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Children's Mercy Family Health Partners (CMFHP) is a not-for-profit managed care organization owned by Children's Mercy Hospitals and Clinics. Through MO HealthNet and Kansas HealthWave, CMFHP offers beneficiaries access to providers in 13 counties in west central Missouri, as well as the eastern two-thirds of Kansas.

We realize that Community Advocates like you are on the front lines with our members daily. We hope this quarterly publication will meet some of the needs you face as you reach out to the community. We will continue to provide you with up-to-date information on changes and improvements, as well as equip you with additional resources that might be of benefit.

Thank you for your partnership as we continue our commitment to ensure the best care for our members. And please don't hesitate to [let us know how we can help you!](#)

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Tell Us About Your Upcoming Events!

Do you have an upcoming health fair, committee meeting or community event? We would love to support your efforts and help serve the community. [Send us an email](#) with your contact information, and one of our Community Relations Representatives will get in touch with you!

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Missouri Update: MO HealthNet

It's vital for community advocates to know when changes happen. Children's Mercy Family Health Partners (CMFHP) agrees. That is why we

want to inform you about an important name change.

The State of Missouri has changed the name of MC+ to **MO HealthNet**. Let your clients, friends and co-workers know that if they hear the name MO HealthNet, the new name refers to the Missouri Medicaid/SCHIP program.

Children's Mercy Family Health Partners is also excited to announce the expansion of our managed care access to four more Missouri counties. MO HealthNet beneficiaries living in Bates, Cedar, Polk and Vernon counties will now have access to our excellent benefits along with a personal touch from our Customer Service, Community Relations and Health Services departments. Our Provider Relations department has been working hard to ensure that quality providers will be available for the beneficiaries who choose CMFHP as their health plan.

CMFHP brings it all together for you and we welcome the new counties to our family!

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Kansas Update: HealthWave Managed Care

2007 brought new choices to families who qualify for Kansas HealthWave. Eligible HealthWave 19 (Medicaid) and HealthWave 21 (SCHIP) beneficiaries living in 74 of Kansas' eastern-most counties have access to quality healthcare through providers contracted with Children's Mercy Family Health Partners (CMFHP).

CMFHP has contracts with medical providers all across Kansas, not just at Children's Mercy. Some beneficiaries may be hesitant to choose CMFHP because they assume medical services are only available at Children's Mercy facilities. This is not the case. Since we have arrangements with providers throughout Kansas, beneficiaries can often receive care in their community with minimal travel. Of course, beneficiaries who are near a Children's Mercy facility and wish to receive treatment there are welcome.

In 2008, CMFHP will continue its efforts to provide the highest quality medical services and excellent customer service. Our Community Relations representatives are available to assist members, potential members, advocate agencies and other community-based organizations with questions about HealthWave. We will also highlight our special programs, including:

- transportation service
- First Touch OB Program
- nutrition education
- the medical home concept (which encourages families to establish and maintain a strong relationship with a local primary care provider)
- germ control with proper hand-washing technique presentations

Our Provider Relations representatives will continue to work with providers to ensure member access and quality care.

Choice empowers our members to take responsibility for their family's overall health. Choosing Children's Mercy Family Health Partners gives

HealthWave beneficiaries the best of both worlds: access to quality local providers and the medical expertise of Children's Mercy.

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HealthWave Application Processing

HealthWave continues to work towards clearing up the backlog of pending applications. The Kansas Health Policy Authority (KHPA) has indicated they are making great progress. Almost the entire backlog is complete. One of the main reasons for the delay was due to additional required documents that need to be sent in with the application. If you have individuals who are applying for HealthWave, please remind them to submit the appropriate documentation with their application. Examples include income, pregnancy, citizenship and identity verification.

One of these will verify both **citizenship** and **identity**:

- US Passport
- Certificate of Naturalization
- Certificate of Citizenship

If individuals do not have any of the above mentioned documents, they must provide two forms of documentation, one for **citizenship** and one for **identity**. The following provide acceptable options:

One of these **citizenship** documents:

- Birth certificate or birth record
- Adoption records showing place of birth
- Military record

One of these **identity** documents:

- Driver's license
- Federal, State or Local ID
- Military ID
- Native American Tribal Document

One of these will verify the **identity** of a child less than 16 years of age:

- School ID
- School records
- Licensed or registered daycare documents
- Medical records

If anyone needs help with an application, please direct them to the HealthWave Clearinghouse at 1-800-792-4884 or to Children's Mercy Family Health Partners at 1-877-347-9363. Applications in Spanish are also available.

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Weekly Payments for Providers

In response to requests from providers, effective September 28, 2007 CMFHP began weekly check payments for medical services. This will improve the providers' cash flow as well as reduce the number of invoices sent to members while waiting for payments. We work hard to be responsive to the needs of both providers and members, and this is just one more way we bring it all together for you!

