

Dear Parent/Guardian,

Thank you for your interest in Child and Adolescent Case Management (C&A CM) with Chesapeake Integrated Behavioral Healthcare (CIBH). Please see the responses below to some common questions asked about starting case management services. We look forward to working with you and your child.

Is there a fee for Child and Adolescent Case Management?

Yes, there is a **fee of \$326.50 per month** for Child and Adolescent Case Management services. Private insurance companies do not reimburse C&A CM services. Only Medicaid reimburses case management services. If the child does not have Medicaid, then the parent is responsible for paying for the services. The fee may be reduced based on the parents/guardian's ability to pay (income and family size), and it is suggested you complete the financial agreement with a Reimbursement Specialist to see if you qualify for the reduced fee.

What documents are need to complete the financial agreement?

- Proof of identity (i.e., driver's license, government ID, picture ID or DMV ID)
- Verification of Income (i.e., last 2 consecutive pay stubs, Social Security Eligibility letter, W2)
- Verification of SSN
- Verification of Family Unit (i.e., proof of all dependents, custody papers, divorce papers, social security cards, birth certificates, insurance cards)
- Verification of Residence (i.e., utility bill, cable bill, mail addressed to individual for current month)
- Verification of Insurance (insurance cards)

Who do I contact to schedule the meeting to complete the financial agreement?

You may contact either **Leslie Moore (757-819-6161)** or **Linell Brooks (757-819-6304)**. They will be able to answer your questions about the required documents and determine your fee based on the sliding scale.

What if I cannot afford the case management fee based on the sliding scale?

You **need to inform Leslie Moore or Linell Brooks that you cannot afford case management at the rate determined on the sliding scale and ask for an appeal.** They will be able to explain the process and the next steps to you. In order to qualify for the appeal, you must be a resident of Chesapeake and be under the status of self-pay. You will be required to provide additional documentation showing all of the family's income and expenses to apply.

What is Child and Adolescent Case Management?

The purpose of Child and Adolescent Case Management is to assist youth ages 4 to 17 in gaining access to needed medical, social, educational and mental health services, and monitor those services through monthly contact with the guardian and providers. The case manager may assist in seeking funding through the Family Assessment and Planning Team (FAPT), if the youth's insurance does not cover the needed mental health therapeutic service.