



Children's Medical Services Network CMSN-Southeast Florida Region

Family Handbook

Title 21 Clients





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 packet of information 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 healthplan works.

Your child has been assigned a CMS Care Coordinator who is a registered nurse. The 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 enclosed. Providers may change, therefore you should first check with a provider before you make an appointment to insure they are a CMSN-Southeast Florida Region participating provider. Also enclosed is information explaining Disaster Preparation for Families with Special Needs

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

BROWARD: **1625 SE 3RD AVENUE**
FT. LAUDERDALE, FL 33316
SUITE 415
954 713-3100
954 713-3179 (FAX)

W. PALM BEACH: **5101 GREENWOOD AVENUE**
W. PALM BEACH, FL 33407
561 881-5040
1 877 822-5203
561 840-0102/840-0103 (FAX)

FT. PIERCE: **1701 S. 23RD STREET**
FT. PIERCE, FL 34950-4804
772 467-6000
1 800 226-1354
772 467-6092 (FAX)

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 (CSHCN) through a comprehensive system of care; and

Provide a family centered, coordinated medically managed system of care for children with special health care needs and to 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 patient has a CMS 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 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 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 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 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 member when you seek medical care
- ❖ Update your CMS Care Coordinator of all medical appointments and outcomes, diagnostic tests and procedures, and issues to ensure optimal care coordination
- ❖ Call your CMS Care Coordinator or CMSN-Southeast Florida Region Member Services when you have a question or need assistance in using your CMSN-Southeast Florida Region plan.

Member I.D. Card

A 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 Member Services Department at (800) 988-5640 and a new card will be issued to your child.

Change in Address

If your child has a change of address, please call Florida KidCare at 1 800 821-5437 to update your address. Also let your nurse Care Coordinator know of the change.

Your Child's Primary Care Physician

As a CMSN-Southeast Florida Region member 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 Member 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 Care Coordinator, will refer you to a specialist when appropriate. Please verify with CMSN-SOUTHEAST FLORIDA REGION Member Services or your 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 member**
- ❖ **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 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 care coordinator, you may have to pay for the prescription.)** If you do receive a bill for services call CMSN-Southeast Florida Region Member 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 Member 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 a member 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 necessary and arranged by your 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 Member Services at (800) 988-5640.

- ❖ Behavioral Health Services
- ❖ Care Coordination Services
- ❖ Child Health Check-ups
- ❖ Chiropractic Services
- ❖ Community Resource Referrals
- ❖ 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
- ❖ Nutritional Supplements
- ❖ Optometric Services
- ❖ Transportation to Medical Appointments*
- ❖ Organ Transplant Services
- ❖ Physician Services
 - ❖ Specialty & Sub-Specialty
- ❖ Podiatry Services
- ❖ Prescription Drugs
- ❖ Social Services
- ❖ Therapy Services
 - ❖ Occupational
 - ❖ Physical
 - ❖ Speech Language Pathology
- ❖ Transplant Services
- ❖ Visual Services
 - ❖ Eye Glasses

*These services are restrictive and you must qualify for transportation. This is to be used only if no source of transportation is available including car, neighbor, public transportation. This is for CMSN-Southeast Florida Region member only.

If there are other medical services your child's primary care provider prescribes that are not listed above, please contact your CMS Care Coordinator or CMSN-Southeast Florida Region Member Services at (800) 988-5640.

Hospital

Inpatient Care

All inpatient admissions approved by the CMSN-Southeast Florida Region will be covered. This includes room and board, nursing care, medical supplies, all diagnostic services and therapeutic services.

Outpatient Care

CMSN-Southeast Florida Region covers outpatient services. These services must be provided by a CMSN-Southeast Florida Region hospital or participating provider.

Lab/X-Ray

The CMSN-Southeast Florida Region covers lab and x-rays ordered by your child's PCP or specialist. These must be provided by a CMSN-Southeast Florida Region facility.

Emergency Services

If your child has a medical emergency, one that is an immediate threat to your child's life or will cause serious medical damage call 911 or go directly to a participating hospital or to the nearest emergency room. Be sure to contact your CMS Care Coordinator and your primary care physician the next business day regarding your child's medical situation. Please make an appointment with your child's PCP for follow up care.

Transplant Services

The CMSN-Southeast Florida Region covers transplants that are medically necessary. The transplant must be approved by CMSN-Southeast Florida Region.

Maternity Care

The CMSN-Southeast Florida Region provides full maternity coverage for your child and her new baby. All pregnant members have access to an obstetrical doctor for prenatal care and childbirth. All members will receive counseling, testing, and treatment for diseases of the blood that may affect your child or her baby. The baby will not be covered by the CMSN-Southeast Florida Region after the initial nursery stay for a normal delivery.

