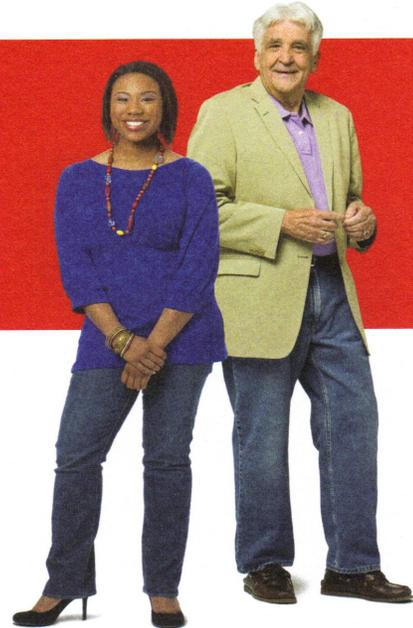




Red Cliff Community Health Center Newsletter

JANUARY 2012

The need is constant.
The gratification is instant.
Give blood.



**American
Red Cross**

Red Cliff Health Services BLOOD DRIVE

Location: Legendary Waters Resort & Casino – In the Event Center

Wednesday, January 25th

10:30 am – 3:30 pm

For an appointment call
Janet @ 779-3707 ext. 232

Walk In's Welcome!

Photo ID or Red Cross Donor Card Required

redcrossblood.org | 1-800-RED CROSS



JANUARY 2012

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2 <u>CLINIC</u> <u>CLOSED</u>	3	4 WIC Recert Day	5 "Nooni Circle" Breastfeeding Support Group 10am to Noon WIC Pick-up day	6 WIC Recert Day	7
8	9 Diabetic Support Group 6:00pm	10	11 Free Health Screenings 9 - 11 at the Elderly Apartments	12 PODIATRY CLIN- IC WIC Pick-up Centering Pregnancy 10-Noon & 2-4pm	13	14
15	16 <u>CLINIC</u> <u>CLOSED</u> <i>Martin Luther King Day</i>	17	18	19 "Nooni Circle" Breastfeeding Support Group 10am - Noon <div style="border: 1px solid black; padding: 2px; display: inline-block;">FLU CLINIC 1pm - 4pm at the Health Center</div>	20	21
22	23	24 DIABETIC CLINIC	25 BLOOD DRIVE 10:30 - 3:30 at Legendary Waters Casino Event Center	26 PODIATRY CLINIC Centering Pregnancy 10-Noon & 2-4pm	27	28
29	30	31				



FEBRUARY 2012

SUN	MON	TUES	WED	THUR	FRI	SAT
			1 WIC	2 "Nooni Circle" Breastfeeding Support Group 10am - Noon	3 WIC	4
5	6	7	8	9 Centering Pregnancy 10-Noon & 2-4pm PODIATRY CLINIC	10	11
12	13 Diabetic Support Group 6:00pm	14 DIABETIC CLINIC	15 Free Health Screenings 9 - 11 at the Legendary Waters Casino	16 "Nooni Circle" Breastfeeding Support Group 10am - Noon PODIATRY CLINIC	17	18
19	20 <u>CLINIC</u> <u>CLOSED</u> <i>President's Day</i>	21	22	23 Centering Pregnancy 10-Noon & 2-4pm	24	25
26	27	28	29			



IPC – Improving Patient Care

The Red Cliff Community Health Center has implemented an effective plan to Improve Patient Care. The Community's involvement and participation shall re-define the way we deliver care. Our goal is to strengthen the relationship between the health care team, the patient, and the community. Some of the improvements we have already made are moving to Care Teams and Advanced Access Care.

What is Advanced Access?

Advanced Access systems are designed to respond to patients' desire to get an appointment when they choose and with the provider of their choice. This means appointments must be available today and clinical distinctions between urgent care and routine care are irrelevant. It is, offering patients/families an appointment with your provider with a time that is convenient for you.

The Dr. Heitsch microsystem (The Blue Team) has officially started this new way of scheduling and providing care. Advanced Access can improve patient access, provider satisfaction, continuity, and decreased ER visits. The other Providers at the clinic will be soon going to this new way of scheduling in the early parts of 2012. We are all very excited for the change and improvements it will bring to the Red Cliff Community Health Center.

