

**PROVIDER RESOURCE
HELPLINE**

877-731-6017

Healthcare and Pediatric Practices
Our Resource and Systems Navigation Specialist
will be happy to assist you.

Email: providerhelpline@familyvoicesco.org
Website: www.familyvoicesco.org
Tel: 877-731-6017 Fax: 303-733-3344

Our Provider Resource Helpline is designed to meet
your needs as a health care provider and
to help you better assist families in your practice.



Family Voices Colorado advocates on behalf of
children and youth with special health care needs.
We work to make sure health needs are addressed in a
culturally appropriate and family-centered approach amidst
change in public and private health care.

We promote the inclusion of families as decision-makers at
all levels of healthcare, and support essential partnerships
between families and professionals.



Our Goals:

- To assist you with **community resources** for children with special health care needs.
- To identify **case management services** families may not know are available.
- To identify **shortages in services/barriers** through the data collected.
- To provide **family-centered programs, training and education.**

When calling, please have the following information:

- The PCP name and office phone and fax information.
- Name and date of birth of patient.
- Medical condition / disability of patient.
- Resource question or service need of patient/family.
- All insurance types. (Medicaid, private, uninsured)
- County where the patient resides.
- Family Contact information, if you would like us to follow up directly with the family.



If the helpline can answer your question immediately, you can provide the information to the family while they are still in the office. If we are unable to answer immediately, we will contact you with an answer as soon as possible following the patient's visit (via phone, fax, or email).

If you feel the family needs more assistance or follow-up, please have them call us at **Family Voices Colorado, 877-731-6017.**



FAMILY VOICES
COLORADO

August 2009

FAMILY VOICES COLORADO

Speaking on behalf of children and youth with special health care needs

About 18% of children in the United States are identified as having a special health care need, a condition that lasts 12 months or more and requires significantly more health care than typical children of that age. **Family Voices Colorado works to improve access to and quality of health care** for children and youth with special health care needs through:

- **Information and Referral: 800-881-8272**
If you are looking for a health care provider, help figuring out how to pay for a health or related service provider, programs a child or adult with special needs might be eligible for, connections to other families, advocates, etc., we want to help.
- **Provider Helpline: 877-731-6017**
The Helpline is designed for pediatric providers' offices that see patients with Medicaid or CHP+. Experienced staff can answer questions about and provide resources for all children but especially those with special health care needs, including kids with disabilities and chronic conditions.
- **Advocacy Support**
If your family or someone you know has a problem with a health insurance plan, communicating with a service provider, navigating Medicaid or other public systems, or if you need individual health insurance counseling (such as help with the appeals process), we want to help.
- **Family Support Navigation Services**
Experienced staff can work with families receiving services at The Children's Hospital, or families who are eligible for TANF/Colorado Works, to identify needs, resources, and how to navigate around the barriers you may face to reach your goals.
- **Training**
We provide training for families and professionals who work with them. Events can be tailored to the needs of the group, but some of our regular topics include Navigating Health Payer Systems, Creating Effective Letters of Medical Necessity and Appeals Packages, Medical Home, Medical Record Keeping Systems for Families, Self-Determination, and Family/Professional Partnerships.
- **Medical Home**
We work with pediatric and family practice offices, as well as federally qualified health centers, to help them become certified as "medical homes," offering coordinated, comprehensive, continuous, family-centered, community-based, culturally competent care to all patients and families. This certification offers a higher level of Medicaid reimbursement to the health care provider.
- **Systems Change/Policy Work**
Family Voices Colorado is involved in tracking state legislative issues that impact young people with special needs, and staff members work to ensure that the stories and data regarding this population are presented to the decision-makers at all levels. If you have a story about a child with special needs who is on the waiting list for a Medicaid Waiver, or other concerns that you would like to share with elected officials or other policy-makers, please let us know!

**Please call us at 800-881-8272 or 303-733-3000,
or visit www.familyvoicesco.org to learn more.**

Family Voices Colorado • 450 Lincoln Street, Suite 100 • Denver, CO 80203
Toll-Free Information and Referral Line: **800-881-8272** • Denver Metro Area: 303-733-3000
Provider Resource Helpline: 877-731-6017 • Fax 303-733-3344
www.familyvoicesco.org



Strengthening individuals
with developmental disabilities,
their families, and their communities.

