

Voluntary Care Management program

The Voluntary Care Management (VCM) program serves families and youth with serious emotional challenges, mental illnesses and/or substance use disorders. Its goals are to help families:

- Meet their own needs
- Increase their access to care
- Connect to traditional and non-traditional supports in their community

Carelon Behavioral Health's VCM program incorporates the values of the Wraparound Practice Model, an evidence based treatment approach.



Eligible families

Eligible families for the Voluntary Care Management program have a child/youth under the age of 18 with a primary diagnosis of an emotional, behavioral or substance use problem who can't access the services they need.

Please note: To be eligible, families must be willing to provide necessary paperwork and actively participate in treatment planning.

The Wraparound Practice Model

Wraparound is a family-centered, strength-based treatment approach focused on keeping families together and connected to their communities. It involves bringing together a team of family, friends, and providers to develop a plan of care and provide a safety net of support to manage difficult situations in the future. This places the family at the center of their care plan.

How does the Voluntary Care Management program work?

Parents/caregivers can submit a request for the program by calling the Department of Children & Family (DCF) Careline at 1-800-842-2288 and pressing 3 for voluntary services.

The Careline staff will gather the referral information to determine the family's eligibility. