

# A Suggested Script for Expectant and Parenting Teens: Seeking Care Coordination Through NM Medicaid Managed Care Organizations

## Before Calling for Care Coordination:

- If you are still unsure of what care coordination, what the process is, and what the related terms and acronyms mean (MCO, HRA, CAN, etc.) please review our other document: “How to Get a Care Coordinator.”
- These calls can take 30-50 minutes, so please reserve this amount of time to get in touch with a care coordinator
  - Sometimes, during a large portion of the call, you will be on hold. If you happen to disconnect during this time, or when they transfer you, you can just call back and let them know what happened and why you are calling again.
- Try to have your Medicaid card with you during this call so you can give them your member identification number (member id)
  - If you do not have your card on hand, they may ask for your full name, date of birth, and or the last four numbers of your social security number.
  - During the call, they also may ask for your home address and phone number.
- You do NOT need a parent’s permission to be able to request care coordination. If the person with whom you are speaking tries to require it, ask for their name and try to call again at a different time or day to speak to another representative to request care coordination. Please feel free to reach out to NMASBHC for support if this occurs.
- If you are calling during or near the holidays, the phone lines will be busy and will most likely go to voicemail. If it does you can state the following:
  - *Hello my name is (FULL NAME), and I am calling to self-refer for care coordination services. My member id number is \_\_\_\_\_, my birthday is (MONTH, DAY, YEAR). Please call me back at \_\_\_\_-\_\_\_\_-\_\_\_\_.*
- You may be asked to complete a customer satisfaction survey at the end of the call this is optional.

## Getting Started:

- There are three scripts specific for the 3 different MCOs (Western Skies Community Care, Presbyterian Health Plan, and Blue Cross Blue Shield of New Mexico). Please call your correct MCO and use that specific script below.

- Almost two dozen students have tested out the script, and the majority were easily able to get a care coordinator or community health worker. They all stated that it was way easier than expected and that the script helped with their anxiety on phone calls!
- If you have any questions, concerns, or issues with this script or would like support with this call, please contact NMASBHC ([info@nmasbhc.org](mailto:info@nmasbhc.org)).

## **Western Skies Community Care**

For more information about or **to self-refer to Care Coordination** with Western Skies Community Care, you can call Member Services. The phone number is 1-844-543-8996, and you press 4 for care coordination. They will help you with the process below for getting a care coordinator:

\*Please try to reserve 20-30 minutes for this phone call to be assigned a care coordinator

\*Have your Medicaid number on hand; if not you cannot, instead provide your name, DOB and SS number.

*“Hello, I am a member of Western Skies Community Care and would like to receive care coordination services. I have had a change in my health condition (if pregnant) OR would like to self-refer for care coordination (if parenting) and would like to see what I need to do to begin receiving these member benefits.”*

### **If they ask about the health condition or your main health concern:**

- **Currently Pregnant:** *“I am a pregnant teenager, and with my age I am considered to have a high-risk pregnancy”*
  - High risk pregnancy is a term they look for when assigning care coordinators due to your age, so try not to worry about this term. If you have any questions or concerns about your pregnancy, please talk to your healthcare provider.
- **Parent:** *“I would like to be self-refer for care coordination. I am hoping to get assistance with \_\_\_\_\_.”* This can be filled with any of the following:
  - Making appointments: with a healthcare provider covered by my insurance
  - Transportation: connect me with FREE transportation to and from myself (or my child’s) appointments
  - Health Education: Help me understand my (or your child’s) health and connect me with any answers you have
  - Mental Health Support Access: Connect me with resources and providers in my area covered by my insurance
  - Finding Providers: for me or my child covered by my insurance
  - Community Resources: connect me with resources such as food pantries, shelters, and program in my area to support my family’s individual needs.
  - Home Visiting: connect me with programs that provide extra support to parents that visit the home to listen, help in education/answer any questions, promote my child’s development, and connect me with community resources
  - Infant and Maternity Care: find resources/answer questions
  - Understanding your health benefits: Medicaid has many benefits and resources to help your family, but knowing about them and how to access them can be difficult- a care coordinator can help with this.

### **They will have you complete the notice of pregnancy over the phone:**

- This is mainly demographics and takes about 10 minutes.

- You will be registered for their program: Start Smart for Your Baby and assigned a nurse care manager.

**They will have you complete a Health Risk Assessment over the phone- if you have time during this phone call. If not, one will be scheduled for a future date/time:**

- This helps them assess the level of care you will need with a care coordinator and takes 5-10 minutes.
- Remember that your main health concern is your high-risk pregnancy.
- You will be registered for Start Smart for Your Baby and assigned a nurse case manager.

