

FAMILY TIP SHEET

Getting to Know Your Child's Exceptional Needs Care Coordinator or Intensive Care Manager

Does your child need more than the usual amount of health care (for example: many medications, many doctors, special equipment, frequent trips to the ER or hospital)? If so, you may be eligible for some extra help. Health insurance companies have staff who help frequent users of the health care system get what they need. They are called either "Exceptional Needs Care Coordinators" or "Intensive Care Managers" (ENCC/ICMs for short).

To connect with an ENCC/ICM for your child, call your health insurance company. The number is on your insurance card. Say you have a child with special health needs, and you'd like to speak with an Exceptional Needs Care Coordinator or an Intensive Care Manager.

Tell your ENCC/ICM about your child's special needs. For example:

- My child takes ___ (number or name of medications).
- My child gets specialty care from ____ (list types of specialists).
- My child has been diagnosed with ____ (list conditions).
- My child needs ____ (list equipment or supplies).
- I need help getting ____ (unmet health needs) for my child.

Ask the ENCC/ICM questions about how they can help. For example:

- What sort of help can I call you for?
- What should I do if my child has a health emergency?
- Who else can I call if you're not available?
- Can I call you directly next time, since you know our story?

Write down your ENCC/ICM's name and contact information, so you can reach them easily if you need them.



Questions? Contact us.
We're here to help.
1-855-323-6744
www.oregonfamilytofamily.org

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