

# Fostering Well-Being Care Coordination & Consultation

Transforming  
Lives

Welcome to the Fostering Well-Being (FWB) Program, This document explains our program and how we can support you, the children/youth and licensed and relative caregivers through the Care Coordination and Consultative 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

## How can FWB support Social Workers and Tribal Social Workers:

- Provide clinical consultation for you by answering medical questions you may have which could include: reviewing medical records, explaining lab results, and reviewing medications
- Creating educational resources on topics of interest for you and/or your region
- Our team has RMCs who are available for clinical consultation for children/youth in not only a dependency with the state, but for non-dependent children where there is risk of health and/or safety in question
- Provide "at risk letters" for Adoption Support
- Provide PRISM billing data reports and WAISS (Washington State Immunization Information System) reports for Apple Health children/youth
- Clinical consultation to DCYF Licensing Division (LD) for Medically Fragile Group Home oversight
  - Reviews documentation, policies and virtual site observation which may include hands-on medication administration and medical care services provided by facility staff to the children/youth



How can FWB support Social Workers and Tribal Social Workers (continued):

- Reviews the Child Health and Education Tracking report (CHET) for all children/youth in out-of-home placement per DCYF's [medically fragile policy 45171](#) and identify medically fragile children/youth; make the necessary referrals to the managed care organization to request care coordination services; if Apple Health, FWB begins care coordination services
- Attend meetings where you may need our support
- Provide care coordination for infants/children/youth on your caseload, if they are enrolled in our program

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, identify gaps in medical and mental/behavioral health care and provide significant history for the child and maternal/paternal history if related to the child's physical and/or mental/behavioral health
- Provide age and condition specific health education for licensed/relative caregiver
- Help finding: Providers, Specialists, supports and resources in the licensed/relative caregivers local area
  - We can also assist with school IEP/504 plans and ESIT (Early Support for Infants & Toddlers) services/supports
- Assist you and/or the licensed/relative caregivers in navigating the health care delivery system and access to care issues
- Monitors, supports and promotes ongoing Early Periodic Screening Development Tracking (EPSDT) exams, medical care (routine and specialty), dental care, and behavioral health care in collaboration with you and the licensed/relative caregivers
- Assist with Apple Health (Medicaid fee-for-service) denials and prior authorizations
- We partner with many state (ICPC, out-of-state treatment facilities) and local agencies/organizations to better help and serve licensed/relative caregivers and infant/children/youth in their care
  - Example of some of the agencies/organizations we partner and collaborate with: Health Home, Developmental Disabilities Administration (DDA), Department of Health (DOH), Health Care Authority (HCA), iFoster, MultiCare and Seattle Children's Hospital

We are here to support and advocate for the infants/children/youth in dependencies and to ensure the licensed/relative caregivers have the support and resources they need through our consultative and care coordination services.

Have questions, need support or want to verify if an infant/child/youth is eligible for FWB services, please contact us:

- Email: [fwb@dshs.wa.gov](mailto:fwb@dshs.wa.gov) \*preferred contact
- Phone: 1-800-422-3263 ext. 52626/option 5
- Fax: 360-725-2284

Visit our website at:

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