



FAMILY INDEPENDENCE ADMINISTRATION

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Policy, Procedures, and Training

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POLICY DIRECTIVE #12-17-ELI

(This Policy Directive Obsoletes PD #07-21-ELI)

CHILD/TEEN HEALTH PROGRAM ORAL SCRIPT DESK GUIDE (W-299N) FOR APPLYING HOUSEHOLDS WITH CHILDREN

Date: June 20, 2012	Subtopic(s): Child/Teen Medical, Vision and Dental Benefits
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AUDIENCE The instructions in this policy directive are for staff in Job Centers and Non Cash Assistance (NCA) Food Stamp (FS) Centers, and informational for all other staff.

REVISIONS

This policy directive has been revised to inform staff that:

- Effective June 18, 2012, the Paperless Office System (POS) was updated to display the Child/Teen Health Program (C/THP) Oral Script *only* for applying households that include children.
- The **W-299N** desk guide has been reworded to include information about the List of Participating Clinics & Hospitals (Child/Teen Health Program) (**MAP-58k** [MLF]).
- The **MAP-58k** handout, which is referenced in the Child/Teen Health Program Fact Sheet (**MAP-1096**), is included in both the Cash Assistance Application Kit Forms (**M-90c**) and the Non Cash Assistance Application/Recertification Kit Forms (**M-90e**).

POLICY

Staff must read the Child/Teen Health Program (C/THP) oral script provided in the **W-299N** desk guide to applying *households that include children*.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

PROGRAM DESCRIPTION

C/THP is a preventive health program that provides continuing medical care for children. C/THP makes use of a full range of health services to detect health problems before they become serious and hard to treat. Every Medicaid/Medicaid managed care plan participant, from birth to age 21, is eligible for C/THP.

REQUIRED ACTION

Staff **must read out loud**, the oral script displayed in POS as well as provided in the **W-299N** desk guide to *households that include children* during the initial application interview.

Center Directors must ensure that all previous versions of the **W-299N** desk guide are removed from circulation and recycled.

The Child/Teen Health Program Fact Sheet (**MAP-1096**) is included in the Cash Assistance (CA) and NCA FS Application Kits and is available in the following languages: Arabic, Chinese, English, Haitian/Creole, Korean, Russian, and Spanish.

New information

The **MAP-1096** refers to the List of Participating Clinics & Hospitals (**MAP-58k**) handout which is also included in the CA and NCA FS Application Kits for easy referencing and is available in multi-languages.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

POS has been revised so that the **W-299N** desk guide appears only in the CA Application Interview screen or the FS Application Interview screen when an applying household includes children.

Food Stamp Implications

In NCA FS Centers, households with children who are applying for food stamps benefits must be provided the **MAP-58k** and **MAP-1096** handouts as inclusions in the NCA FS application kit.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH PROFICIENCY (LEP) AND HEARING-IMPARIED IMPLICATIONS

For Limited English Proficiency (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-OPE](#).


**FAIR HEARING
IMPLICATIONS**

There are no Fair Hearing Implications.

REFERENCE

18 NYCRR 508.4

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

**MAP-58k
(MLF)
MAP-1096
(E-S)
W-299N**

Listing of Participating Clinics & Hospitals
(Child/Teen Health Program) (Rev. 06/11/2012)
Child/Teen Health Program (C/THP) Fact Sheet
(English-Spanish) (Rev. 02/01/12)
Child/Teen Health Program (C/THP) Oral Script
(Rev. 06/20/12)

LIST OF PARTICIPATING CLINICS & HOSPITALS
(Child/Teen Health Program)

LISTA DE CLÍNICAS Y HOSPITALES PARTICIPANTES

參與診所與醫院名單

СПИСОК УЧАСТВУЮЩИХ КЛИНИК И БОЛЬНИЦ

한국어

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قائمة بالعيادات والمستشفيات المشتركة في البرنامج

