

# CAP / C NEWSLETTER

APRIL-MAY, 2007

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## SPECIAL POINTS OF INTEREST:

- Referrals for staffing are sent each week for CAP/C kids who are without staff or are partially staffed. Please be sure to notify your child's case manager if you interview staff who you would like to hire. ♦

## EMERGENCY CONTACT INFORMATION FOR DISASTER PREPAREDNESS

An "Emergency Information Form for Children with Special Needs" was included with the October 2006 newsletter. These forms provide detailed medical information about your medically fragile child that can help an emergency responder or individual who is not familiar with your child's medical condition in the event of an emergency.

A statewide initiative for disaster preparedness has begun and we need this form to be completed. As a group, the case managers have decided to complete the forms for the children who currently do not have one completed and will review

with parents during a home visit. A final copy will be mailed to parents. Some ideas of where you may want to keep a copy of this form include with your child's medical information, on the back of your child's wheelchair, and sending a copy to school.

This is a very important form to keep with your child because in the event of a disaster, there currently is not a place that can accommodate medically fragile children. Help us make strides in the statewide initiative for disaster preparedness by helping to complete and keeping the form with your child. Please

see your child's case manager with any questions. ♦



## CCWJFC'S TRADING POST

CAP/C kids are often in need of equipment that is not covered by their private insurance or Medicaid. There are organizations on the internet and locally where equipment can be exchanged, but this is CAP/C's trading post. We often are given items by a parent whose child is unable to use a piece of equipment any longer and are able to pass the equipment

along to another child. Please know that if there is anything your child is in need of that is not covered by CAP/C or will not fit into the budget that you can let your case manager know so that the need can be posted on the next newsletter.

Current items available:

- \* Small Wedge

- \* Peanut-shaped ball

Current items needed:

- \* Large Wedge

Please contact your child's case manager if you have needs to be posted, if you have an item to donate, or if you are in need of items available. ♦

**WILMINGTON OSTOMY AND WOUND CARE**

Wilmington Ostomy and Wound Care (WOWC) provides incontinence supplies to the majority of our kids who require them. WOWC is committed to doing the very best they can to provide the supplies that your child needs.

Often, brands and sizes of diapers need to be changed. This can be done as frequently as is necessary. However, WOWC orders sup-

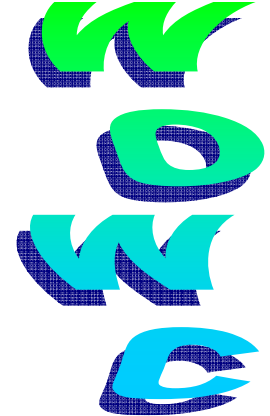
plies for our kids on the 15th of each month for the next month's shipments. Therefore, please let your case manager know if your child needs a different brand or size prior to the 15th of the month in order for the change to be effective with the next shipment. Any changes made after the 15th of the month will be sent the following month.

For new orders, WOWC

can order the needed supplies at anytime, and will place the second order on the 15th of the next month.

WOWC can also help provide some dressing supplies, as well as other healthcare needs.

If you have additional questions or need clarification, please ask your child's case manager. ♦



**THINGS THE CASE MANAGER NEEDS TO KNOW**

Please notify your child's case manager if any of the following occur:

- your child is hospitalized or there are any changes in your child's medical status
- the staffing agency that provides care for your child is not able to provide staff or if you "fire"

an agency

- there are any issues with the delivery of supplies
- your child's physician or therapist suggests a new piece of equipment
- an IFSP or IEP is scheduled or an annual physical exam is scheduled
- there are any changes to

your child's primary insurance policy

Also, during home visits, the case manager will need to see your child's Medicaid card. The reason for this is because we must be sure the CAP indicator code on the card is correct. Please be sure to have it available when a home visit is scheduled. ♦

**Don't forget to call the case manager when . . .**

**REMINDERS ABOUT THE CAP/C PROGRAM**

Please remember that the CAP/C program is designed to care for children in their homes. Nurses and nurse aides are allowed to provide care for children in their homes, and are also allowed to travel with the child to medical and therapy appointments while the parents are driving. The reason that this is allowed is because the child may require care during

the travel time. However, Medicaid does not allow payment for services provided by staff when the child arrives at the facility where they are receiving treatment. Care provided by the nurse or aide while in a facility is considered a duplication of service and is strictly prohibited. Therefore, the staff member's time must stop upon arrival to a facility and may

begin again upon departure.

