



Family Navigation Guide

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We Are Here to Help

Dear Caregiver,

You may have concerns about your child and that can be stressful. Being told that your child has a mental or physical health diagnosis can add to that stress. It can be hard to know what to do and tough to know what to do in the healthcare system, especially if your child is in state custody.

We are here to help you. If you need help finding a provider or making an appointment, please contact us and we will be happy to help you.

We also offer translation services for Spanish and other languages. Please call the Presbyterian Customer Service Center and an agent will assist you.

ATENCIÓN: Si usted prefiere hablar en Español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

We are honored to support you!

Thank you,
Presbyterian Health Plan



(505) 923-8417 or
1-888-977-2333
(TTY 711)

Navajo/Diné:
(505) 923-5157 or
1-888-806-8793
(TTY 711)



8 a.m. to 6 p.m.
Monday - Friday
(except holidays)



info@phs.org



Quick Facts for Foster Parents and Substitute Caregivers

- 1. If I need extra support with my child, who can I talk to? How do I get a hold of them?**

Every child in state custody has a care coordinator who can help you think about the services and support that may meet the needs of your child. You can call (505) 923-8858 to speak with your care coordinator.

- 2. How do I know who the care coordinator is for my child?**

If you need to know who your care coordinator is, you can call (505) 923-8858 and a Presbyterian Health Plan agent will introduce you to your child's care coordinator.

- 3. I have a question if my child in state custody qualifies for medical or behavioral health services. How do I find out?**

Please visit with your care coordinator to help us better understand the needs facing your child, especially while they are in state custody. Please see a list of resources in our supplemental guide.

- 4. What unique services can I access as a foster parent with a child in state custody?**

A Presbyterian Health Plan care coordinator can help you think about or gain access to supports that help you and your child be successful in keeping their placement. You can ask about services like High-Fidelity Wraparound.

- 5. Can my child in state custody get help with community programs or activities?**

Presbyterian Health Plan offers special services for children in state custody, called Value Added Services (VAS). Contact your care coordinator to see if VAS can help enrich your child's involvement in activities that support their social, emotional, and physical health. Care coordinators may also be aware of support through Children, Youth & Families Department (CYFD).

- 6. How can I use my care coordinator to help keep me on track?**

A CISC care coordinator may be able to help you understand when it's time for follow-up visits or immunizations. Stay connected and chat with your care coordinator during in person visits.

- 7. How do I know who last provided care to my child in state custody as a dentist, doctor, or vision provider?**

In some cases, Presbyterian Health Plan can look into your child's health history; explore this option with your care coordinator.

- 8. Can my child's care coordinator attend important meetings or visits with us? How do I let them know about these meetings or visits?**

Yes. You can reach your care coordinator by phone or email. To get this information, please call (505) 923-8858. Your care coordinator would attend meetings that include updates about the child's social, emotional, medical, developmental, or dental health, and their case status with CYFD.

- 9. What if I need more information or support about a complex health need for my child in state custody?**

Presbyterian Health Plan has a dedicated team of medical professionals who can consider and consult on tough health challenges facing children in state custody. You can ask for this help from your care coordinator.

- 10. Who do I call if my child in state custody needs help after hours?**

We strive to meet your after-hours needs. You can still contact (505) 923-8417 to speak with a Presbyterian Health Plan agent.

Quick Facts about Care Coordination

1. What can care coordination offer my child in state custody?

A care coordinator can make sure that your child's medical and behavioral health services are coordinated for an effective outcome. They can help look for specialists and help you understand directions and interventions from a therapist or other provider.

2. How is care coordination different than the support I get from CYFD or my treatment foster care (TFC) agency?

A care coordinator focuses on health outcomes through assessing the physical and behavioral health needs and coordinating the care advised to meet those needs. They work with people from CYFD who focus on other types of needs related to the child's permanency plan and safety. They also coordinate with providers like your TFC agency to support reaching optimal health for the child in your care.

3. What would happen if I turned down support or services in the past but would like support now?

You can call Presbyterian's number that is dedicated for children in state custody at (505) 923-8417 to ask for help and to speak with the CISC care coordination team.

4. What are a few ways that my care coordinator can support my child in state custody?

Your care coordinator can access health information on behalf of your child in a way that others might not be able to. This information can support the development of a strong plan for treatment and interventions focused on improving their health outcomes.

