

## **WHAT IS FOLLOW-UP CARE COORDINATION?**

**I am connecting you with a team of professionals who can help you find mental health resources for your child.**

As your child's primary care provider, I sometimes consult with MO-CPAP, the Missouri Child Psychiatry Access Project, to address mental, social, and emotional concerns. Through MO-CPAP, I can discuss potential treatments with child and adolescent psychiatrists and get help connecting your child with services.

**There is no charge for this service.**

With your agreement, a MO-CPAP Follow-Up Care Coordinator from Behavioral Health Response (BHR) will contact you. Our Care Coordinator is a licensed clinical social worker who guides and supports families to navigate the mental health care system.

### **What is the goal of Follow-up Care Coordination?**

Follow-up care Coordination is there to help families connect with their area's mental and behavioral health resources, as sometimes this can be difficult to find.

### **What can I expect from the Follow-Up Care Coordinator?**

Your Follow-Up Care Coordinator:

- Will contact you by telephone within two business days after help is requested.
- Asks about your family's needs and preferences, helps find resources in your community, and can help you arrange appointments.
- Checks in once a week with you by phone to see how things are going for you and your child.
- Continue to support your family until your child has found a mental health provider who can meet your needs.
- Make sure you connect with the help you need and support your child/family in attending at least two appointments.
- Communicates directly with our practice to keep us updated.

**What if we don't have health insurance? How can we afford care?**

Our coordinator can help you find affordable care options for your child.

**What do I need to do?**

- Make sure to set up your voicemail so that you can receive phone messages left for you.
- If you live outside St. Louis, the Follow-Up Care Coordinator may contact you from a 314-area code.
- Please be ready to answer their calls when possible. The number that you will see on your phone is 314-628-2929.
- To maintain communication with the Follow-Up Care Coordinator and respond to calls and voicemail messages.
- If our Care Coordinator can't reach you after three tries, your case will be closed. However, you can contact our office to reconnect.

**If you have more questions about this process, please get in touch with our office. We are committed to helping families like yours achieve better mental health outcomes.**