

# ***Children with Special Health Needs Program (CSHNP)***

## **FREQUENTLY ASKED QUESTIONS**

- 1. Who is eligible for CSHNP services?**
  - Child/youth age birth to 21 years residing in Hawaii (including immigrant) who has a chronic medical condition requiring medical specialty services (ENT, cardiology, gastroenterology, etc.).
- 2. What services may CSHNP provide?**
  - **Support Services:** May include coordination of health and other services, social work services, nutrition consultation, information/referral, and transition to adult life planning.
  - **Limited Financial Help:** For some outpatient medical services related to child's condition for families who meet financial requirements.
- 3. Does CSHNP have financial eligibility criteria for services?**
  - **Support Services:** Any child/youth age birth to 21 years residing in Hawaii who has a chronic medical condition requiring medical specialty services is eligible.
  - **Limited Financial Help:** Families must meet income criteria and provide documentation of income.
- 4. What should I know about CSHNP's limited financial assistance?**
  - Insurance will be used first.
  - Doctors/health care providers must be willing to accept program payment.
  - CSHNP must pre-authorize services.
  - CSHNP only pays providers. CSHNP will not provide direct payment to parents.
  - Depends on available program funds.
- 5. How do families apply for CSHNP services?**
  - Families may call to apply. See phone numbers below.
  - Health care providers may call 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. CSHNP only pays for pre-authorized services for a financially eligible child.
- 7. Can CSHNP help with hearing aids?**
  - Hearing aids may be available to financially eligible children/youth age birth to 21 years. Call CSHNP Audiologist at 808-733-9067 for more information.
- 8. Does CSHNP pay for well-child care, shots, and infant formula?**
  - No. Families will be referred to community providers.
- 9. Does CSHNP pay for mental health, developmental, therapies, or respite services?**
  - No. Families will be referred to community providers.
- 10. 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#

**Hawaii:** 974-4000, ext. 39055#

**Maui:** 984-2400, ext. 39055#

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