

**Pediatric Care Coordination Supportive Services Referral Guide**  
**Four programs in San Mateo County for low-income or Medi-Cal pediatric patients who need additional assistance**

Organization	Health Plan of San Mateo (HPSM)	San Mateo County Health (SMC)		HPSM & SMC
<b>PROGRAMS</b>	<b>Pediatric Integrated Care Management</b> <a href="http://www.hpsm.org/provider/care-coordination">www.hpsm.org/provider/care-coordination</a>	<b>Family Health Pediatric Home Visiting</b>	<b>Child Health and Disability Prevention (CHDP)</b> <a href="http://www.dhcs.ca.gov/services/chdp">www.dhcs.ca.gov/services/chdp</a>	<b>Whole Child Model/ California Children's Services</b> <a href="http://www.hpsm.org/CCS">www.hpsm.org/CCS</a>
<b>AREA OF EXPERTISE</b>	Developmental or behavioral complexity	Infant/parent bonding & attachment; developmental, behavioral and/or medical issues; asthma management.	Care coordination (scheduling and transportation assistance for dental and medical appointments)	Chronic medical complexity
<b>TYPE OF PROGRAM</b>	Linkage to community resources	Education, support and linkage to community resources.	Linkage to community resources	Linkage to team to navigate health system
<b>LEVEL OF SUPPORT</b>	<ul style="list-style-type: none"> <li>Primarily telephonic care and service coordination (less intensive, proactive and reactive support, matched to member need)</li> <li>May transition to longitudinal case management when member is 21+</li> </ul>	In-person Case Management (intensive, proactive support)	Telephonic Service Coordination (less intensive, reactive support)	Primarily telephonic Case Management (intensive, proactive, matched to client need)
<b>ELIGIBILITY CRITERIA</b>	<ul style="list-style-type: none"> <li>Enrolled with HPSM</li> <li>Ages 0 to 21</li> </ul>	<ul style="list-style-type: none"> <li>Medi-Cal eligible</li> <li>Under 18</li> </ul>	Dental Care Coordination <ul style="list-style-type: none"> <li>Medi-Cal under 21</li> <li>Medi-Cal pregnant women (any age)</li> </ul> Medical Care Coordination <ul style="list-style-type: none"> <li>Non-HPSM Medi-Cal</li> <li>Under 19</li> </ul>	<ul style="list-style-type: none"> <li>Under 21</li> <li>CCS eligible condition</li> <li>San Mateo County resident</li> <li>Financially eligible (typically Medi-Cal, but reviewed by CCS team)</li> </ul> <a href="http://www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility">www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility</a>
<b>HOW TO ACCESS</b>	Open link and complete appropriate form <a href="http://www.hpsm.org/provider/care-coordination">www.hpsm.org/provider/care-coordination</a>	Call <b>1-888-840-0889</b> or complete the <b>FHS referral form.</b>	Call <b>650-573-2877</b> or complete the <b>FHS referral form.</b> <a href="http://www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility.aspx">www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility.aspx</a>	Open link below and follow instructions <a href="http://smchealth.org/ccs">smchealth.org/ccs</a>

Children can also get assistance from Help Me Grow. This organization offers information and linkage to community resources [www.helpmegrowsmc.org](http://www.helpmegrowsmc.org) for all families living in San Mateo County, regardless of income or insurance.

[www.helpmegrowsmc.org](http://www.helpmegrowsmc.org)