

From the Desk of Janine Chittenden, CSHCS Program Supervisor

Thank you to the families who participated in our local CSHCS customer satisfaction survey. We continue to strive for excellence in providing service to our clients and families and we truly appreciate your feedback. In response to the valuable information you provided, we are excited to announce the "Special Kids Corner" newsletter. We hope to help our CSHCS families stay informed about news and issues that affect them and their children. In this and in future issues you will find information on: Your local CSHCS team; Navigating the CSHCS system; Updates on CSHCS policy and procedure; Community resources available to support our special children and their families; and lots more. Thank you again for taking the time to help us improve!

Janine S. Chittenden BSN, RN

FROM OUR FAMILY TO YOURS

We want our CSHCS families to know how inspired and humbled we are by your strength, determination, resourcefulness, and most of all love that shines through the challenges of raising a child with special needs. We learn from you, we rejoice in your triumphs and we weep for your sorrows. You make a difference in our lives and it is our honor and privilege to serve you.



Pictured left to right: Maggie Boeck, Esther Villafranca, Brenda Kempf, Mary Cushman, Laura Haiderer, Janine Chittenden

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"Special Kids Corner" was written and edited by Amy Fontaine. Please send your comments, announcements, and ideas for future newsletters to: afontaine@miottawa.org We would love to hear from you!

GETTING TO KNOW YOUR CSHCS FAMILY

It is our mission at Children's Special Healthcare Services to improve health outcomes and enhance the quality of life for individuals with special health care needs and their families. We strive for excellence in providing services to our families and are excited to introduce our team members to you below.

We wish to send a fond farewell to Diane Boeve, CSHCS RN. She has accepted the opportunity to pursue her passion for the Early On Program with the Ottawa Area ISD. She will be missed for her dedication, skill and humor. We also announce the retirement of Marcia Grasman, CSHCS RN. We wish her all the best and thank her for her years of service and dedication.

Janine Chittenden, BSN, RN, CSHCS Program Supervisor

Janine has been our team leader since 2003 and with CSHCS since 1995. In her 29 years at the Ottawa County Health Department, Janine has acquired a wealth of nursing experience in maternal and infant health, immunization, Well-Child, Early-On, and the Hearing and Vision Program where she is also the supervisor. Janine is a graduate of Grand Valley State University's Bachelor of Science in Nursing Program.

Mary Cushman, CSHCS Representative

Mary has been employed by the Ottawa County Health Department for 29 years, and a CSHCS team member for 26 years. With her many years of service, to most of our families she is the "face and voice" of CSHCS of Ottawa County. Mary is bilingual and speaks fluent Spanish.

Maggie Boeck, BSN, RN, CSHCS Program Nurse

Maggie will soon be celebrating 25 years as an Ottawa County Public Health Nurse. Prior to joining the CSHCS team in 2003, she worked in a home-based program for high-risk pregnancies and babies through the first year of life. Maggie is a graduate of both Grace Bible College and Grand Valley State University.

Laura Haiderer, BSN, RN CSHCS Program Nurse

We are pleased to announce the newest member of our CSHCS family, Laura Haiderer, CSHCS RN. Laura is a graduate of Grand Valley State University's Bachelor of Science in Nursing program. She joined us in September 2010, and is a wonderful addition to our team. Laura has been hard at work developing our new CSHCS web-site which can be found at www.miottawa.org/health.

Brenda Kempf, CSHCS Support Staff

Brenda has been a CSHCS team member for 7 years. You'll see her friendly smile when you walk through the doors of the Grand Haven Health Department and CSHCS offices. Brenda possesses a vast knowledge of Health Department Programs and Services.

Esther Villafranca, CSHCS Support Staff/Scheduler

Esther has been a CSHCS team member for 7 years and employed by Ottawa County for 15 years. Esther has experience in maternal and infant health, Well-Child, and is also a Hearing and Vision Technician. She is bilingual and speaks fluent Spanish.

FYI: Contacting CSHCS

Did you know that the CSHCS staff is hard at work Monday through Friday to serve our clients and families? There has been some confusion when families call CSHCS through the Ottawa County Health Department in Grand Haven, because even though we are here daily, the health department clinic is closed on Tuesdays and Thursdays. Listening carefully to the prompts will eventually connect you to a CSHCS staff member, but it is quicker and less cumbersome to contact us directly. **The best way to reach CSHCS is by phoning or by sending an e-mail to staff members directly. See the CSHCS Staff Contact List below.**

E-mail: Saving Trees and Money



Do we have your current e-mail address? CSHCS can now e-mail our families about important updates in policy or procedure. You can e-mail us at any time to ask questions, discuss issues, or request information and forms. Imagine... no more phone tag, saving trees, and more money to help our CSHCS families. Please update your e-mail address today.

