

Attachment A

Informing Packet

What happens at a Healthy Visit with your primary care provider depends on your child's age.

At all Healthy Visits your child will get:

- a complete physical, which is a check of your child's body, and
- a check on how your child is growing in other ways, like:

rolling over when she's a baby,
talking when he's a toddler,

making friends when she goes to school,
learning safe behaviors when he's a teen,
doing other things children and teens of the same age do.

At some Healthy Visits your child will get:

- shots and a lead poisoning check,
- vision and hearing tests,
- teeth and gums checked.

At every Healthy Visit you can ask your primary care provider or dentist all the questions you have about your child's growth and health.

MaineCare benefits can help you keep your child mentally healthy too.

If you are worried about your child's mental health or behavior, you may be able to get help like in-home care or counseling. Talk to your primary care provider.

You may also call the Maine Department of Behavioral and Developmental Services. Their offices are listed below. Call the one nearest you or the state-wide number: **1-800-588-5511**. For the deaf or hard of hearing, TDD/TTY: **1-207-287-2000**.

Or call MaineCare Member Services and we will explain how you can get the services you need.

To contact the Maine Department of Behavioral and Developmental Services in:

York, Cumberland County 1-800-492-0846
Portland 822-0126
TDD/TTY: 207-822-0272

Androscoggin, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Somerset, Waldo County

Augusta Area: 1-800-866-1814 or 287-7130
TDD/TTY: 207-287-8126
Lewiston Area: 1-800-866-1803 or 753-9100
TDD/TTY: 207-753-9102

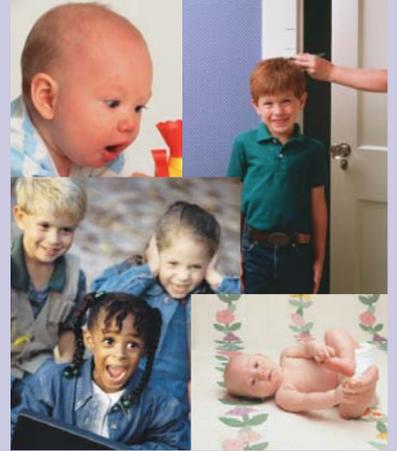
Aroostook, Hancock, Penobscot, Piscataquis, Washington County

Bangor Area: 1-800-963-9491 or 941-4360
TDD/TTY: 207-941-4392
Presque Isle Area: 1-800-767-9857
or 554-2100

TDD/TTY: 207-764-2017



Healthy Visits for MaineCare Members under 21



Call MaineCare Member Services Toll Free

1-800-977-6740

TDD/TTY **1-800-977-6741**

**Monday, Wednesday 8am-6pm
Tuesday, Thursday, Friday 8am-5pm**



Maine Department of Health and Human Services

**Call MaineCare Member Services
1-800-977-6740
TDD/TTY 1-800-977-6741
Monday, Wednesday 8am-6pm
Tuesday, Thursday, Friday 8am-5pm**

Call your primary care provider or dentist to make appointments for Healthy Visits. Sometimes it takes many months to get appointments, so be sure you call early. It may be hard to find a primary care provider or a dentist. MaineCare Member Services can help.

How do I get these services for my child?

- It's the best way to catch health and dental problems early, when they are easier to fix.
- You will find out more about how to keep your child healthy.
- You will get to know your primary care provider and your dentist.

Why should I take my child for Healthy Visits?

It is a visit to your primary care provider or a dentist when your child is not sick or hurt.

What is a Healthy Visit?

Other ways MaineCare can help:

- teeth cleanings 2 times a year,
- x-rays and fillings,
- fluoride treatments,
- other care the dentist says is necessary.

For:

Visits starting at age 3. MaineCare will pay Your child should go to the dentist for Healthy

Your child's teeth and gums will be checked to make sure they are healthy.

What happens at a Healthy Visit to the dentist?

The Department of Health and Human Services does not discriminate on the basis of disability, race, color, creed, gender, age or national origin in its programs or services.

**Call MaineCare Member Services
Toll Free
1-800-977-6740
TDD/TTY 1-800-977-6741
Monday, Wednesday 8am-6pm
Tuesday, Thursday, Friday 8am-5pm**



For example, we may be able to buy a helmet for a child who has seizures. Services like this are called **Optional Treatment Services**. Call MaineCare Member Services to find out how

Sometimes MaineCare Member Services can help you get things you need for your child that are not usually covered.

