

# VNSNY CHOICE SelectHealth Member Handbook Insert

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE NEW SERVICES FOR MEMBERS UNDER 21

## Children and Family Treatment and Support Services (CFTSS)

Starting **January 1, 2020**, VNSNY CHOICE SelectHealth will cover more Children and Family Treatment and Support Services (CFTSS). These services help children and their families improve their health, well-being, and quality of life.

CFTSS are for children under age 21 with behavioral health needs. These services may be provided at home or in the community. The additional CFTSS services available on January 1, 2020 includes:

**Youth Peer Support and Training.** This benefit is provided by a credentialed Youth Peer Advocate, or Certified Recovery Peer Advocate with a youth focus who has similar experiences.

Get support and assistance with:

- Developing skills to manage health challenges and be independent.
- Feeling empowered to make decisions
- Making connections to natural supports and resources
- Transitioning to the adult health system when the time is right.

**Crisis Intervention.** Professional help at home or in the community when a child or youth is distressed and can't be helped by family, friends and other supports. Including support and help with using crisis plans to de-escalate the crisis and prevent or reduce future crises.

These services may already be covered by VNSNY CHOICE SelectHealth for certain eligible children under age 21. If you are getting these services now, your care will not change.

To learn more about these services, call Member Services at 1-866-469-7774 (TTY: 711).

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Thank you for your membership with VNSNY CHOICE. Anytime you have questions about your plan, we're here to help.

**1-866-469-7774 (TTY: 711)**  
**8 am – 6 pm, Monday – Friday**



**CHOICE<sup>SM</sup>**  
**Health Plans**  
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