*“After referral, what should I expect next?....Thank you!”*

**You should then qualify for a care coordinator!**

- Schedule a time with a care coordinator to complete a Comprehensive Needs Assessment; please schedule time for 2 hours.
- They may be conducted in the home, but if you prefer you can request to have it be telephonic, in their office, in a public facility that has private rooms (to discuss your health matters confidentially, like a public library room) or via zoom.

**They will have you complete a Comprehensive Needs Assessment (CNA) over the phone with your care coordinator:**

- A CNA will take place every 6 months to ensure you are doing well and help the coordinator assess what services you need.
- IF they ask you what services you are interested in, you can again consider: housing specialist, finding healthcare providers, appointment assistance, securing transportation, community resources (food, shelter programs), infant/maternity care, health education, understanding your benefits or health plan, tribal liaisons, SafeLink phones, and/or their peer-to-peer program.

**IF you already had a care coordinator:**

- Ask how you can get connected with them- be sure to get their name, phone number and/or email, and times they work. You can now call them and ask them about the services you were wanting above!

**IF you are not assigned a care coordinator:**

- Please let them know what services you are interested in and how Western Skies can provide them through member services
- *“Although I was not able to get a care coordinator, I am still interested in some member services, like \_\_\_\_\_ . Who can help me with these, and what number do I call?”* (use the list from the Parent section under main health concern)

## **Presbyterian Health Plan**

**To request care coordination services** during normal business hours, call: (505) 923-8858 or toll-free at 1-866-672-1242. They will help you complete the steps below to be assigned a care coordinator.

\*Please try to reserve 30-50 minutes for each phone call assessment (HRA and CNA- 1 hour and 40 minutes total)

\*Have your Medicaid number on hand; if not you cannot, provide your name, DOB and SS number.

*“Hello, I am a member of Presbyterian Health Plan and would like to receive care coordination services. I have had a change in my health condition (if pregnant) OR would like to self-refer for care coordination (if parenting) and would like to see what I need to do to begin receiving these member benefits.”*

### **If they ask about the health condition or your main health concern:**

- **Currently Pregnant:** *“I am a pregnant teenager, and with my age I am considered to have a high-risk pregnancy”*
  - High risk pregnancy is a term they look for when assigning care coordinators due to your age, so try not to worry about this term. If you have any questions or concerns about your pregnancy, please talk to your healthcare provider.
- **Parent:** *“I would like to be self-refer for care coordination. I am hoping to get assistance with .”* This can be filled with any of the following:
  - **Making appointments:** with a healthcare provider covered by my insurance
  - **Transportation:** connect me with FREE transportation to and from myself (or my child’s) appointments
  - **Health Education:** Help me understand my (or your child’s) health and connect me with any answers you have
  - **Mental Health Support Access:** Connect me with resources and providers in my area covered by my insurance
  - **Finding Providers:** for me or my child covered by my insurance
  - **Community Resources:** connect me with resources such as food pantries, shelters, and program in my area to support my family’s individual needs.
  - **Home Visiting:** connect me with programs that provide extra support to parents that visit the home to listen, help in education/answer any questions, promote my child’s development, and connect me with community resources
  - **Infant and Maternity Care:** find resources/answer questions
  - **Understanding your health benefits:** Medicaid has many benefits and resources to help your family, but knowing about them and how to access them can be difficult- a care coordinator can help with this.

**They will have you complete a Health Risk Assessment over the phone-**

- This helps them assess the level of care you will need with a care coordinator and takes 30-45 minutes.
- Remember that your main health concern is your high-risk pregnancy or to help coordinate your health care.
- You will be enrolled in their Presbyterian Centennial Care Baby Benefits, a rewards program for getting your pregnancy care.

*“After referral, what should I expect next?....Thank you!”*

**You should then qualify for a care coordinator!**

- In 3-5 business days you will receive a phone call from your care coordinator
- Schedule a time with a care coordinator to complete a Comprehensive Needs Assessment, please schedule time for 50 minutes
- They may be conducted in the home, but if you prefer you can request to have it telephonic or via zoom

**They will have you complete a Health Risk Assessment over the phone with your care coordinator:**

- A CNA will take place every 6 months to ensure you are doing well and help the coordinator assess what services you need.
- IF they ask you what services you are interested in, you can again consider: finding healthcare providers for you or your child, appointment assistance, securing transportation, infant/maternity care, health education, home visiting and/or understanding your benefits or health plan.

**IF you already had a care coordinator:**

- Ask how you can get connected with them- be sure to get their name, phone number and/or email, and times they work. You can now call them and ask them about the services you need!