Colorado Family Support 360°

**Connecting Colorado Families Receiving TANF
with Disability-Related Supports and Services**

- Was your child born prematurely?
- Does your child have special health care needs?
- Are you concerned about your child's development?
- Is your child having problems in school?
- Do you suspect your child has a learning disability?
- Does your child have an Individualized Education Plan (IEP)?
- Do any of these issues affect your ability to get and keep a job?

If you answer "yes" to any of these questions, please contact your TANF Case Manager or Service Provider for a referral to a Family Support 360° Navigator

*For more information,
contact Colorado Family Support 360° at:*

Family Voices Colorado: 1-800-881-8272

Email: TANF360@familyvoicesco.org

Kerry Greenhill, Program Manager: 303-733-3000 x104



"To preserve, strengthen & maintain the family unit"

RESOURCES FOR FAMILIES

The Family Village is a web site for children and adults with disabilities, their families, and their friends and allies. Family Village brings together thousands of online resources in an organized, easy-to-use directory. The centerpiece of Family Village is the library, where visitors can find information on over 300 diagnoses. Visitors can also learn about assistive technology, legal rights and legislation, special education, leisure activities and much more. <http://www.familyvillage.wisc.edu/>

Colorado Children's Healthcare Access Program: A website for private practice doctors to get resources related to children's health <http://www.cchap.org/>

Parent to Parent-USA (P2P-USA) is a national non-profit organization committed to assuring access and quality in Parent to Parent support across the country. Parent to Parent programs provide emotional and informational support to families of children who have special needs most notably by matching parents seeking support with an experienced, trained 'Supporting Parent'. <http://www.p2pusa.org/>

Parent to Parent – Colorado Connecting families of sons and daughters with disabilities or special healthcare needs in communities across Colorado. [Padre a Padre de Colorado - Para mas información sobre Padre a Padre llame al 1-877-472-7201. El Grupo VIDA ofrece oportunidades de educación e información tambien.] <http://www.p2p-co.org/>

El Grupo VIDA es un grupo de padres hispanos formado para dar apoyo mutuo a los padres que tienen hijos con necesidades especiales. <http://www.elgrupovida.org/>

Family Voices of Colorado is a chapter of the national, grassroots organization composed of families and friends who care for and about our children with special health care needs. <http://www.familyvoicesco.org/>

EMPOWER COLORADO is an organization run by families; we offer support, education, advocacy, resources to families of children and youth with mental health issues. <http://www.empowercolorado.com/>

The Arc of the United States advocates for the rights and full participation of all children and adults with intellectual and developmental disabilities. Together with our network of members and affiliated chapters, we improve systems of supports and services; connect families; inspire communities and influence public policy. <http://www.thearc.org/>

The Arc of Colorado advocates with others to create the conditions under which all people with developmental disabilities experience opportunities to develop competency and to make choices, to have good relationships with family members and friends, to have respect and dignity, and to be full participants in all community living. <http://www.thearcofco.org>

Disability Specific Organizations

Mile High Down Syndrome Association The mission of MHDSA is to assure **inclusion** and enhance **independence** of people with Down syndrome. We will achieve this by providing **education, resources and support** in partnership with individuals, families, professionals, and the community. <http://www.mhdsa.org/>

Autism Society of Colorado Our mission is to promote the quality of life for people in Colorado with autism spectrum disorders and their families. If you are interested in learning more about autism and the Autism Society of Colorado, please contact our office at 720-214-0794 or toll-free at 866-733-0794. <http://www.autismcolorado.org/>

The Epilepsy Foundation is the national voluntary agency solely dedicated to the welfare of the nearly 3 million people with epilepsy in the U.S. and their families. The organization works to ensure that people with seizures are able to participate in all life experiences; and to prevent, control and cure epilepsy through research, education, advocacy and services. In addition to programs conducted at the national level, epilepsy clients throughout the United States are served by local Epilepsy Foundation offices in nearly 100 communities. <http://www.epilepsyfoundation.org/>

