

# DCF Health Advocate Fact Sheet

**ad·vo·cate** *noun* \ˈad-və-kət, -kāt\

1. recommend or support something: to support or speak in favor of something
2. somebody giving support: somebody who supports or speaks in favor of something
3. helper: somebody who acts or intercedes on behalf of another

Synonyms: supporter, backer, promoter, believer, activist, campaigner, sponsor

Source: Webster's Dictionary

## Who are the DCF Health Advocates?

Health Advocates (HAs) are the primary point of contact for resolving insurance related problems that prevent DCF children from receiving emergency, urgent and routine medical, dental, vision, pharmacy, transportation and mental health services.

Our goal is to support your efforts to keep families intact by removing barriers that prevent or delay access to the healthcare services they need. We anticipate there will be a reduction in DCF costs as we work to secure commercial insurance payment for services instead of DCF payment whenever possible.

## What do they do?

DCF HAs work to resolve problems such as:

- Getting medications filled,
- Providers refusing to treat children at the time of their appointment,
- Finding providers who accept Medicaid insurance,
- Denial of inpatient hospital medical or psychiatric admissions,
- Insurance denial of necessary services or medical equipment.
- Problems arranging home care services,
- Transportation problems.
- Any other problems accessing healthcare services.

## When to Call DCF Health Advocates

When insurance problems occur which prevent or delay health care services, Health Advocates provide vital real time front-line assistance and consultation services to resolve access to care problems.

## Who Can Call the DCF Health Advocates?

- DCF Area Office staff (including nurses, ARG staff)
- Foster parents,
- Families,
- Community programs (including MDE clinics),
- staff in congregate care settings in CT and out of state
- Youth