There are new things emerging every spring and it’s good have winter’s snow and cold replaced by brightly colored flowers, warm breezes, and lapping waves on our shores. I hope you are feeling encouragement in the newness of life’s cycles and that your health is progressing positively. At Ottawa County, our vision is healthy people and we strive to assure conditions in which all people can achieve optimum health. In CSHCS our goal is to assist you with your special health care needs in accessing the appropriate medical care, health education, and supports. We want to help.

This spring edition newsletter has information that may assist in reaching your health goals. Included are articles on travel benefits, SMART 911, Michigan’s Healthy Plan and the federal Affordable Care Act. We also included an article on The Ottawa Way. All county employees attended to work towards providing exemplary customer service.

We also are sporting new staff. If you live in the Holland and Zeeland areas, you have a new CSHCS nurse, Kelsey DeMull. She joined our team May 12, 2014 just two weeks after receiving her Master’s in Public Health from the University of Michigan. Kelsey is looking forward to meeting you. Should your primary language be Spanish, she is conversationally fluent in Spanish! Kelsey lived in a rural area of Guatemala for two years prior to attaining her MPH. Leslie Ver Duin, CSHCS RN, is your program nurse if you do not reside in Holland or Zeeland area. Also, we moved our office to Holland. We are located at 12251 James Street, Ste 400 in the red brick, green roofed building! The last page has our new fax and phone numbers.

Linda Smith is no longer with Ottawa County CSHCS but you may hear from her as she is a Case Manager for Priority Health, calling on CSHCS recipients. We hope Parent Amy Fontaine returns in the near future to continue “Special Kids Corner”.

'Special Kids Corner': written and edited by CSHCS staff. We would love to hear from you at: jchittenden@miottawa.org
Improving Customer Service-The Ottawa Way

Have you heard of the New York Times Bestseller *The Disney Way*? In Ottawa County, Al Vanderberg, County Administrator, supports all employees in providing excellent customer service the “Ottawa Way”. In the spring of 2013, more than 1,100 county employees began Bill Capodagli and Lynn Jackson’s dynamic training, where we learned not to wish upon a star but the ten key success secrets of the Disney Company. Using the County’s Customer Service Codes of Conduct, tools and a frame of mind were encouraged to deliver appropriate and good customer service. It is referred to as the “Ottawa Way” and includes applying the Golden Rule, creating a friendly and professional atmosphere, owning the problem and knowing (or seeking) the answers, and creating a culture of service in which *every customer is valued*!

As always, the staff of the Children’s Special Health Care Services at your local health department strives to provide family-centered service to enhance the quality of life and improve health outcomes for our clients and their family. This is coupled with the County’s Vision of:

**Equality:** Treat all people with dignity and respect  
**Integrity:** Uphold the highest level of ethical standards  
**Excellence:** Provide the highest quality product, service and customer experience.

We understand that navigating a government system can feel daunting. In Ottawa County, we are here to assist. You can expect a friendly, professional atmosphere where you are treated with integrity and respect. Ottawa County leaders wish to recognize employees who exemplify this outstanding service to both internal and external customers. Please take a moment to share your story with us by submitting the Outstanding Customer Service Nomination Form at miOttawa.org. Look for Employee Recognition in the Human Resources Department or [http://www.miottawa.org/CustomerService/outstanding_service.htm](http://www.miottawa.org/CustomerService/outstanding_service.htm)

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**Family Center for Children and Youth with Special Health Care Needs Grant Update**

We are well on our way to meeting our community awareness goal. To date we have meet with local pediatrician offices in Holland and Allendale areas, Zeeland and Holland Hospitals, and the Holland School Nurses.

**A big Thank You to our CSHCS parents** that answered the call to review our local policy; the majority of parents felt it would be easier to complete this task by mail instead of attempting to coordinate everyone’s busy schedules. This has been very successful. We have received honest and insightful feed-back; which will be used to improve our methods of service delivery to enrolled clients/families.

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**DO YOU HAVE A NEW E-MAIL ADDRESS?**

CSHCS uses e-mail to keep our families updated about changes in CSHCS policy and upcoming community events. E-mail also allows families to ask questions, discuss issues, and to request forms and information. Imagine... no more phone tag, saving trees, and more money to help our CSHCS families. **Please update your e-mail address with CSHCS today at: bkempf@miottawa.org.**
**Smart911** is a free service that allows Ottawa County citizens to create a Safety Profile for every member of their household that includes any information you want 9-1-1 to have in the event of an emergency.

Information can include details about all family members, all landline and cell numbers, all addresses including home, work and vacation homes.

You can include details about medical conditions, medications, allergies, physical or developmental disabilities, vehicles, pets and emergency contacts.