**IF you are not assigned a care coordinator, consider community health workers (CHWs).**

- This is most likely because your HRA showed that you are very healthy and unlikely to need the level of support a care coordinator provides.
- These individuals are members of the community who are connected to resources and programs to help you get the services that you need to stay healthy. CHWs are a support to help you navigate the healthcare system, link you to community services, and provide health coaching and advocacy. Call Presbyterian Customer Service: English and Spanish: (505) 923-5200 or 1-888-977-2333 for more information.
- *“Hello, I am a member of Presbyterian community care and would like to be connected with a community health worker. I am a pregnant/parenting teenager and would like to see what I need to do to begin receiving these member benefits. I was not able to get a care coordinator, but I am still interested in member services, like \_\_\_\_\_.”*  
(use the list from the CNA section)
- **IF not**, *“Who can help me with these services, then and what number do I call”?*

## Blue Cross Blue Shield of New Mexico

Blue Cross Blue Shield of New Mexico (BCBSNM) offers care coordination to help you better manage your health condition(s). Care coordination is voluntary and available to you at no extra cost. For more information, here is this flier: <https://bit.ly/BCBSNMCC>

To learn more about care coordination, or to request a care coordinator, please call 877-232-5518 => press 3 => press 2 => ask for care coordination

\*Please try to reserve 20-30 minutes for this phone call

\*Have your Medicaid number on hand; if you cannot, you can provide your name, DOB and SS number.

*“Hello, I am a member of Blue Cross Blue Shield and would like to receive care coordination services. I have had a change in my health condition (or would like to self-refer for care coordination) and would like to see what I need to do to begin receiving these member benefits.”*

### **If they ask about the health condition or your main health concern:**

- **Currently Pregnant:** *“I am a pregnant teenager, and with my age I am considered to have a high-risk pregnancy”*
  - High risk pregnancy is a term they look for when assigning care coordinators due to your age, so try not to worry about this term. If you have any questions or concerns about your pregnancy, please talk to your healthcare provider.
- **Parent:** *“I would like to be self-refer for care coordination. With this I am hoping to get assistance with \_\_\_\_\_.”* This can be filled with any of the following:
  - Making appointments: with a healthcare provider covered by my insurance
  - Transportation: connect me with FREE transportation to and from myself (or my child’s) appointments
  - Health Education: Help me understand my (or your child’s) health and connect me with any answers you have
  - Mental Health Support Access: Connect me with resources and providers in my area covered by my insurance
  - Finding Providers: for me or my child covered by my insurance
  - Community Resources: connect me with resources such as food pantries, shelters, and program in my area to support my family’s individual needs.
  - Home Visiting: connect me with programs that provide extra support to parents that visit the home to listen, help in education/answer any questions, promote my child’s development, and connect me with community resources
  - Infant and Maternity Care: find resources/answer questions
  - Understanding your health benefits: Medicaid has many benefits and resources to help your family, but knowing about them and how to access them can be difficult- a care coordinator can help with this.

**They will have you complete a Health Risk Assessment over the phone- if you have time during this phone call. If not, one will be scheduled for a different date/time:**

- This helps them assess the level of care you will need with a care coordinator, and takes 5 minutes
- Remember that your main health concern is your high-risk pregnancy
- If you are pregnant you will be assigned into the Special Beginnings Program with a care coordinator.

*“After referral, what should I expect next?....Thank you!”*

**You should then qualify for a care coordinator!**

- In approximately one week you will be assigned and contacted by a care coordinator.
- Schedule a time with a care coordinator to complete a Comprehensive Needs Assessment,
- They may be conducted in the home, but are now usually over the phone or via zoom. You can request your preference.

**They will have you complete a Comprehensive Needs Assessment (CNA) over the phone with your care coordinator:**

- A CNA will take place every 6 months to ensure you are doing well and help the coordinator assess what services you need.
- IF they ask you what services you are interested in, you can again consider: finding healthcare providers, appointment assistance, securing transportation, community resources (food, shelter programs), infant/maternity care, health education, and/or understanding your benefits or health plan.

**IF you already had a care coordinator:**

- Ask how you can get connected with them- be sure to get their name, phone number and/or email, and times they work. You can now call them and ask them about the services you need!

**IF you are not assigned a care coordinator:**

- Please let them know what services you are interested in, and how Blue Cross Blue Shield can provide them through member services
- *“Although I was not able to get a care coordinator, I am still interested in some member services, like \_\_\_\_\_ . Who can help me with these, and what number do I call?”* (use the list from the Parent section under main health concern)