

## WVFH CARES FOR YOUR CHILD

What are some things that WVFH can do to help make sure your child gets the suggested well-child visits?

### WVFH 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 manage changes in behavior or mood with my child?
- What if my child has problems in school with learning or making friends?

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](http://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 WVFH Well-Child Visits Rewards Program, please contact Customer Service.

Members can earn up to a total of \$150 per year in rewards from WVFH 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: 5 to 10 Years Old



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[www.wvfh.com](http://www.wvfh.com)

## WHAT IS A WELL-CHILD VISIT?

Kids ages 5 to 10 need to go to the doctor or nurse for a well-child visit once a year. A well-child visit is when you take your child to the doctor 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 at home or at school?
- Health — Does your child often complain of headaches or other pain?
- School — Does your child look forward to going to school?
- Activity — What does your child like to do after school?
- Eating Habits — What does your child eat on a normal day?
- Family — Have there been any changes in your family since your last visit?

At a well-child visit, the doctor or nurse can help catch any problems early when they may be easier to treat. You will also have a chance to ask any questions you may have about your child's behavior or development.

**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 (WVFH) plan, so you do not have to pay any money to take your child to the doctor's office. Children may need to see the doctor or nurse several times during the year.

### HOW DO I KNOW IF MY CHILD IS GROWING AND DEVELOPING ON SCHEDULE?

Your child's doctor or nurse can help you identify "developmental milestones" or signs to look for in your child. This is an important part of the well-child visit.

### GATHER IMPORTANT INFORMATION.

Take any medical records you have to the doctor's appointment, including a record of shots your child has received.

**Make a list of any important changes in your child's life since the last doctor's visit, like:**

- A new brother or sister
- A serious illness or death in the family
- A new school or a move to a new neighborhood



## 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 child's assigned 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. WVFH 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 WVFH so the reward can be mailed to the correct address.
- Allow at least six weeks for delivery of your reward.