

# Fostering Well-Being Care Coordination

Transforming  
Lives

Welcome to the Fostering Well-Being (FWB) Program,

This document explains our program and how we can support you through the Care Coordination services we provide. FWB is part of the Department of Social and Health Services (DSHS) at the Aging and Long-Term Support Administration (AL TSA). We are here to support infants/children/youth in foster care, their licensed and relative caregivers, Social Workers and Tribal Social Workers. FWB's primary focus is care coordination for the Apple Health (fee-for-service Medicaid) population including: Tribal-affiliated or in tribal custody (and have not opted to enroll in managed care organization (MCO) due to being American Indian/Alaska Native) and Non-Citizen.

## Our Team includes:

- Unit Manager
- Registered Nurses
- Program Specialists
- Regional Medical Consults (RMCs)
  - Active licensed Pediatricians

## Care Coordination Services we offer:

- Develop infant/child/youth centered Comprehensive Health Overviews
  - These documents can help summarize health information, make recommendations in treatment and follow-up, and identify gaps in medical and mental/behavioral health care
- Provide age and condition specific health education
- Help finding: Providers, Specialists, supports and resources in your area
  - We can also assist with school IEP/504 plans and ESIT (Early Support for Infants & Toddlers) services/supports
- Help navigate the health care delivery system and assist with access to care issues
- Answer medical questions, review medical records and explain lab results
- Assist with Medicaid denials and prior authorizations
- Provide Medicaid billing data reports (these reports may have helpful information about last dental and well child exams and/or medical conditions) and WAISS (Washington State Immunization Information System) reports

We are here to support and advocate for the infants/children/youth in your care and to ensure you have the support and resources you need!

Have questions or need support, please contact us:

- Email: [fwb@dshs.wa.gov](mailto:fwb@dshs.wa.gov) \*preferred contact
- Phone: 1-800-422-3263 ext. 52626/option 5

Visit our website at:

<https://www.dshs.wa.gov/altsa/stakeholders/fostering-well-being>

