



### Are You Eligible for Low Cost Internet from Comcast?

Comcast is offering fast home internet service for only \$9.95 a month! In order to qualify, your household must be located where Comcast internet service is available, have at least one child receiving free or reduced price school lunches through the National School Lunch Program, have not subscribed to Comcast Internet Service within the last 90 days, and have no overdue Comcast bills or unreturned equipment.

With this program, you will never have any price increases or pay any activation or equipment rental fees. You can also buy a computer when you first enroll for just \$149.99 and you can get free internet training! Once enrolled, you'll have internet service for as long as at least one child in the household continues to receive free or reduced priced school lunches.

**To apply (and for any questions) call 1-855-846-8376. Request an application!**

#### FAST FACT:

Close to 18% of Oregon children with special health care needs, ages 5 to 17 years miss 11 or more days of school absences due to illnesses.

Learn More:

[www.childhealthdata.org](http://www.childhealthdata.org)



#### CONTACT US!

E-Mail

1-855-323-6744

Spanish: 503-931-8930

Facebook | [Join the mailing list](#)



### Introducing Our Family Liaisons and Family Navigators

The Oregon F2F HIC is pleased to introduce our Family Liaisons and Family Navigators. This talented and dedicated group of parents is available to support families from all around the state of Oregon in navigating health care systems, locating resources, and providing information. Unlike many programs, all of the staff of the ORF2F HIC have first-hand experience raising a child with a chronic health condition, developmental delay or disability, or emotional/behavioral challenges.

If you are looking for assistance, ideas, resources, or other support, call on the Family Liaison in your community at 1-855-323-6744 or email them directly. For Spanish speaking families, call Teresa Gomez at 503-931-8930.

- **MALHEUR COUNTY :** [Shelly Gilman](#)
- **CLATSOP COUNTY :** [Diane Dieni](#)
- **WASCO COUNTY :** [Aaron Bowman](#)
- **LINN-BENTON COUNTY :** [Tami Montemayor](#)
- **COOS BAY :** [Tracie Skinner](#)
- **OTHER AREAS/PORTLAND METRO:** [Tamara Bakewell](#)
- **STATEWIDE SPANISH SPEAKING:** Teresa Gomez: 503-931-8930



### — Your Child's Medical Home — *My Shared Care Plan*

If you have a child with lots of health needs, a care plan can help you manage them all. It tells what needs to be done for your child, who will do it, and when. If you or your child has a health goal, the plan may include action steps to meet the goal. It will tell the date when the goal will be rechecked for progress. The care plan should also include information in case your child ends up in an emergency room. Emergency staff need to know the most likely health issue for your child and the doctor's recommended treatment. They need to know the best way to communicate with your child and information about special issues such as your child's sensitivities to light, sound, or touch.



If you have access to the internet, you might use **My Shared Care Plan**. It's an online tool you can use to keep track of your child's health information and share it with anyone who cares for your child. With My Shared Care Plan, you can print off your child's health information and bring it to the next appointment, or you can give professionals access to the records online. Be sure to update the information regularly.

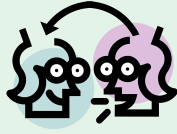
You can find My Shared Care Plan at <https://www.sharedcareplan.org/HomePage.aspx> You can also request a paper copy of My Shared Care Plan. Call us.

Dr. Robert Nickel, Medical Consultant, Oregon Center for Children and Youth with Special Health Needs provided this information.



## Parents' Wisdom— Dealing with Your Health Plan

Families share  
their advice:



*"Make sure to keep good notes. When you speak with someone from the insurance company be sure to get their name and log when you spoke with them and about what."*

- HCL, Salem

*"Call before receiving services, always jot down the details of your call (name of contact, phone number, time you called, any info they gave you). I usually call more than once to make sure I get the a solid answer! Be persistent – move your way up the organization until you talk to someone who has the ability to make decisions. Always remain clear and firm but calm. You need these folks to work WITH you, do not make them feel defensive!"*

- CC, Portland

*"If you are having problems in dealing with the insurance carrier directly, then call the employer's HR department and have them advocate for a resolution. If the employer doesn't get feedback from the employees, they may not know if the insurance carrier is meeting the needs of the employees and their families. Unless they hear the good and the bad, they will not know whether to continue the contract, negotiate the costs for the group plan, or to consider other carriers."*

- KZ, Milwaukie

**Our next topic: Managing it all. How do you stay on top of all of the appointments, meetings, and chores involved in your child's care? [Send us your words of wisdom!](#)**

## Are You Considering Moving to Another State? Let F2F HICs coach you before the move!

Moving to another state is a complicated process, especially when families need to re-start services for their children with special health needs. Many families are surprised to learn that their new state has very different rules. Sometimes needless delays or breaks in services occur. You can help avoid this by planning ahead and thinking about: What is the equivalent system in the new state? Remember, every state will have a different name for its programs.

- Do you know for sure that your child will meet the eligibility requirements in the new state? Who can help you know for sure?
- Are there waiting lists to receive services? Some states are not allowed to keep waiting lists for services, but many do. Do you have a Plan B in case of a wait?
- Do services vary from county to county within the state? How so? If you have a choice of counties to live in, it is worth understanding the differences.
- For children who are frequently hospitalized, how far is it to drive to hospital, specialty care, etc.? What are traffic patterns like?
- Who can help ensure that your child's records are securely transferred?
- Who, specifically, will be responsible for implementing my child's IEP in the new state?
- Who can help us set a phone meeting to discuss the smooth transition of educational services?

**A good place to start with this planning is to contact us! Our staff will put you in touch with the F2F HIC in your new state, and a moving plan can be developed.**

## UNIQUE: Understanding Chromosome Disorders

### A Resource for Parents of Children with Rare Disorders

UNIQUE has been collecting information about specific chromosome disorders in their comprehensive offline database for nearly 25 years and since 2003 have spent many thousands of hours producing family-friendly, medically-verified, disorder-specific information leaflets.



These online leaflets are dynamic documents and will be updated as new information becomes available. New leaflets about other chromosome disorders will be coming on stream all the time.

**[Click here to view their leaflets!](#) Call us if you would like a paper copy of a specific chromosome disorder, we'll print it out for you!**

## Does Your Child Have The Oregon Health Plan (OHP)?

Did you know that children who have The Oregon Health Plan may qualify for **reimbursement for gas, food, and lodging** when they need to travel to OHSU and the Child Development & Rehabilitation Center for care?

Contact your OHP worker prior to traveling to OHSU and CDRC to see if you qualify.



**For more information contact:  
Carol Criswell, Family Navigator.  
503-418-9042  
[criswelc@ohsu.edu](mailto:criswelc@ohsu.edu)**

