

Additional Resources Relevant to Behavioral Health Care Coordination in Pediatric Primary Care

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Insurance specific resources

DC Medicaid

AmeriHealth Caritas

- Member services: 202-408-4720
- Care coordination and rapid response: 1-877-759-6224
 - Care coaches are available from 8 a.m. to 5:30 p.m., Monday – Friday, for support with care coordination and member access to services, including HealthCheck/Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services and IDEA services.
 - Members can self-refer by calling Rapid Response 1-877-759-6224
 - Doctors can use our [Let Us Know](#) form (available on website) and request case management for members not engaged in care management. If the doctor has a specific question about a member in care management they can contact Cynthia Cota (ccota@amerihealthcaritasdc.com)
 - [Let Us Know program flyer](#)
 - Support offered in getting covered services; Setting up medical appointments and tests; Setting up transportation; Finding ways to make sure you get the right service; Finding resources to help with special health care needs and help your caregivers with day-to-day stress; Connecting with community and social services.
- [Care management](#) for members with special health care needs, behavioral health conditions and chronic conditions. To sign up for the program, call the Community Outreach Solutions team at 202-216-2318, Monday through Friday, 8 am to 6 pm.
- Mental health peer support: 1-877-464-2911

- AmeriHealth behavioral health directory: <https://www.amerhealthcaritasdc.com/pdf/member/medicaid/medicaid-behavioral-health-directory.pdf>
- Transportation: 1-800-315-3485
 - Available 24/7.
 - Note that transportation cannot be arranged until after the appointment is scheduled.
 - Prefer that patient calls 3 business days ahead of appointment, but not required. When calling patient will need to provide their enrollee ID number, phone number, address where they can be picked up, date and time of appointment, and the name, address, and phone number of the medical or dental facility/provider office.
- Additional youth programs and benefits:
 - Capital Bikeshare Membership (free) – call 202-408-3989 to get more information
 - MindRight – emotion support for teens 13-20 via text (free): <https://www.amerhealthcaritasdc.com/pdf/member/enrollee-mindright-flyer.pdf>
- Interpretation: 1-800-408-7511
- TTY/TDD: 1-800-570-1190
- 24/7 Nurse Call line: 1-877-759-6279
- Link to AmeriHealth Handbook: <https://www.amerhealthcaritasdc.com/pdf/member/medicaid-handbook.pdf>

CareFirst Community Health Plan DC (CCHPDC) *(Behavioral Health services offered through Beacon Health)*

- CCHPDC Member Services: 202-821-1100
- Beacon Mental Health Services: 855-481-7041
- Mental health care coordination: 202-821-1100, request info about care coordination
 - Care Manager can help you or your child with: Getting covered services; Setting up medical appointments and tests; Setting up transportation; Finding ways to make sure you get the right service; Finding resources to help with special health care needs and/or your caregivers deal with day-to-day stress; Connecting with community and social services
- Mental health provider directory/search tool: <https://www.beaconhealthoptions.com/find-a-provider/>
 - Select “CareFirst Community Health Plan – Medicaid”
- Medical provider directory/search tool: <https://www.carefirstchpdc.com/provider-locator.php>
- Transportation: 855-824-5693
 - Available 24-7.
 - Call at least 3 business days before the appointment.

- The types of transportation are bus, metro, vouchers to pay for a taxi, wheel chair vans, and ambulances, depending on medical needs. Give MTM Transportation your Enrollee ID, phone number and address where you can be picked up. Also, tell them the name, address, and phone number of the medical/dental facility or doctor's office you are going to
- Interpretation: 855-326-4831 (TTY: 711)
- Link to handbook: https://www.carefirstchpdc.com/pdf/CFDC/CFDC_Medicaid_Enrollee_Handbook.pdf

MedStar Family Choice DC *(Behavioral Health services offered through Magellan Health)*

- MedStar Member Services: 866-201-9974
- Magellan Behavioral Health Services: 800-777-5327
 - Available 24-7. Assists with finding behavioral health provider and offers case management services.
- MedStar Family Choice – DC Care Management Program: 202-363-4348 or 855-798-4244
 - Through Disease Management Centralized Care Unit (DMCCU) program case managers will assist with getting covered services: Setting up medical appointments and tests; Setting up transportation; Finding ways to make sure you get the right service; Finding resources to help with special health care needs and/or your caregivers deal with day -to-day stress; Connecting with community and social services
 - If you or your child has a chronic illness or special health care need such as diabetes, high blood pressure, **mental illness** or asthma, MedStar Family Choice – DC may offer you special services and programs to give you extra help with your health care needs. Case management also offered for enrollees receiving CBI, ACT, MST, community support, MH or substance use services from an institute for mental disease.
- Mental health provider directory/search tool: <https://www.magellanassist.com/default.aspx>
 - If you are not a MedStar Family Choice DC beneficiary, click "register as guest/enter as guest"
 - Enter the MedStar Family Choice program's number from the website: 800-777-5327
 - Click accept and enter as guest
 - Click find a provider
 - Search by relevant criteria
- MedStar Family Choice DC Crisis Line: 800-777-5327
- Transportation:
 - Call at least 3 business days before the appointment. The types of transportation are bus, metro, vouchers to pay for a taxi, wheelchair vans, and ambulances. The type of transportation you get depends on your medical needs. Give our Transportation Service your Enrollee ID, phone number and address where you can be picked up. Also, tell them the name, address, and phone number of the medical/dental facility or doctor's office you are going to.

