



Family Resource Guide

Are you prepared
for disasters?



**Children's
Medical Services
Health Plan**

— Operated by WellCare —



Make sure that your loved ones are healthy, safe, and secure at all times.

Disaster planning is easier than you might think when you follow these three simple steps:

- 1. Build a Kit**
- 2. Make a Plan**
- 3. Be Informed**



1

Build a Kit

Items to include in your kit:

- Flashlight
- Radio (hand-crank or battery-powered with extra batteries)
- Water

- First-aid kit
- Non-electric can opener
- Canned goods
- Medications
- Check medical supplies, including food, formula, tubings, catheters, trach cannula, mickey buttons, insulin needles, etc. If supplies are low, order more now
- If you have a medical alert tag or bracelet, wear it
- Electronic and hard copy of important documents:
 - Small identification (ID) card or bracelet with key information
 - Member ID card
 - Child's plan of care including diagnosis, treatment, diet, medications and doses, and schedules for medications and/or the use of medical devices
 - Service plan
 - Ventilator settings, if needed
 - Medical history
 - List of medications
 - Emergency contacts
 - Individualized Education Plan (IEP)
 - Guardianship papers
- Special foods or formulas
- Extra diapers
- Extra batteries for devices (e.g., hearing aids or communication devices)
- Face mask/covering, disinfecting wipes, hand sanitizer, gloves



2 | Make a Plan



Communicate your plan with your family

- Where will you go
- How will you contact each other
- What should your child do if you become separated



Transportation

- Identify your preferred shelter location and how you will get there. A great resource is www.ready.gov/disability. Also, check the Resources section on page 4.
- Let child care and school staff know who can pick up your child if you can't



3 | Be Informed & Get Involved

- If your child uses electricity dependent medical equipment, you must plan for what to do if power is lost
- Create a network of relatives, friends or co-workers to help you – show your kids where you keep your list of “in case of emergency” contacts



Register with your utility company for priority reconnection service, if available

- Talk with your children about the various types of weather related watches and warnings
- Identify your special needs shelter or hospital and register your child
- Download the free Red Cross Emergency App to your phone to receive text alerts when there is a weather alert in your area
- Show your children where your home's smoke detectors are and what they sound like when you test them (Remember to change smoke alarm batteries once a year)
- Children who need a ventilator should always have a resuscitation bag (Ambu bag)
- When power is restored, make sure to check the settings on all your devices and equipment



Children's Response to Disasters

- Talk to your child about what things might happen, such as the lights and phones not working
- Listen to your child about their concerns, fears and feelings, and tell them that it is OK to be scared – remind them that you and your family will be there for them
- Identify Your Special Needs Shelter. Visit www.snr.floridadisaster.org to find locations and to register



Resources



Download the MyWellCare Mobile App

Access your child's member ID card, find quick care clinics and hospitals and view your Care Plan on the go! Available on Apple's App Store or Google Play.



CMS Health Plan Member Portal

Access your child's plan of care and service plan including your emergency plan at www.wellcare.com/Florida.



24 Hour Nurse Advice Line

Nurses are available 24 hours a day, 7 days a week at **1-800-919-8807**



Children's Medical Services Health Plan Customer Service

Our staff are available to help answer all of your questions – call us at **1-866-799-5321 (TTY 711)** Monday-Friday, 8 a.m. to 7 p.m.



Community Connections Help Line

Get connected with local, community-based services such as transportation, food, and child care at **1-866-775-2192** Monday-Friday, 9 a.m. to 6 p.m.



24-Hour Behavioral Health Crisis Line

If your child is having a behavioral health crisis, call us for help at **1-888-491-5252**.

To learn more, visit the American Academy of Pediatrics' disaster preparedness page at <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/default.aspx>

Children's Medical Services Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-799-5321 (TTY 711)** Monday–Friday, 8 a.m. to 7 p.m.

ATENCIÓN: Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos sin costo para usted, que incluye materiales en otros idiomas, braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Llámenos sin cargo al **1-866-799-5321 (TTY 711)**, de lunes a viernes de 8 a. m. a 7 p. m.

ATANSYON: Si lang matènèl ou se Kreyòl, nou ka fè tradiksyon an pou ou. Nou kapab ba w enfòmasyon yo tou sou lòt fòm ki pa koute ou. Sa gen ladan l literati ki ekri nan lòt lang, sou fòm Bray, fòm odyo, gwo karaktè epitou nou ofri sèvis entèprèt Langaj Siy Ameriken. Annik rele nou nan nimewo pou apèl gratis la. Ou ka kontakte nou nan nimewo **1-866-799-5321**. Pou TTY, rele **711**. Lendi-Vandredi, depi 8 a.m. jiska 7 p.m.



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The Children's Medical Services Health Plan has partnered with WellCare of Florida, Inc. (WellCare) to provide managed care services to our members. WellCare is a licensed Florida health plan.

CAD_55821E State Approved 07152020

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