



Behavioral Health Care Coordination at PHCA

Pediatric Health Care Associates is committed to providing compassionate, comprehensive, and coordinated care for our patients and families. As part of our integrated Behavioral Health Program, we offer behavioral health, psychiatry, and care coordination services designed to support children, adolescents, and families facing emotional, behavioral, and mental health challenges.

To further enhance these services, PHCA has partnered with Eliot Behavioral Health to provide additional care management and care coordination support for eligible patients and families.

Our Partnership with Eliot Behavioral Health

PHCA partners with Eliot Behavioral Health, a Massachusetts-based behavioral health and human services organization. Through this collaboration, an extension of the PHCA care team works alongside PHCA providers, behavioral health clinicians, and psychiatry providers to help families navigate services, coordinate care, and connect with community resources.

Working Together to Support your Child's Needs

Care managers work closely with your PHCA primary care provider, PHCA Behavioral Health and Psychiatrists, schools, community partners, and your family to ensure you receive the support and resources you need. Participation is voluntary, and your consent will be obtained before services begin.

How PHCA Care Managers Support Patients and Families:

- Check in with families between visits
- Help coordinate behavioral health services and referrals
- Connect families with community resources
- Monitor progress toward treatment goals
- Facilitate communication among providers involved in a child's care
- Help families navigate barriers to care

As part of the Collaborative Care Model, members of your care team regularly review patient progress together to help ensure your child receives the most appropriate, evidence-based care. When appropriate, the team may also consult with a psychiatrist to help guide treatment recommendations

Insurance & Billing

Services provided by our care managers are closely coordinated with your primary care provider and healthcare team to support your overall health and well-being. As these care coordination services are integrated into your medical care, they will be billed to your health insurance plan.

Depending on your insurance benefits, these services may be subject to cost-sharing, including copayments, coinsurance, or deductibles. Families are encouraged to contact their insurance carrier with questions regarding coverage and out-of-pocket costs. These services are typically found under your plan as **behavioral health, mental health or care coordination benefits**. Insurance that is accepted for these services align with the same insurance accepted in our practice.

For questions regarding insurance coverage and cost sharing responsibilities, please contact our billing department at **978-535-1110, option 7**.

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