NYC Human Resources Administration
Department of Social Services

MAP-58k (MLF) 06/11/2012

BRONX

*DR. MARTIN LUTHER KING, JR. HEALTH CENTER 1265 Franklin Avenue, Bronx, NY 10456 (718) 503-7770 CODE D	*HUNTS POINT MULTISERVICE CENTER 754 East 151 Street, Bronx, NY 10455 (718) 402-2800 CODE D
MELROSE HOUSES CHILD HEALTH CLINIC 348 East 156 th Street, Bronx, NY 10451 (718) 292-2820	HEALTH CENTER AT TREMONT 1826 Arthur Avenue, Bronx, NY 10457 (718) 918-8700/8750 (718) 792-0100
* JACOBI HOSPITAL PEDIATRIC CENTER 1400 Pelham Parkway South, Bronx, NY 10461 (718) 918-5000	GUNHILL HEALTH CENTER 1012 East Gunhill Road, Bronx, NY 0469 (718) 918-8850
*MORRIS HEIGHTS HEALTH CENTER 25 East 183 rd Street, Bronx, NY 10453 (718) 483-1234	DANIEL WEBSTER CHILD HEALTH CLINIC 401ast 168 th Street, Bronx, NY 10456 (718) 538-1982
*MORRIS HEIGHTS HEALTH CENTER 85 West Burnside Avenue, Bronx, NY 10453 (718) 716-4400 Ext. 1234	HIGHBRIDGE HEALTH CENTER 1015 Ogden Avenue, Bronx, NY 10452 (718) 681 6073
*NORTH CENTRAL BRONX HOSPITAL 3424 Kossuth Avenue, Bronx, NY 10467 (718) 519-4939	*SEGUNDO RUIZ BELVIS DIAGNOSTIC & TREATMENT CENTER 545 East 142 Street, Bronx, NY 10454 (718) 579-1724
*MORRISANIA DIAGNOSTIC & TREATMENT CENTER 1225 Gerard Avenue, Bronx, NY 10452 (718) 960-2777 (718) 875-3975	
*MONTEFIORE MEDICAL CTR. COMPREH. FAMILY CARE CTR. 1621 Eastchester Road, Bronx, NY 10461 (718) 405-8040 CODE D	

BROOKLYN

FORT GREENE CLINIC 295 Flatbush Avenue Extension, Brooklyn, NY 11201 (718) 643-4487 CODE D (718) 875-3975	*IDA G. ISRAEL COMMUNITY HEALTH CENTER 2201 Neptune Avenue, Brooklyn, NY 11224 (718) 946-3400 CODE A
LAFAYETTE CHILD HEALTH CLINIC 434Dekalb Avenue, Brooklyn, NY 11205 (718) 638-8258 CODE D	SUTTER AVENUE HEALTH CLINIC 1091 Sutter Avenue, Brooklyn, NY 11211 (718) 647-0800 CODE A
SUMNER CHILD HEALTH CLINIC 47Marcus Garvey Boulevard, Brooklyn, NY 11206 (718) 455-4700 CODE D	*BROWNSVILLE CHILD HEALTH CLINIC 259 Bristol Street, Brooklyn, NY 11212 (718) 495-7283 CODE A
ELEANOR ROOSEVELT CHILD HEALTH CLINIC 388 Pulaski Street, Brooklyn, NY 11206 (718) 452-1146 CODE D	*METHODIST HOSPITAL 263 7 th Avenue, Brooklyn, NY 11215 (718) 246-8515 CODE B
*BROOKDALE HOSPITAL MEDICAL CENTER 9620 Church Avenue, Brooklyn, NY 11212 (718) 240-5055 CODE D	WILLIAMSBURG CHILD HEALTH CLINIC 151 Maujer Street, Brooklyn, NY 11206 (718) 387-2211/5545 CODE B
JOHNATHAN WILLIAMS CHILD HEALTH CLINIC 333 Roebling Street, Brooklyn, NY 11211 (718) 387-6407 CODE D	*KINGS COUNTY HOSPITAL CENTER 451 Clarkson Avenue, Brooklyn, NY 11213 (718) 245-3131 CODE B
CENTER FOR AMBULATORY PEDIATRICS (CAP) INTERFAITH MEDICAL CNTR. 1545 Atlantic Ave. Brooklyn, NY 11213 (718) 613-4000 CODE B	CUMBERLAND DIAGNOSTIC & TREATMENT CENTER 100 North Portland Avenue, Brooklyn, NY 11205 (718) 260-7500 CODE D