Home Health	The CMSN-Southeast Florida Region provides for medically necessary nursing services and personal care services. This includes skilled nursing and home health aides. These services must be approved by the CMSN-Southeast Florida Region. Private nursing is also covered when medical criteria is met. Meals on Wheels, homemaker, or sitter services are not covered.
PPEC Services	Prescribed Pediatric Extended Care Services are covered by CMSN-Southeast Florida Region.
Durable Medical Equipment	The CMSN-Southeast Florida Region pays for medically necessary medical equipment covered by Medicaid that your child may need. Your child's PCP or specialist must order the equipment. It must be approved by the CMSN-Southeast Florida Region. Some DME not covered by Medicaid may be covered by CMS.
Nutritional Supplements	Nutritional supplements as outlined by Medicaid are covered.
Therapy Services	The CMSN-Southeast Florida Region covers medically necessary physical, respiratory, speech, and occupational therapy services. These services must be approved by the CMSN-Southeast Florida Region.
Vision Care	The CMSN-Southeast Florida Region covers vision services, including eye check-ups and eyeglasses. Contact lenses are covered in certain medical circumstances only.
Hearing Services	The CMSN-Southeast Florida Region covers check-ups by a CMSN-Southeast Florida Region doctor and hearing aids. Cochlear implants are covered if deemed medically appropriate.
Family Planning	Family Planning is covered from any family planning provider. Your child must receive your permission for Family Planning if she is under the age of 18 unless she is married, has children, is pregnant, (or a doctor says she may suffer health hazards if not provided).
Behavioral Health Services	Current Medicaid benefits apply to mental health and substance abuse services. Mental health services are provided by the University of Miami Behavioral Health network.

CMS COVERED SERVICES

Your child may be eligible for additional services provided by CMS. Contact your CMS Care Coordinator to inquire about the following services.

Coordination of Care Your child will have a CMS Care Coordinator who is a Registered Nurse and will assist you with managing and coordinating your child's care. Parents may choose to opt out of this service provided they can demonstrate knowledge of care required by child.

Dental Care Dental Care is covered by CMS and arranged by the local CMS area office. You must call your child's Care Coordinator to arrange for dental care.

Prescription Drugs Prescription drugs are administered by Med Impact, the pharmacy benefit management company for CMS. For any pharmacy issues, please call your children's CMS Care Coordinator. You can look up Medicaid pharmacies at <http://www.doh.state.fl.us/cms/PharmBM.html>.

Nutrition Services Nutritional Counseling Services are covered by the local CMS area office. You must call your child's Care Coordinator to arrange for nutritional counseling. Children under age 5 are eligible for counseling but the formula is available through WIC.

Durable Medical Equipment Some durable medical equipment (DME) not covered by CMSN-SOUTHEAST FLORIDA REGION may be covered by CMS through grants and foundations. You must call your child's Care Coordinator to see if you are eligible for DME.

Laboratory Services Any laboratory accepting Medicaid can be used. You can also go to a hospital that is a Medicaid provider to have your lab work done.

PHARMACY SERVICES

Statewide, the following pharmacy chains recognize and accept the CMSN-Southeast Florida Region network card:

- ❖ CVS
- ❖ Publix
- ❖ Walmart
- ❖ Walgreens
- ❖ Winn-Dixie

Additionally, any other pharmacy may be used that has a current agreement with Med Impact and will bill them directly.

The family must show the pharmacist their child's CMSN-Southeast Florida Region ID card. The pharmacist will call Med Impact or CMS to verify that the child is an active CMSN-Southeast Florida Region client and fill the prescription. If the CMS office is not open (nights, weekends, holidays) and the pharmacist cannot make the verification call, and it is an urgent situation, a 3-day supply of medication may be given. CMS guarantees payment on this, regardless of the CMSN-Southeast Florida Region status of the child.

The Pharmacist will bill Med Impact for all pharmacy services for Title XXI members. The Pharmacist will bill CMS directly if a three day emergency supply of medication was given and the client is in-active.

COMPLAINTS AND GRIEVANCES

If you are not satisfied with a service your child receives or a request for a service is denied and you do not agree with this decision, you may make a verbal or written complaint. You can do so by calling your Care Coordinator or CMSN-Southeast Florida Region Member Services at (866) 202-1132. The following section tells you how to do this.

Complaint Procedure

To register a complaint, call your Care Coordinator or CMSN-Southeast Florida Region Member Services at (866) 202-1132. They will try to resolve your issue. If you are still not satisfied, you have the right to file a formal grievance.

