

Children and Family Treatment and Support Services

Dealing with mental health or substance use issues can be challenging for any family. Empire wants to help support you during these difficult times, which is why we offer Children and Family Treatment and Support Services (CFTSS).

You or your child may benefit from CFTSS if:

- You are concerned that you or your child is not receiving the right services.
- You or your child is having difficulties at home, at school, or in the community.
- You or your child is feeling overwhelmed and in need of additional support to build and maintain relationships.
- You or your child needs help and information on taking medications, coordinating care with providers, or scheduling doctor visits.



An Anthem Company

Empire BlueCross BlueShield HealthPlus complies with Federal civil rights laws. Empire does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-300-8181 (TTY 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-300-8181 (TTY 711)。

Services provided by HealthPlus HP, LLC, a licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.





What are CFTSS and how will they help?

CFTSS has multiple free services that can provide support to you or your child. These services can improve your or your child's quality of life and overall wellbeing by helping to develop:

- **Awareness** — Understand emotions (anger management, peer pressure, loss, and stress) and identify strengths and abilities through individual, group, or family therapy where you are most comfortable.
- **Conflict management** — Learn how to build relationships and communicate better with family, friends, and others.
- **Problem solving skills** — Improve communication and decision making skills.
- **Health knowledge** — Receive assessments for mental health and/or substance use needs. Understand how to take medications and learn self-care and how to use coping skills to manage emotions.

CFTSS offers the following services:

Therapy services including:

- Assessments for mental health and/or substance use needs.
- Individual and group therapies to help identify strengths and abilities, held where you or your child feels most comfortable.

Rehabilitation services including:

- Incorporating therapy goals into everyday life and receiving extra support managing medication.
- Building relationships and communicating better with family, friends, and others.
- Learning self-care and using coping skills to manage emotions.

Family and peer support services including:

- Finding support if you are raising a child with mental health and/or substance use challenges.
- Help locating information and resources available to meet your or your child's needs.
- Help making informed decisions.

Who is eligible to receive these services?

CFTSS are for Medicaid members under the age of 21 who need additional support to manage day-to-day needs. A mental health diagnosis is not required.

How do you or your child receive these services?

You or your child can take advantage of CFTSS by calling **Member Services at 800-300-8181 (TTY 711)**

Monday through Friday, 8 a.m. to 8 p.m. and on Saturday from 9 a.m. to 5 p.m. Eastern time. You or your child can also access CFTSS providers through our provider directory at empireblue.com/provider.

