhance communication and coordination of care.

**Primary care provider**

It is important to call the child’s primary care provider (PCP) first when they need care. This provider will
manage all of the child’s health care. If the child is not a regular patient with the provider you choose, it’s best to schedule an appointment as soon as possible. The child’s PCP can help you decide if the child needs to see another doctor or specialist and, if appropriate, give a referral.

Remember, you must get approval from the child’s primary care provider before seeing another provider. You can choose the child’s provider from those accepting new patients as marked in the provider directory. You can browse the provider directory online at cchp-wi.org/C4K-Providers

In addition to choosing a primary care provider, young women also may see a women’s health specialist such as an OB/GYN or a nurse midwife without a referral.

Care4Kids providers are sensitive to the needs of many cultures. To choose a provider or to change providers, call Customer Service at 1-800-482-8010 or the Health Care Coordination Team at 1-855-371-8104.

**Changing providers**
If you are unhappy with the provider the child is seeing, you can pick a different provider at any time. Call Customer Service at 1-800-482-8010 or the Health Care Coordination Team at 1-855-371-8104.
**Missed appointments**
It is important that you keep all of the child’s health care appointments. If you are not able to keep an appointment, call the doctor’s office as soon as possible.

**Getting a second medical opinion**
If you are the child’s parent/legal guardian and disagree with the child’s doctor’s treatment recommendations, you may be able to get a second medical opinion. Contact your child’s doctor or the Health Care Coordination Team for information.

**Referrals**
The child’s primary care provider helps you coordinate all of the child’s health care needs. If the child needs to see a specialist, a behavioral health provider or go to the hospital, the child’s provider can help you to find an in-network specialist or hospital.

Children’s Community Health Plan – Care4Kids requires members to use in-network providers if the service is a covered benefit. If we do not have a provider that can help the child with a covered service, an out-of-network provider may be considered.

For help finding a primary care provider or specialist, call Customer Service at 1-800-482-8010 or the Health Care Coordination Team at 1-855-371-8104. You can also
browse the online Provider Directory at cchp-wi.org/C4K-Providers.

You will need special permission to see any provider who is not a CCHP-Care4Kids provider. These providers are considered out-of-network.

Emergency care
Please read this section carefully. We want you to learn what to do in case of an emergency, before it occurs. Emergency care is care that is needed right away. This may be because of an injury or sudden illness. Some examples are:

- Choking
- Serious broken bones
- Severe pain
- Severe or unusual bleeding
- Suspected heart attack
- Drug overdose
- Trouble breathing
- Suspected stroke
- Unconsciousness
- Severe burns
- Unconsciousness
- Suspected poisoning
- Prolonged or repeated seizures
If the emergency is very severe and you are unable to get to the nearest provider, call 911 or your local police or fire department’s emergency services.

If the child must go to a hospital or provider that is not in the CCHP-Care4Kids network, call the Health Care Coordination Team at 1-855-371-8104 as soon as you can and tell us what happened. This is important so we can help get the child follow-up care.

Remember: Hospital emergency rooms are for true emergencies only.

Unless the child has a true emergency, call their primary care provider or our 24-hour nurseline, CCHP on Call at 1-877-257-5861. Our trained nurses will tell you where you can get the right care for the child. This is a free phone call.

**Urgent care**

Urgent care is the care your child needs sooner than a routine provider visit, but it is not emergency care. Some examples are:

- Bruises
- Minor burns
- Minor cuts
- Most broken bones
- Most drug reactions
• Bleeding that is not severe
• Sprains

The child must get urgent care from a CCHP-Care4Kids facility. Do not take the child to an out-of-network hospital or emergency room for urgent care unless you get approval from Care4Kids first.

If you need urgent care, call the child’s primary care provider clinic or the CCHP on Call nurseline at 1-877-257-5861. You must get urgent care from an in-network CCHP-Care4Kids facility unless you get our approval to see a different provider.

**CCHP on Call nurseline**
The child’s primary care provider can always be called to answer medical questions for you. You may also call CCHP on Call, our nurseline. We have nurses available 24 hours a day, 7 days a week to help answer questions. Call 1-877-257-5861. This is a free phone call.

*When should I use CCHP on Call??*
• Before you take the child to the emergency room
• For any general health questions or concerns
• If the child has a fever
• If the child sprains an ankle
• If you need help deciding where to go for help
• If the child has a skin irritation or rash
• If the child has a scrape or cut
• Any time you have a question about where to go for health care

**Why should I use CCHP on Call??**
• The nurses can help you get the care that is right for the child.
• They can advise you on the proper treatment to keep the child healthy.