- Interpretation: Call enrollee services at 888-404-3549, ask for interpretation services
- TTY/TDD: 711 (toll free)

HSCSN (Health Services for Children with Special Needs)

- Member Services: 202-467-2737
- Every member is assigned a care manager. If the member does not know who their care manager is, they should call 202-467-2737. They will need to share their enrollee ID or their child's name and DOB. They should ask for the name and contact information of their child's care manager so they can contact the care manager directly.
 - Note: Providers, care coordinators, etc. can reach out to HSCSN on the family's behalf to obtain the care manager's contact information. This process typically takes <10 minutes; providers may need to the TaxID of the agency they are calling from (this information is available freely online).
 - TaxID for Children's National: 52-1640403
- Mental health provider directory/search tool: <https://hscsnhealthplan.org/enrollees/search-health-providers>
- Transportation: 1-866-991-5433
 - Visit the following webpage for more information: <https://hscsnhealthplan.org/enrollees/transportation-services>
- Interpretation: Call customer care at 202-467-2737 or 1-866-937-4549 between 7 a.m. and 5:30 p.m. for translation services.
- Member Handbook: <https://hscsnhealthplan.org/enrollees/handbook>
- Health and Family Support Programs: <https://hscsnhealthplan.org/enrollees/health-family-support-programs>
 - Includes: Community Services Advisory Committee; Healthy Living Program (fitness and nutrition classes for parents/youth 16+); Male Caregivers Advocacy Support Group; Parent Advocate Leaders Group; Young Adult Support Group (for youth 14-26); Young Athletic Program; Baby and Me Program (prenatal health); Gift Care Program; other Health Programs for DC Residents.

Straight DC Medicaid – Fee for Service (FFS)

- Medicaid Office: 202-727-5355
- Transportation: 1-866-796-0601
 - Call at least 3 business days before the appointment. Open 8am-5pm. information to have: - Your full name, current address, and phone number; Your Medicaid ID number; The date of your appointment; The name, address, and telephone number of your doctor; The medical reason why you need a ride; The type of appointment (doctor, lab test, therapy, etc.); The type of assistance or mobility aide(s), if any, you require.

- Visit this webpage for more information:
https://apia.dc.gov/sites/default/files/dc/sites/apia/page_content/attachments/FREE%20TRANSPORTATION%20OPTIONS%20TO%20DC%20MEDICAID%20%26%20SENIORS_English.pdf

Commercial Insurance Plans

Aetna

- Provider directory/search tool:
https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=dse&language=en
- Emotional and Well-Being Resources: <https://www.aetna.com/individuals-families/member-rights-resources/covid19/behavioral-health.html>
 - Telemynd (formerly Arcadian Telepsychiatry): Available in DC and MD (not VA). Accepts patients age 18 and older. Call 1-866-991-2103
 - Array AtHome Care (formerly Inpathy): Available in DC, MD, and VA. Accepts patients age 5 and older. Call 1-800-442-8938
- Aetna Nurse Health Line: 1-800-556-1555 (TTY: 711)

Blue Cross Blue Shield (BCBS)

BCBS CareFirst

- CareFirst Behavioral Health Care Coordination: Call 800-245-7013 or visit <https://member.carefirst.com/members/health-wellness/staying-healthy/behavioral-health-care-coordination.page>
 - Description: Confidential one-on-one support to help schedule appointments, explain treatment options, collaborate with doctors, and identify additional resources.
- CareFirst Provider directory/search tool: <https://member.carefirst.com/mos/#/fadsdpublic/search/home>
- CareFirst Mental & Behavioral Health resources: <https://individual.carefirst.com/individuals-families/about-us/coronavirus-mental-behavioral-health-for-members.page>
- Video Visit - Therapy & Psychiatry: <https://member.carefirst.com/members/health-wellness/therapy-and-psychiatry.page>

BCBS Federal Employee Plan (FEP)

- Provider directory/search tool: <https://www.fepblue.org/find-doctor>
- Tele-mental health options: <https://www.fepblue.org/find-doctor/telehealth-services>