Easter Seals has been helping individuals with disabilities and special needs, and their families, live better lives for more than 80 years. Whether helping someone improve physical mobility, return to work or simply gain greater independence for everyday living, Easter Seals offers a variety of services to help people with disabilities address life's challenges and achieve personal goals. <http://co.easterseals.com/>

Call 211 – Mile High United Way

Education Resources

The mission of **PEAK Parent Center** is to provide training, information and technical assistance to equip families of children birth through twenty-six including all disability conditions with strategies to advocate successfully for their children. As a result of PEAK's services to families and professionals, children and adults with disabilities will live rich, active lives participating as full members of their schools and communities. <http://www.peakparent.org/>
Para informacion en español, visite: <http://www.peakparent.org/spanish.asp>

Colorado Department of Education <http://www.cde.state.co.us/>

Wrightslaw Parents, educators, advocates, and attorneys come to Wrightslaw for accurate, reliable information about special education law, education law, and advocacy for children with disabilities. Wrightslaw has thousands of articles, cases, and free resources about dozens of topics. <http://www.wrightslaw.com/>

Transition School to Work information <http://www.cde.state.co.us/cdesped/transresources.asp>

Health Impacts All Aspects of Life

Success in the classroom, within the community, and on the job requires that young people with special health care needs stay healthy. To stay healthy, young people need an understanding of their health and to participate in their health care decisions. We provide information and connections to health and transition expertise nationwide – from those in the know, doing the work and living it! <http://www.hrtw.org/>

County Departments of Social Services – <http://www.cdhs.state.co.us/servicebycounty.htm>

Adams 303-287-8831

Denver 720-944-3666

Arapahoe 303-636-1130

Douglas 303-688-4825

Boulder 303-441-1000

Jefferson 303-271-1388

Broomfield 720-887-2200

FINANCIAL ASSISTANCE

Temporary Assistance for Needy Families: Call County Dept of Social Services and ask for the TANF office.
www.cdhs.state.co.us/oss/tanfplan.html

FOOD

Food Stamps Call 1-800-221-5689 or 303-866-2536 or County Dept of Social Services

WIC Program (Women, Infants & Children) Call 303-692-2400 or 1-800-688-7777

CSFP (Commodity Supplemental Food Program): Food Bank of the Rockies 303-375-8081 or County Dept of Social Services

National School Lunch Program Contact the local School District or the child's school

CHILD CARE

Contact County Social Services for TANF application and recommendations for licensed day care providers.

SHELTER

Section 8 rental housing assistance payment

Apply through County Dept of Social Services

LEAP – Low income energy assistance: www.energyoutreach.org

Apply through County Dept of Social Services

CLOTHING

Food, Clothing, Home and Utilities

Assistance Banks Call 211 or 303-433-8383

MENTAL HEALTH

For Medicaid patients

Denver County 303-504-1250

Aurora, Douglas Counties 303-779-9676

Adams County 303-853-3500

Boulder, Broomfield Counties 303-443-8500

Arapahoe County 303-617-2300

Jefferson, Gilpin Counties 303-425-0300

Child Health Plan Plus (CHP+) is a low-cost health insurance program for uninsured Colorado children ages 18 and under whose families earn or own too much to qualify for Medicaid but cannot afford private insurance.

<http://www.cchp.org/chpweb/mainPage.cfm>

Colorado Access 720-751-9030

CHP+ Managed Care Network 800-334-6557

Denver Health 303-436-5622

For Uninsured/underinsured patients

Samaritan Institute 303-639-5240

ALCOHOL AND DRUG ABUSE www.cdhs.state.co.us/ohr/adad/links.html

PARENTING SUPPORT

Family Support Services 303-695-7996

Consejos Para Familias 1-866-527-3264

DEVELOPMENTAL TESTING

Early Childhood Connections - for birth to 3 years <http://www.earlychildhoodconnections.org/>

303-866-6710

Child Find – for ages 3-21 years, 303-866-6943 <http://www.cde.state.co.us/early/early.htm#childfind>