*BISHOP ORRIS G. WALKER CLINIC 528 Prospect Place, Brooklyn, NY 11238 (718) 613-6882 CODE D	BUSHWICK COMMUNICARE 335 Central Avenue, Brooklyn, NY (718) 573-4860 CODE D
CROWN HEIGHTS CHILD HEALTH CLINIC 1218 Prospect Place, Brooklyn, NY 11213 (718) 735-0561 CODE D	*MAIMONIDES MEDICAL CTR. PEDIATRIC PRIMARY CARE 1301 57 th Street, Brooklyn, NY 11219 (718) 283-3640 CODE D
*SOUTH BROOKLYN HEALTH CENTER 120 Richards Street, Brooklyn, NY 11231 (718) 834-8202 CODE D	BUSHWICK COMMUNITY HEALTH CENTER 1420 Bushwick Avenue, Brooklyn, NY 11207 718 919-1200 CODE D
HOMECREST/ PEDIATRIC & ADOLESCENT CLINIC 1601 Avenue S, Brooklyn, NY 11229 (718) 339-6243 CODE D	CONEY ISLAND HOSPITAL 2601 Ocean Parkway-OPD Power 105, Brooklyn, NY 11235 (718) 616- 3191 CODE D
GREENPOINT COMMUNITY HEALTH CENTER 875 Manhattan Avenue, Brooklyn, NY 11222 718 630-3220 CODE D	*EAST NEW YORK DIAGNOSTIC & TREATMENT CENTER 2094 Pitkin Avenue, Brooklyn, NY 11225 (718) 240-0400 CODE B
*WOODHULL MEDICAL AND MENTAL HEALTH CENTER 760 Broadway, Brooklyn, NY 11206 (718) 963-8000 CODE D	

QUEENS

CORONA HEALTH CLINIC 104-04 Corona Avenue, Corona, NY 11368 (718) 334-6100 CODE B	*JOSEPH P. ADDABBO FAMILY HEALTH CENTER 6200 Beach Channel Drive, Arverne, NY 11692 (718) 945-7150 CODE B
JUNCTION BOULEVARD HEALTH CLINIC 34-33 Junction Boulevard, Jackson Heights, NY 11372 (718) 334-6150 CODE B	ELMHURST HOSPITAL CENTER 79-01 Broadway, Elmhurst, NY 11373 (718) 334-4000 CODE D
*QUEENS HOSPITAL CENTER 82- 68 164 th Street, Jamaica, NY 11432 (718) 883-3131/3301 CODE B	FAMILY HEALTH ASSOCIATES 3160 21 ST Street, Astoria, NY 11106 (718) 267-4265 CODE D
WOODSIDE MEDICAL CENTER 50-53 Newtown Road, Woodside, NY 11377 (718) 334-6140 CODE B	*JAMAICA HOSP. AMBULATORY CARE PAVILION 8900 Van Wyck Expressway, Jamaica, NY 11418 (718) 206-6000 CODE D
RIDGEWOOD CLINIC 769 ONDERDONK AVE, RIDGEWOOD, NY 11385 (718) 334-6190	