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HeLP (Healthy Lifestyle Program) Tips for You and Your Clients

Winter is upon us, so it's a good idea to keep some things in mind when it comes to your family's nutritional health. Most important, remember to watch portion sizes and try to avoid skipping meals. That way, you will keep yourself from binge eating.

Here are a few more tips to help keep you on track:

1. Limit sugary drinks. Sugary drinks can lead to unhealthy weight and blood sugar levels. Replace high-sugar drinks with lowfat milk and water.

2. Eat a healthy breakfast every day. Children who eat breakfast will have more energy, think better, receive more nutrients, and metabolize more calories.

3. Be more active. The best type of activity is anything you will do – and enjoy. Try to be active for 60 minutes a day. Here's why:

- You'll sleep better;
- You'll have more energy;
- You'll keep your heart and lungs in good shape;
- You'll build strong bones and muscles;
- You'll burn energy (calories) and can decrease fat;
- You'll feel good about yourself; and
- Your brain works better.

4. Eat more meals at home with your family. Planning a menu ahead makes it easy to do family meals at home. When families eat together:

- The meals are usually more nutritious
- They usually have more fruits and vegetables
- The portion sizes are smaller
- It saves money
- You have time together to talk and prepare the meals

5. Eat more fruits and vegetables. Fruits and vegetables have many vitamins and minerals that are necessary to stay healthy. Fruits and vegetables also have little fat and a large amount of fiber. Try to eat 5 total servings a day.

6. Decrease screen time to less than 2 hours per day. Try to limit TV and video games to less than two hours a day. What should you do instead? **Be active!**

7. Get plenty of sleep. Sleep is the body's time to build and repair. Kids grow and solve problems within the mind while sleeping. Children who do not get enough sleep can be irritable, have problems in school and are more likely to have accidents and injuries. It's a good idea to get at least nine hours of sleep each night. Have a regular bedtime routine and always fall asleep in your bed without distractions (like TV).

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Partner Highlight – Kansas Head Start

Children's Mercy Family Health Partners (CMFHP) would like to take this opportunity to thank the Kansas Head Start Association for their continued dedication to learning, teaching and partnering with us as we bring it all together for Kansas children and families. Many Community Relations (CR) representatives have established partnerships with Head Start staff throughout our 74 counties. A great example of the benefits of these partnerships is a story well worth sharing.

Two Head Start staff members asked a CR representative about the changes with Kansas HealthWave and how they could better assist their clients. Our CR representative discussed the three steps to the HealthWave process: apply, enroll and become a healthier Kansan.

First, information was shared about the application process and necessary documents that would allow a timely household determination. Focus was placed on the citizenship and identity verification requirements but income documents, pregnancy verification and other requirements were discussed. Second, the CR representative explained that HealthWave beneficiaries who choose CMFHP have access to quality providers all across Kansas. Lastly, they discussed how beneficiaries become healthier Kansans by actually utilizing the services available.

What made this visit special was that the Head Start staff member took the information and quickly applied it to assist a family. She took the time to fill out the application with the family. She also explained and helped gather the required verification, including going one step further by personally writing a letter to explain medical needs for one of the children.

A little more than a month after the original visit, the CR representative returned to deliver a presentation to the entire Head Start home visitor staff from that area. The CR representative was informed that this special family's application had been processed and the child's medical needs were being met.

Thank you again, Head Start. Your partnership is priceless!

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CMFHP Supports the Kansas Benefit Bank

Children's Mercy Family Health Partners is excited to let you know about the opportunity for your organization to support The Kansas Benefit Bank

(TBB). Provided through InterFaith Ministries in Wichita, TBB is a web-based tool to increase access to state and federal health, child nutrition and poverty reduction programs.

TBB will help individuals and families determine their eligibility for cash and non-cash benefits and apply for those benefits in a confidential and secure manner. TBB helps with applications for HealthWave, food stamps, childcare subsidies and voter registration.

On the TBB website, you can also do a quick check to see if someone may or may not be eligible for benefits. It is a great way to do a quick question-and-answer session and help people see if they may be eligible for assistance.

CMFHP recently provided a \$10,000 grant to Inter-Faith Ministries to help families get computer access to The Benefit Bank. This access helps families complete an application for HealthWave, food stamps, and cash assistance. Our CR reps have already been trained as counselors to allow us to assist in the application process, giving access to aid needed by so many Kansas residents. CMFHP is also working with The Benefit Bank to offer scholarships to groups that need financial assistance to bring The Benefit Bank to their organization. For more information about how your organization can become involved, contact Chris Beurman, CMFHP Community Relations Manager, at cbeurman@fhp.org.

For more information about the Kansas Benefit Bank, visit www.thebenefitbank.com.

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