



# Children's Medical Services Network CMSN-Southwest Florida Region

## Family Handbook

### Title 21 Enrollees





Greetings and welcome to the Children's Medical Service Network-Southwest Florida Region (CMSN-Southwest Florida Region). The CMSN-Southwest 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 handbook is designed to help you understand the benefits and services that the CMSN-Southwest 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 health plan works.

Your child has been assigned a CMS Nurse Care Coordinator who is a registered nurse. The CMS Nurse Care Coordinator will work closely with you and CMSN-Southwest 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-Southwest Florida Region participating providers is in your new enrollee packet. It is called the provider directory. The most recent provider directory can be found on our website, <http://www.sfccn.org>. Providers may change, therefore you should first check with a provider before you make an appointment to ensure they are a CMSN-Southwest Florida Region participating provider.

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, Indian River, Sarasota, Charlotte, Desoto, Manatee, Glades, Hendry, Lee and Collier 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-Southwest 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-Southwest Florida Region Enrollee Services Department at (866) 202-1132.

Thank you.

Children's Medical Services  
Children's Medical Services Network-Southwest Florida Region

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## **CMS MAIN OFFICES**

**SARASOTA:**                   **6055 RAND BLVD**  
**SARASOTA, FL 34238**  
**(800) 235-9717**  
**(941) 361-6272 (FAX)**

**FT. MYERS:**               **9800 SOUTH HEALTHPARK DRIVE**  
**SUITE 405**  
**FT. MYERS, FL 33908**  
**(800) 226-3290**  
**(239) 433-6723**

**NAPLES :**                   **1665 MEDICAL BLVD**  
**NAPLES, FL 34110**  
**(239) 552-7400**  
**(239) 552-7435 (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 through a comprehensive system of care; provide a family centered, coordinated medically managed system of care for children with special health care needs; and 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-SOUTHWEST FLORIDA REGION**

The CMSN-Southwest 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 two governmental entities: South Broward Hospital District and the North Broward Hospital District.

The CMSN-Southwest 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-Southwest 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-Southwest Florida Region enrollee has a CMS Nurse 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 Nurse 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**

Families in Sarasota, Ft. Myers and Naples 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 Nurse Care Coordinator.

### **Enrollment**

The Florida KidCare program determines your child's eligibility and enrollment in the CMSN-Southwest Florida Region.

## Using the CMSN-Southwest Florida Region

The following guidelines will help you use the CMSN-Southwest 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 Nurse Care Coordinator
- ❖ If it is an emergency, call 911
- ❖ Make sure that the physician or facility is participating with the CMSN-Southwest Florida Region at the time of your visit
- ❖ Maintain timely premium payments to Florida KidCare
- ❖ Always identify your child as a CMSN-Southwest Florida Region enrollee when you seek medical care
- ❖ Update your CMS Nurse Care Coordinator of all medical appointments and outcomes, diagnostic tests and procedures, and issues to ensure optimal care coordination
- ❖ Call your CMS Nurse Care Coordinator or CMSN-Southwest Florida Region Enrollee Services when you have a question or need assistance in using your CMSN-Southwest Florida Region plan.

### Enrollee I.D. Card

Your child's 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-Southwest Florida Region Enrollee Services Department at (866) 202-1132 and a new card will be issued to your child.

### Change of Address

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

### Your Child's Primary Care Physician

As a CMSN-Southwest Florida Region enrollee 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-Southwest Florida Region **as long as he/she is a CMSN-Southwest Florida Region provider. If you do not choose a PCP, the CMSN-Southwest 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-Southwest Florida Region Enrollee Services Department at (866) 202-1132. 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 Nurse Care Coordinator, will refer you to a specialist when appropriate. Please verify with CMSN-Southwest Florida Region Enrollee Services or your CMS Nurse Care Coordinator that the specialist is a member of the CMSN-Southwest 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-Southwest Florida Region enrollee**
- ❖ **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-Southwest Florida Region at the time of your child's visit**
- ❖ **Notify your CMS Nurse Care Coordinator of appointments and other pertinent issues.**

## Scheduling Appointments

After your child is enrolled in the CMSN-Southwest 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-Southwest 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-Southwest 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 Nurse Care Coordinator, you may have to pay for the prescription.** If you do receive a bill for services call MED3000 (CMS' contracted Third Party Administrator) at (800) 664-0146.

## Out of Area Use

The network area for CMS and the CMSN-Southwest Florida Region covers all of Broward, Palm Beach, Martin, St. Lucie, Okeechobee, Indian River, Charlotte, Desoto, Manatee, Sarasota, Glades, Hendry, Lee and Collier counties. You **MUST** get approval from the CMSN-Southwest Florida Region before your child gets treatment that is not an emergency when they are out of the network area. To obtain approval call Enrollee Services at (866) 202-1132. 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-Southwest Florida Region approval is not needed for emergency services.