5. Doesn't my CYFD caseworker or TFC agency already help with these things?

Your CYFD caseworker or TFC agency is likely a strong support; however, we are another member of the child's team that can provide services and support related to your child's health.



Value Added Services

Presbyterian Health Plan is committed to providing holistic care and services that support and enhance our CISC members' overall well-being. We developed Value-Added Services (VAS) with special consideration of the unique, complex, and unmet needs of CISC members and their caregivers. These are services that are provided by Presbyterian in addition to what is covered by Medicaid.

Upon assessing a member's needs and making a care plan through person-centered planning, we may find interventions that cannot be addressed by medical, behavioral health, long term services and supports (LTSS), and/or community resources.

VAS are a tool for bridging barriers to services and supporting members in achieving their personal health goals.

CISC VAS are designed to:

- Address health disparities that often exist for children in state custody
- Improve health outcomes by working with or making the benefits of other covered services better
- Support the child's journey to their health goals
- Promote independence

Child In State Custody (CISC) Value-Added Services (VAS)

Accessing VAS:

- All CISC enrolled with Presbyterian Health Turquoise Care have these benefits
- Ask your care coordinator if your child is eligible and they can help obtain any needed authorization.
- You can ask your CISC care coordinator for a special or unique need for your CISC member.

Examples of VAS include:

Duffle Bags with Dignity: Provides comfort items to children in state custody to address anxiety or other discomfort in entering a new foster and kinship placement. Giving the child their own duffle bag for their belongings allows for a more dignified experience. *Prior Authorization is required.

Enhanced Non-Emergent Medical Transportation (NEMT)(CISC): To ensure access to care, members can bring all children with them to routine follow-up medical visits.

Meal, Lodging and Transportation Services (CISC): Allows extra resources for families to visit children who are placed in Residential Treatment Facilities/Centers (RTC). *Prior Authorization is required.

Native American Traditional Medicine (CISC): This service will give Native American members access to traditional and ceremonial services.

School Sports Physicals: This service gives children the chance to engage with their Primary Care Physician/Provider (PCP) to see if there are any health risks that may interfere with physical or sports activity.

Behavioral Health Services and Supports

Your child can get services to meet their behavioral health needs. Some services are available only up until the age of 21. Below are the services for children, youth, and young adults:

- **Outpatient therapy:** This includes individual, family and group therapy, and psychiatric care. This is done in an office and sessions use a range of techniques. Some therapies have been found to be helpful in addressing the needs of children in state custody that often emerge as the result of traumatic experiences. These include:
 - Dialectical Behavioral Therapy (DBT)
 - Eye Movement Desensitization (EMDR)
 - Functional Family Therapy (FFT)
 - Trauma-Focused Cognitive Behavior Therapy (TF-CBT)
- **Social skills groups:** Psychotherapy is used to improve social skills. Having stronger social skills can help improve peer relationships and school performance. Groups are guided by therapists who teach children how to interact with others. They can help children learn conversation, friendship, and problem-solving skills.


Behavioral Health Rehabilitation Services

- **Applied Behavior Analysis (ABA):** Applied behavior analysis is a form of therapy used to help individuals with autism spectrum disorder (ASD) in getting, making better, or keeping up social, behavioral, and living skills necessary to function successfully within the home and community setting. Presbyterian Health Plan Turquoise Care covers ABA services when medically necessary and for a diagnosis of Autism Spectrum Disorder (ASD), or those at risk for ASD.
- **Behavior Management Skills Development Services:** Services for members under 21 years old who need behavior management intervention. Services are to improve certain unhealthy behaviors and to reduce emotional or behavioral problems. The services also help increase social skills.
- **Comprehensive Community Support Services (CCSS):** These are services for members under 21 years of age who are having a serious emotional problem or have a chronic substance use disorder. They are also for adults with severe mental illness. CCSS coordinates and provides services and resources to the member and the member's family when needed to promote recovery, rehabilitation, and resiliency. CCSS identifies and addresses the barriers that slow down the development of skills needed for independence, as well as strengths that may help the member and/or family recover. CCSS activities are given as part of the approved service plan.
- **Day Treatment Services:** Day treatment is a mental health service that mainly addresses the therapeutic needs of children and adolescents who are severely emotionally disturbed (SED). Day treatment for a child or adolescent is done in a minimum of four (4) hour/day program, two (2) to five (5) days a week based on the severity of the clinical need of the member and family.
- **Family Support (Behavioral Health):** Family support services allow the behavioral health team to focus on the family of a member with a serious behavioral health problem. The team does this through several actions that help the families and the member develop patterns of interaction that promote wellness and recovery over time. These services are for children, youth, and dependent adults with severe emotional disturbances, severe mental illness, or chronic substance use disorder.