Formal Grievance Procedure

A grievance must be in writing, signed and dated by you as the parent or legal guardian. The CMSN-Southeast Florida Region will provide assistance in preparing the written grievance upon request. The grievance must be filed within one calendar year from the date of the incident that initiated the grievance. The CMSN-Southeast Florida Region will contact you in writing within 10 business days after receipt of the grievance form or letter. The letter will include the scheduled date and time of the grievance meeting, which must be held within 20 business days of the receipt of the grievance form or letter.

The CMSN-Southeast Florida Region Grievance Committee will review the grievance. You may elect to attend the scheduled meeting. The CMSN-Southeast Florida Region Grievance Committee will meet to discuss the grievance. The grievance will be resolved within 40 business days after the receipt of the grievance form or letter or within 60 business days if the grievance involves the collection of information from outside the CMSN-Southeast Florida Region service area. The resolution determined by the CMSN-Southeast Florida Region Grievance Committee will be communicated in writing, within 10 business days following the meeting. If you are dissatisfied with the final resolution by the CMSN-Southeast Florida Region Grievance Committee, you may request that the CMS Network Statewide Grievance Panel review the grievance resolution.

Grievance Resolution Review

The CMS Network Statewide Grievance Panel, located at CMS headquarters, is responsible for reviewing the appropriateness of the resolution determined by the CMSN-Southeast Florida Region Grievance Committee. You must make a request in writing to the CMS area office that the CMS Network Statewide Grievance Panel review the grievance resolution of the CMSN-Southeast Florida Region Grievance Committee. All records reviewed by the CMS Network Statewide Grievance Panel will be maintained in the CMS headquarters office. Within 10 business days after receipt of the grievance review request, the CMS Headquarters office will notify the grievant in writing of the scheduled meeting date and time for the CMS Network Statewide Grievance Panel's review of the grievance.

This meeting will be held within 30 business days of the receipt of the grievance review request and will be recorded. The recommendations of the CMS Network Statewide Grievance Panel will be communicated in writing to the Deputy Secretary for Children's Medical Services within 10 business days following the meeting. A letter of final resolution will be sent to the grievant within 10 business days following the Deputy Secretary's decision. The decision of the CMS Deputy Secretary is final for all medical issues.

Appeals

If your doctor requests a test or procedure and the request is denied, you may appeal this denial decision. An appeal may be oral or written. If oral, a written appeal must be received within 30 days of the oral filing. If a written, signed, appeal is not received within 30 days, the CMSN-SE Florida Region will not be able to proceed with the appeal. Appeals need to be filed within 10 days of the denial of the service or within 15 days of the denial if sent via service mail. All appeals will be acknowledged by the CMSN-SE Florida Region within five business days of receipt. The CMSN-Southeast Florida Region has 45 days to respond to the appeal. Once a resolution is determined, the CMSN-Southeast Florida Region has two business days to provide written notification to you of its decision.

If the denial of the service jeopardizes your health, you may file a "fast appeal." The CMSN SE Florida Region will respond to your "fast appeal" within 72 hours.

You can also request a State-level hearing by the Statewide CMS Grievance and Appeal Panel in addition to, and at the same time, the CMSN-SE Florida Region is working on your appeal. You can write to them at:

The Statewide CMS Grievance and Appeal Panel
4052 Bald Cypress Way, Bin #A06
Tallahassee, FL 32399-1707

MEMBER RIGHTS & RESPONSIBILITIES

By working with you, we can help you and your child meet your child's health care needs. Here are the rights and responsibilities to which we must both agree.

Rights

As a member of the CMSN- Southeast Florida Region, your child has the right to:

- ❖ Be treated with courtesy and respect.
- ❖ Have his/her privacy protected.
- ❖ Get prompt and reasonable answers to questions.
- ❖ Know who is providing medical services and who is responsible for his/her care.
- ❖ Express complaints or grievances regarding any violation of his/her rights.
- ❖ Participate in decisions regarding his/her care.
- ❖ Get good medical care regardless of race, origin, religion, physical or behavioral health conditions.
- ❖ Have access to his/her child's medical records as allowed by law.
- ❖ Be informed of any experimental treatment and have the right to refuse to participate.
- ❖ Have the right to change providers including primary care physician or specialist or other provider.
- ❖ Have the services of a CMS Nurse Care Coordinator and Social Worker.

