

Voluntary Care Management Program

The Voluntary Care Management program serves families and youth with serious emotional challenges, mental illnesses and/or substance use disorders.

The goal is to support families by increasing their access to care.

By participating in the program, families can expect:

- Responsive and attentive staff who respect their needs
- Support in navigating the behavioral health care system
- Connection to services and supports in their community

Eligible Families

Eligible families for the Voluntary Care Management program have a child/youth:

- Under the age of 18 with a diagnosed emotional, behavioral or substance use problem
- With a developmental disorder, in addition to a primary diagnosis of an emotional, behavioral or substance use problem
- Who can't access the services they need

Please note: To be eligible, families must be willing to provide necessary paperwork and actively participate in treatment planning.

How Does Voluntary Care Management Program Work?

- Parents/caregivers can submit a request for the program by calling the Department of Children & Families (DCF) Careline at 1-800-842-2288 and ask for voluntary services.
- The Careline staff will gather the referral information to determine the family's eligibility.
- Once the referral is complete, DCF will send it to Beacon Health Options.



Beacon will contact the family to:

- introduce themselves
- assess the needs of the child and family
- provide a brief overview of the program
- respond to questions
- assist in the development of an Initial Care Plan to help the family to achieve its goals
- The Careline staff will also make a referral to the Office of the Healthcare Advocate to make sure all potential insurance resources have been explored.
- Families enrolled in the program will be referred to ongoing clinical and supportive services within their community.

**For Information about
Beacon's Voluntary Care Management
Program, email:
CTCHILDANDFAMILY@beaconhealthoptions.com**

About Beacon Health Options

Beacon is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help people live their lives to their fullest potential.

The Voluntary Care Management Program is funded through the CT Department of Children and Families (DCF).