CSHCS Staff Contact List

Mary Cushman, CSHCS Representative
E-mail mcushman@miottawa.org
Phone 616 844-2366
Fax 616 846-1270

Maggie Boeck, CSHCS Nurse
E-mail mboeck@miottawa.org
Phone 616 393-5733
Fax 616 494-5546

Laura Haiderer, CSHCS Nurse
E-mail lhaiderer@miottawa.org
Phone 616 844-2488
Fax 616 846-1270

Janine Chittenden, CSHCS Supervisor
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Fax 616 844-1778

Brenda Kempf, Support Staff
E-mail bkempf@miottawa.org
Phone 616 844-2155
Fax 616 844-1778

Esther Villafranca, Support Staff/Scheduler
E-mail evillafranca@miottawa.org
Phone 616 393-5722
Fax 616 494-5546

Although all staff members can assist you with any question or need, specialty areas are listed here:

Contact Mary for: Annual Renewals; Adding Providers; and Financial Concerns such as billing issues, significant income changes, and travel/lodging requests.

Contact Maggie if you live in Holland, Zeeland, Allendale, or West Olive and have questions or issues regarding: Coverage; Medical Information; Plans of Care; and Adding New Medical Diagnosis.

Contact Laura if you live in areas other than Holland, Zeeland, Allendale, or West Olive and have questions or issues regarding: Coverage; Medical Information; Plans of Care; and Adding New Medical Diagnosis.

Contact Janine for help with problems or questions that have not been able to be answered by other staff members.

Contact Brenda for changes in name, address, phone number, e-mail, or insurance information.

Contact Esther to schedule or change an appointment with your CSHCS nurse.

THE CSHCS FAMILY CENTER: YOUR GUIDE TO NAVIGATING CSHCS

The Family Center for Children and Youth with Special Health Care Needs (FCCYSHCN) is the parent-directed section of CSHCS. It is comprised primarily of parent consultants who have children with special health care needs. The purpose of the Family Center is to help shape CSHCS policy and procedure and to help families navigate the CSHCS system. The Family Center provides health resource information and emotional support to all Michigan families of children with special needs, regardless of CSHCS enrollment. **Some of the services and assistance offered by the CSHCS Family Center include:**

- * The CSHCS Family Phone Line **1(800)359-3722**
- * Heart-to-Heart Updates Newsletter for CSHCS families**
- * Parent-to Parent Support
- * Grandparent Resources
- * Conference Scholarships for parents and young adults
- * Sibling Workshops
- * Training and Presentations related to children with special needs and parent-professional collaboration
- * Assistance with Transition to Adulthood
- * Coordinating Michigan's Family-to-Family Health Information and Education Center (F2FHIEC). See more at www.bridges4kids.org/f2f.

To reach the CSHCS Family Center call 1(800)359-3722 or send them an e-mail to: cshcsfc@michigan.gov.

**To start receiving Heart-to-Heart Updates Newsletter by U.S. mail or e-mail, call 1(800)359-3722 or e-mail a request to cshcsfc@michigan.gov.

The CSHCS Family Phone Line



1(800)359-3722

Hours: 8am to 5pm

Monday through Friday

The CSHCS Family Phone Line is staffed by knowledgeable persons who help families understand and navigate the CSHCS system.

Call the Family Phone Line to:

- Be connected to your local CSHCS office
- Reach CSHCS staff in Lansing
- Receive information about CSHCS
- Receive help with the CSHCS enrollment process
- Resolve problems related to CSHCS
- Contact your long-distance CSHCS medical providers
- Contact the Family Support Network
- Reach a FSN Support Parent (for up to 30 minutes)
- Get answers to questions such as: Has my child been found eligible for CSHCS? Has the medical report been received?

**Families who do not speak English may ask for an on-the-phone interpreter when they call the Family Phone Line.*



GETTING THE MOST FROM YOUR CSHCS NURSE VISIT

Our goal at Children's Special Healthcare Services is for each of our families to have a yearly visit with one of our Registered Nurses. This meeting allows us to update your child's medical information, discover ways that CSHCS can help improve your child's health and enhance the quality of life of your child and family.

To prepare for your nurse visit it is helpful to have a list of your child's medicine and the names of doctors and providers that they see. Please be prepared to give an overview of the year's health highlights, including past and future needs for treatment, testing, therapies, surgeries and medical equipment. Your valuable input will assist your CSHCS nurse in developing health goals for your child, including access to specialty healthcare and available resources.

Please let us know of any questions you have or any problems you are encountering with regard to

your child's healthcare, development, and your child's or family's well-being. We may be able to assist you directly, or point you in the direction of other resources that are available within our community.

Following your nurse visit, you will receive a written summary called a **Plan of Care**. This Plan of Care document can be used as a quick reference for future doctor visits, and as a summary to keep track your child's yearly progress.

Your CSHCS RN wants to assist you in maximizing your child's health and knowing CSHCS benefits.

CSHCS POLICY AND PROCEDURE CHANGES AND REMINDERS



Great News About Travel

Travel reimbursement (mileage and lodging) has been restored for the budget year October 2010—September 2011. We thank our advocates and families who worked so hard to get travel reinstated for this fiscal year.

To receive travel reimbursement you must contact CSHCS prior to the date(s) of travel. For travel in Michigan contact Mary Cushman at (616) 844-2366. For travel outside of Michigan contact the family phone line 1(800) 359-3722.

