



Fortify Cares: Better Care. Healthier Children. **Behavioral Health Care Coordination**

Fortify Children's Health's *Fortify Cares* Behavioral Health Care Coordination program is designed to support optimal health and well-being for children and young adults who are struggling with their emotions and/or behaviors. We know it can be difficult for caregivers or young adults to navigate mental health resources, find appropriate care and avoid situations that can result in a visit to the hospital. *Fortify Cares* is here to help your family access resources after an emergency room visit or if a referral is placed for a mental health diagnosis that will support your child's overall physical and mental health and their ability to participate fully in school and other activities.

Our Care Management Team Can Help Your Family:

Social Needs

- Identify potential social needs (housing, food, utilities, childcare, transportation, etc.) and make connections to community organizations, as available.

Condition Management

- Monitor behavioral health conditions and communicate concerns/needs with your primary care provider
- Coordinate care across the care team (primary care provider, mental health professional, school, etc.).
- Review current medications and direct questions or concerns to the appropriate provider
- Learn more about ways to improve mental and emotional health through provider-approved resources.

School Connection

- Identify available school-based resources and reduce barriers to school attendance

Safety Planning

- Ensure there is a safety plan in place, if appropriate, and provide education on available crisis intervention hotlines

Caring Contacts

- Feel remembered, supported and cared about by the community by receiving written postcards

Eligibility:

Your family may be eligible for *Fortify Cares*, **at no cost to you**, if you or your child:

- Is between the ages of 6 and 21 years
- Is covered by Anthem HealthKeepers Plus (Medicaid) or Sentara Community Plan (Medicaid)
- Has a primary care provider at one of the following clinics: General Booth Pediatrics, Pediatric Partners of Hampton Roads, Liberty Pediatrics, General Academic Pediatrics, Birdsong Pediatrics, or Pediatric Associates of Charlottesville.

Fortify's care management team will confirm your specific eligibility.

How It Works:

As your child's caregiver, or a young adult 18 years or older, you will be connected with one of Fortify's Care Managers via phone or video call who will ask you a series of questions to learn more about your unique needs.

Once we know more about your needs and experience, we will:

- Work with you to develop and understand a care plan that meets the needs of you or your child.
- Share the care plan with the primary care provider so they can help you or your child manage their behavioral health needs and meet their behavioral health goals.
- Upon consent, connect with you or your child's school to identify available school-based behavioral health resources, support positive school performance and reduce absences.
- Connect with you monthly, for at least three months, to identify any new barriers and provide ongoing support for you or your child.

For more information, please call 833-324-1234 x 700 or email caremanagement@fortifychildrens.org
Learn more at www.FortifyChildrens.org/Family-Resources