**Who will answer my health care questions?**
• Trained nurses answer all of your medical questions.
• They may ask you to describe the symptoms or problems the child is having.
• They will help you decide how to get the best treatment possible for the child.
• If appropriate, they will transfer you to speak with a doctor.

**Care when the child is away from home**
Away from home means more than 50 miles away from our service area. Follow these rules if the child needs medical care but is too far away from home to go to their primary care provider or clinic.
• For true emergencies, go to the nearest hospital, urgent care clinic or provider. Call the Health Care Coordination Team at 1-855-371-8104 as soon as you can to tell us what happened.
• For routine care away from home, you must get approval from us to go to a different provider, facility or hospital. Call the Health Care Coordination Team at 1-855-371-8104 for approval to go to a different provider, clinic or hospital.

**Family planning services**
We provide confidential family planning services to all members, including minors. If you decide not to talk to the child’s primary care provider about family planning, call our Health Care Coordination Team at 1-855-371-8104. We can help the child choose a family planning provider who is different than their primary care provider.

We encourage the child to get family planning services from a Care4Kids provider so that we can better coordinate all their health care. However, the child can also go to any family planning clinic that will accept their ForwardHealth ID card, even if the clinic is not part of Care4Kids.

**Care during pregnancy and delivery**
If the child becomes pregnant, please let Care4Kids and the child’s income maintenance (IM) agency know right away so you can get the extra care she needs.

The child must go to a hospital that is in the CCHP-Care4Kids network to have her baby. To find a hospital in
the CCHP-Care4Kids network, please visit our website at cchp-wi.org/C4K-Providers.

Talk to her CCHP-Care4Kids doctor to make sure you understand which hospital she is to go to when it’s time to have her baby. Do not go out of the area for the child to have her baby unless you have Care4Kids approval. The child’s doctor knows her history and is the best doctor to help her.

Also, talk to the child’s doctor if she plans to travel in her last month of pregnancy. We want her to have a healthy birth and a good birthing experience so, it may not be a good time for her to be traveling.

Additional services available to all CCHP members
The child’s Health Care Coordination Team will partner with the following programs as needed based on the health care needs of the child.

**Healthy Mom, Healthy Baby program**
We want pregnant women to have a healthy pregnancy and a healthy baby. We offer a program called Healthy Mom, Healthy Baby that is free for all pregnant members. It is a program that helps pregnant women get the support and services needed to have a healthy baby. Services are provided by social workers or nurses who have a special background for providing services for pregnant moms and families. We provide this service at your home, a place
that you prefer or by phone. Other services include breast feeding support. We will be happy to give you more information and set the child up with an appointment with one of our care coordinators. We will send you a gift card when you let us know the child is pregnant. Call us at 414-337-BABY (2229).

**Health Management**
Our goal is to help members manage their chronic condition(s) and improve their overall health outcomes and quality of life. CCHP also offers these resources to our providers and community partners. We currently offer three health management programs to Care4Kids members to help support their asthma, type 2 diabetes and/or depression.

**Complex Case Management**
Complex Case Management connects the child with a case manager and together, they will help assess, plan, implement, coordinate, monitor and evaluate the options and services to meet an individual’s complex health needs. The case management program focuses on our highest risk members.

Criteria for enrollment in the Complex Case Management program can include:
- Members with Cystic Fibrosis who have at least one emergency department visit or hospital admission in the past 6 months
• Members with Multiple Sclerosis and who are experiencing major impairment and deterioration
• Members with polypharmacy of 17 or more prescribed medications
• Members experiencing severe physical trauma within the past 3 months who have had an inpatient length of stay greater than 6 days and for whom transitions in levels of care are anticipated
• Members with Sickle Cell Disease who have had 2 or more hospital admissions in the past 12 months
• Members with a severe spinal cord injury within the past 3 months
• Members who have had a stroke within the past 3 months and who are experiencing major impairment
• Other complex care situations will be considered

Services include:
• Assessments
• Goal and care planning
• Care and resource coordination
• Education about condition or disease, including self-management
• Community resources

When you may be billed for services
Under Care4Kids, you do not have to pay for the child’s covered services. To help ensure that you are not billed for the services, the child must see a provider in the
CCHP-Care4Kids network. The only exception is for emergencies.

