



Public Health
Prevent. Promote. Protect.

Zanesville-Muskingum County

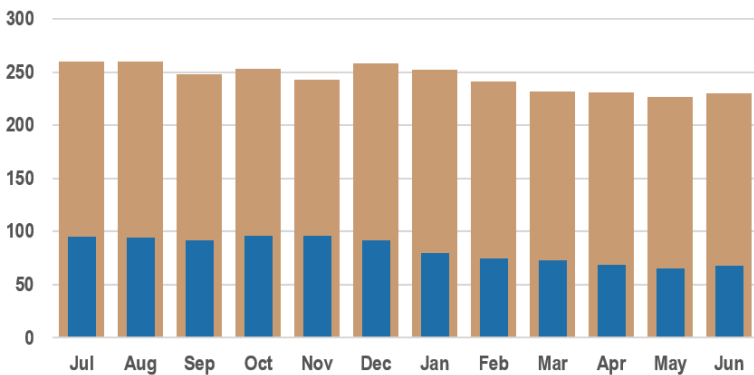
2024-2025 Annual Report

COMPLEX MEDICAL HELP

Complex Medical Help (CMH), formerly Children with Medical Handicaps, is a program sponsored by the Ohio Department of Health. CMH assists Muskingum County families with children who have special healthcare needs. Services are available to any new clients until age 21. If a child is determined to have a qualifying disability, and the parents meet income guidelines, then a treatment program is started. The program helps families obtain services to diagnose a potential handicapping condition and assists with ongoing services for children with an eligible medical handicap.

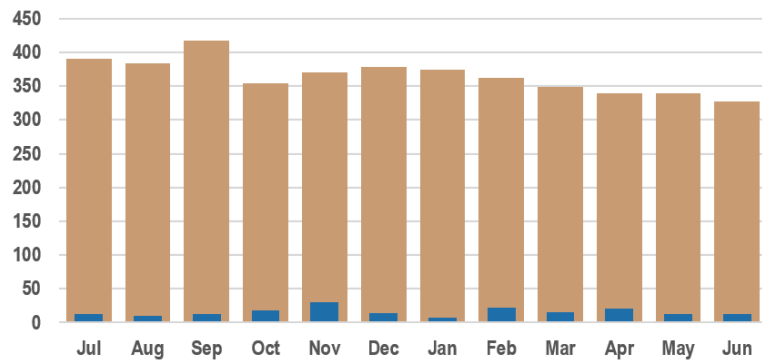
DURING THE PROGRAM YEAR, THE CMH PROGRAM:

On average, 244 clients were assisted in the **treatment stage** and 82 were assisted in the **diagnostic stage**.



On Average, CMH nurses worked with 16 newly enrolled clients and 365 continually enrolled clients.

Continually enrolled clients refers to children in the diagnostic and/or treatment stages.



CMH Nurses Support Families In Various Ways:

- Send over 1,000 letters each year to educate families on topics including safety & preparedness, Medicaid & WIC updates, local & seasonal resources, back to school information, and more!
- Connect families to providers and services when there are barriers to care
- Help families understand confusing healthcare paperwork and systems
- Advocate for families to receive financial support for qualifying special healthcare needs

Barriers To Care Reported by Families:



Renewal issues- 29

Lack of Understanding- 118

Transportation issues- 4

Family Health Issues- 37

Family Dynamics- 47

Most Common Client Diagnoses

- Type 1 diabetes mellitus without complications
- Autistic disorder
- Pervasive developmental disorder
- Sensorineural hearing loss, bilateral
- Gastro-esophageal reflux disease without esophagitis
- Discordant ventriculoarterial connection (congenital malformations of the circulatory system)
- Unspecified eustachian tube disorder, bilateral
- Cleft palate
- Spastic diplegic cerebral palsy



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A SUCCESS STORY FROM THE PUBLIC HEALTH NURSES

CMH at the state level follows criteria when prioritizing the processing of cases. They will occasionally change the priority level of cases with input of the local Public Health Nurses. This was the case for one client who was in need of their Letter of Approval so CMH could pay for their very expensive medication. A previous month's charge for this medication was \$9,245.70 with the primary insurance paying \$1,886.02 and CMH paying the remainder of \$6,358.79. The client's case had already been medically approved and their financial application had been in the system for several weeks and was in queue to be reviewed. The PHN explained the situation to CMH at the state, and the need for the very expensive medication. The priority level was changed to high priority and the financials were reviewed and approved that day. The PHN was able to email the Letter of Approval to the family so they could get the needed medication.

MEET THE CMH PUBLIC HEALTH NURSES



Anita Wright, BSN, RN

What is your background with the CMH program?

AW: I obtained my associate's degree in nursing from OUZ. Early in my nursing career I worked at a nursing home and then Good Samaritan Hospital. I came to the Health Department in February 2000. I started in the Senior Citizen's Screening Program and the Adult Clinic. I obtained my bachelor's degree in 2005. I moved to the CMH program full time in August 2006.

JM: I have my bachelor's degree in nursing. I came to the Health Dept. in 2000. I worked as the nurse at the Juvenile Detention Center when I started. I also helped out in Communicable Disease one day per week during that time. I started working full time in CMH in Feb. 2003 thru August 2011. I did school nursing under a Health Dept. contract from August 2011 thru May 2018. I still did CMH in the summers and days off from the school. In May 2018, I came back to CMH full time.



Jenny Murrey, BSN, RN

What does this program do to help families?

AW: A lot of what we do is helping families navigate the health care environment, from hospitals and doctors to insurance. We help them understand their rights with insurance companies and with schools. We are here to help children with special healthcare needs obtain what they need and are entitled to. We also link families to other agencies and programs.

Why do you think this program is important?

JM: I think this program is important because I remember when I first started with CMH, a mom told me a story. Her son had a high dollar diagnosis and they did not know about CMH. By the time they found out about it they were already in bankruptcy due to the high medical bills and got divorced due to the strain on their marriage. She stated that had they known from the start about CMH, none of that may have happened.

What do you wish people knew about this program?

AW: It is the best kept secret! I wish people knew how easy it was to apply and that it is worth their time because most are eligible. If you are over income, then you are on a cost share, which helps if you child has a very expensive disorder.

JM: I wish that everyone knew about CMH. We have always said it is the best kept secret. I also wish that people knew that working parents can qualify for this program and that it is not a program with a low-income cap.