

Children with Special Health Needs Program (CSHNP)
FREQUENTLY ASKED QUESTIONS

1. Who is eligible for CSHNP services?

Child/Youth age birth to 21 residing in Hawai'i (including immigrants) who has a chronic medical condition that requires services beyond the level provided by primary care physicians are eligible.

2. What services does CSHNP provide?

- **Support services** which may include service coordination, nursing support, social work, nutrition consultation, information and referral.
- **Limited financial help** for outpatient medical services related to child's condition when the family meets certain financial eligibility requirements.

3. Does CSHNP have financial eligibility criteria for services?

- For **support services**, all families are eligible regardless of their monthly income.
- To receive **financial help** for outpatient medical specialty care, families must meet income criteria. Call CSHNP for more information on income levels.

4. What else is needed for CSHNP financial assistance?

- Insurance must be used first.
- Doctors and other health care providers must participate with CSHNP.
- CSHNP must pre-approve services.
- CSHNP only pays providers. CSHNP will not provide direct payment to parents.

5. How do families apply for CSHNP services?

- Families may call CSHNP to apply. See phone numbers below.
- Health care providers may call CSHNP or submit a Referral for Service form.

6. Can CSHNP pay for a child's unpaid medical bills?

CSHNP does not pay for unpaid medical bills, except when services were pre-approved for a financially eligible child enrolled in CSHNP.

7. Can CSHNP help with eyeglasses or hearing aids?

Help with purchasing glasses and hearing aids may be available to financially qualified students. Call CSHNP Audiologist at 808-733-9067 for more information.

8. Does CSHNP pay for routine health care (such as shots or check-ups)? No.

9. Does CSHNP pay for special infant formulas prescribed by a doctor? No.

10. Does CSHNP pay for mental health, developmental, therapy, or respite services?

No. Families will be referred to community providers.

11. Can a child transfer from another state's CSHNP to the Hawaii CSHNP?

No. The child must apply to the Hawaii CSHNP. Each state has its own eligibility requirements for services.

For more information: Main **Honolulu** phone or TTY: (808) 733-9055 Fax (808) 733-9068

Toll-free calls from: **Kauai:** 274-3141, ext. 39055# **Hawai'i:** 974-4000, ext. 39055#

Maui: 984-2400, ext. 39055# **Molokai/Lanai:** 1-800-468-4644, ext. 39055#