If you are willing to accept financial responsibility and make a written payment plan with the child’s provider, you may ask for non-covered services. Providers may bill you up to their usual and customary charges for non-covered services. If you get a bill for a service you did not agree to, please call Customer Service at 1-800-482-8010.

If the child travels outside of Wisconsin and needs emergency services, health care providers can treat them and send the bill to Care4Kids.

Care4Kids does not cover any service, including emergency services, provided outside of the United States, Canada, and Mexico. If the child needs emergency services while in Canada or Mexico, Care4Kids will cover the service only if the doctor’s or hospital’s bank is in the United States. Other services may be covered with Care4Kids approval if the provider has a United States bank. Please call Care4Kids if the child gets any emergency services outside the United States.

If you get a bill for services, call Customer Service at 1-800-482-8010 right away. Claims should be sent to:
Children’s Community Health Plan
P.O. Box 56099
Madison, WI 53705
Services covered by Care4Kids
Care4Kids is responsible for providing all medically necessary Medicaid covered services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Coverage</th>
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<tr>
<td>Behavioral health and substance use treatment</td>
<td>Full coverage</td>
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<td>Dental</td>
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<td>Disposable medical supplies (DMS)</td>
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<td>Durable medical equipment</td>
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<tr>
<td>Health screenings for children</td>
<td>Full coverage of HealthCheck screenings and other services for individuals under the age of 21</td>
</tr>
<tr>
<td>Hearing services</td>
<td>Full coverage</td>
</tr>
<tr>
<td>Home health</td>
<td>Full coverage of private duty nursing, home health care and personal care</td>
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<tr>
<td>Inpatient hospital</td>
<td>Full coverage</td>
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<tr>
<td>Nursing home</td>
<td>Full coverage</td>
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<tr>
<td>Outpatient hospital other than emergency room</td>
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<tr>
<td>Physical therapy, occupational therapy and</td>
<td>Full coverage</td>
</tr>
<tr>
<td>Service</td>
<td>Coverage Details</td>
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<tr>
<td>speech-language pathology (SLP)</td>
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<tr>
<td>Physician, anesthesia, X-ray and laboratory</td>
<td>Full coverage</td>
</tr>
<tr>
<td>Podiatry</td>
<td>Full coverage</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>Comprehensive drug benefit with coverage of generic prescription drugs, brand prescription drugs and some over-the-counter drugs</td>
</tr>
<tr>
<td>(prescription drug benefits provided and administered by the State of Wisconsin, not Care4Kids)</td>
<td></td>
</tr>
<tr>
<td>Reproductive health</td>
<td>Full coverage, excluding infertility treatments, surrogate parenting and the reversal of voluntary sterilization.</td>
</tr>
<tr>
<td>Transportation — ambulance, specialized medical vehicle, common carrier</td>
<td>Full coverage of emergency and non-emergency transportation to and from a certified provider for a covered service. Common carrier transportation is arranged through a contracted provider through the State of Wisconsin, not Care4Kids</td>
</tr>
<tr>
<td>Vision</td>
<td>Full coverage including eyeglass benefit</td>
</tr>
</tbody>
</table>
Pharmacy services
A provider may give you a written prescription for medicine for the child. You can get the prescription filled at any pharmacy that is a provider for BadgerCare Plus. Remember to show the child’s ForwardHealth ID card to the pharmacist when you get a prescription filled.

Pharmacy benefits are covered by the State of Wisconsin, not Care4Kids. If you need help filling a prescription, contact Customer Service at 1-800-362-3002. You may have limits on covered medications.

Dental services
Care4Kids provides all covered dental services. You must take the child to a Care4Kids dentist. For assistance in locating and scheduling an appointment, call Dental Professionals of Wisconsin at 1-877-389-9870. You can also speak with the Health Care Coordination Team at 1-855-371-8104 or browse the Provider Directory at cchp-wi.org/C4K-providers to find a dental provider.

As a member of Care4Kids, the child has the right to a routine dental appointment within 90 days of your request either in writing or by calling the Health Care Coordination Team.

Dental emergencies
As a member of Care4Kids, the child has the right to obtain treatment for a dental emergency within 24 hours of
your request. A dental emergency is an immediate dental service needed to treat severe dental pain, swelling, fever, infection or injury to the teeth. If the child is experiencing a dental emergency:

*If the child has a dentist:*
- Call the dentist’s office.
- Identify the child as having a dental emergency.
- Tell the dentist’s office what the exact problem is. This may be something like a severe toothache or swollen face.
- Call the Health Care Coordination Team if you need help with getting a ride to or from your dental appointment.

