

Health Check

KEEPING NORTH CAROLINA'S CHILDREN HEALTHY





Your Child's Health Journey Starts Now!

What is EPSDT?

EPSDT stands for *Early and Periodic Screening, Diagnostic, and Treatment*. It is a way for your child to get all their healthcare needs met up to age 21. Here's a little more about what EPSDT means:

- E Early:** Identifying problems early.
- P Periodic:** Checking your child's health at periodic, age-appropriate times.
- S Screening:** Providing physical, mental, developmental, dental, hearing, vision, and other screening tests.
- D Diagnostic:** Running specific tests when a problem is found.
- T Treatment:** Fixing or reducing any health problems that are found.

Source: Early and Periodic Screening, Diagnostic, and Treatment (Medicaid.gov)





Wellness

Every parent wants their child to stay healthy, and so do we.

That's why your child should go for regular wellness visits, also called well-child visits. During these visits, your child's provider will check your child's overall health and do any needed tests. Wellness visits are part of your Carolina Complete Health benefits and available at no cost to you.



You could even earn My Health Pays® rewards for bringing your child to their wellness visits!*

Wellness visits can make sure children from birth to age 21 are on track in these areas:



Physical health.



Dental.



Development and growth.



Vision.



Mental health.



Hearing.



Healthy living.



Vaccines (shots).



Healthy foods.



Lab tests.

Regular wellness visits can also help find health issues early, when they are easier to treat. Your child's provider will refer you and your child to a specialist if there are any health concerns.

Source: Carolina Complete Care Medicaid Member Handbook and NCDHHS Program Specific Clinical Coverage Policies-EPSTD Visit <https://www.carolinacompletehealth.com/members/medicaid/resources/benefits-services/healthy-rewards-program> to learn more.

*Your My Health Pays reward dollars are added to your rewards card after we process the claim for each activity you complete. Your empty My Health Pays Visa® Prepaid Card will be mailed to you approximately 2 – 3 weeks after you become eligible with Carolina Complete Health.



Wellness Visits

Wellness visits, also called well-child visits, are recommended from birth to age 21. The chart below shows when your child should go for wellness visits and what happens at each one. Questions about your child’s care? Ask your child’s provider for more information.

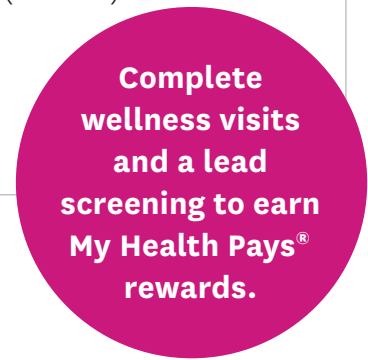
Wellness Visit Schedule	
<p>Between 0-15 months, at least six wellness visits are recommended at ages:</p> <ul style="list-style-type: none"> • Newborn. • 3 to 5 days old. • 1, 2, 4, 6, 9, 12, and 15 months. <p>Between 15-30 months, at least two wellness visits are recommended at:</p> <ul style="list-style-type: none"> • 15, 18, 24, and 30 months. <p>Between 3 and 21 years, one visit per year is recommended.</p>	<p>What’s Included</p> <ul style="list-style-type: none"> • Review of health and growth history. • Physical and mental health check. • Assessment for substance use disorders. • Unclothed physical exam. • Vaccines (shots) as recommended based on age and health history. • Lab testing. • Health education for both the child and caregiver. • Referral for additional services if needed.

Have questions or need help scheduling? Call Member Services at **1-833-552-3876** (TTY: **711**).

We are here Monday through Saturday, from 7 a.m. to 6 p.m., Eastern Standard Time.

Source: AAP Schedule of Well-Child Care Visits & American Academy of Pediatrics Periodicity Schedule

Source: NC Medicaid EPSDT Fact Sheet



Lead Poisoning

Children under age 6 are most at risk for lead poisoning. Some symptoms of lead poisoning are:

- Stomach pain and/or vomiting.
- Headaches.
- Feelings of weakness.

See the information under *Additional Resources* or talk to your child’s provider to learn more about lead poisoning.

Source: *Healthy Children-Lead Exposure and NCDHHS-Children’s Environmental Health*



Dental Visits

Your child should see a pediatric dentist as soon as the first tooth appears, or no later than their first birthday. It is recommended that they have a checkup every six months to prevent cavities and other dental problems. Based on the child’s oral health, their dentist will confirm how often your child should visit the dentist’s office.

Source: *American Academy of Pediatric Dentistry FAQ*



Vaccines

Vaccines, or shots, can keep your child safe from very dangerous childhood diseases. Scan the QR codes or refer to the inserts in this booklet for recommended vaccines by age.