**Under no circumstance is your child's caregiver allowed to transport your child in their own vehicle or in the family's vehicle. This is a Medicaid guideline and must be strictly adhered to.**

Please contact your child's case manager if you have questions or concerns. ♦



## CAP/C STAFF CHANGES

Congratulations to Susan Davis and Lori Banks!

Susan Davis has been working with the CAP/C program since March of 2005, when case management responsibilities for CAP/C were assumed by CCWJFC. In March of 2006, Susan assumed the role of CAP/C Coordinator and has worked very hard to make positive changes within our agency, as well as statewide. She

has accepted the position of Network Coordinator but will continue to provide direction to the new CAP/C Coordinator. It has been a pleasure watching Susan evolve and exciting to see all of her hard work rewarded. We feel lucky to have Susan in the capacity of Network Coordinator.

Lori Banks has also been working with the CAP/C Program since March of 2005

and has accepted the role of CAP/C Coordinator. Lori has worked closely with Susan and is excited about taking on the new challenges that go along with her new position.

Our population continues to grow, and we are excited to announce that we have hired two nurses for case management positions. Amy Price, RN, will begin working with our agency on April 24th,

and Joy Crabtree, RN, will begin working with our agency on July 16th. There will be some changes in assignments, and your child's case manager will inform you of any changes that will effect your family. Help us welcome these new staff. We are glad we are able to help more patients within our counties. ♦

## CAP/C CONTACT INFORMATION

Following is a list of the CAP/C case managers and staff, along with an office phone number, fax number, and an email address. If email works for you, please feel free to communicate with your case manager that way.

**Please remember that anything sent via email is not encrypted and can potentially be viewed by anyone.**

- Susan Davis, RN  
Office: 919-872-5162  
Fax: 919-876-5302  
sdavis@wakedocs.org

- Lori Banks, RN

- Krista Kolosow  
Office: 919-783-0404, ext. 20  
Fax: 919-510-9162  
kkolosow@wakedocs.org

If you need to mail anything to your child's case manager, please send

Office: 919-461-3999

Fax: 919-461-0334

lbanks@wakedocs.org

- April Hill, RN  
Office: 919-562-7990  
Fax: 919-554-1990  
ahill@wakedocs.org

- Liz Ackerman, RN  
Office: 919-303-8488  
Fax: 919-303-8489  
lackerman@wakedocs.org

- Tracy Butler, RN  
Office: 919-771-1111

it to CCWJCF, 2500 Blue Ridge Road, Suite 312, Raleigh, NC 27607. Please be sure to address the mail to the correct case manager's attention. ♦

\*\* Contact information for Amy and Joy will be in the next newsletter.

Fax: 919-773-8052

tbutler@wakedocs.org

- Andi Phillips, RN  
Office: 919-875-2425  
Fax: 919-875-2426  
aphillips@wakedocs.org

- Tara Robinson, RN  
Office: 919-477-1439  
Fax: 919-477-1459

- Cindy Mackvick  
Office: 919-553-6944  
Fax: 919-553-6870  
cmackvick@wakedocs.org



**COMMUNITY CARE OF WAKE,  
JOHNSTON, AND FRANKLIN  
COUNTIES (CCWJFC)**

2500 Blue Ridge Road  
Suite 312  
Raleigh, NC 27607

919-783-0404  
Ext. 20



**COMMUNITY ALTERNATIVES PROGRAM  
FOR CHILDREN**

As many of you know, good staff can be VERY difficult to find. We would like to encourage parents to work with in-home staff and attempt to work out differences with staff as opposed to firing the staff.

Good communication with the agency is often the key to keeping good relations with the staff you have working with your child.

**Always, if there is a threat to the safety of your child, immediate action should be taken.** Short of that, talk to the staffing agency or your case manager to explore other ideas. Recently we had 14 families without in-home staff. ♦

## HOW ARE WE DOING?

Enclosed is a postage paid postcard with a couple of questions in reference to how we are doing as an agency in providing case management for your child. The case managers for the CAP/C Program are very interested in receiving feedback from you. Please take the time to complete the survey and mail it back to us. Also, please write any comments you have or call Krista Kolosow at 919-783-0404, ext. 20, and leave your comments on her voice mail. Please remember that the survey is anonymous and that your comments, whether

positive or negative, are welcomed. Your comments will be used to help us better serve you and your family.

Let us know if there are other questions we should be asking. We want to target ways to improve the experience each family has. ♦