MANHATTAN

BARUCH FAMILY HEALTH CENTER 280 Delancey Street, New York, NY 10002 (212) 673-5990 CODE E	*WILLIAM F. RYAN COMMUNITY HEALTH CENTER 110 West 97 th Street, New York, NY 10025 (212) 749-1820 CODE A
WASHINGTON HEIGHTS CHILD HEALTH CENTER 600 West 168 th Street, New York, NY 10032 (212) 795-0880 CODE D	NORTH GENERAL DIAGNOSTIC AND TREATMENT CENTER 1879 Madison Avenue, New York, NY 10035 (212) 423-4100 CODE A
*HARLEM HOSPITAL CENTER 506 Lenox Avenue, New York, NY 10037 (212) 939 - 1000 CODE D	*BELLEVUE HOSP CTR. PEDIATRIC CARE CLINIC 462 First Avenue, New York, NY 10016 (212) 562-5525/4141 CODE A
*METROPOLITAN HOSPITAL CENTER 1901 First Avenue, New York, NY 10029 (212) 423-6262 CODE B	*HARLEM HOSP. RONALD BROWN PEDIATRIC CLINIC 530 West 137 th Street, New York, NY 10029 (212) 939-8005 CODE D
CIINICA DEL BARRIO 413 East 120 th Street, New York, NY 10035 (212) 410-7940 CODE B	*NENA HEALTH CENTER 279 East 3 rd Street, New York, NY 10016 (212) 477-8500 CODE D
SMITH COMMUNICARE HEALTH CENTER 60 Madison Street, New York, NY 10038 (212) 346-0500 CODE E	*RENAISSANCE HEALTH CARE DIAGNOSTIC & TREATMENT CTR. 215 West 125 th Street, New York, NY 10027 (212) 932- 6500 CODE A
ST. NICHOLAS HEALTH CLINIC 281 West 127 th Street, New York, NY 10027 (212) 865-1300 CODE B	*GOUVERNEUR HEALTHCARE SERVICES 227 Madison Street, New York, NY 10002 (212) 238-7000 CODE A
CLINICA DE LAS AMERICAS 175 Nagle Avenue, New York, NY 10034 (212) 544-2001 CODE B	ST. LUKES HOSPITAL PEDIATRIC PRACTICE 440 West 114 Street, New York, NY 10025 (212) 523-3211 CODE D

*MEDICAL GROUP – DR. EDWARD NICHOLS 210 West 139 th Street, New York, NY 10030 (212) 234-2121 CODE B	DR. MEE YEE Y. ENG 160 Bennett Avenue, New York, NY 10040 (212) 781-8920 CODE C
DREW HAMILTON HEALTH CENTER 2698 8 th Avenue, New York, NY 10032 (212) 939-8950 CODE B	*JUDSON HEALTH CENTER 34 Spring Street, New York, NY 10012 (212) 925- 5000 CODE D
N.Y. INFIRMARY – BEEKMAN DOWNTOWN HOSPITAL. 170 William Street, New York, NY 10038 (212) 312-5000 CODE B	*GRANT CLINIC 3170 Broadway New York, NY 10027 (212) 678- 8420 CODE B
ROBERTO CLEMENTE HEALTH CENTER 540 East 13 th Street, New York, NY 10009 (212) 387-7400 CODE A	

STATEN ISLAND

STAPLETON CHILD HEALTH CLINIC 111 Canal Street, Staten Island, NY 10304 (718) 390-0712 CODE D	MARINER'S HARBOR FAMILY HEALTH CENTER 2040 Forest Avenue, Staten Island, NY 10303 (718) 761-2060 CODE D
*STATEN ISLAND UNIVERSITY HOSP PEDIATRIC FAMILY PRACTICE 475 Seaview Avenue, Staten Island, NY 10305 (718) 226-9000 CODE D	RICHMOND UNIVERSITY MEDICAL CENTER 355 Bard Avenue, Staten Island, NY 10310 (718) 818-4570 CODE A

*** DENTAL SERVICES ON SITE**

Explanation of Codes: A = Birth – 18 yrs, B = Birth – 19 yrs, C = Birth – 20 yrs D = Birth – 21 yrs

*** SERVICIOS DENTALES EN EL LUGAR**

Explicación de códigos: A = Nacimiento a 18 años, B = Nacimiento a 19 años, C = Nacimiento a 20 años D = Nacimiento a 21 años,