Behavioral Health Services and Supports


- **High-Fidelity Wraparound (HFW):** High-Fidelity Wraparound is an intensive care coordination approach that facilitates a team-based process to maximize strengths and address underlying needs. A HFW team is developed through the guidance and choice or discretion of the youth/family and should include natural, informal, and formal supports. Examples of natural, informal, and formal supports are a family member (natural), a pastor (informal), and a protective service worker (formal).
- **Intensive Outpatient Program (IOP):** This is a structured substance use disorder treatment program that can also address co-occurring mental health disorders. These programs typically offer group and individual services of 10-12 hours per week for a period of three to six months.
- **Multi-Systemic Therapy (MST):** This service provides intensive home/family and community-based treatment for an individual 10 to 18 years old, who has been diagnosed with a serious emotional disturbance and who are at risk of out-of-home placement or are returning home from placement. Specialized therapeutic and rehabilitative interventions are used to address specific areas of need such as substance use disorder, delinquency and violent behavior. Services are mainly provided in the home but may also be performed at school and in other community settings.
- **Non-accredited and accredited Residential Treatment Centers and Group Homes:** Services are given in a facility that provides 24-hour care in a residential setting. They are monitored by medical personnel under the direction of a psychiatrist. There is a structured treatment program with staff available 24 hours a day. The care is for members under 21 years of age with severe emotional disturbance or a substance use disorder that, as a result of their psychiatric disorder, are a serious danger to themselves or others.
- **Partial hospital program (PHP):** PHP services are five days a week, for several hours per day. They consist of individual, group, and family therapy. There is also a psychiatrist for medication management.
- **Psychiatric inpatient hospitalization:** This provides 24-hour treatment. This is in a hospital setting. It is for those who pose a danger to themselves or to others. It is meant to be short term. The goal is to lessen symptoms.
- **Residential treatment facility (RTF):** This is for children with severe mental health symptoms. This is typically used when home and community services have not been successful. The RTF uses individual and group therapy. Family involvement is essential. It involves 24-hour care.
- **Respite - Behavioral Health:** Behavioral Health respite is available to members up to 21 years of age who are diagnosed with a serious emotional or behavioral health disorder. The service involves the supervision and/or care of children and youth living at home to give rest and relief to the person and/or their primary caregivers.
- **Treatment Foster Care:** These services are available to children and adolescents under age 21 who are diagnosed with a severe emotional disturbance. Services are provided by placing the child/adolescent in a 24-hour community-based supervised, trained, surrogate family through a TFC placement agency. These are covered when included in individualized treatment plans that are designed to help members develop skills needed for successful reintegration into the natural family or transition into the community.

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Helplines / Crisis Centers / Shelters and Resources

CRISIS HOTLINES / HELPLINES

NAME	CONTACT
Poison Center/Medication Information	1-800-222-1222
Suicide and Crisis Lifeline	Call or text 988 <ul style="list-style-type: none"> • Veterans (press 1 or text 838255) • Espanol (press 2) • LGBTQI+ under 25 years old (press 3)
NM Crisis & Access Line	855-662-7474 24/7 counseling as well as treatment referrals
NM Warmline (mental health peer support)	855-466-7100 By phone 7 a.m. - 11:30 p.m. or by text, 6 - 11 p.m.
Adult Abuse/Neglect Hotline	866-654-3219
Child Abuse/Neglect Hotline (CYFD)	855-333-SAFE (7233)
Equality New Mexico	(LGBTQ advocacy: eqnm.org) (505) 224-2766
REACH NM	(505) 591-9444
CYFD Constituent Affairs	(505) 681-2486
Foster Care and Adoption Support	1-800-432-2075