Birth to age 6:

Source: [CDC.gov](https://www.cdc.gov)
(child vaccines)



Ages 7 to 18:

Source: [CDC.gov](https://www.cdc.gov)
(adolescent vaccines)



Additional Resources

Have general questions?	Visit the Carolina Complete Health Medicaid website under Helpful Tips and Information.
Have questions about your plan, pharmacy services, getting a ride (transportation), and more?	Call us at 1-833-552-3876 (TTY: 711), Monday through Saturday, from 7 a.m. to 6 p.m., Eastern Standard Time.
Need to speak with a nurse?	Call our 24-hour Nurse Advice Line for free at 1-833-552-3876 (TTY: 711).
Want to learn more about your benefits and rewards?	Visit carolinacompletehealth.com/myhealthpays .
Need to find a provider or get a directory?	Use the Find a Provider feature on our website to get a list of providers in your area. You can also find PDF copies of our provider directory on the Carolina Complete Health homepage.
Need help finding local, community-based resources such as food, rent, and more?	Call our Community Connections Helpline at 1-833-552-3876 (TTY: 711) Monday through Saturday, from 7 a.m. to 6 p.m., Eastern Standard Time.
Always good to have:	<ul style="list-style-type: none"> • Lead Free NC. • North Carolina Healthy Homes: Lead. • NCDHHS Children’s Environmental Health: Childhood Lead Poisoning Prevention Program Resources. • See the information under “Brochures, Fact Sheets, and other Educational Materials.” • Suicide and Crisis Lifeline: Call or text 988 or chat online at 988lifeline.org. • Behavioral Health Crisis Line: Call 1-844-784-8906 (24 hours a day, seven days a week).

Source: Carolina Complete Health Help, Contact Us Pages, Carolina Complete Health Transportation Services



References

References

AAP Schedule of Well-Child Care Visits

American Academy of Pediatric Dentistry FAQ

American Academy of Pediatrics
Periodicity Schedule

CDC.gov (adolescent vaccines)

CDC.gov (child vaccines)

Early and Periodic Screening, Diagnostic,
and Treatment

Healthy Children-Lead Exposure

Lead Free NC

NCDHHS-Children's Environmental
Health-Childhood Lead Poisoning
Prevention Program Resources

NCDHHS Program Specific Clinical Coverage
Policies-EPSDT

NC Medicaid EPSDT Fact Sheet

North Carolina Healthy Homes: Lead

Suicide and Crisis Lifeline

Carolina Complete Health Contact Us Page

Carolina Complete Health Find a Provider

Carolina Complete Health Helpful Tips
and Information

Carolina Complete Health Help Page

Carolina Complete Health Medicaid

Carolina Complete Health Medicaid
Benefits Page

Carolina Complete Health Medicaid
Member Handbook

Carolina Complete Health Medicaid My Health
Pays Rewards

Carolina Complete Health Provider
Directory Homepage

Carolina Complete Health
Transportation Services

Visit carolinacompletehealth.com/epsdt for more information.

Notice of Nondiscrimination

Carolina Complete Health complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Carolina Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Carolina Complete Health provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Carolina Complete Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call **1-833-552-3876** (TTY: **711**).

If you believe that Carolina Complete Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with:

1557 Coordinator

P.O. Box 31384

Tampa, FL 33631

1-855-577-8234 (TTY: **711**)

Fax: **1-866-388-1769**

Email: **SM_Section1557Coord@centene.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- Online: **ocrportal.hhs.gov/ocr/portal/lobby.jsf**
- By mail:
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
- By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available at **<https://www.hhs.gov/ocr/complaints/index.html>**.

Aviso de no discriminación

Carolina Complete Health cumple con las leyes de derechos civiles federales aplicables y no discrimina por raza, color, origen nacional, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, expresión o identidad de género u orientación sexual. Carolina Complete Health no excluye ni trata a las personas de manera diferente por motivos de raza, color, origen nacional, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, género, expresión o identidad de género, u orientación sexual.

Carolina Complete Health proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:

- Intérpretes Calificados de Lengua de Señas Estadounidense
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles u otros formatos)

Carolina Complete Health proporciona servicios lingüísticos a personas cuya lengua materna no es el inglés, como los siguientes:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, llame al **1-833-552-3876** (TTY: **711**).

Si considera que Carolina Complete Health no le proporcionó estos servicios o lo discriminó por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja a:

1557 Coordinator

P.O. Box 31384

Tampa, FL 33631

1-855-577-8234 (TTY: **711**)

Fax: **1-866-388-1769**

Email: **SM_Section1557Coord@centene.com**

También puede presentar un reclamo de derechos civiles a la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos:

- En línea: **ocrportal.hhs.gov/ocr/portal/lobby.jsf**
- Por correo postal:
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
- Por teléfono: **1-800-368-1019** (TDD: **1-800-537-7697**)

Los formularios de reclamo están disponibles en **<https://www.hhs.gov/ocr/complaints/index.html>**.