* 現場牙科服務

代碼說明：A = 出生至 18 歲；B = 出生至 19 歲；C = 出生至 20 歲；D = 出生至 21 歲

*** ПРЕДЛАГАЕТСЯ СТОМАТОЛОГИЧЕСКОЕ ОБСЛУЖИВАНИЕ**

Объяснение кодов: A = от рождения до 18 лет, B = от рождения до 19 лет, C = от рождения до 20 лет, D = от рождения до 21 года,

***SÈVIS DANTÈ SOUPLAS**

Eksplikasyon Kòd yo: A = Nesans – 18 ane, B = Nesans – 19 ane, C = Nesans – 20 ane D = Nesans – 21 ane

* 진료소에서 치과 서비스 제공

코드 설명: A = 출생 – 18 세, B = 출생 – 19 세, C = 출생 – 20 세 D = 출생 – 21 세

* خدمات الطب السني في الموقع

كاف = سنة، 21 – الولادة = سنة 20 – الولادة = سنة، 19 – الولادة = سنة، 18 – الولادة = سنة = شرح الأكواد

Child/Teen Health Program (C/THP) Fact Sheet



Dear Parent/Guardian:

We are pleased to tell you about the Child/Teen Health Program (C/THP) which is available at **no cost** to you.

What is the Child/Teen Health Program? The Child/Teen Health Program is preventive healthcare for children. C/THP makes use of a full range of services that can detect health care problems before they become serious and hard to treat. C/THP is important because it provides your child with early and regular health care. It assures your child better health now and fewer health problems in the future. Depending on the age of your child, a C/THP preventive care-screening visit will include:

- Health History
- Hearing and Vision Testing
- Complete Physical
- Immunizations
- Blood tests including lead, anemia and sickle cell screenings
- Assessment of any existing chronic conditions, such as asthma, and appropriate treatment or referral
- Dental Screenings
- Growth and Developmental Assessment
- Nutritional Screening
- Overweight/Obesity Screening

Who is eligible for the Child/Teen Health Program? Every Medicaid recipient from birth to age 21, and every Family Health Plus recipient age 19 or 20, are eligible. All visits and examinations are free.

Where do you find the Child/Teen Health Program? If you are enrolled in a managed care plan, the plan provides C/THP, and can assist you in selecting a primary care provider from its network of physicians.

If you are not enrolled in a managed care plan, please see the list of **Participating Clinics & Hospitals** (MAP-58k). For further assistance call the HRA Infoline at:

718-557-1399

Other Important Facts: The Child/Teen Health Program can help you:

- Find a doctor, dentist or other health care providers.
- With information on how to arrange for transportation to and from your medical appointments.

Other important phone numbers for your convenience:

Medicaid Helpline (888) 692-6116
Medicaid Managed Care Helpline (800) 505-5678
For all other NYC government programs: 311

Hoja de Datos de Child/Teen Health Program (C/THP)



Estimado Padre/Tutor legal:

Tenemos el agrado de informarle sobre el Child/Teen Health Program (C/THP) que se encuentra disponible **sin costo alguno** para usted.

¿Qué es el Child/Teen Health Program? El Child/Teen Health Program es cuidado preventivo de la salud para los niños. C/THP hace uso de una amplia variedad de servicios que pueden detectar cualquier problema de cuidado de la salud antes de que éste sea serio y difícil de tratar. El C/THP es importante porque le provee a su hijo cuidado de salud en forma regular y temprano. Le asegura a su hijo una salud mejor ahora y menos problemas en el futuro. Una visita de evaluación de cuidado preventivo C/THP, dependiendo de la edad de su hijo, incluye:

- Historial de salud
- Examen de la vista y la audición
- Examen físico completo
- Inmunizaciones
- Pruebas de sangre, incluyendo evaluaciones para detectar plomo, anemia y anemia drepanocítica
- Evaluaciones de cualquier condición crónica existente, tal como asma, y tratamiento y derivación apropiados.
- Evaluación dental
- Evaluación del crecimiento y desarrollo
- Evaluación nutricional
- Evaluación de obesidad/sobrepeso

¿Quién es elegible para el Child/Teen Health Program? Todo beneficiario de Medicaid, desde el nacimiento hasta los 21 años, y todo beneficiario de Family Health Plus de 19 o 20 años de edad son elegibles. Todas las visitas y los exámenes son gratis.