*If the child doesn’t have a dentist:*
- Call our Dental Customer Service at 1-877-389-9870.
- Tell us that the child is having a dental emergency. We can help you get dental services.
- Tell us if you need help with getting a ride to or from the dentist’s office.

*Dental tips*
- Find a dentist and schedule an appointment with that dentist. That dental office will be where the child should get all of their dental work done.
- A child’s first visit with a dentist should be after their first birthday.
• You should schedule the child’s dental visits for every six months.
• Cut down on sugar, especially at bed time.
• No sippy cups for children.
• Eat healthy food and snacks.
• Protect your child’s teeth with mouth guards during sports activities.

Behavioral health or substance use services
CCHP-Care4Kids provides behavioral health or substance use (drug and alcohol) services to all children enrolled in Care4Kids. If the child needs these services, please contact their primary care provider, the Health Care Coordination Team or Customer Service as appropriate.

If the child is in crisis, contact the crisis intervention agency in your county:
• Kenosha County: (262) 657-7188 or 1-800-236-7188 (24 hours a day)
• Milwaukee County: (414) 257-7222 (24 hours a day)
• Ozaukee County: (262) 377-2673 (24 hours a day)
• Racine County: (262) 638-6741 (9:00 a.m. to 5:00 p.m.)
• Washington County: (262) 365-6565 (24 hours a day)
• Waukesha County: (262) 548-7666
  o 8:00 a.m. to 4:30 p.m. Monday through Friday
  o After hours call 211 or (414) 455-1736 or 1-800-211-3380.
If the child already has a behavioral health or substance use provider in the CCHP-Care4Kids network, you can go to that provider. You don’t have to call us before making your appointments. If you need help finding a provider, call the Health Care Coordination Team at 1-855-371-8104.

If you have an emergency, call 911 or go to the nearest emergency room or behavioral health or substance use facility. All services provided by Care4Kids are private.

**Vision services**
Care4Kids provides covered vision services, including eyeglasses. However, some limitations apply. For more information, call (414) 462-2500 to schedule an appointment or speak with the Health Care Coordination Team.

**Autism treatment services**
Autism treatment services are a covered benefit under Wisconsin Medicaid. You may get covered autism treatment services from a Medicaid-enrolled provider who will accept the child’s ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the “Find a Provider” link.
5. Under Program, select BadgerCare Plus.

You can also call ForwardHealth Member Services at 1-800-362-3002.

**HealthCheck**

HealthCheck is a program that covers complete health checkups, including health problems found during the checkup, for members younger than 21 years old. These checkups are very important for children’s health. Providers want to see the child for regular checkups, not just when they are sick.

The HealthCheck health program has 3 purposes:

1. To find and treat health problems for those younger than 21 years old;
2. To let you know about the special health services for those younger than 21 years old; and
3. To make those younger than 21 years old eligible for some health care not otherwise covered.

The HealthCheck checkup includes:

- Age appropriate immunizations (shots)
- Blood and urine lab tests (including lead testing when appropriate for age)
- Dental screening and a referral to a dentist beginning at 1 year old
- Development and / or mental health screening Hearing screening
• Physical exam
• Vision screening

Care4Kids provides HealthCheck exams at the Enhanced Periodicity Schedule (more often) recommended by the American Academy of Pediatrics (AAP) for children in Out-of-Home Care. Children receive a HealthCheck Exam:
  • Every month for the first 6 months of age
  • Every 3 months from 6 months to 2 years of age
  • Twice a year after 2 years of age

To schedule a HealthCheck exam or for more information, call the Health Care Coordination Team at 1-855-371-8104.

If you need to schedule a ride to or from a HealthCheck appointment, please call the Department of Health Services (DHS) non-emergency medical transportation (NEMT) manager at 1-866-907-1493 (TTY: 1-800-855-2880).

**Transportation services**
Non-emergency medical transportation (NEMT) is available through the DHS NEMT manager. The NEMT manager arranges and pays for rides to covered services for members who have no other way to receive a ride.

Non-emergency medical transportation can include rides using:
  • Public transportation such as a city bus
- Non-emergency ambulances
- Specialized medical vehicles
- Other types of vehicles, depending on a member’s medical and transportation needs

Additionally, if you use your own private vehicle for rides to and from the child’s covered health care appointments, you may be eligible for mileage reimbursement.

