



# In Good Health

Winter 2019



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### No longer qualify for BadgerCare Plus?

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

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

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

### CCHP in Your Community!

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

Come meet us at one of our upcoming events!

View our [Event Calendar](#)

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

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

CCHP on Call

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

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

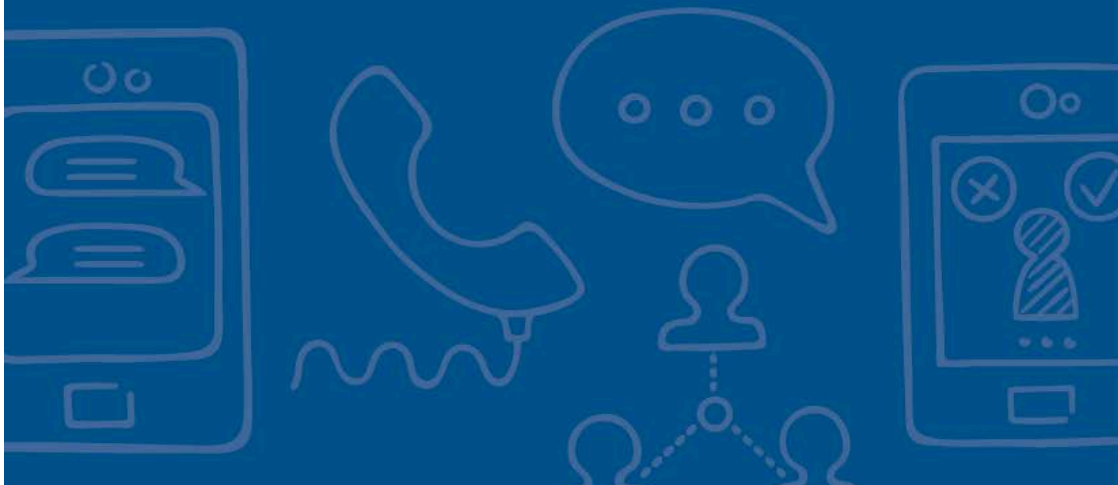
Transportation .....1-866-907-1493

HMO enrollment specialist

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

Member services (to request new

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



## **CCHP on Call**

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

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

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

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

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

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

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

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

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



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h'Y'Zi 'j' U'W'W'U'Y'"



This vaccine h'm'j'W'U''m'h'U'\_Y'g'&k'Y'Y'\_g'hc'V'Y'Z' 'm'  
Y'Z'Y'W'j' Y'U'b'X' \Y'd'g'

- d'f'c'h'Y'W'h'U[ U]b' h'Y' '5' 'U'b'X' '6'g'f'U]b'g'c'Z'h'Y'Zi
- g'h'a' i' 'U'Hy'g'm'c'i f'V'c'X'm'h'c' 'a' U'\_Y'U'b'h]V'c'X]Y'g'h'U'h'k' ]' \Y'd' 'm'c'i f'j'a' a' i' b'Y' 'g'm'h'Y'a' 'Z'[ \h'h'Y'Zi' k' \Y'b' 'm'c'i 'W'c'a' Y' ]b' W'c'b'h'U'W'h'k' ]h' ]h'

**Can I still get the flu even if I got a flu shot?** M'g'z'h'W'U'b' \U'd'd'Y'b'Vi h'h'Y'g'lc'h' \Y'd'g'm'c'i f'V'c'X'm'Z'[ \h'i' V'U'W'\_Y'j'Y'b' ]Z'm'c'i [ Y'h'g'W' " #a' U'\_Y'g'h'Y' ]'b'Y'g'g'Y'g'g'Y'j' Y'f'Y' h'U'b' ]h'k' c'i 'X'V'Y'k' ]h'c'i' h' ]h'

**Not sure if you or your child needs to visit the doctor? Use CCHP on Call to speak with a nurse about your symptoms at no cost! Call today: 1-877- 257-58611**

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

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

## What's more important than your health?

### As a CCHP member, you have access to register to the Wellness Portal!

The Wellness Portal is an online, user-friendly tool that you can use to learn about your health, explore healthy lifestyle choices, view upcoming CCHP classes and community events, and earn rewards for completing wellness activities.



The screenshot shows the CCHP Wellness Portal interface. At the top, there is a navigation bar with a Home button, the Children's Community Health Plan logo, and a Menu button. Below the navigation bar, there is a welcome message: "Welcome, HNA10". The main content area is divided into several sections:

