

Family Tip Sheet: Getting to Know Your Child's Exceptional Needs Care Coordinator/Intensive Care Manager

If your child takes many medications, is frequently admitted to the hospital, or has specialist care in addition to his primary care, ask your health plan about working with an **Exceptional Needs Care Coordinator (ENCC) or Intensive Care Manager (ICM)**. Each Oregon CCO is required to offer these services to both pediatric and adult patients who have more than the usual amount of health care needs.

An ENCC/ICM can help you navigate the health plan, save time, avoid frustration, and help you manage the “technical” side of your child’s complex health needs so that you can spend more time being a *parent* to her.

To request the services of an ENCC/ICM, start by calling your health plan’s customer service line and say:

“I would like to speak to an Exceptional Needs Care Coordinator or Intensive Care Manager about receiving Care Coordination Services.”

You will be referred to someone who will ask you more about your situation. Tell them all about your child’s complex needs. You may wish to say something like:

- *“My child is presently on ____” (number/name of medications)*
- *“My child sees ____” (number/types of specialists)*
- *“My child has the diagnosis of: ____” (list them)*
- *“My child uses ____” (types of equipment or supplies)*



Once you are assigned an ENCC/ICM, ask:

- *“When should I call on you?”*
- *“If there is an emergency, what should I do?”*
- *“Will you be able to help me with...(whatever their particular situation is)”*
- *“If you are not available, who should I ask for?”*

Whenever possible, make a “personal” connection with ENCC/ICM:

“Thank you for helping me and (your child’s name) with this. I’m going to jot your name down as one of the people who can help me with my son. May I call you directly next time so I don’t have to tell our story over to a new person?”



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