



Family Matters

WINTER EDITION
January • February • March
2010

“FULL INCLUSION, FULL LIVES”

A Message from Kristine Buehler

Kristine is the Children with Special Needs Unit II Supervisor

2009...2010... More Changes

As I write this article, I realize how long it has been since you have received a newsletter from the Children with Special Needs Units. I apologize for the absence, but I need to make an excuse for the absence. There have been more changes in the Children with Special Needs Units. I encourage you to read this newsletter from front to back to get the most recent program updates.

Since the last newsletter, the Children with Special Needs Units have had some staffing changes. In August, Amy Rohrer joined Children with Special Needs Unit 1 (Keith's unit). Amy comes to La Crosse County from Carver County in Minnesota and Milwaukee County in Wisconsin. Laurie Matti's position changed from carrying a full-time caseload to a part-time case load and doing Quality Assurance on the Children's Waivers and CCS programs. At the end of August, Susie Becker, Family Resource Liaison, resigned from her position to move to Rochester to pursue married life and her Master's degree. We wish her the best! Annaliise Olson has been hired to fill the Family Resource Liaison position. We welcome her to the units! At the beginning of November, Lee Yang left La Crosse County to pursue personal endeavors. At this writing, Keith and I are in the first round of interviews to replace him.

There also have been some programmatic changes in the Children's Waiver, which have kept Keith and me on our toes. When the Governor's Budget passed in July, La Crosse County was given an additional \$223,000 to provide services for at least seventeen children on La Crosse County's Eligibility (waiting) list. Another piece of the Governor's Budget was the passage of Section 632.895 (12m), otherwise known as the insurance mandate for autism treatment services. I have placed a copy of the mandate in this newsletter. Also, I have sent out letters to all families with children with an autism spectrum disorder, both active and those on the eligibility list, on the change. We still do not have all of the answers on how this mandate is going to roll out. We will keep you updated as we find out more. If you have a child with an autism spectrum disorder and you did not get a letter from me, please contact me so that we can discuss this further. Continuing, La Crosse County was audited on its Children's Waiver files by our Children's Services Specialists. At this time, we are awaiting the results. We do know that we need to develop a better system for ensuring the children have Medical Assistance. This is a requirement of the program. La Crosse County is asking for your help in this matter:

If you know that your child is in jeopardy of the losing his or her Medical Assistance, please notify your social worker as soon as possible.

Other changes include Medical Assistance's decision to go to a preferred provider for incontinence supplies and urological supplies. A copy of that article is in this newsletter. Furthermore, mental health budgets have been cut by one percent. On the positive side, mental health parity passed at the national level and action is being taken at the state level. La Crosse County's CCS program has been recertified for another year.

I have made it my New Year's resolution to keep you informed of the changes happening here in La Crosse County.

I also hope that you all have a prosperous 2010!

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The Autism Treatment Mandate

Section 632.895 (12m) requires coverage for the treatment of autism spectrum disorders. Following are major provisions of the statute. OCI (Office of the Commissioner of Insurance) will promulgate an administrative rule interpreting and implementing certain provisions of the statute.

1. Autism spectrum disorder means any of the following:
 - a. Autism disorder;
 - b. Asperger's syndrome; or
 - c. Pervasive developmental disorder not otherwise specified.
 - d. This requirement applies to every disability insurance policy and self-insured health plan of the state, county, city, town, village, or school district. It also applies to defined network plans as contained in s. 609.87. It does not apply to:
 - e. A disability policy that covers only certain specified diseases;
 - f. A health care plan offered by a limited service health organization or by a preferred provider plan that is not a defined network plan;
 - g. A long-term care insurance policy; or
 - h. A Medicare replacement or a Medicare supplement policy.
 - i. The coverage required shall provide at least \$50,000 for intensive-level services per insured per year, with a minimum of 30 to 35 hours of care per week for a minimum duration of 4 years, and at least \$25,000 for nonintensive-level services per insured per year, except that these minimum coverage monetary amounts shall be adjusted annually, beginning in 2011, to reflect changes in the consumer price index for all urban consumers, U.S. city average, for the medical group, as determined by the U.S. Department of Labor. The coverage may be subject to deductibles, coinsurance, or co-payments that generally apply to other conditions covered by the policy or plan. The coverage may not be subject to limitations or exclusions, including limitations on the number of treatment visits.