What Advanced Access is...	What Advanced Access is Not...
<ul style="list-style-type: none">• No delays for an appointment• Continuity for patients and providers• Doing today's work today	<ul style="list-style-type: none">• Holding appointments in anticipation of same day urgent demand• A Walk in Clinic or Urgent Care Clinic• 100% Open schedule each day• Telling patients to call back tomorrow

Healthy Recipe

Old-Fashioned Beef Stew

10 servings

Serving size: 3/4 cup

Preparation time: 15 minutes

Cooking time: 2 hours, 20 minutes

Ingredients:

2 Tbsp. all-purpose flour

2 lbs. boneless lean beef chuck steak

3 Tbsp. olive oil (divided use)

2 large Portobello mushrooms, cleaned, stemmed, and cut into 1/2 inch pieces

4 large carrots, peeled and thickly sliced on the diagonal

2 cups frozen pearl onions, thawed and patted dry

2 small red potatoes, unpeeled, washed, and cut into 1 inch cubes

2 garlic cloves, minced

1 1/2 cups dark beer

2 cups reduced-sodium, low-fat beef broth

4 sprigs fresh thyme, chopped

1 sprig fresh rosemary, chopped

Kosher salt and freshly ground black pepper to taste

Garnish

1/4 cup minced fresh parsley

1. Add the flour to a large bowl. Pat the beef very well with paper towels. Add in the beef and taco gently. Shake off any excess flour.
2. Heat 2 Tbsp. of the oil in a large Dutch oven. Add the beef, in batches, and cook until browned on all sides, about 5 to 7 minutes. Remove the beef with a slotted spoon and set aside.
3. Add the remaining 1 Tbsp. of oil to the pot, and add in the Portobello mushrooms. Saute the mushrooms for about 5 to 6 minutes until browned. Remove the mushrooms with a slotted spoon, and set aside on a plate. Add in the carrots, pearl onions, and red potatoes, and sauté for 5 to 6 minutes. Add in the garlic, and sauté for 3 minutes. Remove the vegetables with a slotted spoon to a bowl and set aside.
4. Add the beef back to the pot. Add in the beer, and simmer over medium heat for about 8 minutes. Add in the beef broth, and bring to a boil. Reduce the heat to low, cover, and simmer for about 1 hour, or until the beef is very tender. Add in the carrots, onions, and potatoes, cover and simmer for another 45 minutes to 1 hour, until the vegetables are soft.
5. Add in the mushrooms, thyme, and rose-

mary, and simmer uncovered for 5 to 7 minutes. Some of the liquid will evaporate, thickening the stew. Season with salt and pepper. Garnish with parsley.

Nutrition Facts:

Starch exchanges 0.5

Vegetable exchanges 1

Lean meat exchanges 2

Fat exchanges 0.5

Amount per Serving:

Calories 170

Calories from fat 65

Total fat 7g

Saturated fat 1.8g

Trans fat 0.2g

Cholesterol 40mg

Sodium added salt 145mg (without added salt)

Potassium 465mg

Total carbohydrate 11g

Dietary fiber 2g

Sugars 3g

Protein 16g

Phosphorus 170mg

Source: American Diabetes Association

JANUARY IS NATIONAL RADON ACTION MONTH

Test Your Home. Protect Your Health.

Resolutions to Improve Your Physical Health

- 1. EAT RIGHT.** Focus on adopting healthy eating habits rather than resorting to crash diets. Learn to eat more slowly and reduce your portion sizes. Eat a variety of foods with plenty of complex carbohydrates, fresh vegetables and fruits. Add in some lean proteins and healthy fats to complete your meals.
- 2. EXERCISE DAILY.** Aim for at least 30 minutes of moderate aerobic exercise every day. Round that out with training for strength and flexibility. Find a variety of activities that you enjoy, like brisk walks and biking. Get an exercise ball or treadmill that you can use at home on busy days or when the weather outside is unpleasant.
- 3. GET ADEQUATE REST AND SLEEP.** Insufficient sleep can make you more vulnerable to weight gain and many illnesses. Different individuals need different amounts of sleep, but the conventional eight hours is a good rule for most people. If you constantly feel drowsy, try going to bed earlier.
- 4. TAKE CARE OF YOUR BONES.** Almost half of all women over 50 will suffer an osteoporosis-related fracture. Men can be at risk too. Eat plenty of foods rich in calcium and vitamin D. Get some sunshine and lift weights or do other resistance training.
- 5. PRACTICE GOOD POSTURE.** Strong abdominal muscles will protect your back from injury and help you look younger. Get used to pressing your navel towards your lower back and keeping your shoulders relaxed. Breathe from your abdomen rather than your chest.
- 6. QUIT SMOKING.** You probably already know all the dangers of smoking, including lung cancer and premature aging. Many people make several attempts before quitting for good so be open to various cessation methods. Your doctor may be able to help you find the right plan for you.
- 7. DRINK ALCOHOL IN MODERATION.** Some people may need to avoid alcohol all together. Others can stay safe within the general limits of one drink a day for women and two for men. Avoid alcohol before bed so you get good quality sleep.

