

Resources for Patient/Families with Chronic Illness

CHILDREN'S HOSPITAL OF PHILADELPHIA

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What We Do: Outpatient Social Work

- Work with patients/families to overcome barriers to maintaining a healthy lifestyle/following treatment recommendations (i.e. transportation, food insecurity, finances, custody/consent).
- Communicate with school teams (including colleges) re: appropriate accommodations, reintegration after absences and promoting school attendance.
- Follow-up with families who have difficulty with appointment attendance and/ or following treatment recommendations. Identify possible barriers and facilitate solutions.
- Identify and assist with insurance barriers (i.e. refer families to appropriate team to assist with insurance issues, assist with Medicaid applications or assess need for patient assistance programs).
- Provide community referrals for patients identified as needing a higher level of outpatient psychiatric care.
- Connect patients and families to resources and social service agencies in their community.
- Assist with patient issues or concerns with transition to adult care.

Insurance and Financial Resources in PA

Secondary Medicaid PH-95 loophole

TACHP, Technology Assisted Children's Home Program

Local community agencies are also available to possibly assist with utility bills, and other expenses

Secondary Medicaid in PA, PH-95 Loophole

PH-95 and secondary Medicaid are interchangeable

Encourage families to apply for secondary insurance to assist with significant out of pocket expenses re: to their child's medical needs

For children 18 and under only

Only patients with a primary insurance are eligible

Not a guarantee based on diagnosis but worthwhile to apply

It is possible to retroactive 3 months from date of Medicaid application- but not a guarantee

Encourage you to explore this in your state by calling your local Medicaid office to see what your options are

Who can help you apply for secondary Medicaid in the state of PA?

Family Health Coverage Program

- CHOP program, however, they will assist with anyone applying for PA Medicaid both secondary and straight Medicaid
- 800-974-215

PCCY Health Insurance for Kids Hotline (free service)

- Speak to Deb about any questions you may have and she can help you troubleshoot
- Deborah Zubow 215-563-5848 ext. 17

TACHP: Technology Assisted Children's Home Program

TACHP is a state funded program in the state of PA, it is available in all PA counties

Goals include promoting health, and prevent and manage chronic disease, especially among vulnerable populations, through community-based outreach, education and advocacy

Once TACHP receives referral from SW, medical provider, school, or even family directly they will arrange a needs assessment and help identify resources in your county

New Jersey Resources

Secondary Medicaid is very difficult to obtain in NJ

- Within GI, we know of very few cases where a patient has had both a primary and secondary insurance, this is not a resource we refer to families and Family Coverage Program at CHOP does not assist NJ patients apply for Medicaid

Case Management Units

Catastrophic Relief Fund

Pharmaceutical Assistance to the Aged & Disabled (PAAD)

Case Management Units

New Jersey's 21 counties maintains a Special Child Health Services (SCHS) Case Management Unit (CMU) partially funded by its Board of Chosen Freeholders to promote access to preventive and primary care for **Children and Youth with Special Health Care Needs** (CYSHCN) from birth through 21 years of age

<https://www.nj.gov/health/fhs/specialneeds/case-management/>

County	Address/Telephone/Fax	Contact Information
Atlantic County SCHS-CMU	Atlantic County 6106 Black Horse Pike Building C Egg Harbor Twp, NJ 08234 Phone: 609-909-9269 Fax: N/A	Cindy Hause, Unit Coordinator Email: chause@childrens-specialized.org
Bergen County SCHS-CMU	Bergen County Department of Human Services 1 Bergen County Plaza, 2nd Floor Hackensack, NJ 07601-4895 Phone: 201-634-2621 Fax: 201-336-7199	Erin Beischer, LCSW, Program Coordinator Email: ebeischer@co.bergen.nj.us
Cape May County SCHS-CMU	Cape May County Department of Health 6 Moore Road DN 601 Crest Haven Complex Cape May Court House, NJ 08210-3067 Phone: 609-465-6841 Fax: 609-463-0511	Natalie Sendler, Director Email: natalie.sendler@co.cape-may.nj.us

Catastrophic Relief Fund

Financial assistance program for New Jersey Families whose children have an illness or condition not otherwise covered by insurance, State or Federal programs, or other sources, such as fundraising.

The fund is intended to assist in preserving a family's ability to cope with the responsibilities which accompany a child's significant health problems

Local Community Agencies that Partner with CHOP

Local community agencies may sometimes assist with utility bills, transportation costs, etc.

- Disease specific
- County specific
- Needs specific

We encourage you to ask your local SW what community agencies might fit your family's needs

Common Resources

Medical Assistance Transportation

Utility Assistance

Pharmaceutical Assistance Programs

Family Medical Leave Act

Make A Wish

Advanced Care Planning

Medical Assistance Transportation Program (MATP)

Provides transportation to non-emergency medical appointments for Medical Assistance recipients

Varies by state and county

Can include:

- Door-to-door service
- Shuttle rides
- Bus fares

Gas & Electric Medical Necessity Forms

May qualify if you have a medical condition that will be affected by the loss of service

A medical certification may prevent a shut off or restore service for 30 days

Medical provider needs to sign

Pharmaceutical Assistance

Patient pathway assistance programs vary by company

May help with high copays, or drugs insurance does not cover

We encourage you to reach out to the pharmaceutical company to identify which programs are offered

Work Accommodations Family and Medical Leave Act (FMLA)

Documentation for work to support medical-related absences

FMLA is designed to help employees balance their work and medical responsibilities by allowing them to take reasonable **unpaid leave** for certain family and medical reasons.

Requires medical documentation

Patient and their family members may qualify

Make A Wish

Organization that grants wishes to chronically ill children

Families can self-refer but need a medical provider to complete eligibility form

Eligibility varies by diagnosis

Advanced Care Planning

Including completion of advanced directives and living wills

A **living will** is your written statement of your healthcare choices in limited circumstances

An **advanced directive** is a document in which a person either states choices for medical treatment or appoints someone to make choices for them

(a living will or durable power of attorney for health care)

School Accommodations and Supports

Social Worker is here to be an advocate for your child in the school setting (whether that be in public, private and or college) to ensure that your child's needs are being met re: to their medical needs

- Phone consultation to address your child's needs in school
- Assist with creating 504 plans or Individualized Health Plans
 - Typical accommodations we advocate for include:
 - Unrestricted access to bathroom
 - Extra time on assignments and tests
 - Access to snacks and water
 - In the event your child misses school due to unanticipated symptoms or hospitalizations, we work with school to identify a reintegration plan for a gradual return
- Additional resources:
 - Education Law Center in PA [\(215\) 238-6970](tel:215-238-6970)
 - Education Law Center in NJ [\(973\) 624-1815](tel:973-624-1815)

How to Obtain Social Work Services at CHOP?

- Ask your provider to connect with a social worker at your next appointment or call provider's office to direct to social work
- Call the SW department at 215-590-2072