

## Frequently Asked Questions

### What children does PIH serve?

Children under 18 years old with a qualifying mental and/or behavioral health diagnosis who are on Medicaid.

### Will you help me find a doctor or provider?

The care coordination team can offer suggestions and referrals.

### What is care coordination?

We work together with you to communicate with your child's schools, doctor, therapist, or other providers to share the most up to date information on your child's health and wellness.

### Where will we receive services?

The care team will meet you and your child at a place you choose. This may be in your home or at another place in the community.

### How often will we get services?

Each family is unique and contact can vary from month to month based on your family's needs.

### Make a Referral

To see how we can be of assistance, you can contact us at one of the following numbers:

#### **CLINTON— 563-243-0292**

*Serves Clinton and surrounding counties*

#### **DECORAH—563-382-1277**

*Serves Winneshiek and surrounding counties*

#### **DUBUQUE—563-556-3700**

*Serves Dubuque and surrounding counties*

#### **IOWA CITY—319-356-4248**

*Serves Johnson and surrounding counties*

#### **OELWEIN—319-283-4135**

*Serves Fayette and surrounding counties*



## Pediatric Integrated Health Program

**A new level of care that brings resources and families together.**

#### **CEDAR/JOHNSON COUNTIES**

Child Health Specialty Clinics  
100 Hawkins Drive,  
Room 247 CDD  
Iowa City, IA 52242-1011  
Phone: (319) 356-4248  
Toll Free: (866) 219-9119, ext 3  
Fax: (319) 356-3715  
email: PIHCedar-Johnson@  
healthcare.uiowa.edu



<http://www.chsciowa.org>



## Who Are We?

Child Health Specialty Clinics (CHSC) is a community-based public health agency that serves Iowa children and youth with special health care needs and their families.

CHSC is part of the University of Iowa's Division of Child and Community Health.

CHSC's Pediatric Integrated Health Program (PIH) provides care coordination and family support to children and youth up to 18 years old who are eligible for Medicaid and have qualifying emotional and/or behavioral challenges.

The PIH Care Coordination team partners with families, community providers, and healthcare professionals to assure everyone working with the child and family has the most updated information and resources to help each child meet their health and wellness goals.

## Meet Your Care Coordination Team

Each child receives care coordination from a team that includes a Family Navigator, Nurse, and Social Worker.

Family Navigators have firsthand experience as a parent or primary caregiver of a child or youth with behavioral and/or mental health challenges. They provide other parents with individualized problem-solving, emotional support, and can help support families in navigating the healthcare system.

Nurses offer support to families in managing their child's health and overall well-being. The nurse is a liaison between the child's Primary Care Physician as well as other professionals involved in managing the child's health care needs.

Social Workers help identify potential supports and resources for the management of your child's overall well-being. They will assist your child in meeting their physical and mental care health care goals by providing support, education, and access to resources.

## What Can You Expect?

A member of your team will talk with you about your child's current health, wellness, and social support needs. With this information we will learn how to best coordinate services to improve your child's overall health and wellness.

### PIH Care Coordination can:

- Provide support services to you, your child, and family members.
- Use technology to link all services together.
- Help families locate a doctor, therapist, counselor, or other health care providers.
- Help families find resources to meet their child's needs.
- Provide advocacy and support by attending school and IEP meetings, medical appointments, court hearings, and other appointments with families.
- Help families communicate with Managed Care Organizations (MCO).
- Help families apply for the Children's Mental Health Waiver.
- Provide care coordination and family support to children approved for the Children's Mental Health Waiver.