Auxiliary Aids and Interpreter Services

English: You can request free auxiliary aids and services, including this material and other information in large print. Call **1-833-552-3876** (TTY: **711**). If English is not your first language, we can help. Call **1-833-552-3876** (TTY: **711**). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas auxiliares y servicios gratuitos, incluyendo este material y otra información en letra grande. Llame al **1-833-552-3876** (TTY: **711**). Si el inglés no es su lengua materna, podemos ayudarlo. Llame al **1-833-552-3876** (TTY: **711**). Podemos proporcionarle, de forma gratuita, la información contenida en este material en su idioma oral o por escrito, el acceso a los servicios de interpretación, y podemos ayudarlo a responder sus preguntas en su idioma.

中文 (Chinese): 您可以要求免費的輔助工具與服務，包括此資料和其他資訊的大字體印刷版本。請致電 **1-833-552-3876** (TTY: **711**)。若英文不是您的母語，我們能幫忙。請致電 **1-833-552-3876** (TTY: **711**)。我們能免費以您的語言並以口頭或書面方式，提供您這份資料的資訊，並可使用口譯服務，以及協助以您的語言回答您的問題。

Tiếng Việt (Vietnamese): Quý vị có thể yêu cầu hỗ trợ và dịch vụ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác bằng bản in cỡ chữ lớn. Gọi số **1-833-552-3876** (TTY: **711**). Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Gọi số **1-833-552-3876** (TTY: **711**). Chúng tôi có thể cung cấp miễn phí thông tin trong tài liệu này bằng ngôn ngữ của quý vị ở dạng văn bản hoặc lời nói, cho phép tiếp cận dịch vụ thông dịch và hỗ trợ giải đáp thắc mắc bằng ngôn ngữ của quý vị.

한국어 (Korean): 이 자료와 기타 정보의 대활자본을 비롯하여 무료 보조기구와 서비스를 요청할 수 있습니다. **1-833-552-3876**(TTY: **711**)번으로 전화해 주십시오. 영어가 모국어가 아닌 경우, 당사가 도와드리겠습니다. **1-833-552-3876**(TTY: **711**)번으로 전화해 주십시오. 당사는 이 자료의 정보를 귀하의 언어로 구두 또는 서면으로 무료 제공하고, 통역 서비스를 제공하며, 귀하의 질문에 귀하의 언어로 답변해드릴 수 있습니다.

Français (French): Vous pouvez demander gratuitement des aides et services auxiliaires, y compris ce document et d'autres informations en gros caractères. Appelez le **1-833-552-3876** (TTY: **711**). Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le **1-833-552-3876** (TTY: **711**). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès à des services d'interprétation et vous aider à répondre à vos questions dans votre langue.

Lus Hmoob (Hmong): Koj tuaj yeem thov cov khoom pab thiab cov kev pab cuam ntxiv tau dawb, suav nrog qhov ntaub ntawv no thiab lwm yam ntaub ntawv qhia paub ua ntawv luam loj. Hu rau **1-833-552-3876** (TTY: **711**). Yog tias Lus Askiv tsis yog koj thawj hom lus, peb tuaj yeem pab tau. Hu rau **1-833-552-3876** (TTY: **711**). Peb tuaj yeem muab tau ntaub ntawv qhia paub rau koj yam tsis tau them nqi hauv qhov ntaub ntawv no ua koj hom lus hais los sis ua ntawv sau, siv tau rau cov kev pab cuam neeg txhais lus, thiab pab teb tau koj cov lus nug ua koj hom lus.

العربية (Arabic): يمكنك طلب مساعدات وخدمات إضافية مجانية، بما في ذلك هذه المواد وغيرها من المعلومات بحروف كبيرة. اتصل على الرقم **1-833-552-3876** (TTY: **711**). إذا لم تكن اللغة الإنجليزية لغتك الأولى، يمكننا مساعدتك. اتصل على الرقم **1-833-552-3876** (TTY: **711**). يمكننا منحك المعلومات الواردة في هذه المواد، مجاناً، بلغتك شفهيًا أو كتابيًا، والوصول إلى خدمات الترجمة الفورية، ويمكننا مساعدتك في الإجابة عن أسئلتك بلغتك.

Русский (Russian): Вы можете запросить бесплатные вспомогательные средства и услуги, включая предоставление настоящего документа и другой информации крупным шрифтом. Позвоните по номеру **1-833-552-3876** (TTY: **711**). Если английский не является вашим родным языком, мы можем помочь. Позвоните по номеру **1-833-552-3876** (TTY: **711**). Мы можем бесплатно предоставить вам информацию, содержащуюся в настоящем документе, на вашем языке в устной или письменной форме, обеспечить доступ к услугам переводчика, а также помочь ответить на ваши вопросы на вашем языке.

