Possible Referral Sources for Ages 21+

- Intellectual or Developmental Disability; Mental Health; Chronic Medical Condition
- Explore Post-secondary school or career options
- Explore Vocational Rehabilitation Opportunities
- Explore DSS for CAP/DA
- Explore N.C. Innovations Waiver
- Explore LME/MCO MH/SA/IDD

Acronym Key:

- CC4C - Care Coordination for Children
- CAP/DA - Community Alternative Program - Disabled Adults
- CDSA - Children’s Developmental Services Agency
- CAP/C - Community Alternative Program for Children
- DSS - Department of Social Services
- I/DD - Intellectual/Developmental Disabilities
- LME/MCO - Local Management Entity/Managed Care Organization
- MD/SA/IDD - Mental Health, Substance Abuse, Intellectual and Developmental Disabilities
- SSI - Supplemental Security Income

The Children and Youth with Special Health Care Needs Help Line is an information and referral help line for those living with, caring for and concerned about, a child with special health care needs. Callers can learn about health care programs as well as funding resources available to North Carolina residents.

Topics most often discussed with help line callers include:

- Information and services available under government and community programs;
- Resources to help pay for medications, medical equipment and supplies, adaptive devices, visits to the doctor, utilities or food;
- How to find health care and dental providers;
- How and where to apply for disability income for a child;
- How to find services when relocating to, and within, North Carolina;
- Information about health care transitions for children and youth with special health care needs.

Offering a toll-free help line for parents and professionals with Children and Youth who have Special Health Care Needs

1-800-737-3028

Email: CYSHCN.Helpline@dhhs.nc.gov

State of North Carolina | Pat McCrory, Governor
Department of Health and Human Services
Aldona Z. Wos, M.D., Secretary
Division of Public Health

Children with Special Health Care Needs Help Line
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www.ncdhhs.gov

N.C. DHHS is an equal opportunity employer and provider. (11/14)
Referral Flow Chart for Children and Youth with Special Health Care Needs

Possible Referral Sources for Birth to 3

- Developmental Delay/Disability or Established (Diagnosed) Condition
  - Explore SSI and Medicaid or Health Choice
  - Explore CDSA for Early Intervention
  - Explore N.C. Innovations Waiver Services
  - If medically fragile - Explore CAP/C

“At Risk” and/or does not qualify for Early Intervention Services

- Explore SSI and Medicaid or Health Choice
- Explore CDSA for Early Intervention
- Explore N.C. Innovations Waiver Services
- If medically fragile - Explore CAP/C

Possible Referral Sources for Ages 3 to 5 Years

- Intellectual or Developmental Disability; Mental Health; Chronic Medical Condition
  - Explore SSI and Medicaid or Health Choice
  - Explore Exceptional Children’s Preschool Program
  - Explore N.C. Innovations Waiver Services
  - Explore Health Department - CC4C

- Medically Fragile
  - Explore SSI and Medicaid or Health Choice
  - Explore CAP/C
  - Explore Health Department - CC4C

“At Risk” and/or does not qualify for school services

Possible Referral Sources for Ages 5 to 21 Years

- Intellectual or Developmental Disability; Mental Health; Chronic Medical Condition
  - Further evaluation needed to determine eligibility

- Medical Concerns
  - Explore School Health Nurse for Follow up
  - Local school system - Explore Exceptional Children’s Department - if eligible, child can continue in school until age 22

- Specialist, Developmental Pediatrician

- Medical Concerns
  - Explore N.C. Innovations Waiver

The flow chart is designed for parents and professionals as an informational brochure when exploring possible resources in your area. For more information on services and resources that are available in your area call 1-800-737-3028 or email the Help Line at CYSHCN.Helpline@dhhs.nc.gov.

* Flow chart adapted from the Cabarrus Innovative Approaches A Guide Through the Service System brochure *