Six Ways to Ease Worry

If you are feeling worried and overwhelmed, you are not alone. In one recent survey, one in four Americans said they had felt extremely stressed in the past month. To dial back worry and feel more in control, try these six tips.

1. **Move!** Melt mental stress with a 20-minute stroll. You will start feeling better in as little as five minutes. Not a fan of walking? Any physical activity—dancing in the living room, riding an exercise bike, or swimming—can help.

2. **Breathe.** Calm, deep breathing switches on your body’s natural ability to relax. Try taking slow, deep, even breaths for a few minutes. Let your belly rise gently as you inhale and fall as you exhale.

3. **Prioritize.** Remove things from your to-do list that can wait (or that someone else can handle). Then work on the most important items. And give yourself a daily pat on the back for what you have completed, instead of nagging yourself about what is not done.

4. **Create!** Knitting, drawing, or even coloring can zap anxiety. Creative hobbies are calming and give your mind a break from worrying thoughts.

5. **Turn off the news.** Watching, reading, or listening to the news, especially if it is violent or disturbing, can increase feelings of stress.

6. **Socialize.** Do not isolate yourself. Have fun with people you enjoy. Ask for support, too, whether it is a listening ear or a break from caregiving duties.

*Sources include: National Institutes of Mental Health*
Keeping Your Information Private

Health Services for Children with Special Needs, Inc. (HSCSN) values the privacy of its members' health information. HSCSN does not share this information with anyone without your permission, except in the following cases:

Treatment—We may provide information to doctors, nurses, technicians, office staff, or other people who provide health services to your child.

Payment—We may use and give other health information about your child when we need to decide on health coverage, coordinate care, review medical necessity, pay claims, or review and respond to complaints.

Operations—We may use and give others your child's personal information for our health care operations, including responses to questions, appeals, audits, case management and care coordination, and general administrative activities.

To get a copy of HSCSN’s Notice of Privacy Practices, call Customer Care at 202-467-2737 or 866-WER4KIZ (866-937-4549).

Your Rights and Responsibilities

Health Services for Children with Special Needs (HSCSN) takes your rights and responsibilities seriously. Your rights are to:

- learn about HSCSN;
- learn about HSCSN's services and doctors;
- be able to get written information about how you can get care;
- be treated with respect;
- have a right to privacy;
- have services to help if you do not speak English;
- give complaints or get appeals about the care we provide;
- have complaints and appeals resolved quickly;
- work with your health care team to decide about your child's treatment;
- get the plan's rights and responsibilities policy.

It is your responsibility to:

- give us the facts that we need to care for you and your family;
- know about your child's health problems;
- work with your health care team to develop your child's treatment plan;
- follow the care plan you agree on with your health care team.

A complete list of your rights and responsibilities is in the Enrollee Handbook. You can find the handbook online at www.hscsn-net.org.

You Can Prevent Spreading or Getting a Cold

- Wash your hands regularly.
- Cover your mouth and nose when coughing and sneezing.
- Avoid touching your eyes, nose, and mouth.

The best way to prevent the flu is to get a flu shot.
We Speak Your Language and Listen to You

Cultural competency means we care about your beliefs and language. We want to understand you. We want you to understand us.

We Speak Your Language
It is OK if you do not speak English well. Our staff knows many languages. We can write health papers, like applications and doctor instructions, in your language. We write health papers so they are easy to read.

We Have Interpreters
An interpreter can tell the doctor what you said. Then the interpreter tells you what the doctor said. You can bring a person in your family to do this if you want. Or we can get an interpreter for you.

We Help You if You Do Not See Well
Papers can be printed in large type or Braille. We can give you a recording if you want to hear a document spoken.

We Learn About Your Culture
Our doctors and nurses can take special classes. At these classes, they learn about your beliefs. For example, some people and cultures do not like to talk about sex. It is easier to help you when we know what you believe.

We Have Different Cultures, Too
Our staff members come from many different cultures. Some of us probably are from the same culture as you.

Sources include: U.S. Department of Health and Human Services

Health Check
Regular visits to your child’s doctor can help keep your child healthy. At an EPSDT HealthCheck visit or appointment, your child’s doctor will:
• do a complete, unclothed physical exam;
• weigh, measure, and check growth;
• give shots to prevent certain diseases;
• test for illnesses;
• check sight, hearing, and teeth;
• answer questions you have about your child’s health, growth, and development;
• ask questions about your child’s behavior and development;
• talk with you about what to expect and how to care for your child at home.

If your child’s doctor is not doing all these things during a visit, speak up! Your child’s doctor is there to help your child and you. For children ages 3 to 21, HSCSN will cover two well-child visits a year. Also make sure your child sees the dentist. Choose a primary dentist provider (PDP).

Face-to-Face Visits
At HSCSN, Care Managers must do at least one yearly face-to-face visit. Visits are best done in the home. If you are the caregiver, your child should be there. The goal is to work on care plans, talk about needs, and give you help. Care Managers may also meet you at doctor’s appointments, IEP/IFSP or Family Team Meetings, and HSCSN events.

Sources include: U.S. Department of Health and Human Services

If you cannot read this, please call Customer Care Services at 1-866-937-4549. (English)
Si usted no puede leer esto, por favor llame al servicio al cliente al 1-866-937-4549. (Spanish)
Si vous ne pouvez lire ceci, veuillez appeler le service à la clientèle au 1-866-937-4549. (French)
如果您不能认读此文，请打电话给顾客服务：1-866-937-4549. (Chinese)
이 안내문을 읽을 수 없으면 1-866-937-4549 로 고객 관리 서비스에 문의하십시오. (Korean)
Nếu quý vị không đọc được tài liệu này, xin vui lòng gọi Dịch Vụ Dành Cho Khách Hàng số 1-866-937-4549. (Vietnamese)
Amharic

www.hscsn-net.org
Keep Your Benefits
Call Today!
Is this the month you lose Medicaid eligibility? If you lose eligibility, you will not be able to:

• take your child to the doctor;
• get medicine your child needs;
• use transportation services.

HSCSN can help so that you do not lose your medical benefits. Call us Monday through Friday between 8 a.m. and 5 p.m. at 202-467-2737.

Preparing a Plan to Handle the Worst

You would do anything to keep your child healthy and safe. So it is hard to think about end-of-life decisions for your child. But being prepared makes things easier if the time comes.

Take some time to think about the options. Some questions you should answer before your child is very sick are:

• What kinds of treatment should she or he have? For instance, if she or he stops eating, should doctors use a tube for food?
• Should your child be revived if her or his heart stops beating?
• When should doctors stop trying to cure your child and just keep her or him comfortable and free of pain?
• Would she or he want to die at home or at the hospital?

Write down your answers after you decide. That makes it easier for doctors to honor your family’s wishes.

This written plan is called an advance directive. Talk with these people about your child’s plan:

• your child’s doctor;
• family members;
• a lawyer;
• a chaplain or minister;
• a hospital ethicist, who is trained to help with these issues.

These experts also can help you talk with your child about dying. The way you do this will depend on how old your child is and how much she or he understands.

Writing an advance directive gives you time to make difficult decisions carefully. It also can give you and your child peace of mind about the future.

Sources include: Journal of Palliative Medicine

HSCSN Prenatal Care Services

If you are pregnant or think you may be pregnant, please let your Care Manager know as soon as possible. Your Care Manager can help you and your baby get the care you need. Doctors can spot and treat health problems early. Together we can help you give your baby a healthy start in life.