- Telehealth services can also be a stress-free and cost-effective way to get support for your mental and emotional well-being. Adults (age 18+) and adolescents (ages 13-17) can speak to a licensed behavioral health specialist from wherever you're most comfortable. Appointments are available seven days a week, from 7 a.m. to 9 p.m. local time, and must be scheduled at least 72 hours in advance. Get support for: Stress and anxiety, Depression, Substance use disorder, Grief and family difficulties,

BCBS Anthem

- Provider directory/search tool: <https://www.anthem.com/find-care/>

Cigna

- Provider directory/search tool: <https://hcpdirectory.cigna.com/web/public/consumer/directory>
- Behavioral Health Personal Advocate: 1-800-274-7603
 - Call with questions 24/7/365 and get help locating a participating behavioral health provider.
- Behavioral/Mental Health Virtual Care: Login to myCigna care portal to schedule: <https://www.cigna.com/individuals-families/member-resources/virtual-care-options>
 - Talk privately with a licensed therapist or psychiatrist by appointment using your phone, tablet, or computer.
 - Get prescriptions sent directly to your local pharmacy, if appropriate.
 - Types of conditions treated: Addictions, Bipolar disorders, Depression, Eating disorders, Grief/loss, Life changes, Men's issues, Panic disorders, Parenting issues, Postpartum depression, Relationship/marriage issues, Stress, Trauma/PTSD, Women's issues
- 24/7 Nurse Line: 855-673-3063
 - No cost; nurse can help talk through what type of care is needed.

United Health Care

- Provider directory/search tool: <https://connect.werally.com/behavioralProvider/root>
- Health Advocate: <https://www.uhc.com/individual-and-family/member-resources/health-care-programs/member-support-and-advocacy-resources>
 - Assists with provider search, benefits & claims, well-being, behavioral support, etc.
- Behavioral health support resources: <https://www.uhc.com/individual-and-family/member-resources/health-care-programs/behavioral-health>

Tricare Humana

- Provider directory/search tool: <https://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main>
- Tele-behavioral health (therapy and psychiatry): <https://www.telemetrynd.com/humanamilitary>

Kaiser

- Provider directory/search tool: <https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/doctors-locations#/search-form>
- Behavioral Health Access Unit: 1-866-530-8778 (TTY: 711) Mon-Fri, 8:30am-5pm
- For urgent care, call 24/7 at 1-800-777-7904 (TTY 711)
- Visit the following webpage for more information: <https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/health-wellness/mental-health>

Other Resources for Families

DC Healthy Families: 202-639-4030

- To check your eligibility or change your MCO. Available 8 a.m. – 7 p.m. Mon, Tues, Thurs, Fri and 8am-9pm Wed"

DC Ombudsman Program: 1-202-724-7491

- Can explain the health care you have a right to receive and respond to your questions and concern about your health care

ChAMPS (Children and Adolescent Mobile Psychiatric Service): 202-481-1440

- This service is provided at no cost to District residents and DC foster children in foster placement in Maryland. We are available 24 hours a day, seven days a week for children and youth ages 6 to 17. We also serve children ages 18 to 21 if they are in the care and custody of DC Child and Family Services Agency.
- This service is designed to help children manage extreme emotional behavior and assist families so that the behavior does not result in a child leaving the home. We come to you – wherever you need immediate help – to assess the situation and determine the best course of action.
- Visit with webpage for more information: <https://www.catholiccharitiesdc.org/champs/>

Access Helpline: 1-888-793-4357

- This 24/7 telephone line is staffed by behavioral health professionals who can refer a caller to immediate help or ongoing care. The Access Helpline can activate mobile crisis teams to respond to adults and children who are experiencing a psychiatric or emotional crisis and are unable or unwilling to travel to receive behavioral health services.
- Visit this webpage for more information: <https://dbh.dc.gov/service/access-helpline>

Families can call the Access Helpline to access Interpretation Services in their preferred language. This flyer lists languages offered:

<https://ohr.dc.gov/sites/default/files/dc/sites/ohr/publication/attachments/Language%20ID%20Card.pdf>

- This webpage has more information and details about the Language Access Program in Washington, DC:
<https://ohr.dc.gov/page/LAportal/public>

DBH Parent Support Program: Wellness Wednesdays offered each week via WebEx from 5:30-6:30pm

- More information can be found here: <https://dbh.dc.gov/service/parent-support-program>
- Wellness Wednesdays, an online parent support group is an opportunity for parents to learn about how to take care of themselves and how to foster resiliency for their children in these challenging times, share experiences and ask questions of school-based clinicians and early childhood specialists.

Drug and Alcohol Treatment Services for Teens and Young Adults: <https://dbh.dc.gov/node/107042>

- List of Substance Use Disorder Providers (last updated 08/2019): <https://dbh.dc.gov/node/1417206>