SEE YOUR DOCTOR. Regular checkups enable early treatment to keep small health issues from growing worse. If you can't afford health insurance, you may be able to get some free or inexpensive screenings at local pharmacies and health fairs.

Source:

www.personaldevelopmentmaster.com

Resolutions to Improve Your Mental Health

1. **MANAGE STRESS.**

Keeping stress under control lets you enjoy life more. Set aside time each day for meditation or listening to soothing music.

2. **BUILD HEALTHY RELATIONSHIPS.**

Develop a strong network of support. Communicate openly and with respect.

3. **MONITOR YOUR THOUGHTS.**

Think positive. Divert your attention away from non-productive worrying by brainstorming creative solutions to challenging

situations.

4. **PRACTICE POSITIVE SELF TALK.**

Be a good friend to yourself. Remind yourself of your strengths and accomplishments.

5. **BE COMPASSIONATE.**

Show compassion to yourself and others. Be aware of the suffering in the world and look for ways to alleviate it.

6. **ENGAGE IN LIFE-LONG LEARNING.**

Keep your mind sharp by giving it constant challenges. Take adult

education classes or listen to foreign language tapes.

7. **CONSIDER COUNSELING.**

It's wise and courageous to ask for help when you need it. Professional counseling or spiritual practices may help you bounce back from unfortunate events like divorce or unemployment. They can be useful for smaller things, too, like if you just had a rough week.

Source:

www.personaldevelopmentmaster.com





When Lice Attack! —by Tony Bondioli, Public Health Nurse

No, it's not the title of a cheesy, 1950s horror flick. In fact, despite the negative stigma, it's really not too horrible, at all. Although the past few months have seen a relatively widespread outbreak of head lice (pediculosis) in the Red Cliff community, the fact is that this really isn't something people need to get too worried about. Annoying? Yes. Itchy? You bet. Kind of icky to think about? I guess so. But a hazard to one's health? Not really.

Head lice are tiny insects that inhabit human hair and feed on human blood. They reproduce rapidly, each one laying up to 150 small, oval-shaped eggs (nits) which they glue to the hair shafts, close to the scalp. This most commonly occurs along the hairline at the back of the head and neck, as well as behind the ears. Head lice do not fly, nor do they jump; they only move by crawling, and can be spread by direct contact with an infested person, or by sharing personal items such as brushes, towels, pillowcases, hair ribbons, and hats.

One trend that is causing some concern is that, due to inadequate environmental control and prevention, people in our community are finding their households infested with head lice time and again. This, of course, leads to repeated treatments with products that are potentially highly toxic, and increasingly ineffective. In an effort to stem this tide, the Red Cliff Community Health Center has drafted a new policy, with a focus on community education, concerning the appropriate and effective treatment and prevention of head lice.

From now on, when a community member contacts the clinic to request a chemical lice treatment, he or she will be directed to a staff member who will provide education regarding head lice. The presence of live head lice will need to be confirmed—either in person or via telephone screening—by trained school or clinic staff. If an active case is confirmed, the clinic staff member will provide information and advice on the individual's treatment options, which include either the use of a chemical treatment or a suffocant (a non-toxic substance such as olive oil, mayonnaise, or Vaseline, used to smother the insects). Because it cannot prevent a person from becoming infested before the fact, chemical treatment will not be dispensed to anyone who does not already have an active case of head lice. Also, because of the chemical treatment's neurotoxicity, the clinic providers will adhere to strict guidelines defining to whom and how often it will be prescribed.

The prevention of re-infestation is the key to controlling outbreaks of head lice, and proper environmental clean-up is the key to this prevention. A thorough cleaning of every household at which the infested individual spends time is necessary to ensure that re-infestation does not occur. This includes: vacuuming all carpeted and upholstered surfaces; washing and drying all linens, clothing, and stuffed toys on the highest heat setting possible; sealing all items that cannot be washed or vacuumed in a plastic bag for two weeks; decontaminating all hair combs, brushes, and accessories in hot water or a 2% Lysol solution; and considering shortening the hair, especially at the back of the neck and behind the ears.

