

Child Safety

Child safety should be a family priority. Keeping your child safe every day is important to his/her growth and development. One resource to consider is The Safety Store at Riley Hospital. We recognize that making your child's world safe is not always easy. In fact, it can be a full-time job. Unintentional injuries are the leading cause of death for children ages 1 to 14. According to the National SAFE KIDS Campaign, about 45 percent of childhood injuries happen in or around the home. Most of these injuries can be easily prevented through the proper use and maintenance of child safety products. The Safety Store, is a place where you can buy low-cost child safety products and learn how to keep your youngest family members safe.

Smoke detectors, bike helmets, cabinet locks, outlet covers, and bath water thermometers are some of the products you'll find at the Safety Store. The Safety Store also carries products designed specifically for children with disabilities

or special health care needs.

The Safety Store provides an environment where parents, like yourself, feel comfortable to shop, learn, and ask questions about their child's safety, all under the roof of a children's hospital. Trained Safety Store associates are on-hand to determine your family's needs and help identify and select products that you need. Your family will also learn how to use and maintain the products and how to improve child safety at home.

Where is the Safety Store located? - The Safety Store is located in the Riley Outpatient Center, through the Over the Rainbow Gift Shop.

What are the Safety Store's hours? - The Safety Store is open Monday through Friday, from 9 a.m. to 4 p.m. and is closed on holidays. The number is 1-888-365-2022.

Who operates the Safety Store? - The Safety Store is operated by Riley Hospital's

Community Education and Child Advocacy Department in partnership with The Cheer Guild.

How do I know which safety products are best for my child? - Safety Store associates are on-hand during store hours to help you identify and select products for your family's safety.

What if I don't know how a safety product is used? - Associates will show you how to use the safety products you select and will answer any questions you may have. They may also recommend other products for your family's needs.

Can someone answer my questions about child safety? - Child safety is Riley's Safety Store's expertise. Associates will answer any questions your family has about general child safety and provide resources for you to take home.

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Check for additional informational CSHCS mailings throughout the year.



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The Express is filled with a digest of articles of interest to families who have children with special needs.

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What's New in Children's Special Health Care Services (CSHCS)

By Norma Boykin

The Children's Special Health Care Services program (CSHCS) has developed a Transition Manual for its participants 14 to 21 years of age. Some of you may have already received a copy at the Champion Your Future Conference in August. If you do not have the manual it will be mailed to all families with a CSHCS participant aged 14 to 21 years in the near future. It is our hope that the manual will provide our participants and their families with pertinent information that will assist them as they approach the transitions into adulthood.

The CSHCS program recently updated the message on our 1-800-475-1355 number. Please note that **option 1**, provides translation services for our Spanish speaking participants. All options are listed below:

1. Spanish Translation Services — for all program options
2. Eligibility — CSHCS eligibility criteria, status of pending applications and reevaluation questions
3. Prior Authorization — Care Coordination, linkages and service requests.
4. Family Travel — Questions regarding family travel reimbursement
5. Claims — Billing questions and procedures
6. Provider Relations — Questions regarding new CSHCS provider enrollment
0. The Attendant

Additional Service Offered

In the past, the CSHCS' List of Excluded Services included "Pre-natal care or other pregnancy care". This policy has been amended to allow coverage of routine pre-natal services provided either by the primary care provider or by a linked, specialty Obstetrical Care provider.

The CSHCS program recognizes the importance of routine pre-natal care, and its positive impact to the overall health of our participants. Therefore, we will begin covering routine prenatal services for our participants effective 12/01/07.

This coverage extends only to routine prenatal visits and associated laboratory tests, in addition to one amniocentesis and one sonography, if medically indicated. Prenatal inpatient services are not

covered unless related to the CSHCS eligible medical condition.

Any routine pre-natal care visits that are rendered and billed by a specialty OB provider require prior authorization in order to be paid. All routine, pre-natal laboratory services or services rendered by the primary care provider in his/her office do not require prior authorization. All sonograms and amniocenteses will require prior authorization.

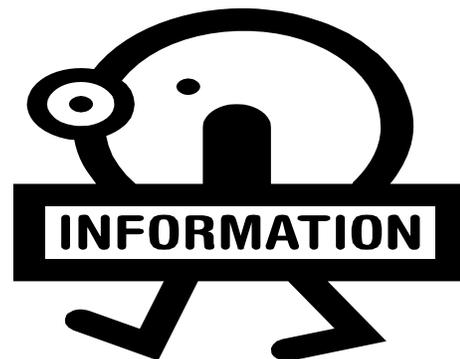
If you have any questions, about this notice, please call the CSHCS program at **1-800-475-1355, PA/CC Option # 3**.

New Program—Integrated Community Services

CSHCS has a new Integrated Community Services Manager, Kimberly Minniear. We are in the process of developing enhanced care coordination to provide more comprehensive services to our CSHCS participants. As new information becomes available, you will be informed via our CSHCS Newsletter.