You must schedule routine rides at least 2 business days before the child’s appointment. You can schedule a routine ride by calling the NEMT Manager at 1-866-907-1493 (TTY: 1-800-855-2880), Monday through Friday, from 7:00 a.m.– 6:00 p.m. You may also schedule rides for urgent appointments. A ride to an urgent appointment will be provided in three hours or less.

**Ambulance**
Care4Kids covers ambulance transportation for emergency care. We also may cover this service at other times, but you must have approval for all nonemergency ambulance trips. Call Customer Service at 1-800-482-8010 for approval.

**Always call 911 in the case of a life-threatening emergency.**

**Advance directive, living will or power of attorney for health care**
The child’s parent/legal guardian has a right to make decisions about the child’s medical care. The parent/legal guardian has a right to accept or refuse medical or surgical treatment for the child. The parent/legal guardian also has the right to plan and direct the types of health care the child may receive in the future if they becomes unable to express their wishes.

The parent/legal guardian can let the child’s doctor know about his/her feelings by completing a living will or power of attorney for health care form. Contact the child’s doctor for more information.

The Out-of-Home Care provider has no right to authorize any health care services or complete a living will for the child unless authorized by a court order. If you are the child’s parent/legal guardian, you have a right to file a grievance with the Department of Health Services – Quality Assurance Division, if your child’s advance directive, living will, or power of attorney wishes are not followed. You may request help in filing a grievance.

**Right to medical records**
You or the child have the right to ask for copies of the child’s medical records from providers. We can help you get copies of these records. Call Customer Service at 1-800-482-8010 for help.
Please note: You may have to pay for a copy of the child’s medical records. You also may correct inaccurate information in the medical records if the provider agrees to the correction.

Getting help when you have questions or problems

- **Care4Kids member advocate**
  The Health Care Coordination Team has access to the CCHP member advocate to assist in helping with needed care for the child. Contact the Health Care Coordination Team for help with any questions about getting health care for the child and solving any problems the child may have getting health care from Care4Kids. You can reach the Health Care Coordination Team at 1-855-371-8104.

- **State of Wisconsin Ombuds program**
  The state has designated Ombuds who are individuals that provide neutral, confidential and informal assistance and can help with any questions or problems you have. The Ombuds can tell you how to get the care the child needs from Care4Kids. The Ombuds can also help you solve problems or complaints you may have about the Care4Kids program. Call 1-800-760-0001 and ask to talk to an Ombuds.

- **Quality Assurance**
  Care4Kids goal is to provide quality, coordinated and accessible health care services. The Quality Assurance
program keeps an eye on our plan. We do this to make sure we are meeting the health needs of our members. We may ask for your opinion in a survey related to your satisfaction with the health care and services the child receives. We are always working to improve our services for members. Quality assurance also includes planning, starting and monitoring programs to be sure that our members’ safety and health needs are being met.

An example of one of our programs is sending postcards reminding parents, guardians or caregivers to have each child receive a HealthCheck exam. We believe that having programs like this will help you be informed of services that can keep the child healthy. The Quality Assurance program monitors these programs. We also welcome any suggestions for new programs.

**Connect with us!**
Stay connected with Children’s Community Health Plan. Online: cchp-wi.org Facebook: Search “Children’s Community Health Plan”

These places will have the most up-to-date information and will be your source for free community events, healthy and fun activities, local resources and more!
Complaints and appeals
A complaint is a general term used to describe if you are not satisfied with the child’s health plan or provider. A complaint may be oral or written and may include:

- Access to care problems such as you can’t get a service, treatment or medicine the child needs
- The child’s plan denies a service and says it’s not medically necessary
- The child has to wait too long for an appointment
- The child got poor care or was treated rudely
- The child’s plan does not pay you back for emergency care that you had to pay for
- You get a bill you believe you should not have to pay

An appeal is an oral or written expression of dissatisfaction with the decision CCHP-Care4Kids gave you when you complained, or when you are dissatisfied with CCHP-Care4Kids decision to deny or limit authorization or coverage of a requested service. You or your authorized representative can file an appeal within 90 days or our decision concerning any matter. These matters may include, but are not limited to:

- Quality of care or services provided
- Rudeness by a provider or employee
- Failure to respect the child’s member rights
- The type or level of service
- The reduction, suspension or termination of a previously authorized service
• The denial, in whole or in part, of a payment for service

We would like to know if you have a complaint or want to appeal a decision about the care or services the child received from Care4Kids. Call the Health Care Coordination Team at 1-855-371-8104 if you have a complaint or appeal, or write to us at:
Care4Kids
Attn: Complaint and Appeal Department
PO Box 1997, MS6280
Milwaukee, WI 53201-1997

If you are the child’s parent/legal guardian and you want to talk to someone outside of Children’s Community Health Plan, call the HMO Enrollment Specialist at 1-800-291-2002. The enrollment specialist may be able to help you solve the problem.