Having head lice is no more a sign of being "dirty" than is getting a mosquito bite or finding an attached wood tick. Regardless of the negative stereotypes often associated with people who contract head lice, the truth of the matter is that anyone can get them. Remember that head lice, though annoying, aren't dangerous. If you or a member of your household has head lice, treat the case, do a thorough clean up, and get your friends and family on board, as well. With proper initial treatment and cooperative prevention efforts, our community can be victorious... When Lice Attack!

NCCC

National Cervical Cancer Coalition
National HPV Cancer Coalition

*Prevention and Early
Detection Saves Lives*



Facts About Cervical Cancer and HPV

- Cervical cancer is cancer of the cervix. The cervix is the lower part of the uterus that connects to the vagina. Abnormal cells can develop in the lining of the cervix. If not discovered early and treated, these abnormal cells can become cervical precancers and then cancer. Nearly 10,000 women are diagnosed with cervical cancer in the United States each year with about 3,700 deaths per year.
- Virtually all cases of cervical cancer (99.7%) are caused by certain types of a virus called human papillomavirus or HPV.
- HPV is very common and easily transmitted.
- 80% of all women, by the time they are 50, will have contracted HPV.

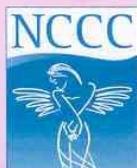
Strategies for Preventing Cervical Cancer and HPV

- **Educate yourself.**
Knowledge is power. Ask your doctor or healthcare professional for more information.
- **Screen regularly.**
Have your regular Pap test and HPV test when recommended.
- **Decrease your chances.**
According to the CDC, the only way you can totally protect yourself against HPV is to avoid any sexual activity that involves genital contact. You can decrease your chances by limiting your number of sexual partners and always using a condom.
- **Vaccinate.**
The HPV/Cervical Cancer Vaccine has been shown to significantly reduce the risk of contracting HPV, and is covered by most insurance companies.
- **Tell everyone you know.**
There should be no stigma associated with cervical cancer or HPV. Do not be afraid to talk about this issue and raise awareness. You could save someone's life.

**Remember, Early Detection with a PAP Test and
Prevention with the New Vaccine Can Save Lives—
Even Yours**

For more information about issues related to cervical cancer and HPV:

www.nccc-online.org



6520 Platt Ave., #693
West Hills, CA 91307-3218
Hotline: 800.685.5531
Phone: 818.909.3849

Glaucoma 17-Point Checklist



If you know you have glaucoma:

1. Seek encouragement from family, friends and other sources, such as glaucoma patient support groups.
2. You'll be visiting your eye doctor regularly, so choose one with whom you are comfortable.
3. Write down your questions and notes so that you can make the most of your eye doctor appointments.
4. Tell your eye doctor, family and friends how medications are affecting you.
5. Tell all of your doctors about your eye medications and other drugs you're taking.
6. Read materials from accurate sources to help you understand and live with glaucoma.
7. Ask your doctor to write down your medication schedule. Ask whether "four times a day" means "every six hours" or while you're awake.
8. Always use the proper procedure for applying glaucoma medication in eye drop form.

Know the following risk factors and ask yourself these questions:

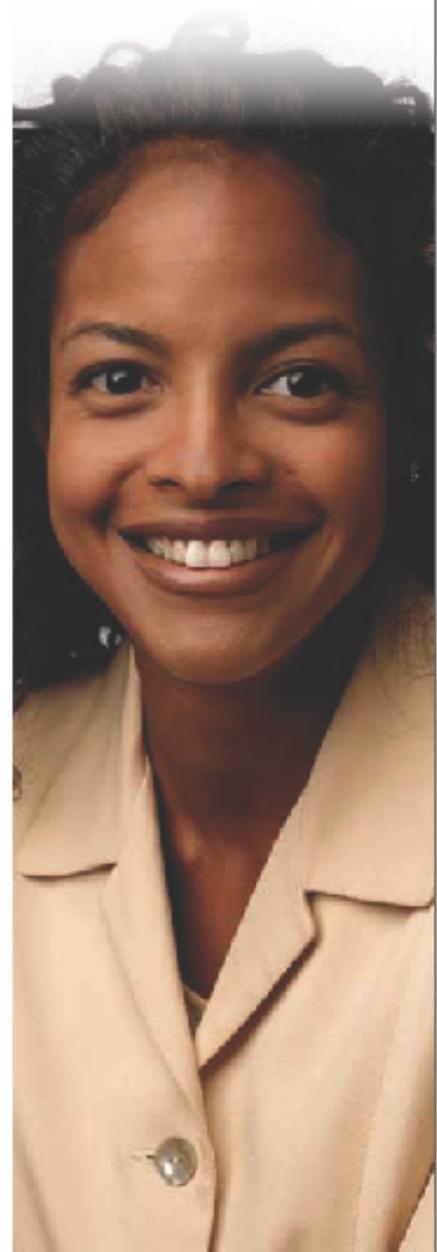
(9–15 puts you at higher risk for glaucoma)