## Benefits and Medically Necessary Services

As an enrollee of the CMSN-Southwest 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, twenty-four months, thirty months and then one time a year from age 3 to 19. 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 medically necessary and arranged by your child's 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-SOUTHWEST FLORIDA REGION COVERED SERVICES

**PLEASE NOTE:** Benefits will only be paid when CMSN-Southwest Florida Region providers are used. If you are not sure of the provider's status, please contact your CMSN-Southwest Florida Region Enrollee Services at (866) 202-1132.

- ❖ Ambulatory Surgical Centers
- ❖ Behavioral/Mental Health
- ❖ Birthing Center Services
- ❖ Child Health Check-up Services
- ❖ Chiropractic Services
- ❖ Clinic Services (County Health Department Clinic Services)
- ❖ Community Mental Health Services
- ❖ Dental Services
- ❖ Dialysis Services
- ❖ Durable Medical Equipment and Medical Supplies
- ❖ Emergency Room Services
- ❖ Family Planning Services\*\*
- ❖ Federally Qualified Health Center Services
- ❖ Freestanding Dialysis Centers
- ❖ Hearing Services
- ❖ Home Health Services
- ❖ Hospice Care
- ❖ Hospital Inpatient
- ❖ Hospital Inpatient > 45 days
- ❖ Hospital Outpatient
- ❖ Immunizations
- ❖ Lab and X-Ray
- ❖ Licensed Midwife Services
- ❖ Nurse Practitioner (operating with credentialed MD)
- ❖ Occupational Therapy
- ❖ Optometric Services
- ❖ Physical Therapy
- ❖ Physician Assistant Service (operating with credentialed MD)
- ❖ Physician Services
- ❖ Podiatry Services
- ❖ Portable X-ray Services
- ❖ Prescribed Pediatric Extended Care Services (PPEC)
- ❖ Private Duty Nursing
- ❖ Respiratory Therapy
- ❖ Respite Care
- ❖ Rural Health Clinic Services
- ❖ School Based Services (Coordination Only)
- ❖ Speech Therapy

- ❖ Transplant Services
- ❖ Transportation Services (medical)
- ❖ Vision Services

\*Certain services are covered directly through CMS, not through the CMSN-Southwest Florida Region

If there are other medical services your child's primary care provider prescribes that are not listed above, please contact your CMS Nurse Care Coordinator or CMSN-Southwest Florida Region Enrollee Services at (866) 202-1132.

**Hospital  
Inpatient Care**

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

**Outpatient Care**

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

**Lab/X-Ray**

The CMSN-Southwest Florida Region covers lab and x-rays ordered by your child's PCP or specialist. Any laboratory accepting Medicaid can be used. You can also go to a hospital that is a participating CMSN-Southwest Florida Region network provider to have your lab work or x-rays done.

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

**Maternity Care**

The CMSN-Southwest Florida Region provides full maternity coverage for your child and her new baby. All pregnant enrollees have access to an obstetrical doctor for prenatal care and childbirth. All enrollees 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-Southwest Florida Region after the initial nursery stay for a normal delivery.

<b>Home Health</b>	The CMSN-Southwest 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-Southwest Florida Region. Private nursing is also covered when medical criteria is met. Meals on Wheels, homemaker, or sitter services are not covered.
<b>PPEC Services</b>	Prescribed Pediatric Extended Care Services, when medically necessary, are covered by CMSN-Southwest Florida Region.
<b>Durable Medical Equipment</b>	The CMSN-Southwest Florida Region pays for medically necessary medical equipment that your child may need. Your child's PCP or specialist must order the equipment. It must be approved by the CMSN-Southwest Florida Region. Some DME not covered by CMS-Southwest Florida Region may be covered by your local CMS office.
<b>Nutritional Supplements</b>	Nutritional supplements are covered when medically necessary.
<b>Therapy Services</b>	The CMSN-Southwest Florida Region covers medically necessary physical, respiratory, speech, and occupational therapy services. These services must be approved by the CMSN-Southwest Florida Region.
<b>Vision Care</b>	The CMSN-Southwest Florida Region covers vision services, including eye check-ups and eyeglasses. Contact lenses are covered in certain medical circumstances only.
<b>Hearing Services</b>	The CMSN-Southwest Florida Region covers check-ups by a CMSN-Southwest Florida Region doctor and hearing aids. Cochlear implants are covered if deemed medically appropriate.
<b>Family Planning</b>	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).
<b>Behavioral Health Services</b>	Current Medicaid benefits apply to behavioral health and substance abuse services. Behavioral health services are provided through University of Miami Behavioral Health (UMBH). Speak to your CMS Nurse Care Coordinator about these services or call UMBH/Concordia directly at (800) 294-8642.

