



## **Handbook Insert January 1, 2020 CFTSS**

**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**, BlueCross BlueShield 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 include:

**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 BlueCross BlueShield 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 1-866-231-0847 (TTY 711).

**[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)**

BlueCross BlueShield of Western New York is a division of HealthNow New York Inc., an independent licensee of the Blue Cross and Blue Shield Association. Amerigroup Partnership Plan, LLC provides management services for BlueCross BlueShield of Western New York's managed Medicaid.