

# Attachment B

Periodic Notification 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**

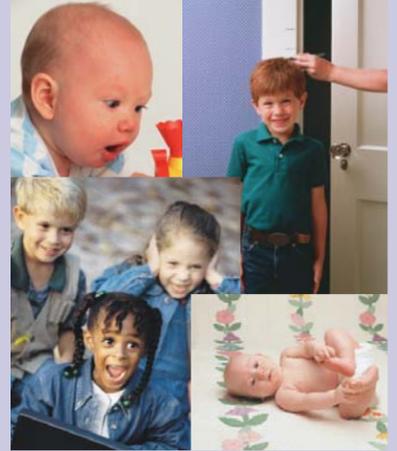
**Augusta Area:** 1-800-866-1814 or 287-7130  
TDD/TTY: 207-287-8126  
**Lewiston Area:** 1-800-866-1803 or 753-9100  
TDD/TTY: 207-753-9102

**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**  
TDD/TTY **1-800-977-6741**  
**1-800-977-6740**  
**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?



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

to get these services for your child.

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

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**

# 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/TYY: 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

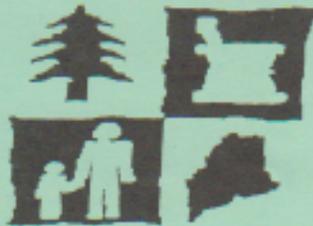
**BUSINESS REPLY MAIL**

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

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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

**0-2 year old Periodicity Letter**

Date:

Dear

We are sending this letter to remind you that it is time for «PAT\_FIRST\_NAME» to have a check-up. At this check-up, the provider will check height, weight, eyes and hearing and may give your child his/her shots. **If your child is 12 months or 24 months old, it is also time for a test for lead poisoning.**

Please call your MaineCare provider today to set up an appointment for this visit. MaineCare will pay for this exam and any treatment that your child may need.

**If you need help to make an appointment, call MaineCare Member Services. We can also help you if you need a ride.**

To get help, you can also fill out the card we sent with this letter and send the card to us. It does not need a stamp. Help from MaineCare Member Services is 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.		

Call us at **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.*



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

### 3-20 year old Periodicity Mailing

Date:

Dear

We are sending this letter to remind you that it is time for «PAT\_FIRST\_NAME» to have a check-up and dental exam. At this check-up the provider will check height, weight, eyes and hearing and may give your child his/her shots.

Please call your MaineCare provider today to set up an appointment for this visit. MaineCare will pay for the exam and any treatment that your child may need. It is also time for a dental exam, MaineCare will also pay for the dentist.

It is very important to take your child to the dentist. MaineCare will pay for the visit. MaineCare will also pay for other dental care, like: Cleanings every six months; Sealants; X-rays; and Fluoride treatments.

It is hard to find a MaineCare dentist and you may have to wait a long time for an appointment. Call MaineCare Member Services as soon as possible if you need help finding a dentist.

**Please let us know that you have set up appointments for your child, or if you need help making an appointment.**

You can do this by calling us or filling out the card we sent with this letter and sending it to us. It does not need a stamp. We can help you schedule an appointment or get a ride to the provider's office. We will do this for free.

**This is when we are open:**

Monday and Wednesday we are open 8:00 a.m. – 6:00 p.m. and on Tuesday, Thursday, and Friday 8:00 a.m. to 5:00 p.m.

**Our MaineCare Member Services number is 1-800-977-6740, or if you are deaf or hard of hearing and have a TTY machine call 1-800-977-6741.**

Wishing you good health,  
MaineCare Member Services

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