New Participant Manual

The newly revised participant manual will be sent to all active CSHCS participants in early 2008. It is advisable that each parent/legal guardian/participant review this manual as there have been many updates, changes and additions.



Family Travel Reimbursement

By Todd Cox

As many families know, the CSHCS Program provides travel reimbursement to the families of participants who must travel 50 miles or more round trip for covered medical services. We want to remind families that more information can be found on the CSHCS web site at

www.in.gov/isdh/programs/cshcs/travel.htm. Also,

families may contact us directly at 1-800-475-1355, Family Travel Option, to request the status of pending Family Travel claims or for other general Family Travel questions.

Families who wish to be eligible for travel reimbursement must register as a Family Travel Submitter by submitting a completed W-9 and direct deposit form before reimbursement can be made. These forms may be obtained by calling 1-800-475-1355, Family Travel Option.

Please be advised that the initial set up of this information can take up to 30 days. No payments can be made until these completed forms have been received and processed.

It is the responsibility of the family to notify CSHCS of any change in your direct deposit information. Any change of address must be reported and a new W9 submitted to the CSHCS office. Processing of these changes can take up to 30 days or more. All updates should be sent to the following address:

**Indiana State Department of Health
CSHCS, Family Travel Section 7B
2 North Meridian Street
Indianapolis, IN 46204**

Ways to help ensure your family travel claims are paid:

- Mileage reimbursement is the number of miles from the city of origin to the city of destination. Mileage is not calculated from door to door.
- Make sure that your child's list of providers is up to date by always

coordination any changes with the CSHCS PA section.

- Make sure that your health care provider has obtained authorization for covered medical services.
- Make sure you submit your travel vouchers within one year of the service date.

Family Travel and Riley Hospital

CSHCS helps to fund a CSHCS enrollment/customer service center at Riley Hospital. The office is located on the lower level across from the gift shop. Families can receive help with submission of their travel claims by talking to the CSHCS office staff within Riley Hospital. The staff can also help by obtaining needed provider signatures and forwarding needed information to this office for services provided at the Riley facility.

The CSHCS office at Riley cannot verify visits to the dental or autism clinic. These signatures should be obtained by the submitter, at the point of service.



Frequently Asked Questions

Q: When and why are re-evaluations done? Why doesn't someone come to my home to do them anymore?

A: Re-evaluations are normally done on a yearly basis to make sure the participant is still medically and financially eligible for the program. Other situations when a

re-evaluation could be done are: increases in income, changes in household members, the participant or parent gets married or divorced.

CSHCS no longer has case managers who travel to participant's homes; therefore, everything is handled through the mail. The paperwork is mailed to

the home, along with instructions on how to complete the paperwork.

When the information is received at the CSHCS Central Office, it is processed and the family is notified of the continued eligibility decision by mail.



HAPPY HOLIDAYS

RESOURCES ON THE WEB

www.tchin.org: congenital heart information network contains information, resources and support for families.

www.heart.health.ivillage.com: varied information on a wide range of health topics.

www.insource.org, **www.aboutspecialkids.org**, and **www.in.f2f.org**: are parent organizations that provide parents, families and service providers in Indiana the information and training necessary to assist in effective educational programs and appropriate services for children and young adults with disabilities.



Friendly Reminders

Please notify the CSHCS program, if any of the following events should happen:

- Address or telephone number changes
- Changes in private health insurance coverage
- Changes in Medicaid/Hoosier Healthwise coverage
- Participant is no longer an Indiana resident
- Changes in household income
- Emergency treatment
- Hospital admission for eligible medical condition
- Participant marries
- Parent/guardian name changes (e.g., as a result of marriage or divorce)
- Participant's legal emancipation.
- Someone else moves in/out of home

These changes should be reported within five (5) business days of the change.

See the CSHCS Participant's Manual for additional information.

Spotlight on Disease

Congenital Heart Defect (CHD) is the name given to any heart defect or malformation that is present at birth. Most types of CHD involve a deformity within the heart and/or the large blood vessels connected to the heart (e.g., aorta, pulmonary artery).

Currently, there are about 35 different types of congenital heart defects. The most common congenital heart defect requiring medical intervention is a ventricular septal defects. Other common defects include tetralogy of Fallot, transposition of the great arteries and coarctation of the aorta.

With proper pre-authorization,

CSHCS may pay for congestive heart failure, infections, medicines, surgeries, cardiac catheterization, heart biopsy, respiratory problems relating to the heart, heart monitor, and home oxygen.

Organ transplant and organ donation is excluded for the CSHCS program; however, CSHCS will cover the pre-transplant work up to determine eligibility and the post discharge transplant treatment plan.

Contact your PA nurse with any questions.

Did You Know ? Indiana's oldest county is Knox, created in 1790.