MaineCare is here to help you.

For help with any of our services listed below or if you have any questions, please check off and return this card today.

- Appointment scheduling
- Transportation
- Finding a provider
- Optional Services (as ordered by your provider) medically needed services not always covered by MaineCare.
- Other help: _____

Other services include: answering questions about MaineCare benefits, referrals to other community services (fuel assistance, WIC, family planning, etc.), help in understanding and following provider recommended treatments.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

MaineCare Member: _____

Member's Date of Birth: _____ Member's ID#: _____



MaineCare

Health Care for Maine People

Office of MaineCare Services

Maine Department of Health and Human Services

If you have questions or need help, call 1-800-977-6740 • TDD/TTY: 1-800-977-6741

MaineCare Members Services is available Monday & Wednesday, 8:00 a.m. - 6:00 p.m. and
Tuesday, Thursday, and Friday 8:00 a.m. - 5:00 p.m.

For your privacy, please seal this card with a small piece of tape.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 8 AUGUSTA ME

POSTAGE WILL BE PAID BY ADDRESSEE

MaineCare
Office of MaineCare Services
PO Box 1411
Augusta ME 04332-9888





MaineCare

Health Care for Maine People
Maine Department of Human Services

Call 1-800-977-6740 if you need this information interpreted

ខ្មែរ បើលោកអ្នកត្រូវការព័ត៌មានខាងលើនេះ
ទូរស័ព្ទលេខ១-៨០០-៩៧៧-៦៧៤០

Tiếng Việt Nam Gọi 1-800-977-6740 nếu quý vị
cần dịch thông tin này.

Русский Если вы хотите получить эту
информацию на русском языке,
звоните по тел. 1-800-977-6740.

فارسی اگر میخواهید این اطلاعات را
ترجمه بشوند به این شماره تلفن کنید:
1-800-977-6740

Af somali Wac taleefan numbarkan 1-800-977-
6740 hadii aad u baahato in formay
shan la tur jubaanay oo loo
turjubaanay afka soomaaliga.

Srpsko-Hrvatski Ako zelite ovu informaciju prevedenu
na Srpsko-Hrvatski jezik nazovite broj:
1-800-977-6740

Español Llame 1-800-977-6740 si necesita una
traducción de esta información.

عربي اتصلك بھنا برقم 1-800-977-6740
اذا انت تريد ترجمه المعلومات

Français Appelez 1-800-977-6740 si vous avez
besoin d'une traduction de ces
renseignements.



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

Department of Health and Human Services
MaineCare Services
442 Civic Center Drive
11 State House Station
Augusta, Maine 04333-0011
Tel: (207) 287-2674; Fax: (207) 287-2675
TTY: 1-800-423-4331

New Informing Letter

Date:

Dear

MaineCare is a program that pays for benefits including health and dental care. **This is a letter about MaineCare Member Services for members under age 21.**

This is what MaineCare Member Services will do for you:

Send you letters to remind you to set up an appointment for «PAT_FIRST_NAME» to see the health care provider or dentist. In every letter, there will be a card you can use to get in touch with MaineCare Member Services.

Call us or send in the card that comes with your letter and MaineCare Member Services can help you to:

- Find a provider;
- Set up appointments and get rides for your child to get to appointments;
- Answer your questions about MaineCare;
- Understand any orders or treatments a provider gives you;
- Get some things MaineCare does not usually pay for and the provider says your child needs. MaineCare must approve services or supplies not usually covered.

Remember, all of the MaineCare Member Services are free.

This is when we are open:

Monday	8:00 a.m. to 6:00 p.m.	Thursday	8:00 a.m. to 5:00 p.m.
Tuesday	8:00 a.m. to 5:00 p.m.	Friday	8:00 a.m. to 5:00 p.m.
Wednesday	8:00 a.m. to 6:00 p.m.		

Our number is 1-800-977-6740, or if you are deaf or hard of hearing and have a TTY machine, call the TDD/TTY line at 1-800-977-6741.

Wishing you good health,

MaineCare Member Services

Caring..Responsive..Well-Managed..We are DHHS.