

HOW TO GET YOUR CHILD THE SUPPORT THEY NEED IF YOU HAVE MEDICAID INSURANCE

HOW IS MY CHILD FEELING?

If your child is feeling sad, worried, angry, or isolated, or if they are acting out in school, experimenting with drugs, sex, or alcohol, or withdrawing from activities that used to be fun for them, they may be in need of some extra help.

WHO CAN GET MY CHILD THE HELP THEY NEED?

- You can – parents, family members, and caregivers have the right to request, accept, and deny services for their child.
- Your child's doctor or nurse.
- The child – if they are 14 or older, they can self-refer
- School staff such as the teacher, school counselor, or principal
- Call Community Behavioral Health at 1-888-525-2600

WHAT IS THE COST OF THE HELP?

Most support will be free to you. Your child's school counselor will be able to help you understand your insurance coverage.

HOW DO I GET MY CHILD THE HELP THEY NEED?

- Call your child's school counselor for a private talk and learn next steps.
- Learn who to contact at your child's school here: <https://www.philasd.org/prevention/#1633866225406-aa932560-f639>
- You can also call your child's teacher for help in finding support.

WHAT IF NOTHING HAPPENS AFTER I TRY GETTING MY CHILD HELP?

- You can go to the school's principal for support.
- You can call Community Behavioral Health directly at 800-545-2600
- If all else fails, call the advocates at Children First at 215-563-5848 x171

WHEN WILL MY CHILD GET BETTER?

Every child is unique, and each will get better on different timelines. Support in the school can last from a few weeks up to the whole school year or beyond.

WHAT IF THERE IS A PROBLEM WITH THE HELP THAT MY CHILD GETS?

You can report a problem to your child's school counselor, or to Community Behavioral Health at 1-888-545-2600.