**Non-Emergency  
Transportation  
Services**

These services are more restrictive and you must qualify for non-emergency transportation to medical appointments. This is to be used only if no other source of transportation is available, including car, neighbor, family, etc. This is for CMSN-Southwest Florida Region enrollees only and is provided by LogistiCare. Call LogistiCare at (866) 429-8529 for non-emergency transportation services.

# CMS COVERED SERVICES

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

**Coordination of Care** Your child will have a CMS Nurse 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 SFCCN and arranged by the local CMS area office. You must call your child's CMS Nurse 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 Nurse Care Coordinator. You can look up pharmacy and prescription drug information at <https://mp.medimpact.com>

**Nutrition Services** Nutritional Counseling Services are covered by the local CMS area office. You must call your child's CMS Nurse 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-Southwest Florida Region may be covered by CMS through grants and foundations. You must call your child's CMS Nurse Care Coordinator to see if you are eligible for DME.

## **COMPLAINTS, GRIEVANCES & APPEALS**

We want you to be happy with CMSN-Southwest Florida Region and the providers who take care of your child. 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 file a complaint, grievance or appeal. You can do so by calling your CMS Nurse Care Coordinator or CMSN-Southwest Florida Region Enrollee Services at (866) 202-1132. The following sections tell you how to do this.

### **Complaint Procedure**

To file a complaint, call us. Call CMSN-Southwest Florida Region Enrollee Services at (866) 202-1132. If you are deaf or blind, call Florida Relay 711. If you don't want to tell us, you can call your CMS Nurse Care Coordinator. We will try to resolve your issue. We will answer your questions. If you are still not happy, you can file a grievance.

### **Grievance Procedure**

You can file a grievance about many things. You can file a grievance orally or in writing. We will need the following information:

1. You/your child's name, address, telephone number and enrollee number.
2. What the grievance is about.
3. What action you are looking for.

You can have someone help you file your grievance. It can be your child's doctor or someone you choose. CMSN-Southwest Florida Region can help you file your grievance if you need help. You must file your grievance within one year of the incident. Call Enrollee Services or send your grievance letter to:

CMSN- Southwest Florida Region Grievance Coordinator  
1643 Harrison Parkway Building H, Suite 200  
Sunrise Florida, 33323

You can talk with the Grievance Coordinator. Call (866) 202-1132. Ask for the Grievance Coordinator. You can call from 8:00 am to 5:00 pm, Monday to Friday. We will help you if you need help with another language.

We will send you a letter within 5 days of receiving your grievance. We will look at your grievance carefully. We may ask for more information from you. We may ask for more information from you/your child's doctor. You have the right to look at the information. We have up to 90 days to take care of your grievance.

If you need more time, you can ask for up to 14 more days. You will need to ask in a letter. If we need more time, we can take 14 more days to review your grievance. We will send you a letter telling you about this.

When we are done with our review, we will send you a letter. This is called a "Grievance Disposition" letter. The letter will say what we found and how we resolved your grievance.



You/your child's enrollment does not change when you file a grievance. You/your child's benefits do not change either.

If you are not happy with what CMSN-Southwest Florida Region told you, you can ask for a review by the CMS Network Statewide Grievance and Appeals Panel.

See **CMS Network Statewide Grievance and Appeals Panel.**

## **Appeal Procedure**

If you are not happy with an "Action" from CMSN-Southwest Florida, you can appeal. An "action" means:

1. We do not approve (authorize) the service you asked for. This is also called a "denial".
2. The service you have been getting is stopped, reduced or changed.
3. The service you asked for is not a covered service.
4. You did not get the services you need quickly enough, per Florida law.
5. We did not act within 90 days after we got your grievance.

When we do an action, we will send you a letter. When you get our letter, you have 30 days to send your appeal. You can appeal by phone. After you call us, you must write a letter. You can have someone help you write your appeal. It can be your child's doctor or someone you choose. Your appeal must have:

1. You/your child's name, address, telephone number and enrollee number
2. What the appeal is about
3. What action you are looking for.

Send your appeal to:

CMSN- Southwest Florida Region Grievance Coordinator  
1643 Harrison Parkway Building H, Suite 200  
Sunrise Florida, 33323

We will start looking at your appeal when we get your letter. We will tell you when we get your letter. We will send you a letter within 10 days of getting your appeal.