The parent/legal guardian can also write a formal complaint or appeal to CCHP-Care4Kids or to the Wisconsin Managed Care Program. The address and phone number to contact the state HMO program is:
Care4Kids
C/o Medicaid Managed Care Ombuds
PO Box 6470
Madison, WI 53716-0470
1-800-760-0001
If your complaint or appeal needs action right away because a delay in treatment would greatly increase the risk to the child’s health, call Customer Service as soon as possible at 1-800-482-8010.

We cannot treat the child differently from other members because you file a complaint or appeal. The child’s health care benefits will not be affected.

You have the right to appeal to the State of Wisconsin Division of Hearings and Appeals for a fair hearing if you believe the child’s benefits are unfairly denied, limited, reduced, delayed or stopped by Care4Kids. An appeal must be made no later than 45 days after the date of the action being appealed. If you appeal this action to the Division of Hearings and Appeals before the effective date, the child may continue to get service. You may need to pay for the cost of services if the hearing decision is not in your favor. If you want a fair hearing, send a written request to:

Department of Administration
Division of Hearings and Appeals
PO Box 7875
Madison, WI 53707-7875

The hearing will be held in the county where the child lives. The child has the right to be represented at the hearing. If your child needs special arrangements for a
disability or for English language translation, call (608) 266-3096 (TTY: (608) 264-9853).

If you need help writing a request for a fair hearing, call Wisconsin Managed Care Ombudsman at 1-800-760-0001 or the HMO Enrollment Specialist at 1-800-291-2002.

**Affirmative statement**
Children’s Community Health Plan wants our members to get the best possible care when they need it most. To ensure this, we use a prior authorization process, which is part of our Utilization Management (UM) program. UM decision-making is based only on appropriateness of care and service, and existence of coverage. Care4Kids does not have special financial arrangements with our providers that can affect the use of referrals and other services children might need. You have the right to ask if we have special financial arrangements with our physicians that can affect the use of referrals and other services the child might need. To get this information, call Customer Service at 1-800-482-8010 and request information about our physician payment arrangements.

**Knowing provider credentials**
You and the child have the right to information about CCHP-Care4Kids providers including the provider’s education, board certification and recertification. To obtain this information, call Customer Service at 1-800-482-8010.
Your Member Rights

The child has the right to:

- Ask for an interpreter and have one provided to you and the child during any Care4Kids covered service.
- Receive the information provided in this 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 the child. 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 the child’s health care regardless of the cost or benefit coverage.
- Be treated with dignity and respect. The child has a right to privacy regarding their health.
- Be free from any form of restraint or seclusion used as a means of force, control, ease or reprisal.
- Receive information about Care4Kids its services, practitioners and providers and member rights and responsibilities.
- Voice complaints or appeals with Care4Kids or the care it provides.
• Make recommendations regarding Care4Kids member rights and responsibilities policy.
• A candid discussion of appropriate or medically necessary treatment options for your child’s condition, regardless of cost or benefit coverage.

You have the responsibility to:
• Understand the child’s health problems and participate in developing treatment goals.
• Tell the child’s provider or Care4Kids what they need to know to treat you.
• Follow the treatment plan and instructions agreed upon by you and the child’s provider.

Notice of privacy practices
This notice describes how protected health information about our members may be used and disclosed and how members can get access to this protected health information. Please review this notice carefully.

Children’s Community Health Plan is committed to protecting the child’s personal privacy. This notice explains our privacy practices, legal responsibilities and the child’s rights concerning their personal health information.

We reserve the right to change our privacy practices and the contents of this Notice of Privacy Practices as allowed by law. When we make a significant change in our privacy
practices, we will change this notice and send this notice to our members or post it on our website at cchp-wi.org.

The term “personal health information” in this notice includes any personal information that is created or received by the health plan that relates to our physical or mental health or condition, treatment or for payment of health care services received by our members.

