

Child Care Coordination

Child Care Coordination (CCC) is a Wisconsin Medicaid and BadgerCare Plus benefit available for your child if they are under age seven in Milwaukee County or under age two in the city of Racine. To qualify, your child must have an initial health assessment within eight weeks after birth. Through Child Care Coordination, you and your family can get connected with supports and services that help your child stay healthy and thrive. **Child Care Coordination is available at no cost to members.**

How can Child Care Coordination help?

Child Care Coordination helps families access health care and local resources so your child can stay healthy, including food, housing, and mental health support. You will be matched with a care coordinator who can:

- Learn about your child's current health, strengths, and needs.
- Respect your choices and ideas.
- Meet with you at a time and place that you choose.
- Connect you with the resources your child and family need such as food assistance, housing support, behavioral and mental health services, or substance abuse support.

What help can I get through Child Care Coordination?

Care coordinators can:



Give **one-on-one support** to identify and access resources to help you understand and deal with the challenges of parenting a young child, and help you develop a care plan.



Set up needed **health care appointments** for your child.



Share information with you about helpful services in your community including FoodShare, housing, and transportation.



Provide **information** and resources about infant and child development and how to keep kids on track to meet developmental milestones.



Talk with you about your child care coordination services and **answer any questions** you may have.



Help you **find a health care provider** for your child.

Reminder: These services are free.

What questions can I ask my care coordinator?

You can ask your care coordinator anything! You may have questions like these:

- What will my child need as they grow?
- How often should I bring my child to the doctor?
- How will I get to the doctor?
- What covered or "free" services or supports does my child qualify for?
- Are there community resources or groups that you recommend for our family?

A care coordinator can help answer these and other questions.

How do I find a care coordinator?

For information about Child Care Coordination or other Medicaid benefits:

 Call ForwardHealth Member Services at 800-362-3002 or 800-947-3529 (voice and TTY).

 Contact your Health Maintenance Organization (HMO) for CCC providers within their network.

To search for a health care provider:

 Go to the Wisconsin DHS ForwardHealth Provider Directory: forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx

- Click on the "Medical" tab.
- Under "Health Program," select "BadgerCare/Medicaid."
- Under "Provider Name/Service," enter "Child Care Coordination."
- Enter your zip code for best search results.



Protect Your Health Information

It is important to keep your privacy and personal health information protected.

Do not give out your Medicaid ID number (the 10-digit number on your ForwardHealth card). Your Medicaid ID number will be needed by your provider once services begin and they will keep your information secure. If you have concerns about how your personal information is used, call the Office of the Inspector General fraud hotline at **877-865-3432**.