YOUTH SHELTERS

NAME	DAYS / TIMES / LOCATIONS	CONTACT
ABQ Center for Hope & Recovery	913 2nd St. NW Albuquerque, NM 87102 Monday, Tuesday, Thursday, Friday, 9 a.m. to 5 p.m. Wednesday, 10 a.m. to 5 p.m.	ACHRnm.org (505) 246-2247
Amistad Shelter for youth 12 to 17 years old	1706 Centro Familiar SW, Albuquerque, NM 87105 24 hours, seven days/week	(505) 877-0371
Casa Q for youth that is 14 to 17 years old and LGBTQ+	24 hours, seven days/week	(505) 872-2099
Crossroads for Women	235-239 Elm St. NE Albuquerque, NM 87102 Monday thru Friday, 9 a.m. to 5 p.m.	(505) 242-1010
New Day Youth & Family Services Drop-In Center for youth 16 to 22 years old	142 Truman St. NE Albuquerque, NM 87108 (north of Central) Tuesday thru Friday, noon to 6 p.m.	(505) 249-3249
New Day Youth & Family Services for youth 11 to 17 years old	2820 Ridgecrest Dr. SE Albuquerque, NM 87108 24 hours, seven days/week	(505) 938-1060
New Mexico Reentry Center (Youth)	215 3rd St. SW Albuquerque, NM 87102 Monday thru Friday, 8 a.m. to 4 p.m. (for any justice involved adult)	(505) 389-5458
The Harbour – Youth Homeless Drop-In Center for people 14 to 20 years old	126 Gen. Chennault NE Albuquerque, NM 87123 Wednesday/Thursday/Friday, noon to 6 p.m.	info@nmdreamcenter.org (505) 900-3833
24/7 NM Dream Center hotline		Call or text (505) 504-1301
Transgender Resource Center Drop-In Center	5600 Domingo Rd. NE Albuquerque, NM 87108 Monday/Wednesday/Friday, 1 to 6 p.m.	TGRCNM.org (505) 200-9086

MEDICAL, MENTAL HEALTH AND RECOVERY

NAME	DAYS / TIMES / LOCATIONS	CONTACT
UNMH Directory (hospital and clinics)		(505) 272-2111
First Choice Community Healthcare	Several medical clinics	fcch.com (505) 768-5450
First Nations Community Healthsource	Register at Zuni Clinic 5608 Zuni SE Albuquerque, NM 87108 Monday - Friday, 8 a.m. - 7 p.m. Saturday from 8 a.m. - noon	(505) 262-2481 Dental: (505) 262-6547
Homeless Outreach Program	Monday - Friday, 8 a.m. - 6 p.m. Saturday, 8 a.m. - noon	(505) 242-2481
Oak Street Health (primary care) (Medicare only)	Multiple Locations	(505) 431-0214
Central Desert Behavioral Health Hospital	1525 North Renaissance NE Albuquerque, NM 87107	(505) 243-3387 Psychiatric inpatient (call first)
Turning Point Recovery Center	9201 Montgomery Blvd. NE, Ste V Albuquerque, NM 87111 Monday - Friday, 8 a.m. - 6 p.m. Saturday and Sunday, 9 a.m. - 5 p.m.	(505) 217-1717 Detox, inpatient, or outpatient treatment (call first)
Turquoise Lodge (inpatient and outpatient)	5400 Gibson Blvd. SE Albuquerque, NM 87108	(505) 841-8978
Casa de Salud (MAT*) (bilingual)	1608 Isleta SW Albuquerque, NM 87105 Monday - Friday, 8 a.m. - 5 p.m.	Call or walk in (505) 907-8311
Duke City Recovery Toolbox (MAT*)	912 1st St. NW Albuquerque, NM 87102 Monday - Friday, 5 a.m. - 10 p.m.	(505) 224-9777