¿Dónde encuentra usted el Child/Teen Health Program? Si usted está inscrito en un plan de cuidado administrado, el plan provee C/THP, y puede ayudarlo a seleccionar un proveedor de cuidados primarios de su red de doctores.

Si está inscrito en un plan de cuidados administrados, por favor vea la lista de **Clínicas y Hospitales Participantes** (MAP-58k). Para mayor ayuda, llame a la línea de información de la HRA al:

718-557-1399

Otros Hechos Importantes: El Child/Teen Health Program puede ayudarlo a:

- Encontrar un médico, dentista u otros proveedores de cuidado de la salud.
- Obtener información sobre cómo hacer arreglos de transporte para ir/regresar de sus citas médicas.

Otros números telefónicos importantes para su conveniencia:
Línea de ayuda Medicaid (888) 692-6116
Línea directa de Cuidados Administrados de Medicaid (800) 505-5678
Para todos los otros programas gubernamentales de la ciudad de Nueva York: 311

Child/Teen Health Program Oral Script Desk Guide

Now I'm going to tell you about a program that can protect the health of your children. It's called the Child/Teen Health Program, or CTHP. CTHP is free for children under 21 who have Medicaid.

Your children need regular checkups, even if they're healthy. Checkups can help identify problems like asthma and lead poisoning, and can show if a child needs any other medical or dental treatment. Medicaid doctors, clinics and health plans will do the checkups free. If health problems are found, your child will get any additional health care that is needed.

The CTHP Fact Sheet, in English and Spanish, and the List of Participating Clinics and Hospitals are in your packet. The Fact Sheet explains the Child/Teen Health Program and gives a toll-free CTHP telephone number. The List of Participating Clinics and Hospitals lists some places you can take your children for medical, dental or vision exams.

If you call the CTHP number you can get help finding CTHP doctors or clinics near where you live. The doctors or clinics can help you to arrange transportation to and from your appointment, and they can tell you how to get a travel reimbursement.

SAMPLE

Manual de Manuscrito Oral del Programa de Salud para Niños/Adolescentes

A Continuación le voy a informar sobre un programa que puede proteger la salud de sus niños. Se llama Programa de Salud para Niños/Adolescentes (Child/Teen Health Program) o CTHP. El CTHP es gratuito para niños menores de 21 años de edad que estén recibiendo Medicaid.

Sus niños necesitan exámenes médicos continuos, aunque estén saludables. Exámenes médicos pueden identificar problemas como el asma, detectar envenenamiento de plomo, y definir si el niño necesita cualquier otro tratamiento dental o médico. Los médicos, clínicas y planes de seguro administrarán los exámenes médicos gratis. Si se detectan problemas de salud, su niño recibirá cualquier otro tipo de cuidado de salud que necesite.

La Hoja de Datos de CTHP (CTHP Fact Sheet), en inglés y español, y la Lista de Clínicas y Hospitales Participantes (List of Participating Clinics and Hospitals) se encuentran en su paquete. La Hoja de Datos explica el Programa de Salud de Niños/Adolescentes (Child/Teen Health Program) y contiene un número de teléfono de CTHP gratuito. La Lista de Clínicas y Hospitales Participantes contiene algunos lugares adonde usted puede llevar a sus hijos para exámenes médicos, dentales o de la visión.

Si usted llama al número de CTHP podrá obtener ayuda con su búsqueda de médicos o clínicas de CTHP en la cercanía de su hogar. Los médicos o clínicas le pueden ayudar a disponer de la transportación de ida y regreso a su cita, y como obtener un reembolso de su viaje.