9. Did my parents, grandparents or great-grandparents lose their sight? What was the cause of their vision loss? Glaucoma occurs at least twice as frequently among people who have blood relatives with glaucoma.
10. Do I have diabetes?
11. Am I of African-American or of Afro-Caribbean descent? (if so, you are more likely to get glaucoma at a younger age.)
12. Am I 40 years of age or older?
13. Have I had an eye injury or eye surgery, even as a child?
14. Am I very nearsighted?
15. Have I taken steroids on a long-term basis?
16. Do I qualify for the annual glaucoma screening benefit under Medicare?
17. Most importantly: Have I had an eye exam recently?

Visit your eye doctor regularly

If you are 55 or older, you should get an eye exam at least once every two years. If you have diabetes or other health problems, you may need to see an eye doctor more often.

During a dilated eye exam, the eye doctor widens the pupil of the eye with eye drops to allow a closer look at the inside of the eye. The exam is not painful, and it may not always be part of an eye exam for a new pair of eyeglasses or contact lenses. A dilated eye exam will allow your eye doctor to check for glaucoma and other eye diseases.



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Medicaid and Transportation to Medical Appointments

This fact sheet will answer many of your questions about Medicaid's non-emergency transportation benefit and how to get a ride to a medical appointment. This includes getting mileage reimbursement* from Medicaid to help you pay for driving your own car, having a taxi or private car pick you up or receiving a bus pass. This is for regularly scheduled or urgent care appointments and not for a ride for a medical emergency.

**Mileage reimbursement means cash assistance to help pay for the cost of gas or other car related expenses – the current rate from Wisconsin Medicaid is 24 cents per mile.*

What is the Medicaid benefit? If you have Medicaid coverage and you need a ride to a Medicaid covered medical appointment, Medicaid will arrange for your ride. This could include a ride by a common carrier (taxi, private car or bus) or reimbursing you for driving your own vehicle. *However, you must not have any other way to get to your appointment or financially need assistance with getting to the appointment.*

Who is eligible for this benefit? Children and adults who are covered by Wisconsin Medicaid (including the BadgerCare Plus Standard Plan and the Benchmark Plan) are eligible for this benefit. *If you are enrolled in the BadgerCare Core Plan or BadgerCare Core Basic Plan you are not eligible.*

Who do I call? You must call LogistiCare at 1-866-907-1493 to request a ride. Your County Human Services Department can no longer help with rides or mileage reimbursement.

PLEASE NOTE - *If you live in Milwaukee, Waukesha, Washington, Ozaukee, Racine or Kenosha County and are covered by a Medicaid HMO you should not contact LogistiCare. Continue to work directly with your HMO if you need a ride.*

What if a friend, relative or community agency can give me a ride? LogistiCare will only arrange a ride (or reimburse you for driving or taking a bus) if you have no other way to get to your appointment. When you call LogistiCare, you will be asked if someone else can give you a ride. Remember, if you feel that it would be very hard for family or friends to drive you, then tell them, *"I am calling because I need a ride and someone else cannot give me a ride."*

How do I schedule a ride? At least 2 days before the medical appointment, call LogistiCare at 1-866-907-1493. You should be ready to give them your (or your child's) Forward Health ID number, your name and address, and the name and address of your provider – *keep in mind this call could take 20 minutes or more.*



A “Did You Know? Now You Know!” FACT SHEET

If I am being picked up by a taxi or other carrier what should I know about my ride? On the day of your appointment, you should be ready for your ride at the time LogistiCare told you the ride is coming. If you have been waiting more than 15 minutes, call the LogistiCare “*Where’s My Ride*” line which is **1-866-907-1494**. After your appointment, your ride should come within 15 minutes. If you are not sure when the appointment will be over, call LogistiCare (*and not the taxi company*) at 1-866-907-1493. Your ride should pick you up within 1 hour.