We can help you with your appeal. If you have questions, call us at (866) 202-1132. Ask for the Appeal Coordinator. If you are deaf or blind, call Florida Relay 711. You can call from 8:00 am to 5:00 pm, Monday to Friday. We will help you if you need help with another language.

You/your child's enrollment does not change when you file an appeal. You/your child's benefits do not change either.

CMSN-Southwest Florida may ask for more information from you. You can give us more information to help your case. We may ask your/your child's doctor for more information.

Your file may have medical or other documents that we will use. You can look at your file while we make a decision.

The Appeal Committee will read your appeal carefully. There are many people on the Appeal Committee. The people on the Committee had nothing to do with the decision you are appealing. We will tell you when the Appeal Committee will meet, so you can be there, if you want.

We have up to 45 days to take care of your appeal. We will tell you our decision. We will send you a letter within 2 days of our decision. We will tell your doctor and your Nurse Care Coordinator. If you win the appeal, we will set up the service with your/your child's doctor. We will set it up as quickly as you/your child need.

If you need more time, you can ask for up to 14 more days. You will need to ask in a letter. If we need more time, we can take 14 more days to review your appeal. We will send you a letter telling you about this.

If you are not happy with what CMSN-Southwest Florida Region told you, you can ask for a review by the CMS Network Statewide Grievance and Appeals Panel.

See **CMS Network Statewide Grievance and Appeals Panel**.

### **To continue service**

If we stop or reduce service and you don't want that, tell us. You can ask to continue the service while you appeal. If you want the service to continue, tell us. Call Enrollee Services or send us a letter within 15 days of our Action letter. Write to:

CMSN- Southwest Florida Region Grievance Coordinator  
1643 Harrison Parkway Building H, Suite 200  
Sunrise Florida, 33323

When you ask, the service will continue until:

1. You stop your appeal
2. Stop the service
3. You don't send in your appeal on time. You have 15 days from when you get our letter.
4. You don't win the appeal. The appeal decision is for us.
5. The authorization ends
6. You had all the services you are allowed.

If you do not win the appeal, you may have to pay for that service.

### **Fast Appeal**

If the doctor thinks you/your child will get much sicker while waiting for a review, you can ask for a "Fast Appeal". If you need a Fast Appeal, call Enrollee Services at (866) 202-1132.

Ask for the Appeal Coordinator. You also need to send us a letter asking for a Fast Appeal. Write to:

CMSN- Southwest Florida Region Grievance Coordinator  
1643 Harrison Parkway Building H, Suite 200  
Sunrise Florida, 33323

We will give you an answer within 72 hours. We will try to call you with the results right away. We will also send you a letter. We will tell your doctor and your Nurse Care Coordinator. If you win the appeal, we will set up the service with your/your child's doctor. We do this as quickly as you/your child need.

### **CMS Network Statewide Grievance and Appeals Panel**

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-Southwest 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

## **ENROLLEE 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 an enrollee of the CMSN- Southwest 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 an enrollee of the CMSN- Southwest 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 Florida KidCare at (800) 821-5437 if you change your address or telephone number. Also let your CMS Nurse Care Coordinator know of the change.
- ❖ 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 Nurse 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 clinic if your child's special situation requires it. As needed, your child's CMS Nurse 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 Nurse Care Coordinator.

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

Call your child's CMS Nurse Care Coordinator.

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

Your CMS Nurse 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 Nurse Care Coordinator will share information with them regarding your child's care plan and CMS 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 Nurse 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 Nurse 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- Southwest Florida Region Enrollee Services Department	(866) 202-1132
CMS – Sarasota	(800) 235-9717
CMS – Ft. Myers	(800) 226-3290
CMS – Naples	(239) 552-7400
Department of Children and Families – Sarasota	(877) 595-0384
Department of Children and Families – Ft. Myers	(877) 595-0384
Department of Children and Families – Naples	(877) 595-0384
Early Steps, Early Intervention for Infants & Toddlers	
Sarasota	(941) 487-5401
Ft. Myers	(954) 728-1083
Naples	(239) 433-6700
Easter Seal Florida	(407) 306-9766
Florida KidCare	(800) 821-5437
Healthy Start	
Sarasota	(941) 373-7070
Ft. Myers	(239) 425-6926
Naples	(239) 252-8551
March of Dimes – Ft. Myers	(239) 433-3463
March of Dimes – Naples	(239) 433-3463
March of Dimes – Sarasota	(813) 287-2600
Medicaid Information –	(800) 226-5082
United Way of Sarasota	(941) 366-2686
United Way of Ft. Myers	(239) 433-2000
United Way of Naples	(239) 261-7112