SMOKING CESSATION

Quitline - 1-800-639-QUIT (7848) www.co.quitnet.com

TRANSPORTATION

Logisticare Services

Providers call 1-800-390-3182 Families call 1-800-284-5150 for reservations

LEGAL

Colorado Legal Services www.ColoradoLegalServices.org

303-837-1313

The Legal Center is an independent public interest non-profit specializing in civil rights and discrimination issues. We protect the human, civil and legal rights of people with mental and physical disabilities, people with HIV, and older people throughout Colorado. The Legal Center's primary goal is to open up the legal system to those who would otherwise be unable to voice their needs because of the complexity of the service bureaucracy, their disability or because they are unable to act on their own behalf. <http://www.thelegalcenter.org/>

DOMESTIC VIOLENCE

Crisis Hotline 1-800-799-SAFE

Local #s– www.ccadv.org/numbers.htm

MISCELLANEOUS NEEDS

Friends of Man 303-798-2342 www.friendsofman.org

Big Brothers Big Sisters 303-433-6002 <http://www.biglittlecolorado.org/>

Community Pediatrics

MEDICAID – EPSDT (Early & Periodic Screening, Diagnosis & Treatment)

County outreach workers for EPSDT Outreach – helping parents of children 0 through age 20 use

the available health services:

–Understand the health benefits

–Help getting to appointments

–Deal with the barriers

–Handling eligibility lapses

–Information about, help finding, a PCP

–Follow-up on missed appointments

Client has missed enough appointment to be in danger of being discharged from the practice and/or Medical urgency – child has not returned for needed medical treatment

Adams County 303-255-6266 or 6253

Denver 303-436-8900

Aurora (Adams or Arapahoe) 303-341-9370

Jefferson County 303-271-4379 or 4375

Arapahoe, Douglas, & Elbert 303-761-1340

For training for your practice on EPSDT – Gina Robinson - 303-866-6167

CHILD HEALTH PLAN PLUS

800-359-1991

Section of Community Pediatrics

Resources and handouts for providers who care for low income and minority families:

“Community Pediatrics Matters”

<http://communityped.squarespace.com>

Data and Statistics

Information provided by the Kaiser Commission on Medicaid and the Uninsured

Publication Number: 7001 Publish Date: 2004-01-27

<http://www.statehealthfacts.org/cgi-bin/healthfacts.cgi>

The Heritage Foundation <http://www.heritage.org/>

Families USA <http://www.familiesusa.org/>

Colorado State Home Page <http://www.colorado.gov/>

Health Care Policy and Financing <http://www.chcpf.state.co.us/>

Colorado: At-A-Glance

Contact Information

Website: <http://www.state.co.us>

Legislative Website: http://www.state.co.us/gov_dir/stateleg.html

Medicaid Website: <http://www.chcpf.state.co.us>

Department of Insurance Website: <http://www.dora.state.co.us/insurance>

Executive Office

Governor: Bill Ritter (D)

Head of Health Department:

James B. Martin, Executive Director, Department of Public Health and Environment (303-692-2012)

<http://www.cdphe.state.co.us/index.html>

Joan Henneberry, Executive Director of Department of Health Care Policy and Financing (303-866-2868),

<http://www.chcpf.state.co.us/>

Legislature

Senate Number and Affiliation: 35 (21 D, 14 R)

Representatives Number and Affiliation: 65 (38 D, 27 R)

Convening, Adjourning Dates: January 9, May 7

Congressional Delegation

Senators Names and Party Affiliation:

Sen. Michael Bennett (D), Sen. Mark Udall (D)

Representatives Number and Affiliation: 7 (5 D, 2 R)

Únase a la red

Voces Familiares Colorado es el afiliado estatal de la organización nacional de familias, amigos, profesionales, y otros que están comprometidos a apoyar a los niños y jóvenes con necesidades especiales médicas. Usted puede ser parte de esta red a través de nuestra lista de correo, puede mantenerse informado, y contribuir de la manera que pueda.

Llene el formulario y envíelo a:

FAMILY VOICES COLORADO
450 Lincoln Street, Suite 100
Denver, Colorado 80203

Nombre _____

Dirección _____

Ciudad Estado Código _____

Teléfono _____

Dirección electrónica _____

Su conexión a la causa (familia, proveedor, etc.) _____

Puede hacer una donación en nuestro sitio de internet, **www.familyvoicesco.org**, o puede enviar un cheque con este formulario.

Su donativo deducible de impuestos ayudará a Voces Familiares Colorado a hablar a favor de niños y jóvenes con necesidades especiales médicas.