All questions or concerns should be directed to the Office of the Commissioner of Insurance: <http://oci.wi.gov/>.

Incontinence Supplies and Urological Supplies for Wisconsin Medicaid and BadgerCare Plus Members (Effective January 1, 2010)

(Reprinted from the ForwardHealth Member Update, November 2009)

This notice explains how to get your incontinence supplies (such as diapers) and urological supplies (such as catheters) through a mail-order company called J&B Medical Supply. J&B Medical Supply will work with you and send the supplies directly to your home address.

Does this Update apply to me?

The information in this *ForwardHealth Member Update* applies to you if you or your child has a problem with incontinence and you are enrolled in Medicaid or BadgerCare Plus.

Do I need to order incontinence supplies from J&B Medical Supply?

If you are enrolled in one of the following programs, you are required to get your incontinence supplies (such as diapers, pull-ons, and pull-ups) through J&B Medical Supply:

- Medicaid.
- Medicaid and Medicare Part B.
- BadgerCare Plus Standard Plan.
- Standard Plan and Medicare Part B.
- Wisconsin Well Woman Medicaid.
- Express Enrollment for Children.
- Express Enrollment for Pregnant Women.

The BadgerCare Plus Benchmark Plan and the BadgerCare Plus Core Plan for Adults with No Dependent Children do not cover incontinence supplies.

Do I need to order urological supplies from J&B Medical Supply?

If you are enrolled in one of the following programs, you are required to get your urological supplies (such as catheters) through J&B Medical Supply:

- Medicaid.
- Standard Plan.
- Wisconsin Well Woman Medicaid.
- Express Enrollment for Children.
- Express Enrollment for Pregnant Women.

If you are also enrolled in Medicare Part B, you are **not** required to get your urological supplies through J&B Medical Supply.

Do I need to order any other supplies from J&B Medical Supply?

If you are enrolled in one of the following programs, you are required to order lubricant (for use with medical supplies like catheters) from J&B Medical Supply:

- Benchmark Plan.
- Core Plan.

The Benchmark Plan and the Core Plan do not cover any other supplies in the J&B Medical Supply contract.

Do I need to order supplies from J&B Medical Supply if I am in an HMO or an MCO?

This notice does **not** apply to you if you are enrolled in an HMO or a managed care organization (MCO), like any of the following:

- A BadgerCare Plus HMO.
- A Supplemental Security Income (SSI) MCO.
- Family Care.
- Family Care Partnership.
- Wraparound Milwaukee (WAM).
- Children Come First (CCF).
- A long term care MCO.

If you become enrolled in an HMO or MCO, J&B Medical Supply will no longer be your supplier and you need to work with your HMO or MCO to receive your incontinence supplies.

Which supplies are available through J&B Medical Supply?

Supplies that are available through J&B Medical Supply include the following:

- All incontinence catheters and accessories.
- Irrigation syringes.
- Skin barriers.
- Under pads.
- Incontinence pants.
- Pull-ons and pull-ups.
- Disposable diapers.
- Lubricant. (This is the only supply covered for Benchmark Plan and Core Plan members).

Please remember that Medicaid and BadgerCare Plus do **not** cover diapers or briefs for children **under four years of age**.

Incontinence Supplies and Urological Supplies for Wisconsin Medicaid and BadgerCare Plus Members (Effective January 1, 2010)

J&B Medical Supply has a large variety of incontinence supplies and they carry many different brands. Even so, the brand that you currently use may not be available. J&B Medical Supply can give you samples of different supplies and different brands to try before making your choice so that you can choose what is best for you.

How do I order supplies from J&B Medical Supply?

To order supplies from J&B Medical Supply:

The doctor or nurse who prescribed your supplies will send the prescription to J&B Medical Supply.

2. Call J&B Medical Supply at **1-866-674-5850** or **TTY 1-866-520-9624** for a nursing assessment. A nurse will talk with you about your medical condition and the supplies you need each month.
3. If there is a difference between the prescription and the results of the nursing assessment, J&B Medical Supply will contact the doctor or nurse who prescribed the supplies to get his or her approval for your order.
4. Once your supply order is approved, J&B Medical Supply will send your supplies to your home every month.

From the time your order is approved, you should expect it to take from two to five business days to receive your first order.

What if I do not know which supplies I need or J&B Medical Supply does not have the brands I use?