- CCHP Badger Care Plus:** Important Dental Coverage Information. CCHP members who reside in the following counties - Milwaukee, Waukesha, Washington, Ozaukee, Racine and Kenosha - are offered dental coverage through Dental Professionals of WI. If you live in one of these counties please contact Dental Professionals of WI at 1-877-389-9870 to ask questions about your benefits and to locate dental and oral surgery providers in your area. CCHP members who reside in counties outside of the counties mentioned above are offered dental coverage through the State of Wisconsin (T-19) Program. If you live in a county outside of the 6 listed above, please contact BadgerCarePlus Member Services at 1-800-362-3002 to ask questions about your benefits and to locate dental and oral surgery providers in your area.
- Health Needs Survey:** Members must be 18 years of age, or older, to complete a Health Needs Survey. Complete your assessment by Dec 31, 2020. Start More
- Action Plans:** You may enroll in an action plan now. Choose More
- Member Handouts:** English Handouts: How to Brush, How to Floss, Diabetes Dental Tips. Spanish Handouts: Cómo Cepillarse los Dientes, Cómo Usar la Seda Dental, La diabetes: Consejos sobre la salud oral.
- Rewards:** Congratulations on earning a reward! Please note that points may take up to 90 days to display in your account. Points expire 6 months after they are earned. You must be an active CCHP member to earn points and redeem rewards. You have earned 0 points. You have 20 points available for redemption. Unused points may expire - see details. Redeem

At the bottom of the screenshot, there is a Facebook link.

### How do I register for the Wellness Portal\*?

- Visit [cchp-wi.org/wellness-portal](http://cchp-wi.org/wellness-portal)
- You will need to know your 10-digit member ID number and have an active email address to create your account
- Your 10-digit member ID number is listed on the front of your ForwardHealth insurance card

### What can I do on the Wellness Portal\*\*?

- You can learn about different health topics
- You can complete an online health needs survey
- You can work on action plans that are designed for your individual health and well-being
- You can explore different CCHP resources
- You can earn wellness incentives and redeem wellness rewards

### What type of wellness incentives can I earn and what type of wellness rewards are available\*\*\*?

- You can view a listing of wellness incentives, that are currently offered, on your portal home page
- Please know that each wellness incentive has a different eligibility requirement
- You can choose either a physical or electronic gift card from a variety of retailers
- You must redeem your wellness rewards through your Wellness Portal account

\*If you do not know your member ID number, contact ForwardHealth at 1-800-362-3002

\*\*If you need help with the Wellness Portal, contact the Wellness Line at 414-266-3636

\*\*\*Wellness points expire 6 months after they are earned, and can only be redeemed by current CCHP members

## Celebrating MLK Day

The CCHP Diversity and Inclusion Committee is made up of 11 employees representing diverse backgrounds, cultures, ages, experiences, job responsibilities, etc. The primary goal of the committee is to create and guide the experiences of CCHP in recognizing and appreciating the variety of individual differences that exist within the staff, the members, the providers and the community within which we serve. The committee and the organization recognizes that our strength lies within our differences, not our similarities. In the capacity of guiding the experiences, the committee has organized a variety of events to explore and share information from a variety of different communities. Most recently, the committee hosted a showing of the movie "Selma" on January 20, 2020 to reflect on the life of Dr. Martin Luther King and the amazing determination of the individuals committed to the work of equality for African Americans and their right to vote. The movie depicted the protest marches from Selma to Montgomery Alabama in the spring of 1965.

**Based upon feedback from CCHP staff via surveys, additional events that the committee has arranged for the staff included:**

- "Walk in my shoes" event including donation of shoes to Salvation Army
- Cesar Chavez movie to celebrate Cesar Chavez Day
- LBGTQ Panel event
- Presence at PrideFest
- Blue Eyes/Brown Eyes activity to highlight discrimination
- Human Trafficking Presentation
- Hmong Community Panel event
- Multicultural Pot Luck



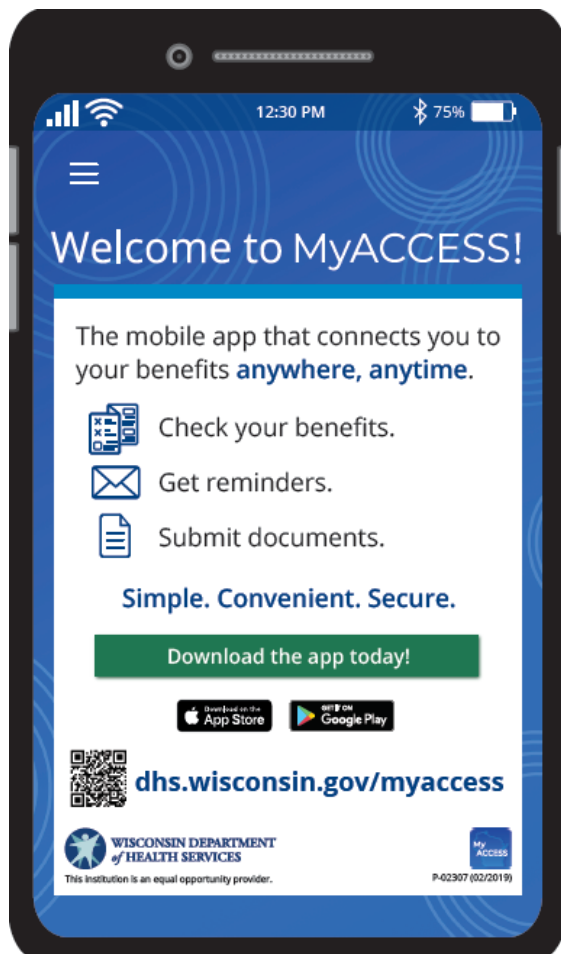
## News you can use!

