

# THE MEDICAL HOME APPROACH

## A Checklist for Parents of Children and Youth with Special Health Care Needs

<b>INSURANCE AND MEDICAID COVERAGE</b> Use these questions as a guide for speaking with your insurance company so that you are prepared for appointments with new providers:	<b>Notes:</b>
Do I have coverage for _____? (procedure, test, specialist, etc.)	
Do I have a deductible? How much is it?	
Do I have a co-pay? How much is it?	
Is <u>Name of Provider</u> in network with my plan? If not, who is in network with my coverage that offers a similar service?	
Do I need a referral or prior authorization (PA) for services?	
Who do I talk to if I have questions? Is there a number on your medical coverage card? (Ex: Ombudsman, social worker)	

<b>MENTAL HEALTH</b> Use these questions as a guide when speaking with a mental health agency:	<b>Notes:</b>
I have _____ insurance; do you accept that?	
Are there age limits for services?	
What services does your agency provide?	
Do I need a referral from my child's doctor to be seen?	
Is there a waitlist?	
Does your clinic offer virtual appointments? How many virtual appointments are authorized under my insurance coverage? How often will my child need in person appointments?	
What are the options for crisis support?	