What if I need to see the doctor today? If your appointment is urgent and you cannot call them 2 days before the appointment, call LogistiCare as soon as possible before your (or your child’s) appointment. When you call let them know this is an urgent appointment (***but not an emergency – LogistiCare will NOT provide a ride for an emergency. Call 911 for an emergency.***) and you need to get a ride or need mileage reimbursement if you plan to drive your own car.

Can my other children ride with me to the appointment? Only the person who is going to the medical appointment and one parent or caregiver can ride to the appointment if LogistiCare is arranging for a taxi or other common carrier.

What if I can take a bus but need help with paying for a bus pass? When you call LogistiCare they may ask if taking a bus to appointments is an option (a bus is available near you and you and your child are able to safely ride the bus). LogistiCare will then send you bus passes. If you have regularly scheduled medical appointments to a clinic that is on a bus line this may be a good, reliable way to get to and from your appointments.

What if I have a car but need money for gas? LogistiCare can provide mileage reimbursement if due to “financial hardship” you need help getting to the appointment. Currently the reimbursement rate is \$.24 per mile. (See the Family Voices “Mileage Reimbursement for Medicaid Covered Appointments” fact sheet for more details at www.fvofwi.org/factsheets.html)

What about other travel related expenses? Meals and lodging may be covered by Medicaid if your travel is beyond distances typically traveled to get medical care (e.g., 50 miles or more) or an overnight stay is medically necessary. This is approved on a case by case basis so call LogistiCare at **1-866-907- 1493** and explain your travel needs.

What if my request is denied? Can I appeal this denial? Yes, first contact the LogistiCare Complaint Line at: **1-866-907-1494**. You can also request a review by the Wisconsin Department of Health Services. You must work with LogistiCare to arrange this review. **LogistiCare also has an Ombudsman** (*a person who advocates for others*) who can work with you and providers to help resolve problems with transportation.

What if I have questions about whether I should call LogistiCare? Contact your Regional Center for Children and Youth with Special Health Care Needs. To find the Regional Center closest to you call **1.800.642.7837**.

A "Did You Know? Now You Know!"
FACT SHEET



Mileage Reimbursement for Medicaid Covered Appointments

This fact sheet will answer many of your questions about how to get reimbursement* from Medicaid to help you pay for driving your child to a medical appointment. All requests for transportation to Medicaid covered appointments, including rides, bus passes and mileage reimbursement must now go through LogistiCare. County Human Services Departments can no longer help with these requests.

**Mileage reimbursement means cash assistance to help pay for the cost of gas or other car related expenses. The current rate from Medicaid is 24 cents per mile.*

What is the Medicaid benefit? If you and/or your child have Medicaid coverage (including BadgerCare Plus Standard Plan or the Benchmark Plan) and you need assistance getting to a Medicaid covered medical appointment Medicaid can help. This can include reimbursing you for driving your own car. *However, you must not have any other way to get to your appointment or financially need assistance with getting to the appointment. (Go to www.fvofwi.org/factsheets.html for more fact sheets.)*

PLEASE NOTE - *If you live in Milwaukee, Waukesha, Washington, Ozaukee, Racine or Kenosha County and are covered by a Medicaid HMO you should not contact LogistiCare. Continue to work directly with your HMO if you need help with a ride or need mileage reimbursement.*

How do I request reimbursement? At least 2 days before your child's medical appointment, call LogistiCare to let them know that you need mileage reimbursement (see script on page 2). LogistiCare can be reached at 1-866-907-1493. You should be ready to give them your child's Forward Health ID number, the name and address of the clinic or hospital and the name of your child's doctor.

If your appointment is urgent and you cannot call them 2 days before the appointment, call them as soon as possible before you drive your child to the clinic or hospital. When you call LogistiCare, let them know this is an urgent appointment and you need mileage reimbursement. *Do not call LogistiCare for an emergency. Call 911 for an emergency.*

What is the mileage authorization form? How do I get a copy? Once your request has been approved, LogistiCare will give you a job/trip number and will mail, email or fax a mileage authorization form to you. They can also fax it to the doctor's office. You must write the job/trip number and trip date on the form. In addition, your provider must sign this form. If you or your child has more than one appointment you may be able to use the same form and send it back to LogistiCare at the end of the month.

