



## **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](mailto:caremanagement@fortifychildrens.org)  
Learn more at [www.FortifyChildrens.org/Family-Resources](http://www.FortifyChildrens.org/Family-Resources)