

Care Coordination Support Tool

This document is intended to provide guidance on straightforward care coordination support for students and families. When needed refer to Medicaid (MC) Resource Nurse.

The Medicaid Team can verify whether or not a student has active MC coverage.

Vision	
Needs vision exam - including teacher or student reporting concerns	School should first relay concerns to parents. Find out if student has MC or other insurance, and/or if assistance is needed. • If they have MC → Inform family of MC unlimited vision benefit for children. Provide MC/CHP Vision List and advise family to make an appointment. • No insurance → Refer to MC Resource Nurse.
Broken glasses	• If glasses received within the last 12 months → Encourage family to call their optical clinic or bring glasses in to see if they can be repaired/replaced under warranty. • Not covered under warranty/insurance or no insurance → Consult with MC Resource Nurse.
Lost glasses	Find out if student has MC or other insurance. • If yes → Tell family to contact provider for replacement or provide MC/CHP Vision List if no provider and they have MC. • No insurance → Consult with MC resource nurse.
Needs a second pair of glasses to keep at school	Find out if student has MC or other insurance. • If yes → Tell family to contact provider and request a second pair. • No insurance → Refer to MC Resource Nurse.
Complex medical concerns regarding vision	Refer/Consult with MC Resource Nurse as needed.
Uninsured family members (i.e. parents) need an eye exam/glasses	• If they have a student at an FRS school, refer to the FRS coordinator (Columbine, Creekside, Crestview, Uni Hill, Whittier) • Refer to EFAA (Boulder and mountain towns) or Sister Carmen (East County). These organizations can assist with rent, freeing up money for an eye exam.

Handouts	• MC/CHP Vision List • Health Services Vision Assistance Flyer
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Dental	
Needs a dentist, no insurance (not urgent)	• If available at student's school → Encourage enrollment in school-based dental program. • If not available at student's school → Refer to MC Resource Nurse.
Needs a dentist (has MC)	• Give family handout for local MC dental providers • Refer to CCHA who can help family find a provider.
Acute/urgent dental issue - no dentist	• SNC should assess student and relay concern to family. If assistance is needed to find dental provider, refer to MC Resource Nurse and/or send to Children's Hospital
Orthodontist - no insurance or denied by MC	• Refer to MC Resource Nurse. Dental voucher may be available to assist with a down payment. Family would need to work out a payment plan with the orthodontist.
Uninsured family members (i.e. parents) need dental care	• If they have a student at an FRS school, refer to the FRS coordinator (Columbine, Creekside, Crestview, Uni Hill, Whittier) • Refer to EFAA (Boulder and mountain towns) or Sister Carmen (East County). These organizations can assist with rent, freeing up money for dental services.
Handouts	• 23/24 Clinica School Based Dental Program Enrollment Packets (select schools) • Local MC dental providers

Establishing Medical Care	
Routine (has MC)	• Refer to Clinica Family Health. Print/email flyer (English, Spanish) and encourage family to call and make

	appointment to “Establish Care” - And/or give families CCHA flyer. CCHA assists MC Members with finding providers (if a family doesn’t want to go to Clinica) - Consult with MC Resource Nurse as needed.
Routine (no insurance)	- Refer to Clinica Family Health. - Print flyer (English, Spanish) and encourage family to call and make appointment to “Establish Care” - Advise families to go to Financial Assistance and Enrollment office at Clinica to apply for insurance or discount plan and give handout. - Consult with MC Resource Nurse as needed.
Needs specialist	Consult with MC Resource Nurse as needed.
Uninsured parents needing primary care	Give family flyer for Hopelight Clinic (English, Spanish)
Handouts	Clinica Family Health Brochure (Eng) Clinica Family Health Brochure (Span) Colorado Community Health Alliance (CCHA) Flyer Clinica Financial Assistance and Enrollment Information