*MAT is Medication-Assisted Treatment for addiction

MEDICAL, MENTAL HEALTH AND RECOVERY

NAME	DAYS / TIMES / LOCATIONS	CONTACT
New Mexico VA Healthcare System Integrative Primary Care, Inc. (alternative healing)	VA Medical Center 1501 San Pedro Dr. SE Homeless or unstably housed veterans can call 256-2784 or walk in at Building 96, Monday - Friday, 8:30 a.m. - 3 p.m.	(505) 265-1711 x0
Sage Neuroscience Center (appointment required) (MAT*)	7850 Jefferson St. NE, Suite 300 Albuquerque, NM 87109 Monday - Friday, 8 a.m. - 5 p.m.	(505) 884-1114
UNM Milagro Program (Pregnant Women with SUD)		(505) 463-8293
Lovelace G.R.A.C.E. (Pregnant Women with SUD)		(505) 727-5000
Planned Parenthood (Pro-Choice, women's health)	Multiple Locations	(505) 265-9511
Women's Pregnancy Options (Pro-Life)	729 San Mateo Blvd. NE Albuquerque, NM 87108 Monday - Friday, 9 a.m. - 4 p.m.	(505) 620-3894
Southwest CARE Center primary adult care (inc. Hep/HIV/PrEP/PEP/gender affirming) – new patients welcome		(505) 780-4040 x2
UNM Truman Health Services (HIV/Hepatitis C/Transgender care)	801 Encino Pl. NE, #F Albuquerque, NM 87102 Monday, Tuesday, Wednesday and Friday, 8:30 a.m. to 5 p.m. Thursday, 10 a.m. to 7 p.m.	(505) 272-1312 (call first)
Brain Injury Alliance of NM (Info line and ask about support groups)	3150 Carlisle Blvd. NE, # 208 Albuquerque, NM 87110 Monday thru Friday, 9 a.m. to 4 p.m.	BrainInjuryNM.org (505) 292-7414 (leave a message)
UNM Center for Development & Disability	2300 Menaul Blvd. NE Albuquerque, NM 87107 Monday thru Friday, 8 a.m. to 5 p.m.	(505) 272-3000

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RECOVERY (MENTAL HEALTH AND/OR SUBSTANCE USE)

NAME	DAYS / TIMES / LOCATIONS	CONTACT
CARE Campus Detox for alcohol and other drugs	5901 Zuni SE Albuquerque, NM 87108 Intake 24/7	first come, first served, call or walk in (505) 468-1555
UNM Mental Health Center	2600 Marble Ave. Albuquerque, NM 87106 Open 24/7	(505) 272-2800
Courageous Transformations (MAT*)	3301 Los Arboles Ave. NE Albuquerque, NM 87107 Monday thru Friday, 6 a.m. to 1 p.m.	(505) 800-7092
Haven Behavioral Hospital (psychiatric)	5400 Gibson Blvd. SE Albuquerque, NM 87108 Open 24/7	(505) 254-4502
High Desert Healing	4201 Carlisle Blvd. NE Albuquerque, NM 87107 Monday thru Friday, 9 a.m. to 5 p.m.	hdhnm.com (505) 717-1332
Hope Forward – case management (CCSS)	2125 San Pedro Dr. NE, Suite F Albuquerque, NM 87110	(505) 633-4107
Ideal Option (MAT*)	Multiple Locations No wait list, low barrier	1-877-522-1275
Meridian Behavioral Health IOP youth and adults	3908 Carlisle Blvd. NE Albuquerque, NM 87107 Monday thru Friday, 9 a.m. to 5 p.m.	(505) 639-5916
New Mexico Solutions – Behavioral Health therapy, case management	707 Broadway Blvd. NE, # 500, Albuquerque, NM 87110 Monday thru Friday, 8 a.m. to 5 p.m.	(505) 268-0701

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RECOVERY (MENTAL HEALTH AND/OR SUBSTANCE USE)