FYI: CSHCS and MICHILD

When renewing your CSHCS coverage, if your income falls into the lower two tiers on the payment schedule (\$120 or \$192), *you may receive a letter requiring you to apply for MICHild/Healthy Kids.*

It is best to complete the application online as soon as possible. Applying by regular mail can delay the process and result in a loss of CSHCS coverage after 90 days.

To complete an online application go to: www.michigan.gov/michild. For help with the online application call the Family Phone Line at 1(800) 359-3722 or Devon Stuit at (616) 393-5731. For more information about MICHild/Healthy Kids, see below or call 1 (888) 988-6300.

Two Important Insurance Reminders: Coordinating CSHCS Coverage Benefits with Your Private Insurance

1) *CSHCS families must use their private insurance in a way that will maximize the insurance benefit.* An example, if the family's insurance pays in-network and out-of-network providers at different levels (e.g., 80%vs. 60%) the family must use the provider that will be paid the highest (80%) rate by their own insurance.

2) *If you don't follow all your insurance rules, CSHCS cannot pay for those services.* An example, if your insurance plan requires you to use a "preferred" or "network" provider in order for your health plan to pay for a service, CSHCS also requires you to use a "preferred" or "network" provider offered through the insurance plan.

CSHCS on the Web! We are excited to announce our new Ottawa County CSHCS website. You'll find copies of our **Special Kid's Corner** Newsletter, complete information on CSHCS, and links to many useful resources. Find us at: www.miottawa.org/health.

MICHILD/HEALTHY KIDS

Do you know a child under 19 or someone pregnant who is without healthcare coverage?

They may qualify for MICHild or Healthy Kids (Medicaid). Both insurances provide medical and dental services such as regular check-ups, prescription drugs, immunizations, and urgent healthcare. Both programs



have family income limits and other qualifying rules.

To find out if you or someone you care for qualifies, call 1(888)988-6300, or apply on-line at www.michigan.gov/michild. For help with the online application call the Family Phone Line at 1(800)359-3722 or Devon Stuit at (616)393-5731.

COMMUNITY RESOURCES AND SUPPORT

No More Sidelines

No More Sidelines is a non-profit organization providing year-round opportunities for children and young adults with special needs to participate in sports and community events alongside their typically developing peers in an atmosphere that is fun, safe, and nurturing. No More Sidelines is dedicated to helping children and young adults with special needs and the entire community to see beyond barriers and to reach beyond limits.

To hear a list of upcoming activities or to learn more about participating in No More Sidelines, please call Cyndi Blair at: (231) 724-7142 or find them on their newly updated web-site at: www.nomoresidelines.org.

Circle of Parents For Families of Children with Special Needs

2nd and 4th Monday of each month
6:00 p.m. to 7:30 p.m.
Ridge Point Community Church
340 104th Ave.
Holland, MI 49423

There is no cost involved!
A light meal and childcare are provided.

Pre-Registration Required
Contact: Julie Leeson at
(616) 396-2301 Ext.145
jleeson@pathwaysmi.org

Whole Family Connection On the Web at: wholefamilyottawa.com

Whole Family Connection serving Ottawa County is an interactive web-based program that helps you identify what you need for your family, and then links you to available services. Whole Family Connection is free, easy, and completely private.

Whole Family Connection gives families access to:

Health care	Insurance	Safety Programs
Pre-natal Care	Child Care/Preschool	Substance Abuse
Youth Activities	School Preparation	Parent Education
Special Needs Programs	Faith-Based Programs	And More!

Whole family connection is brought to you by a collaboration of many local agencies. It is being headed up by the Great Start Collaborative of Ottawa County and Pathways MI.

OAISD Parent to Parent Meeting

“The New IEP Process”

Thursday, March 10, 2011
OAISD Educational Services Bldg
13565 Part Sheldon Street
Holland, Michigan 49424

This meeting is presented by the Ottawa Area Intermediate School District and the OAISD Parent Advisory Committee. For more information contact: Margie Broussard margiebrou@sbcglobal.net or call (616) 395-4095.

For information on help available from the OAISD Parent Advisory Committee, or to be placed on their mailing list, find them on the



Children with Special Needs Fund (CSN Fund)

The mission of the CSN Fund is to provide support for children in Michigan with special health care needs when help is not available through any other funding source. The fund helps with the purchase of equipment and services that promote optimal health, mobility and development, enhancing lives of children and their families.

The CSN Fund may provide partial or full payment for items such as:

Wheelchair Ramps into homes	Van lifts and tie downs
Therapeutic tricycles	Camp scholarships
Air Conditioners	Electrical Service Upgrades for equipment
Adaptive recreational Equipment	

Children who are enrolled in CSHCS or are medically eligible for enrollment, may apply to the CSN Fund for assistance. Contact your local CSHCS office for an application and assistance with the application process. You may also contact the fund directly at (517) 241-7420 or call the CSHCS Family Phone Line at (800) 359-3722 or obtain an application on-line at : www.michigan.gov/csnfund.