

Volume 2, 2013



Health watch



Protecting Your Children Year-Round; Why Spring Sports Safety is a Must!

As winter turns into spring and it gets warmer, so does the amount of time that kids spend outdoors playing spring sports. This means that the number of injuries can also increase.

Each year, more than 30 million kids participate in sports in the US. And more than 3.5 million kids ages 14 and under are treated for sports injuries. **In team sports, most injuries – 62 percent – occur during practices, not games.** The most common types of sport-related injuries are sprains (mostly ankle), muscle strains, bone or growth plate injuries and heat-related illness.

Safe Kids Tarrant County led by Cook Children's has these tips for all children playing or practicing any sport:

- **Before signing up for a sport, get a general physical exam.**
- **Teach your child how important it is to do warm-ups and cool-downs both at practice and at games.**
- **Always wear the right protective gear for the activity; both practice as well as games. And make sure it's the correct size and fits right.**
- **Follow the rules. In most sports, the rules are based not only on being a good sport, but safety.**
- **Make sure the coaches and parents know and enforce the safety rules of the sport.**
- **Have someone trained in first aid and CPR at practices and games.**

Drink water before and during the activity. A child can lose up to a quart of sweat during 2 hours of exercise, and kids get overheated more quickly than adults and cannot cool down as easily. So take more breaks with kids than you would with adults.

Since 1992, Safe Kids Tarrant County has worked to prevent unintentional childhood injury, the leading cause of death and disability to children ages 1 to 14.

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MEMBER RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

1. Respect, dignity, privacy, confidentiality and nondiscrimination. That includes the right to:
 - be treated fairly and with respect
 - know that your medical records and discussions with your providers will be kept private and confidential.
2. A reasonable opportunity to choose a health care plan and primary care provider (the doctor or health care provider you will see most of the time and who will coordinate your care) and to change to another plan or provider in a reasonably easy manner. That includes the right to:
 - be informed of how to choose and change your health plan and your primary care provider
 - choose any health plan you want that is available in your area and choose your primary care provider from that plan
 - change your primary care provider
 - change your health plan without penalty
 - be educated about how to change your health plan or your primary care provider.
3. Ask questions and get answers about anything you don't understand. That includes the right to:
 - have your provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated
 - be told why care or services were denied and not given.
4. Consent to or refuse treatment and actively participate in treatment decisions. That includes the right to:
 - work as part of a team with your provider in deciding what health care is best for you; and
 - say yes or no to the care recommended by your provider.
5. Utilize each available complaint and appeal process through the managed care organization and through CHIP or Medicaid, and receive a timely response to complaints, appeals and fair hearings. That includes the right to:
 - make a complaint to your health plan or to the state CHIP or Medicaid program about your health care, your provider or your health plan.
 - get a timely answer to your complaint access the plan's appeal process and the procedures for doing so request a fair hearing from the state CHIP or Medicaid program and request information about the process for doing so.
6. Timely access to care that does not have any communication or physical access barriers. That includes the right to:
 - have telephone access to a medical professional 24 hours a day, 7 days a week in order to obtain any needed emergency or urgent care
 - get medical care in a timely manner
 - be able to get in and out of a health care provider's office, including barrier free access for persons with disabilities or other conditions limiting mobility, in accordance with the Americans with Disabilities Act
 - have interpreters, if needed, during appointments with your providers and when talking to your health plan. Interpreters include people who can speak in your native language, assist with a disability, or help you understand the information
 - be given an explanation you can understand about your health plan rules, including the health care services you can get and how to get them.
7. Not be restrained or secluded when doing so is for someone else's convenience, or is meant to force you to do something you don't want to do, or to punish you.

YOU HAVE THE RESPONSIBILITY TO:

1. Learn and understand each right you have under the CHIP or Medicaid program. That includes the responsibility to:
 - learn and understand your rights under the CHIP or Medicaid program
 - ask questions if you don't understand your rights
 - learn what choices of health plan are available in your area.
2. Abide by the health plan and CHIP or Medicaid policies and procedures. That includes the responsibility to:
 - learn and follow your health plan rules and CHIP or Medicaid rules
 - choose your health plan and a primary care provider quickly
 - make any changes in your health plan and primary care provider in the ways established by CHIP or Medicaid and by the health plan
 - keep your scheduled appointments
 - cancel appointments in advance when you can't keep them
 - always contact your primary care provider first for your non-emergency medical needs
 - be sure you have approval from your primary care provider before going to a specialist
 - understand when you should and shouldn't go to the emergency room.
3. Share information relating to your health status with your primary care provider and become fully informed about service and treatment options. That includes the responsibility to:
 - tell your primary care provider about your health
 - talk to your providers about your health care needs and ask questions about the different ways your health care problems can be treated
4. Actively participate in decisions relating to service treatment options, make personal choices, and take action to maintain your health. That includes the responsibility to:
 - work as a team with your provider in deciding what health care is best for you
 - understand how the things you do can affect your health
 - do the best you can to stay healthy
 - treat providers and staff with respect.

Effective March 1, 2013

More free extra benefits for Cook Children's Health Plan members:

- 24/7 Nurse Advice Line.
- \$25 over-the-counter drug benefit.
- Obesity reduction benefit.
- Sports/School physical.
- Boys and Girls Club basic membership.
- \$125 for prescription eyeglasses, or \$75 for contact lenses and contact lens fitting fee.
- Baby Basics book for pregnant members.
- \$250 basic and major dental benefit for pregnant members over the age of 21.
- Temporary phone help for pregnant members.
- Prepared childbirth classes.

HIPAA Notice of Availability of Privacy Practices

Cook Children's Health Plan's Privacy Notice is available on our website at www.cookchp.org or you can request one by calling Member Services at 1-800-964-2247.

You can also request it by writing to:

CCHP Member Services
P O Box 2488
Fort Worth, TX 76113-2488

Cook Children's Health Plan
P.O. Box 2488
Fort Worth, TX 76113-2488

We are adding New Providers

Visit our website to see all of the providers in our network.

www.cookchp.org



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