You can register as much or as little as you want. You manage the information and the safety profile you create can only be accessed by you. The information you provide is only available if a 9-1-1 call is made from one of the telephones you register.

Register at: Smart911.com
Healthy Michigan Plan Program Information and History

The State of Michigan began accepting applications for the Healthy Michigan Plan on April 1, 2014. Michigan residents can enroll at any time online at www.michigan.gov/mibridges, by phone, or in person.

The Healthy Michigan Plan received approval from the Centers for Medicare and Medicaid Services on December 30, 2013.


The Healthy Michigan Plan provides health care coverage for individuals who:
- Are age 19-64 years
- Have income at or below 133% of the federal poverty level under the Modified Adjusted Gross income methodology
- Do not qualify for or are not enrolled in Medicare
- Do not qualify for or are not enrolled in other Medicaid programs
- Are not pregnant at the time of application
- Are residents of the State of Michigan

Eligibility for the Healthy Michigan Plan is determined through the Modified Adjusted Gross Income methodology, coordinated through the Department of Human Services. All criteria for the Modified Adjusted Gross Income eligibility must be met to be eligible for the Healthy Michigan Plan.

Per federal requirement, individuals eligible for services under the Healthy Michigan Plan must have access to the following 10 Essential Health Benefits:
- Ambulatory patient services
- Emergency services
- Hospitalization
- Maternity and newborn care
- Mental health and substance use disorder treatment services, including behavioral health treatment
- Prescription drugs
- Rehabilitative and facilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Pediatric services, including oral and vision care

The Healthy Michigan Plan will cover other medically necessary services as appropriate.

Healthy Michigan Plan participants may be subject to cost-sharing obligations.

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Affordable Care Act
Coverage options outside Open Enrollment

Open Enrollment for 2014 coverage is over. But you may still have options to get health coverage, including:

Buying a private health plan through the Marketplace — only if you qualify for a special enrollment period
Applying for Medicaid and the Children’s Health Insurance Program (CHIP) — you can do this any time, all year

2 options: Apply with a special enrollment period or apply for Medicaid and CHIP

Special enrollment periods. Outside Open Enrollment you can enroll in a private health insurance plan through the Marketplace only if you have a special enrollment period.

To qualify for a special enrollment period, one of the following must apply to you:

You have a qualifying life event like getting married, having a baby, moving to a new area, or losing other health coverage.

You have a complex situation related to applying for coverage in the Health Insurance Marketplace. Learn more about these special circumstances.

Learn more about both ways to qualify for a special enrollment period.
https://www.healthcare.gov/how-can-i-get-coverage-outside-of-open-enrollment/#part=2

If you think you qualify for a special enrollment period, start your Marketplace application now. The Marketplace will tell you if you qualify.

Apply at https://www.healthcare.gov/marketplace/individual/

Medicaid and CHIP. Medicaid and the Children’s Health Insurance Program (CHIP) are joint state and federal programs that provide coverage to millions of Americans with limited incomes and some people with disabilities.

There is no limited enrollment period for Medicaid and CHIP. You and your family can enroll in Medicaid and CHIP any time during the year if you qualify.

Whether you qualify depends on what state you live in, your household size and income, or other factors including pregnancy, family situation, and disability.

Your children could qualify for coverage through CHIP even if you don’t qualify for Medicaid.

Apply at https://www.mibridges.michigan.gov/access/
CSHCS Staff Contact List

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

Contact Brenda for: Annual Renewals; Adding Providers; Financial Concerns such as billing issues and significant income changes; Travel/lodging requests; and to schedule an appointment with your CSHCS nurse.

Contact your nurse if you have questions or issues regarding: Coverage; Medical Information; Plans of Care; and Adding New Medical Diagnosis.

Leslie works in Grand Haven, Spring Lake, Allendale, Coopersville, Hudsonville and West Olive areas.
Kelsey works in Holland, Macatawa and Zeeland areas.

Contact Monique for changes in name, address, phone, e-mail, and insurance information, or to schedule an appointment with your CSHCS nurse.

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

Helpful CSHCS Contact Information

The CSHCS Family Center
Send an e-mail to: fccyshc@michigan.gov
or call:
The CSHCS Family Phone Line
8 a.m. to 5 p.m.
Monday -- Friday
1-800-359-3722

Family Support Network
The parent-to-parent support arm of the CSHCS Family Center
1-800-359-3722

CSHCS Online payment site:

Family-to-Family Health Information & Education Center (F2FHIEC)
www.briges4kids.org/fc
1-800-359-3722

F2FHIEC Parent & Professional Training Schedule:
http://www.bridges4kids.org/f2f/training.htm

The Children with Special Needs Fund
Online applications available at:
www.michigan.gov/csnfund
1-517-241-7420
For help with the application, call your local CSHCS office, or the CSHCS Family Center Phone Line