Hospital Bills	
Children’s Hospital Colorado	Financial Counseling website: 720.777.7001
Boulder Community Health	Financial Assistance website: 303.415.5300 (Option 5) May need to leave a message Application (Eng) Application (Span)
Good Samaritan (Intermountain Health)	Financial Assistance website with links to pdfs for brochures and applications in Eng/Span
Avista (Advent Health/CommonSpirit)	Financial Assistance website
Longmont United/St Anthony/St Anthony North	Financial Assistance website

Complex Medical Needs/Coordination	
Needs support care coordination/case mgmt	Consult with MC Resource Nurse as needed. If you want MC Resource Nurse to contact the family, please provide a warm handoff and as much background information as possible.

Mental Health (short and long term support)	Connect with the mental health support team at the school level first (counselor, prevention interventionist, MHA, SPED psych/social worker)
I Matter Colorado - Free	- Up to 6 free virtual counseling sessions (some in person appointments available) - Services available in Spanish/English
Clinica Family Health - MC/Uninsured	Up to 8 counseling sessions available for established patients
Mental Health Partners - MC/Uninsured for long term support	Sliding scale fee available for uninsured clients

Health Insurance	
Applying for Medicaid	Clinica Financial Assistance and Enrollment office Boulder County Health Coverage Enrollment office Broomfield Benefits Team Apply Online at Colorado Peak
Does a student have active MC?	MC Resource Nurse can look up and confirm. If MC Resource Nurse is not available, MC Assistant and/or MC Coordinator can also look this information up.
Issue/questions with Medicaid coverage status or errors	- Boulder County Residents: - Email Boulder County HHS Department at hhscallcenter@bouldercounty.org - And/or text Boulder County HHS Department at

	303-441-1069 • Broomfield County Residents ○ Call 720.887.2290 ○ And/or email yourbenefits@broomfield.org • Medicaid Hotline: 1.800.359.1991 • Medicaid Member Handbook
Applying for discount plan at Clinica Family Health	• Give family handout with walk-in times and documentation to bring to the Financial Assistance and Enrollment office.
Has Medicaid and needs resources	• Consult with MC Resource Nurse as needed • And/or refer family to CCHA and give handout • And/or submit referral online for CCHA and they will contact family
Undocumented parents who need insurance	• OmniSalud Open Enrollment Nov- Jan. Refer to Clinica or Boulder County Health Coverage Enrollment Center, who can help parents apply • And/or give family handout for Kaiser Permanente CO Bridge Program
Handouts	• Clinica Financial Assistance and Enrollment Information • Boulder County Health Coverage Enrollment Center • Colorado Community Health Alliance (CCHA) Flyer

Transportation	
Has Medicaid and needs transportation	• Medicaid covers transportation to/from non-emergent medical appointments through Intelliride. Send family the link with information to schedule their ride. • And/or have them call CCHA for assistance.
No insurance and needs Non-Emergent Medical Transport (NEMT)	• Consult with MC Resource Nurse or MC Coordinator.

Vaccines	
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Boulder County Public Health Immunization Clinic	• Immunization clinic for students with no insurance or MC • Schedule online or call 303.413.7799 • Low to no cost
Broomfield Public Health Immunization Clinic	• Immunization clinic for student with no insurance or MC • To schedule call 720.887.2220 • Low to no cost
Family doctor	• If no doctor, see above under “Establishing Medical Care”

Physicals	
Sports	• Family doctor (if no doctor, see above under “Establishing Medical Care”) • AFC Urgent Care (Boulder/Louisville) - \$40
PreK	• Family doctor (if no doctor, see above under “Establishing Medical Care”)

Translation	
Talking Points	District-approved texting app ○ Video tutorial ○ Overview handout
Translation phone services	• Telephone interpreting services

Legal Services	
Questions regarding immigration, or request for guidance	• Do not provide any documents or guidance. Let families know about the Immigrant Legal Center of Boulder County. • info@boulderayuda.org, 303.444.1522