



**UPHP CSHCS
Family Forum**

What is CSHCS?

Children's Special Health Care Services (CSHCS)

- A program for children and some adults with special health care needs and their families.

CSHCS helps persons with chronic health problems by providing:

- **Coverage and referral** for specialty services based on the person's health problems.
- **Family-centered services** to support you in your role as primary caretaker of your child.
- **Community-based services** to help you care for your child at home and maintain normal routines.
- **Culturally competent services** which demonstrate awareness of cultural differences.
- **Coordinated services** to pull together the services of many different providers who work within different agencies.

HOW DO I QUALIFY FOR CSHCS

WHO QUALIFIES?

- You must have a qualifying diagnosis (2,700 medical diagnosis).
- Be under the age of 21; or
- Age 21 and above with cystic fibrosis or hereditary coagulation defects commonly known as hemophilia.
- The condition must require treatment by a medical and/or surgical subspecialist at least annually, as opposed to being managed exclusively by a primary care physician.

HOW YOU BECOME A UPHP CSHCS MEMBER

HOW DO I BECOME A CSHCS MEMBER?

- UPHP reviews records of UPHP members with qualifying diagnosis.
- UPHP submits the records to the State of Michigan for review and CSHCS consideration.
- Your primary care provider or specialist may submit records for CSHCS consideration.
- Your local health department may submit records for CSHCS consideration.
- Let UPHP know if you are seeing a specialist provider and think you may qualify for CSHCS.

HOW DO I RENEW MY CSHCS ELIGIBILITY?

- UPHP monitors your renewal dates.
- The UPHP Clinical Coordinator will request records from the specialist doctor and submit them for review.
- You must have seen a specialist within the past 12 months to be considered for renewal.
- You may receive a call from the UPHP Clinical Coordinator to identify if you are still being followed by a specialist.

UPHP CSHCS Members

- **UPHP Medicaid CSHCS members:**
 - Receive all coverages of Medicaid managed care plans and those of the CSHCS program not covered by Medicaid.
- **UPHP HMP CSHCS members:**
 - Follows Medicaid benefits plan with a few caveats and additional benefits.
 - Habilitative services (in addition to rehabilitative services).
 - Dental benefits.

UPHP CSHCS Benefits

UPHP-covered benefits include:

- Primary care provider services
- Health department services
- Hospital services
- Emergent/urgent care
- Transplant services
- Hospice care
- Vision care
- Chiropractic services
- Durable medical equipment
- Care management
- Transportation
- Mental health care
- Medicine
- Outreach services
- Restorative and rehabilitative services
- Written and spoken language services

HMP CSHCS only:

- Habilitative (in addition to rehabilitative) services
- Dental services

Benefits Available to CSHCS Members but NOT covered by UPHP

- Substance-abuse treatment, screening, and detoxification
(NorthCare Network 1-800-305-6564)
- Mental health services for severe and persistent conditions
(NorthCare Network 1-888-906-9060)
- Inpatient mental health – NorthCare Network 1-800-906-9060
- Dental services for members under 21 years of age (applies to UPHP Medicaid CSHCS members) Healthy Kids Dental
(Delta Dental – 1-866-696-7441)
(BCBS Dental – 1-800-936-0935)
- UPHP Medicaid member – Covered through State of MI Fee-for-Service
- UPHP Healthy Michigan members – Delta Dental
- Personal care/home help (18 yrs and older) – MDHHS
- MI Choice Waiver (18 yrs and older) – Call 211
- HAB Waiver and MI Children’s Waiver - (NorthCare Network 1-800-906-9060)
- Services offered in/by a school district

UPHP Care Management

- Members can call their UPHP Clinical Coordinator for assistance with the following:
 - **Complex Care Management including:**
 - A health assessment
 - A care plan
 - Assistance achieving goals
 - **Finding a healthcare provider**
 - Specialists
 - Primary care provider
 - Transitioning to adult providers
 - CSHCS attested providers
 - **Care Coordination**
 - Assistance with prior authorizations
 - Assistance with durable medical equipment
 - Assistance navigating your benefits
 - Questions or concerns

Helpful Contacts

- UPHP Clinical Coordinator Care Manager
 - Patti Lancour, RN
 - Phone: 906-226-1918
 - Email: plancour@uphp.com
- Your local health department's CSHCS Coordinator
- Family Center for Children & Youth With Special Health Care Needs
 - CSHCS Family Phone Line: 1-800-359-3722

Transportation Assistance

- Transportation for all UPHP-covered services are handled by UPHP
- Online Transportation Reimbursement Request Form
- Call UPHP toll-free at **1-800-835-2556**
 - Press “1” for Member; Press “2” for Transportation
- Provide all details of appointment to the UPHP Transportation Coordinator or leave detailed message
- UPHP requests:
 - Five business day notice for transportation
 - Three business day notice for reimbursement only
 - Urgent requests will be considered

Pharmacy Benefit-Formulary

Formulary

- The UPHP Formulary is found at www.uphp.com
- The formulary is searchable
- UPHP Medicaid, UPHP Healthy Michigan Plan, and CSHCS have the same coverage

Carve-out Medications

- Some medications are covered directly by Fee-For-Service Medicaid not UPHP
- These are referred to as “**Carveout Drug**” on the formulary

Pharmacy Benefit-Formulary

Diabetic Supplies

- Insulin
 - Basaglar Kwikpen
 - Admelog vials and Admelog Solostar Pen
 - Humalog vials for insulin pumps
 - Several types of mixed insulins
- Syringes/Lancets/Test Strips
 - Covered at the pharmacy
- Blood Glucose meters
 - **Bayer** products covered
 - **Continuous Glucose Monitor Systems**
 - As of April 1, 2019, covered as a medical benefit for people with Type 1 Diabetes when criteria is met

Pharmacy Benefit-Formulary

Asthma

- Inhalers in every category are covered
- Spacers are covered

Cystic Fibrosis

- Diplomat Specialty Pharmacy provides most of the cystic fibrosis medications
- Limited distribution drugs are covered at alternative pharmacies

Endocrine

- Brand name Synthroid available for children age 12 and under
- Norditropin Flexpro growth hormone covered when criteria are met

Cancer treatments

- Typically require prior authorization
- UPHP is very responsive to urgent needs

Pharmacy Benefit-Assistance

- Pharmacy questions call
 - **MagellanRX** Customer Service Call Center at **1-888-274-2031**
 - **UPHP** Customer Service **1-800-835-2556**
 - This information is on the back of your UPHP ID card
- Call your UPHP Clinical Coordinator
 - UPHP Pharmacists work closely with your Clinical Coordinator regarding your medications
- Check out the UPHP website for pharmacy benefit information
- Read your member newsletter for information related to medications

MARQUETTE COUNTY HEALTH DEPARTMENT

- **Clinical Services:**
 - Breast & Cervical Cancer Control Navigation Program (BCCCNP)
 - Family planning
 - Immunizations
 - STD testing & treatment
 - Women Infants & Children (WIC)

- **Home Visiting Programs:**
 - Maternal Infant Health Program
 - Healthy Families UP
 - Pregnant and Parenting Teens

MARQUETTE COUNTY HEALTH DEPARTMENT

- **Local health departments can assist with:**
 - Early On Referrals
 - Newborn hearing test follow-up
 - Children's Special Health Care Services (CSHCS)
 - Orthodontia
 - Only for specific diagnoses (ex: cleft palate/cleft lip)
 - Must be medically necessary; not for cosmetic purposes
 - Respite
 - CSHCS covers 180 hours of respite care annually
 - Must be determined appropriate

UPHP Website

Visit us on our website at:
www.uphp.com