A “Did You Know? Now You Know!” FACT SHEET

What questions will LogistiCare ask me? You will be asked a series of questions to determine if you qualify for mileage reimbursement. (*Please note – it could take 15-20 minutes to answer all required questions*). These questions could include, “Do you have a car available to you?” “Is it drivable?” “Do you need the reimbursement to get your child to their appointment?” You could also be asked, “Do you have a financial hardship?” If you believe that receiving reimbursement to help you offset the cost of gas or other car related expenses would be important to your family’s budget, then you could answer, YES. **You do not need to provide specifics about your family’s finances.**

Has Medicaid changed their policies about who can be reimbursed? No, there has been no change in policy, however, in the past many counties had their own process and may have interpreted the Wisconsin Medicaid policy slightly differently.

Do I have to provide financial information to show that I need help with paying for driving my child to a medical or therapy appointment? No, you will not have to prove that you need assistance by providing any financial records or tax return information.

What will I receive? If your request is approved, the current rate of reimbursement is \$.24 (24 cents) per mile. LogistiCare sends out reimbursement checks 2 times per month (around the 1st and the 15th of each month).

If my child with special needs has to go to an appointment but I also need to bring my other children, can I bring them with me? Yes, if you are driving your own vehicle, there are no restrictions on who else can drive with you.

What if my request is denied? Can I appeal this denial? Yes, first contact the LogistiCare Complaint Line at: **1-866-907-1494**. You can also request a review by the Wisconsin Department of Health Services. You must work with LogistiCare to arrange this review. **LogistiCare also has an Ombudsman** (*a person who advocates for others*) who can work with you and providers to help resolve problems with transportation. Contact LogistiCare for more information on the Ombudsman.

Sample request for mileage reimbursement for an Outpatient Medical Appointment

“I am calling to request mileage reimbursement for a medical appointment for my child on (date)_____. The BadgerCare/Forward Health ID # for (your child’s name)_____ is:_____. The appointment is with (provider’s name)_____, at_____am/pm. The address is:_____, My e-mail address is:_____ . Please forward the trip authorization form to me by e-mail if available. **I am requesting this reimbursement because I have a financial hardship.**”

****Remember to print the trip authorization sheet and have it signed by the health care provider. Submit the completed form(s) to Logisticare for reimbursement by the end of the month.**

What if I have questions about whether I should call LogistiCare? Contact your Regional Center for Children and Youth with Special Health Care Needs. To find the Regional Center closest to you call 1.800.642.7837.

**A "Did You Know? Now You Know!"
FACT SHEET
2011**



Medicaid and Help with Lodging and Meals for Medical Appointments

This fact sheet will answer many of your questions about how Medicaid can help pay for lodging and meals if you and your family have to travel for a Medicaid covered medical appointment. All requests for transportation to Medicaid covered appointments, including rides, mileage reimbursement or assistance paying for other travel expenses must now go through LogistiCare. LogistiCare can be reached at 1-866-907-1493. County Human Services Departments can no longer help with these requests. Go to the Family Voices of Wisconsin website at www.fvofwi.org/factsheets.html for more fact sheets.

Travel expense reimbursement means cash assistance to help pay for food and an overnight stay at a motel or hotel. Whenever possible, LogistiCare will pay for your approved lodging expenses directly to the lodging facility. If that is not possible (e.g., because of short notice), you will be reimbursed. For meals, you will either be reimbursed or you can receive money in advance if you cannot afford to pay for this directly.

PLEASE NOTE - *If you live in Milwaukee, Waukesha, Washington, Ozaukee, Racine or Kenosha County and are covered by a Medicaid HMO you should not contact LogistiCare. Continue to work directly with your HMO if you need help with a ride or need mileage reimbursement.*

What is the Medicaid benefit? If you and/or your child have Medicaid coverage, including BadgerCare Plus Standard Plan or the Benchmark Plan, and you need assistance getting to a Medicaid covered medical appointment, Medicaid can help. This could include paying for or reimbursing you for travel expenses such as meals and a stay at a hotel. **However, you must let them know that you have a "financial hardship" and need help paying for these expenses.**

When will my overnight stay be paid for from Medicaid? Your travel related expenses may be covered if your travel is other than routine which is defined by the Department of Health Services as trips for a medical appointment that are significantly beyond the distances typically traveled (50 miles or more) to obtain health care services.

