

Coordinating Care for Children and Youth

A Town Hall Conversation about New Hampshire's Behavioral Health System of Care

June 16, 2020, 2:30-4:00pm

Questions and Answers

Q: Can families from any area in New Hampshire be referred to Youth MOVE?

A: Great question! Currently, Youth Peer Supports are being provided by Youth Move NH and that can only be accessed through the FAST Forward Wraparound program OR other System of Care projects that utilize youth peer supports (Monadnock, for example).

Q: Do you have to be in a Wraparound program to be referred to Youth MOVE?

A: The easy answer is yes – the youth is part of Wraparound and the youth is over 13 years of age. However, some schools have contracted with Youth MOVE to get Youth Peer Supports. Also, Early Periodic Screening Diagnosis and Treatment (EPSDT) under your Managed Care Company (Medicaid) could also potentially pay for this if it is requested.

Q: Will the expansion of the CME affect how CMHC's bill case management?

A: Great question! There can be some duplication of services with the Case Management billing code to the Wraparound Care Coordination. The 2 services are very different, however. Our Children's Bureau is looking at this more closely with Medicaid. For now, we are careful about carving out specific roles, etc.

Q: What are ways that the state may be able to keep providers at the children's' community mental health centers. There seems to be huge turnover.

A: Great question! Turnover is a challenge across all child serving fields, especially when working with children and families with complex needs. We have developed a workgroup called the Workforce Development workgroup that puts A LOT of effort in understanding and reducing workforce turnover. A large piece to this, is funding of course and paying workers enough for the work that we ask them to do. Those are issues that are being advocating frequently across many advocacy groups. If you are interested in attending the Workforce Learning Community, email JoAnne at joanne.malloy@unh.edu.

Q: Who would someone contact to have this care coordination if they have a child with multiple needs and many providers?

A: Great question! We have recently created an email that directs all FAST Forward inquiries to. That email is BCBHFASTForwardInquiries@dhhs.nh.gov. A child residing in Manchester between the age of 0-8 may also be referred to the Manchester System of Care Project Manager Alexis Hill at hilla@waypointnh.org.

Q: Are coordination of care programs only for those who are currently in Wraparound programs?

A: Care Coordination exists on many different levels. From Case Management at community mental health center, to Enhanced Care Coordination in other System of Care projects, to an intensive care coordination within the EBP of Wraparound. So families can get care coordination across multiple systems, but the intensity varies based on the level of needs.