Talk to the nurse at J&B Medical Supply about your medical condition and the supplies you use or the supplies you may need each month. J&B Medical Supply has many different supplies and brands. You can request samples of supplies to try them. J&B Medical Supply will mail these samples to your home at no cost to you.

Once you have figured out which supplies work the best for you, call J&B Medical Supply and tell them. J&B Medical Supply will contact the doctor or nurse who prescribed the supplies to get his or her approval for your order. Once your supply order is approved, J&B Medical Supply will work with you to set up monthly deliveries of supplies to your home address.

What information do I need to have when I call J&B Medical Supply?

When you call J&B Medical Supply for the first time, you will need to tell them the following information:

- Your name, street address, and telephone number.
- The name, address, and telephone number of the doctor who prescribes your supplies.
- Your medical condition (or the type of incontinence).
- The products you need each month.
- Your ForwardHealth member identification number. (This is the 10-digit number listed on your Forward card or your ForwardHealth card.)
- Other health insurance that you have.

How does J&B Medical Supply deliver my supplies?

J&B Medical Supply sends your supplies directly to your home once a month using Federal Express (FedEx). J&B Medical Supply will talk to you about what day of the month is the best time for you to receive your supplies. J&B Medical Supply will send your supplies at the same time every month. FedEx does not deliver to Post Office (P.O.) Boxes, so if your mailing address is a P.O. Box, you must give J&B Medical Supply a street address where your supplies can be delivered.

What if my home address changes?

If your address changes, you should call J&B Medical Supply right away. Call J&B Medical Supply at least 10 days before your scheduled delivery to tell them your new address so your supplies arrive at the new address on time.

What should I do if I receive the wrong supplies?

Call J&B Medical Supply immediately if you receive the wrong supplies.

What should I do if I need emergency supplies?

Call J&B Medical Supply with an emergency order **only** when your supplies may not last until the next delivery date.

Who should I contact if I have questions about my order?

Call J&B Medical Supply at **1-866-674-5850** or **TTY 1-866-520-9624** with questions about your order. Information about J&B Medical Supply is also available online at www.jandbmedical.com/.

Answering your Questions about Funding Sources

My worker has requested supporting documents for the purchase of a computer. What does that mean and why does she need them?

There are very specific guidelines for each program on what can be funded. A computer cannot be purchased because the family feels that their child likes working on computer and the other members of the family cannot get computer time. The purchase of the computer needs to be based on the need of the child and his or her disability. For example, handwriting is difficult for your son so that all of his homework is done on the computer. At this point, you should have a discussion with your child's social worker about this purchase. This statement or the discussion with the worker does not guarantee that a computer funded by the county is in your child's future.

What does this mean that Children's Waivers is the funder of last resort?

A social worker cannot approve a service that can be funded by another source. The social worker needs to show that there is not another funder. The worker needs to get written documentation that your private insurance and any source of Medical Assistance will not cover the service. If a provider does not accept the private insurance or Medical Assistance, the waiver cannot fund the service.

For example- It has been recommended that your child see a chiropractor for some spinal adjustments. Your private insurance does not cover chiropractic care and the chiropractor does not take Medical Assistance. The Children's Waiver cannot pay for the service because it the provider's choice not to accept Medical Assistance.

In the future, Children's Waivers will be limiting the supplements in which the Waivers can fund. There is another portion of Medical Assistance called HealthCheck- Other Services that may be able to fund the purchase of some of the supplements.

I purchased a piece of equipment for my child. Can I be reimbursed for that piece of equipment?

Only one (the Family Support Program) of the four funding sources that we have available in La Crosse County allows the parent to be reimbursed for items and services.

The other three sources- Children's Waivers, Comprehensive Community Services (CCS), and the Short- Term Mental Health Program (CMHSS) - does not allow parents to be reimbursed for items.

In the past, the county had been able to reimburse parents' credit cards for purchases under the Children's Waivers; however, due to some changes in rules and the development of the Provider Registry, we are not going to be able to do this any longer.

Best practice: if your child has a need for an item or service, please contact your child's social worker BEFORE moving forward with the purchase or service.

I want my child to receive piano lessons. Can you pay for that?