### MyACCESS App: Your benefits. Anytime, anywhere

Have you applied for or are you enrolled in any of the following programs?

- BadgerCare Plus
- FoodShare
- Wisconsin Shares Child Care Subsidy
- Wisconsin Works

If so, you can connect to your benefits anywhere, anytime using the MyACCESS mobile app. It's easy to use and just a tap away. Go to the App Store or Google Play to download the app for free. Just click a button below, or search for "MyACCESS Wisconsin" in either store. Need help or have questions? Call our Member Advocates at 1-877-900-2247.





## New Year, healthy you!

A new year can mean something different for everyone. Maybe it means a fresh start, trying something new, setting a goal, or making plans to look forward to. What are you going to do that is “new” this year and just for you? You can start off your New Year right with small changes.



- Drink more water. Your body is composed of about 60% water. The functions of these bodily fluids include digestion, absorption, and circulation, transportation of nutrients and maintenance of body temperature. You will feel better!



- Get more sleep. Humans need 8-10 hours of sleep per night in order to fully recharge.



- Schedule a visit with your Primary Care Provider. Checking in with your Doctor regularly is one of the easiest things you can do for yourself and your health. If you need help finding a PCP, visit our website or give us a call today! (see page....maybe we can put our important phone numbers/website/facebook on the last page?)



- Write down your goals. Studies show that if you write down your goals and share them with others, you are more likely to reach them!



- Exercise daily. It's good for your mental health too! Exercise has been found to be helpful in reducing anxiety, symptoms of depression, and ADHD. Go for a walk today!



- RENEW YOUR BADGERCARE HEALTH BENEFITS! Remember, every year you must apply for renewal. Don't lose your health coverage. Call us today for assistance!

## Easy Winter Fruit Salad

### Refreshing Winter Fruit Salad

Prep Time: 15 mins | Total Time: 15 mins

Servings: 6-8 servings Calories: 94 cal



#### Ingredients

- 5 kiwi fruit, peeled and sliced into rounds
- 3 Clementine or mandarin oranges, peeled and separated into sections
- 2 bananas, peeled and sliced into rounds
- 2 pears, cored and diced
- 2 yellow apples, cored and diced
- 2 Tablespoons finely chopped fresh mint
- 1 Tablespoon fresh lime juice
- 1 Tablespoon honey or agave

#### Instructions

1. Combine kiwi, oranges, bananas, pears, apples and mint in a large bowl.
2. In a separate small bowl, whisk together honey and lime juice. Pour the juice mixture over the fruit mixture, then gently toss to combine.
3. Serve immediately, or cover and refrigerate for up to 2 hours.

## **Transitional Care Management**

Transitions in care present a risk. Transitional Care Management is one approach that aims to improve member outcomes and reduce hospital readmissions through ensuring members receive the care they need immediately following a discharge from the hospital.

When members discharge, our case managers try to reach them by phone as soon as possible to be sure they have the resources and support that they need in order to understand and follow the discharge plan and to otherwise be successful. This may include CCHP case management, help accessing health benefits and providers, or even assistance with such basic needs as transportation, food, and housing.

### **If you are ever hospitalized, you can help US help YOU:**

- Keep contact information, such as your telephone number and email address, up to date with CCHP or Together with CCHP
- Anticipate a call from a CCHP case manager within a day or two of discharge, and call back if you're unable to take the call
- Take 10 to 15 minutes of your time to talk about your health and other needs
- Take an active role in learning about and possibly choosing a CCHP program or resource that will help you the most



**CCHP cares about your health and wellbeing and we can provide support in ways both traditional and innovative.  
Give us a call today!**

**To speak to a Case Manager call: 414-266-3173**

## **Member Rights and Responsibilities**

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

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

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

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

## Non-Discrimination Disclosure

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

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

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

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

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

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

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

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

## Language Services

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

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

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

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

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

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

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

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

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

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

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

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

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

LAOTIAN: ົ່າທ່ານ, ຫ ົ່ອົນທ ົ່ທ່ານກົ່ງວັງຊ່ວຍຫ ົ່ອົ, ມ ົ່ຄຳຖາມກົ່ງວັງບັບ Children's Community Health Plan - BadgerCare Plus, ທ່ານມ ົ່ສິດທ ົ່ຈະໄດ້ຮັບການຊ່ວຍຫ ົ່ອົແລະຂໍ້ມູນຂ່າວສານທ ົ່ບັນລາສາຂອງທ່ານບໍ່ມ ົ່ຄ່າໃຊ້ຈ່າຍ. ການໂອ້ນມັກບັນລາລາສາ, ໃຫ້ໂທຫາ 7-1-1.

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

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