

Did you know? Your child's Medi-Cal Managed Care Plan is responsible for providing more than just health care services!

Through *Medi-Cal for Kids & Teens*, Medi-Cal managed care plans (MCPs) must provide the following free services for all children and youth under 21:

- **Case management and care coordination** for all health care services that your child needs. This means that someone at the plan can help you figure out what kind of services your child needs and how to get them. This includes mental health, substance use disorder, and dental services.
- **Appointment scheduling assistance.** If there are no appointments available in a reasonable time frame, the plan can help you find another health care provider who can see your child quicker
- **Language assistance**, interpretive services, and auxiliary aids and services are available at appointments so you can communicate with providers and staff.
- **Transportation** to and from health care appointments, the pharmacy, or to pick up medical supplies and equipment. This is available to all children and youth who do not have another way to get there. You can ride with your child for free. Adaptive transportation is also available (e.g., wheelchair van).
- **Referrals to Medi-Cal dental providers.** Dental care is an important part of your child's overall health. You can request for a Community Health Worker to help you schedule and complete dental appointments for your child. Also, at certain well-child visits, a doctor can check your child's dental health and make a referral to see a dentist.
- **For children with developmental disabilities or possible developmental delays**, plans can make referrals and coordinate with Targeted Case Management (TCM) services provided by a local governmental health program or your nearest Regional Center (RC), which are centers that help assess if a child is meeting developmental milestones.
- **For children receiving services from a Local Education Agencies (LEA), Regional Center, local governmental health program, or other entity**, plans must coordinate your child's services with these programs.
- **Access to Community Health Workers** who can help families find, schedule, and follow-up on Medi-Cal services. If your child has asthma, a Community Health Worker may also be able to evaluate and fix asthma triggers in your home, like mold.

Also, starting July 1, 2023, MCPs will begin offering intensive care supports to some children and youth with complex needs. This new benefit is called "Enhanced Care Management," (ECM). Children who qualify for ECM will be provided with a single Lead Care Manager who will talk with their doctors, behavioral health providers, pharmacists, social services providers, and other people involved in their care. They will help everyone work together to make it easier for children to get the care they need at the time they need it.

To request care coordination support, transportation, language assistance, or access to a Community Health Worker or Lead Care Manager, contact your child's MCP.

MCP Directory: <https://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

If you need additional help, try the Medi-Cal Member Help Line at
(800) 541-5555 / TDD: (800) 430-7077 or www.dhcs.ca.gov/myMedi-Cal