Piano lessons, dance lessons, and horseback riding are activities to enhance our children's lives. When La Crosse County looks at funding services, the workers need to look first at health and safety needs of a child a child first. Next the worker needs to look at nature of the child's disability and if there is some benefit to the child. This is where the supporting documents come into the picture. You may be asked to provide documents and research on how this service will benefit your child. You will be asked what your outcomes and how this service relates to the outcome. Your child's worker may ask if your child would need support to be successful in the activity. Again, this does not guarantee the funding of a service or purchase of an item, but it gets the conversation started.

*Birth
to 3*

*Do you have any questions about
your child's development?*

A great deal of learning takes place in a child's first three years. Families who have children with developmental delays or disabilities may need extra support to help their children reach their developmental milestones. The Birth to 3 Program offers free evaluations for children ages 0-3 years old. If you would like to speak to someone about the program please call Kristi, Susan or Bethany at 781-1035.

Don't Forget about the Family Advocate:

If you are a parent of a child with special needs and would like some extra support, have any questions about the special education process or IEPs, please contact:

Vicky Shanley 608-783-4009
shanley5@charter.net
WI Family Ties

Trainings

Upcoming Trainings- Save the Date

Sensory Processing & Practical Strategies to Promote Regulation & Reduce Maladaptive Behavior

Overview: Participants will come away with a basic understanding of sensory processing and how it impacts youth in everyday life. In addition, participants will leave with the ability to implement practical strategies to promote regulation both for the youth and caregiver; thereby, reducing maladaptive behavior. This is a “hands on” training with a lot of supporting resources.

Three sessions will be offered:

Session A	March 15, 2010 12 noon to 4:00 PM
Session B	March 15, 2010 5:00 PM to 9:00 PM
Session C	March 16, 2010 8:30 AM to 12:30 PM

Cost: \$15.00 per person

Place: Health and Human Services Building Auditorium

If you have not received a flyer please contact: Tammy Thompson 608-789-4807 or e-mail thompson.tammy@co.la-crosse.wi.us

ATTACHMENT DISORDER PARENT SUPPORT GROUP

January 25, 2010 6:30 p.m.
Gundersen Lutheran Clinic Basement
Conference Room 3
1900 South Avenue
La Crosse, WI 54601

Agenda Summary

Initial meeting for a newly created Attachment Disorder Parent Support Group. My hope is we can provide a supportive environment that fosters healthy acceptance of each individual's current situation and encourages realistic goal setting for the future.

To provide an opportunity to share feelings, experiences and coping strategies with others in a similar situation.

Officers

Title: Host/Organizer

Name: Patty Fitzpatrick

Any questions regarding this initial meeting should be sent to Patty at gardenerwi@yahoo.com

Trainings

It's your life. Got a plan? Create it; Own It; Live it! A Recovery Approach to Person-Centered Planning



The State of Wisconsin Department of Health Services, Unit of Consumer Affairs, in partnership with the Independent Living Resources and the Health International Network System of La Crosse is sponsoring a consumer led workshop that is designed for all consumers who are receiving mental health and/or substance abuse services in La Crosse County.

You're Invited, Please Join Us!

This is a **free** consumer-only session.

Date: Thursday, March 18, 2010

Time: 9:15 a.m. to 3:30 p.m.

Place: ILR, 4439 Mormon Coulee Road, La Crosse, WI

Lunch and beverages will be provided

Training Description and Objectives:

- * Participants will increase their knowledge of Recovery-Oriented Person-Centered Planning as a consumer-focused planning and service model and the State of Wisconsin-led Trauma-Informed Care System and Program.
- * Participants will increase their understanding of the team planning process and their role as the "focus person" and director of their team.
- * Participants will learn skills that lead to greater ownership and meaningful participation in the team's development of their recovery plan.
- * Participants will increase their ability to identify and communicate their goals.
- * Participants will have the opportunity for consumer networking in La Crosse.

Presenters are Consumer Champions for Person Centered Planning, Justin Odulana, PhD, MPH, President/CEO, Health International Network System and Joann Stephens, Consumer Champion Committee Coordinator, and President of Stable Life, Inc., Equine Therapy Services, Westfield.

REGISTRATION DEADLINE: Friday, February 26, 2010. All participants must pre-register in order to attend. To register or if you have questions, please RSVP to: advocacy@ilresources.org Telephone: 608.787.1111.

FAMILY MATTERS
ATTN: TAMMY THOMPSON
La Crosse County Human Services
300 4th St N
La Crosse, WI 54601
RETURN SERVICE REQUESTED

Announcements