Privacy obligations

Children’s Community Health Plan is required by law to:
- Ensure that personal health information is kept private.
- Provide the parent/legal guardian a copy of our Notice of Privacy Practices.
- Follow the terms of this Notice of Privacy Practices.

We may use and disclose the child’s personal health information:
- To the parent/legal guardian, someone who is involved in the child’s care, or to a close friend or family member about the child’s condition, their admission to a health care facility or death.
- To the Secretary of the Department of Health and Human Services.
- To public health agencies in the event of a serious health or safety threat.
• To authorities regarding abuse, neglect or domestic violence.
• In response to a court order, search warrant or subpoena.
• For law enforcement purposes.
• For research purposes if the research study meets all privacy law requirements.
• For specialized government functions such as the military, national security and intelligence activities.
• To a coroner or medical examiner or funeral director.
• For the procurement, banking or transplantation of organs, eyes or tissue.
• To comply with worker’s compensation or similar laws.
• To health oversight agencies for audits, investigations, inspections and licensure necessary for the government to monitor the health care system and programs.

We have the right to use and disclose your child’s personal health information to pay for health care services and operate our business:

• To a doctor, a hospital or other health care provider, who asks for the child’s protected health information in order for them to receive health care.
• To pay claims for covered services provided to the child by doctors, hospitals or other health care providers.
• For the operations of Children’s Community Health Plan such as processing the child’s enrollment, responding to parent/legal guardian inquiries, addressing your requests for services for the child, coordinating the child’s care, resolving disputes and activities for conducting medical management, quality assurance, auditing and evaluation of health care professionals.
• To contact the parent/legal guardian with information about health-related benefits and services or treatment alternatives that may be of interest to him/her.

Certain services may be provided to Children’s Community Health Plan by other organizations known as “business associates.” For example, a third-party administrator may process your child’s claim so the claim can be paid. Their protected health information will be provided to the business associate so the claim can be paid. All business associates will be required by Children’s Community Health Plan to sign an agreement to safeguard the child’s protected health information.

All other uses or disclosures of the child’s protected health information require the parent/legal guardian’s written authorization before the protected health information is used or disclosed. The parent/legal guardian may revoke permission at any time by notifying us in writing. Any protected health information previously used or disclosed
based on prior authorization cannot be revoked or reversed.

**Member rights**
The following are the member’s rights with respect to protected health information:

*Inspect and copy.* The parent/guardian has the right to inspect and copy his/her child’s protected health information. To perform an inspection or request a copy, the parent/guardian must submit a request in writing to the Plan Administrator at the address listed at the end of this Notice of Privacy Practices. He/she may be charged a reasonable fee for copies provided. In limited circumstances, you may be denied the opportunity to inspect and copy the child’s protected health information. Generally, if access is denied to the child’s protected health information, the parent/guardian may request a review of the denial.

*Request amendment.* The parent/legal guardian has the right to request an opportunity to amend any protected health information that he/she feels is incorrect or incomplete. To request the opportunity to amend the child’s protected health information, a request must be sent to the Plan Administrator at the address listed at the end of this Notice of Privacy Practices. This request must contain the reason he/she feels the protected health information is incorrect or incomplete. The request to
amend the child’s protected health information may be denied, such as where the protected health information is:

- Accurate and complete
- Not created by Children’s Community Health Plan
- Not included in the protected health information kept by or for Children’s Community Health Plan
- Not protected health information the parent/legal guardian has the right to inspect

Request an accounting of disclosures. The parent/legal guardian has the right to obtain from Children’s Community Health Plan a list of disclosures the health plan has made to others, except those disclosures necessary for health care treatment, payment, health care operations or disclosures made to his/her child or other certain types of disclosures. To request an accounting of disclosures, the parent/legal guardian must submit the request in writing to the plan administrator at the address listed at the end of this Notice of Privacy Practices. The request must state a time period, which may not be longer than six years before the date of the request, and may not request any disclosures made before Dec. 1, 2005. If the parent/legal guardian requests a list of disclosures more than once in a 12-month period, we may charge a reasonable, cost-based fee for responding to these requests.

Request restrictions. The parent/legal guardian has the right to request a restriction on the protected health
information disclosed about the child for treatment, payment or health care operations. Children’s Community Health Plan is not required to agree to the request. To request restrictions, the parent/legal guardian must submit the request in writing to the Plan Administrator at the address listed at the end of this Notice of Privacy Practices. He/she must include in the request:

- The information to restrict.
- Whether he/she wishes to limit the use or disclosure of the protected health information, or both.
- To whom he/she wants the restriction to apply.