LogistiCare further states that food and lodging expenses may be covered if:

- The person covered by Medicaid or BadgerCare Plus must travel more than 4 hours to get medical services due to not having a closer provider for the member to receive care, or
- An overnight stay is required due to medical necessity or cost considerations.

When will my meals be paid for from Medicaid? You will be reimbursed for meals for a medical appointment only when:

- You and/or your family are required to leave your home community for 4 hours or more to receive medical care, or
- Your travel is "other than routine" – see definition above.



**A “Did You Know? Now You Know!”
FACT SHEET**

2011

A LogistiCare “Meal Reimbursement Log” can be emailed, faxed or sent to you. Let them know how you want to receive this form. *You must keep your receipts for meals and send them with this log to LogistiCare after your trip.*

Keep in mind that some exceptions can be made for both lodging and meals expense reimbursement depending on your circumstances, so contact LogistiCare as soon as possible.

How do I request help with lodging and meals? As soon as you are aware of long distance travel for a Medicaid covered appointment (ideally at least 5 days in advance), contact LogistiCare and let them know you are seeking financial help with paying for meals and lodging to a medical appointment. **LogistiCare can be reached at 1-866-907-1493.** They will ask you a number of questions to determine if the appointment is medically necessary and if the medical care could be provided by a clinic or hospital that is closer to your home. *Please note – this call could take 30 minutes or more to complete.* Your request will be reviewed by a Utilization Review Team and they will call you back to let you know if it has been approved. If you have not heard back in a day or two, call them back!

Be ready to provide your (or your child’s) Forward Health ID, your and name and address and the name and address of the provider. You may want to work with the clinic or hospital social worker to find a hotel near the medical facility and you will need to provide this information to LogistiCare so they can pay the hotel directly.

Do I have to provide financial information to show that I need help with paying for travel related expenses for taking my child to a medical appointment? No, you will not have to prove that you need assistance by providing any financial records or tax return information.

What will I receive?

If your request for lodging is approved, Medicaid will pay:

- Milwaukee, Racine and Waukesha Counties – maximum rate of \$80 per night (excluding taxes)
- All other counties in Wisconsin – maximum rate of \$70 per night (excluding taxes)
- Out of state: maximum rate of \$70 per night (excluding taxes)

If your request for meal expenses is approved, Medicaid will pay:

- In Wisconsin: Breakfast - \$8.00/Lunch - \$9.00/Dinner - \$17.00
- Out of state: Breakfast - \$10.00/Lunch - \$10.00/Dinner - \$20.00

What if my request is denied? Can I appeal this denial? Yes, first contact the LogistiCare Complaint Line at: **1-866-907-1494.** You can also request a review by the Wisconsin Department of Health Services. You must work with LogistiCare to arrange this review. **LogistiCare also has an Ombudsman** (*a person who advocates for others*) who can work with you and providers to help resolve problems with transportation.

What if I have questions about whether I should call LogistiCare? Contact your Regional Center for Children and Youth with Special Health Care Needs. To find the Regional Center closest to you call **1-800-642-7837.**

Red Cliff Community Health Center
88455 Pike Road, Bayfield, WI 54814
715-779-3707
715-779-3777 fax
Website: www.red-cliff-health.com

The Red Cliff Health Center
will be **CLOSED** on the following days:

- Monday, January 2nd (Christmas holiday)
- Monday, January 16th (Martin Luther King holiday)
- Monday, February 20th (President's Day holiday)

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CLINIC 715-779-3707

Monday - Friday 8:00am to 4:30pm

PHARMACY 715-779-3157

Monday - Friday 9 to 12pm & 1 to 4pm

OPTICAL 715-779-3707

Mondays & Wednesdays 1 to 4pm

DENTAL 715-779-3096

Monday - Friday
(call for appointment)

ERIN TENNEY

Women's Health Nurse Practitioner (WHNP)
Certified Nurse-Midwife (CNM)

Clinic Days:

Mondays 9:00am to 3:30pm

Call 715-779-3707 for an appointment!

ANNA CARLSON

Certified Pediatric Nurse Practitioner (CPNP)
Certified Lactation Counselor (CLC)

Clinic Days:

Mondays 9:00am to 3:30pm

Fridays 9:00am to 12:00pm

Call 715-779-3707 for an appointment!