

WV FH CARES FOR YOUR CHILD

What are some things that West Virginia Family Health (WV FH) can do to help make sure your child gets the suggested well-child visits?

WV FH wants to help you. We can:

- Refer you to transportation assistance services
- Send shot reminders to you
- Help select a pediatrician for your child
- Reward you for taking your child to the well-child checkups

Here are some important questions to ask:

- Is my child up-to-date on shots?
- How can I make sure my child is getting enough physical activity?
- Is my child at a healthy weight?
- How can I help my child try different foods?

Take a notepad and write down the answers so that you can remember them later.



FOR MORE INFORMATION

Please visit our website at www.wvfh.com or call Customer Service at 1-855-412-8001.

TTY callers should dial 711 or 1-800-982-8771. Translation services are available at no cost.

For questions about the WV FH Well-Child Visits Rewards Program, please contact Customer Service.

Members can earn up to a total of \$150 per year in rewards from WV FH when all programs are combined. Once the maximum allowable rewards are issued in a year, the member will not be eligible for additional rewards until a new year begins.

West Virginia Family Health

Well-Child Visits: 1 to 4 Years Old



WHAT IS A WELL-CHILD VISIT?

Kids need to go to the doctor for a well-child visit seven times between the ages of 1 and 4. A well-child visit is when you take your child to the doctor or nurse for a full checkup. This is different from other visits for sickness or injury.

WHAT HAPPENS AT A WELL-CHILD VISIT

The doctor or nurse will ask questions about your child, which may include:

- Behavior — Does your child have trouble following directions?
- Health — Does your child often complain of headaches or other pain?
- Safety — Does your child always ride in a car seat in the back seat of the car?
- Activity — What types of games or activities does your child like to do with other kids?
- Eating Habits — What does your child eat on a normal day?
- Family — Have there been any changes in your family since your last visit?

The doctor or nurse will also check your child's body. The doctor or nurse will:

- Measure your child's height and weight
- Check your child's blood pressure
- Give needed shots
- Check your child's vision
- Check your child's body parts

COST AND TIMING OF VISITS

Your child can get well-child checkups at no cost to you. They are covered by your West Virginia Family Health (WV FH) plan, so you do not have to pay any money to take your child to the doctor's office.

HOW OFTEN DO I NEED TO TAKE MY CHILD FOR WELL-CHILD VISITS?

Children may need to see the doctor or nurse several times during the year. Young children grow quickly, so they need to visit the doctor or nurse regularly to make sure they are healthy.

Children ages 1 to 4 need to see the doctor or nurse when they are:

- 12 months old
- 15 months old (1 year and 3 months)
- 18 months old (1 year and 6 months)
- 24 months old (2 years)
- 30 months old (2 years and 6 months)
- 3 years old
- 4 years old

If you are worried about your child's health, don't wait until the next scheduled visit — call the doctor or nurse right away.



REWARD PROGRAM FACTS

It is important to us that your child receives all the well-child visits your child's doctor recommends. We have a program that rewards you for taking your child to the doctor.

Earn a \$50 gift card for completing one qualifying well-child visit at your child's assigned Primary Care Physician (PCP).

HOW CAN YOU GET YOUR REWARD?

To qualify for a reward, you must schedule the doctor's visits with your assigned child's PCP for the well-child checkups. Then take your child to the doctor at the times scheduled.

Once you take your child to the doctor, he or she will send us a claim for the well-child visit and any shots administered. Your doctor will use a code on the bill to tell us that it is a well-child visit. It is called an EP modifier. WV FH will track these well-child visits and approve the payment of a reward to you.

WHEN WILL YOU GET YOUR REWARD?

Your reward information will be sent in the mail within four weeks of the doctor's claim. This claim is usually received within a week of your well-child checkup.

Remember:

- It is important to keep your information up to date with WV FH so the reward can be mailed to the correct address.
- Allow at least six weeks for delivery of your reward.