**Request confidential communications.** The parent/legal guardian has the right to request that Children’s Community Health Plan communicates with him/her about health matters in a certain way or in a certain location. To request confidential communications, submit the request in writing to the Plan Administrator at the address listed at the end of this Notice of Privacy Practices. The request must indicate how and/or where the confidential communication should occur. We will make every attempt to accommodate all reasonable requests for confidential communications.

**Paper copy of the Notice of Privacy Practices.** A customer of Children’s Community Health Plan may request a copy of this notice at any time. The parent/legal guardian may submit a request for a copy of this notice in
writing to the Plan Administrator at the address listed at the end of this Notice of Privacy Practices.

**Complaints**
If a parent/legal guardian believes his/her child’s privacy rights under this policy have been violated, he/she may file a written complaint with Children’s Community Health Plan’s privacy officer at the address listed below. Alternatively, he/she may send a complaint to the Secretary of the United States Department of Health and Human Services. Parents, legal guardians or children will not be penalized or incur retaliation for filing a complaint.

Plan administration and privacy officer contact information
Plan Administrator
Vice President
Children’s Community Health Plan
PO Box 1997
Milwaukee, WI 53201
(414) 266-6328

Privacy Officer
Director of Corporate Compliance
Children’s Community Health Plan
PO Box 1997
Milwaukee, WI 53201
(414) 266-2215
Words to know
Access – A person’s ability to get medical care.

Advance directive – A document expressing a person’s wishes about critical care when he or she is unable to decide for himself or herself.

Emergency – A life-threatening medical condition resulting from an injury, sickness or mental illness that happens suddenly and needs treatment right away.

Health maintenance organization (HMO) – An organization that makes decisions on how health services are used, and the cost of the services and measures how helpful the services are for the member.

Managed care – A system of health care delivery that influences use and cost of services and measures performance.

Mental health – The condition of being sound mentally and emotionally.

Nurse midwife – A nurse skilled in helping women with prenatal care and in childbirth, especially at home or in another non-hospital setting.

Obstetrician-gynecologist (OB/GYN) – A provider who specializes in childbirth, caring for and treating women in
connection with childbirth, health maintenance and diseases of women.

Power of attorney – A legal document giving one person (the agent) the power to act for you. The agent will make medical decisions for you when you are not able to speak for yourself.

Primary care – Health care services provided by doctors called generalists, including family practitioners, internists and pediatricians.

Primary care provider – A provider who coordinates all parts of health care services.

Prior authorization – Preapproval obtained by a provider for a member to receive services.

Provider – A person or group of doctors who provides health care services at a hospital or clinic.

Urgent care – An injury or illness that requires immediate care but is not serious enough to warrant a visit to an emergency room.

Help stop health care fraud!
Health care fraud takes money from health care programs and leaves less money for real medical needs.
Here are ways you can help stop fraud:

- Do not give the child’s ForwardHealth Card ID number to anyone other than a health care provider, a clinic or hospital, and only do so when they receive care.
- Never let anyone borrow the child’s ForwardHealth card.
- Never sign a blank insurance form.
- Be careful about giving out your child’s Social Security number.
- Check your mail for medical bills for services your child did not receive.

If you think fraud has taken place, please report it right away. Your report will be kept private.

To report waste, abuse and fraud, gather as much information as you can. When reporting a provider (a doctor, dentist, hospital, etc.) provide as much information as you can from the following:

- Name, address and phone number of the provider
- Medicaid number of the provider and location, if possible
- Type of provider (doctor, dentist, hospital, pharmacy, etc.)
- Names and number of witnesses who can help with the investigation
- Dates when you suspect the fraud happened
• A summary of what happened

*When reporting a client (a person who receives benefits), provide the following:*

- The person’s name
- The person’s date of birth, social security number or case number if available
- The city where the person lives
- Details about the fraud or abuse

You can report fraud without giving us your name by sending a letter to:
Attn: Director of Corporate Compliance
Children’s Community Health Plan
PO Box 1997, MS 6280
Milwaukee, WI 53201-1997

You can also call us at (414) 266-2215 or toll-free 1-877-659-5200.

You can also contact Wisconsin’s Medicaid Fraud Unit at:
Medicaid Fraud and Abuse Unit
Contact: Medicaid Fraud Control Unit
Department of Justice
17 W. Main Street
PO Box 7857
Madison, WI 53707