Tagalog (Tagalog): Puwede kayong humiling ng mga libreng pansuportang tulong at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa **1-833-552-3876** (TTY: **711**). Kung hindi Ingles ang pangunahin ninyong wika, makakatulong kami. Tumawag sa **1-833-552-3876** (TTY: **711**). Puwede naming maibigay sa inyo, nang libre, ang impormasyong nasa materyal na ito sa inyong wika nang pasalita o pasulat, access sa mga serbisyo ng tagasalin, at makakatulong kami sa pagsagot sa inyong mga tanong sa inyong wika.

ગુજરાતી (Gujarati): તમે મોટા અક્ષરમાં આ સામગ્રી અને અન્ય માહિતીની વિનંતી કરવા સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. **1-833-552-3876** (TTY: **711**) પર કોલ કરો. જો અંગ્રેજી તમારી પ્રથમ (માતૃ) ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. **1-833-552-3876** (TTY: **711**) પર કોલ કરો. અમે તમને આ સામગ્રીમાં રહેલી માહિતી તમારી ભાષામાં મૌખિક રીતે અથવા લેખિતમાં, દુભાષિયાની સેવાઓની એક્સેસ વિના કોઈ શુલ્કે આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં મદદ કરી શકીએ છીએ.

ភាសាខ្មែរ (Khmer): អ្នកអាចស្នើសុំសេវា ឬជំនួយនានាដោយឥតគិតថ្លៃ រួមមានឯកសារ និងព័ត៌មានផ្សេងទៀតជាពុម្ពអក្សរធំ។ សូមទូរសព្ទមកលេខ **1-833-552-3876** (TTY: **711**)។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាដំបូងរបស់អ្នកទេ យើងអាចជួយបាន។ សូមទូរសព្ទមកលេខ **1-833-552-3876** (TTY: **711**)។ យើងអាចផ្តល់ជូនអ្នកនូវព័ត៌មានក្នុងឯកសារនេះជាភាសារបស់អ្នកដោយផ្ទាល់មាត់ ឬជាសំណេរ លទ្ធភាពចូលប្រើសេវារបស់អ្នកបកប្រែផ្ទាល់មាត់ដោយឥតគិតថ្លៃ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។

Deutsch (German): Sie können kostenlose Hilfsmittel und -dienste anfordern, einschließlich dieses Materials und anderer Informationen in Großdruck. Sie erreichen uns unter: **1-833-552-3876** (TTY: **711**). Wenn Englisch nicht Ihre Muttersprache ist, unterstützen wir Sie gerne. Sie erreichen uns unter: **1-833-552-3876** (TTY: **711**). Wir stellen Ihnen die Informationen in diesem Material mündlich oder schriftlich in Ihrer Sprache zur Verfügung, bieten Ihnen kostenlos Dolmetscherdienste an und beantworten Ihre Fragen in Ihrer Sprache.

हिन्दी (Hindi): आप इस सामग्री और बड़े प्रिंट में अन्य जानकारी सहित निःशुल्क सहायक उपकरण और सेवाओं का अनुरोध कर सकते हैं. **1-833-552-3876** (TTY: **711**) पर कॉल करें. अगर अंग्रेज़ी आपकी पहली भाषा नहीं है, तो हम आपकी मदद कर सकते हैं. **1-833-552-3876** (TTY: **711**) पर कॉल करें. हम आपको इस सामग्री की जानकारी मौखिक या लिखित रूप से आपकी भाषा में निःशुल्क उपलब्ध करा सकते हैं, दुभाषिया सेवाओं तक पहुंच प्रदान कर सकते हैं और आपकी भाषा में आपके प्रश्नों के उत्तर देने में मदद कर सकते हैं.

ລາວ (Lao): ທ່ານສາມາດຮ້ອງຂໍການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການຊ່ວຍເຫຼືອໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃດໆ, ລວມທັງເອກະສານນີ້ ແລະ ຂໍ້ມູນອື່ນໆໃນຮູບແບບຕົວພິມໃຫຍ່. ໂທທີ່ເບີ **1-833-552-3876** (TTY: **711**). ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາທຳອິດຂອງທ່ານ, ພວກເຮົາສາມາດຊ່ວຍທ່ານໄດ້. ໂທທີ່ເບີ **1-833-552-3876** (TTY: **711**). ພວກເຮົາສາມາດຊ່ວຍທ່ານເຂົ້າເຖິງການບໍລິການລ່າມແປພາສາ ຫຼື ການແປພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າຈ່າຍໃດໆ, ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານໄດ້.

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