NAME	DAYS / TIMES / LOCATIONS	CONTACT
UNM Hospitals ASAP outpatient for adults (MAT*)	2600 Yale Blvd. SE Albuquerque, NM 87106 Monday thru Friday, 6 a.m. to 5 p.m.; Saturday, 8 to 10 a.m.	(505) 994-7999 x4
**UNM STAR Program outpatient For people 14 to 21 years old	2600 Yale Blvd. SE Albuquerque, NM 87106 Monday thru Friday, 7 a.m. to 4 p.m.	(505) 994-7920 x5 (leave message)
**Serenity Mesa Youth Recovery Center For people 14 to 21 years old	3701 Condershire Dr SW, Albuquerque, NM 87121 Monday thru Friday, 9 a.m. to 5 p.m.	healingaddictionnm.org (505) 877-3644
Alcoholics Anonymous	1921 Alvarado NE Albuquerque, NM 87110 Walk in, seven days/week, 9 a.m. to 6 p.m.	Call 24/7 (505) 266-1900 (Español 266-3688) NA 1-800-798-6649
Al-Anon	9004 Menaul Blvd. NE, # 12 Albuquerque, NM 87112 Monday thru Friday, 9 a.m. to 5 p.m.	(505) 262-2177
SMART Secular Recovery (in-person and online)	Monday thru Friday, 8 a.m. to 4 p.m.	smartrecovery.org (440) 951-5357
Refuge Recovery (online only)		refugerecovery.org (Buddhist inspired)
NAMI Albuquerque	5400 Gibson Blvd. SE, Ste 3b 100 Albuquerque, NM 87108 Monday thru Friday, 10 a.m. to 1 p.m.	(505) 256-0288
NAMI New Mexico	3900 Osuna Rd. NE Albuquerque, NM 87109	(505) 260-0154

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BEDS

Beds4Kids: <https://www.beds4kidz.org/request-a-bed.html>

Collects and gives out new and gently used beds to New Mexico children and their families, because we believe that no child should have to sleep on the floor.

Service Area: Albuquerque

CAR SEATS

Safer New Mexico: www.safernm.org

Our Car Seat Distribution Program: For operational reasons, it would be best if you could direct your client to contact our office at (505) 856-6143 or 1-800-231-6145. We will then give them with information about sites who take part in their program that may be able to serve them based on their location and their needs (e.g., age of children). Some distribution sites give car seats for free to eligible families (eligibility requirements are assessed by each site) and some charge a small fee (\$25).

Service Area: Statewide

CELL PHONES

- Children Youth and Family Department: Ask your Fostering Connections Specialist
- Safelink: Call or text (505) 977-1122 (Monday thru Friday, 9 a.m. to 5 p.m.)
- TruConnect: Call or text (505) 506-3455 (7 days a week, 9 a.m. to 9 p.m.)

CLOTHING

Locker 505: <https://locker505.org>

Locker 505 student clothing bank is a 501(c)(3) nonprofit organization that has established a student-focused facility where children can try on and choose outfits that they feel good about wearing. Having proper school clothing allows children to focus on their schoolwork, not their clothing. It also helps keep children, who might not go to class because of their clothes, stay in school. Get a referral from your school, caseworker, care coordinator, or New Mexico Friends of Foster Children.

Service Area: Albuquerque Metro including Sandoval, Valencia, and Torrance counties

JOB/JOB TRAINING/EDUCATION

NAME	HOURS AND LOCATION	CONTACT INFO
GCFGlobal	This is for computer, typing, math, reading and financial literacy education.	GCFglobal.org
New Mexico Workforce Connection	501 Mountain NE Albuquerque, NM 87102 Monday thru Friday, 8 a.m. to 5 p.m.	(505) 843-1900
New Day Life Skills Academy For people 16 - 22 years old	2820 Ridgecrest Dr. SE Albuquerque, NM 87108	(505) 938-1060
+ Life Skills Coaching For youth 12 - 18 years old	2820 Ridgecrest Dr. SE Albuquerque, NM 87108	See ndnm.org for info
Central New Mexico Community College	Student Services Center 900 University Blvd. SE	(505) 224-3000
ABQ Adult Learning Center, Inc. (GED)	1201 San Mateo Blvd. SE Albuquerque, NM 87108 Monday thru Friday, 9 a.m. to 4 p.m.	abqalc.org (505) 907-9957
Crossroads for Women	239 Elm St. NE Albuquerque, NM 87102	Walk-ins welcome (505) 242-1010
Goodwill	1030 18th St. NW Albuquerque, NM 87104	Walk in or call (505) 314-1816
TenderLove Community Center	1518 Girard Blvd. NE Albuquerque, NM 87106 By appointment only Tuesday thru Friday	(505) 349-1795



Such services are funded in part with the State of New Mexico.

Presbyterian exists to ensure all of the patients, members and communities
we serve can achieve their best health.

www.phs.org/Medicaid