



Connections - October 27, 2021



Our Offices Will Reopen to the Public November 1

By Carol Deloach
Chief Executive Officer

Fort Pierce – I am happy to announce that Communities Connected for Kids has relaunched its return-to-office plans and will reopen to the public at all locations in Indian River, Martin, Okeechobee and St. Lucie counties beginning Monday, November 1.

We have taken a cautious approach to reopening our offices out of concern for the health of the children and families we serve and of our workforce. Our ability to serve our families and maintain the system of care remotely played heavily into this slow approach. We discovered better ways of doing some things while working remotely, and we plan to build on those lessons.

With declining Covid cases and increased vaccination rates, we are ready to implement our plans and open our offices to you, the community. Our planned return implements a hybrid approach, which means that each department will have in-person coverage on a regular basis while also maintaining a scheduled work-from-home approach. Front desk and administrative help will be available daily.

While we re-open, CCKids will follow all CDC recommendations. Staff and guests will be required to wear masks and maintain a six-foot distance.

I, for one, have missed our interaction with the community and look forward to greeting you back in the office. If you have any questions or concerns, please feel free to call (772) 873-7800 and ask for me, or email me directly at carol.deloach@cckids.net.



HOPEFLORIDA
A PATHWAY TO PROSPERITY

Care Navigators Map Out New Paths to Help

Treasure Coast - Hope Florida-A Pathway to Prosperity is a new initiative of the Florida Department of Children and Families that uses "care navigators" to help residents through a network of private, faith-based, nonprofit and government organizations.

Care navigators help people identify their unique barriers to prosperity, develop long-term goals and map out a strategic plan. Those eligible for the program include Florida residents receiving public assistance, children aging out of foster care, pregnant mothers with substance abuse disorders and parents and families in need of help.

Referral services through care navigation include first-time homebuying, shelter assistance, employment, bill pay assistance, food, rental assistance, childcare, mental health, education and personal hygiene products.

Call the hopeline at 1-850-300-HOPE to get started, or contact your dependency case manager and ask that a referral be submitted on your behalf.

Time to Get That OTHER Shot - In This Week's, *In the Clinic*

By **Lisa McBride, RN, BSN**
CCKids Nurse Care Coordinator

Ah, fall. Who in Florida doesn't love this time of year with the promise of cooler breezes ahead?

This is also the time of year to schedule your flu shot! Getting a flu shot - for those over the age of 6 months - is more important than ever now that we are out in the community again and have more exposure to germs and viruses. Check with your physician or local pharmacy for availability.

This will be free of charge to our caregivers on Sunshine Health, and some



grocery store pharmacies will even give you a gift card to their store when you get your shot.

In other news:

Have you had trouble picking up a medication that was prescribed by your physician? You are not alone! In fact, I am often asked to help navigate this issue.

First, identify whether the pharmacy you're using is a preferred provider on the Sunshine plan. The three most covered pharmacies are CVS, Walmart and Winn Dixie. There are other independent local pharmacies that also are covered, and I can certainly help you find those in your community.

Second, ask the pharmacy if there was a rejection reason given from the insurance plan and then provide that to your case manager, or contact me for further help.

Also, check to see if the medication prescribed needs a prior authorization. If this is the case, then the prescribing physician will have to submit additional documents through the Sunshine online portal.

Sunshine Health also has a preferred drug list that physicians' offices have access to when ordering. Medications not on this list will require prior authorization.

If anyone would like additional resources about the Flu Shot and/or need help with pharmacy issues, email me at: lisa.mcbride@cckids.net.

Please note, if your child is post adopt or on another insurance plan, my ability to call the insurance company on your behalf is very limited, but I can help navigate along with you!

Happy Halloween!