



Influencing Policy While Helping Families

The Power of Care Coordination

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Throughout the 1980s and 90s, service delivery systems became more complex and fragmented. Connecticut's 2-1-1 responded to this change by establishing specialized call centers.

Connecticut 2-1-1



- How CT 2-1-1 specialized call centers use care coordination
- HUSKY Infoline: Influencing Medicaid policy
- Child Development Infoline: Influencing systems change
- How a care coordinator works with a family
- 4 components of effective care coordination
- Implications for using call center data as a resource to effect policy

Presentation Overview



HUSKY Infoline helps families access CT's Medicaid (HUSKY A) and SCHIP (HUSKY B) programs.

Care Coordinators offer the following support and services to families:

- Educate callers about the HUSKY program
- Conduct outreach
- Mail applications/brochures to families
- Advocate for families experiencing difficulties
- Provide follow up assistance

HUSKY Infoline



Child Development Infoline helps families with children who are at risk or experiencing developmental delays or behavioral health issues find appropriate services.

Care Coordinators provide:

- Assessment of needs & referrals to services
- Education on development, behavior management and programs
- Ongoing developmental monitoring
- Advocacy and follow up

Child Development Infoline



The four components of telephone care coordination are:

- Assessment
- Education
- Referral
- Advocacy and Follow-up

Components of Care Coordination



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