Se habla español

FAMILY VOICES
COLORADO

Somos una voz para niños y jóvenes con necesidades especiales médicas



303-733-3000

Línea de información gratuita:

800-881-8272

Línea de apoyo para proveedores:

877-731-6017

Voces Familiares Colorado trabaja para mejorar el acceso y la calidad del cuidado médico para niños y jóvenes con necesidades especiales médicas.

www.familyvoicesco.org

un proyecto del Centro de Desarrollo de Organizaciones No-lucrativas de Colorado

Consiga Ayuda

Si su familia incluye a un niño/a o joven con necesidades especiales de salud, Voces Familiares Colorado desea ayudarle.

INFORMACIÓN Y REFERENCIAS

Nuestro personal le puede ayudar a conseguir los recursos y información que necesita, desde las exenciones de Medicaid, asistencia médica en casa, cuidado a largo plazo, hasta la elegibilidad para los sistemas públicos de servicio.



Visite www.familyvoicesco.org para respuestas a las preguntas que se hacen con frecuencia.

APOYO Y ABOGACÍA

¿Ha tenido dificultad para obtener seguro médico o los servicios de salud que necesita su hijo/a? Podemos ayudarle a navegar los sistemas de salud y de discapacidad, trabajar con los proveedores, y ayudar con las apelaciones al seguro médico privado o público.

Llame al **303-733-3000** o **800-881-8272**, o escriba a info@familyvoicesco.org para pedir ayuda.

Voces Familiares no tiene los recursos para proporcionar fondos directamente a las familias, pero si usted tiene dificultades económicas, posiblemente podamos ayudarle a entender sus opciones.

Obtenga Información

LÍNEA DE APOYO PARA PROVEEDORES

En colaboración con el Proyecto de Acceso al Cuidado Médico para Niños en Colorado, Voces Familiares ofrece una Línea de Apoyo para consultorios pediátricos. Un personal experimentado puede contestar sus preguntas y ofrecer recursos para todos los niños, sobre todo para los que tienen necesidades especiales médicas, incluso los niños con discapacidades y condiciones crónicas.

Llame al **877-731-6017** para hablar con nuestra Especialista de Recursos.

ENTRENAMIENTO

Ofrecemos capacitación para familias y profesionales sobre varios temas, incluyendo:

- Medicaid 101
- Apelaciones al Seguro Médico Público y Privado
- Hogar Médico
- Facturación y Codificación para Proveedores Médicos
- Mantener un Historial Médico para Familias



También podemos arreglar entrenamiento específico según las necesidades del grupo o de la organización.

Llame al **303-733-3000** o **800-881-8272** para información sobre las capacitaciones.

Involúcrese

Hay muchas maneras de prestar su tiempo, talentos, dones, y voz a favor de niños con necesidades especiales.

Llame al **303-733-3000** o **800-881-8272**, o escriba a info@familyvoicesco.org para inscribirse.

LIDERAZGO FAMILIAR

Contamos con un banco de datos de las familias de niños con necesidades especiales que quieren ser más activos y hablar públicamente por el cambio. Puede inscribirse en nuestro sitio de Internet: visite www.familyvoicesco.org y haga clic en "Family Leader Registration." Si necesita más ayuda para desarrollar sus habilidades, comuníquese con nosotros para aprender más acerca del Instituto de Capacitación de Liderazgo Familiar, una iniciativa cooperativa para aumentar la participación cívica y trabajar hacia el cambio positivo en las comunidades.

CAMBIO SISTÉMICO/POLÍTICA

Voces Familiares Colorado es una voz para niños y jóvenes con necesidades especiales médicas, familias, y profesionales al nivel político. Educamos a los legisladores estatales acerca de cómo las leyes propuestas afectarán a nuestra población, y trabajamos con otras organizaciones de abogacía para informar y movilizar al público. **Únase a nuestra lista de correo** (vea el dorso de esta página) o inscribise por medio del Registro de Líderes Familiares en el internet para tomar parte en estos esfuerzos.

VOLUNTARIOS

Voces Familiares necesita voluntarios frecuentemente. Por favor comuníquese con nosotros para informarse de cómo usted puede ayudarnos.

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