Responsibilities

As a member of the CMSN- Southeast Florida Region you must:

- ❖ Carry your child's enrollee I.D. card with you at all times.
- ❖ Call your child's PCP if your child gets sick and needs care.
- ❖ Call your child's PCP before getting care unless you have an emergency or need family planning.
- ❖ Call the CMSN- Southeast Florida Region Member Services at (866) 202-1132 if you change your address or telephone number.

- ❖ Provide all information the health care staff needs to care for your child.
- ❖ Follow all instructions from those giving your child health care services.
- ❖ Contact your child's CMS Care Coordinator when you want to have changes made to your child's Care Coordination Plan.

TEN STEPS TO ADVOCACY

1. Believe in yourself and your child.
2. Realize your child has rights. They are entitled to equality under the law. Inform yourself by asking questions and using advocacy resources. Insist that explanations are clear and understandable.
3. Discuss your concerns. Talk directly with the service provider either by phone, in person, or by writing a letter.
4. Get the facts. Problem solve by gathering information. Get the facts in writing. Ask for policies, rules or regulations being cited to you. People sometimes settle for quick verbal decisions that may not be accurate.
5. Use the chain of command. Make sure a supervisor or someone else with authority has an opportunity to work with you on the problem and resolution.
6. Know your grievance rights. Request clear written information on your grievance rights either within an agency or outside an agency. Know what the next step will be if you are dissatisfied.
7. Be assertive and persistent. Keep after what you want. Follow up.
8. Use communication skills. Have a plan outlining your concerns. Stay calm and express yourself clearly. Be willing to listen because what you hear may be as important as what you say.
9. Ask for help. Link up with advocacy organizations for more information on problems you are having obtaining services related to a disability or a medical condition. There are also community support groups and organizations.
10. Follow up. Agencies are accountable for the decisions they make. You are entitled to know and exercise all your options to obtain the assistance you need. Remember to thank people along the way.

COMMON QUESTIONS AND ANSWERS

Parents often have questions about specific situations related to their child's care. The following are common questions and answers:

Where will my child see his/her doctors?

Your child's care will usually be provided in doctors' offices. You may see a doctor in a CMS Network clinic if your child's special situation requires it. As needed, your child's CMS Network care coordinator will work with you to schedule doctor visits.

Who do I call when my child is sick at night, on the weekend, and when we are out of town?

You should call your child's doctor. If it is a medical emergency, call 911 first. The next business day, call your CMS Network Care Coordinator.

Who do I get to assist me with making appointments and getting services?

Call your child's CMS Network Care Coordinator.

Will my child's doctors each have full knowledge about my child's condition and care?

Your CMS Network Care Coordinator will make sure that copies of office notes and test results from visits with each doctor are shared with all known providers involved in your child's care. Additionally, the CMS Network Care Coordinator will share information with them regarding your child's care plan and CMS Network clinic visits.

Who do I call if I don't understand something about my child's diagnosis, medication, or treatment?

You can call the doctor's office or your CMS Network Care Coordinator.

What is my role in the care of my child?

As the parent or guardian of a child with special health care needs, you are the most important member of your child's health care team. You will always have the support of a CMS Network Care Coordinator whether you need assistance with transportation, interpretation of what your child's primary care doctor or specialist has said, or any other aspect involving your child's care.

RESOURCE LISTING
FOR YOU AND YOUR SPECIAL NEEDS CHILD

CMSN- Southeast Florida Region Member Services Department	(866) 202-1132
CMS – Broward County	(954) 713-3100
CMS – Palm Beach County	(561) 881-5040
CMS – Ft. Pierce	(772) 467-6000
Department of Children and Families – Broward Palm Beach County St. Lucie, Martin, Okeechobee and Indian River	(954) 467-4298 (561) 837-5078 (866) 762-2237
Easter Seal Easter Seals of Palm Beach/Martin/St. Lucie County Region	(954) 792-8772 (561) 471-1688
Family Central – Broward County	(954) 720-1000
Florida KidCare	1 888 540-5437
Healthy Start – Broward County Palm Beach County St. Lucie Martin Okeechobee Indian River	(954) 563-7583 (561) 540-5606 (772) 467-2016 (772) 463-2888 (772) 462-5877 (772) 563-9118
March of Dimes – Broward County Palm Beach County St. Lucie, Martin, Okeechobee and Indian River	(954) 772-0013 (561) 276-2001 (772) 562-0115
Medicaid Information – Broward County Only All Other Counties	(866) 875-9131 (800) 226-5082 or (561) 616-5255
United Way of Palm Beach St. Lucie Martin Indian River	(561) 375-6600 (772) 464-5300 (772) 283-4800 (772) 567-8900
Women in Distress	(954) 761-1133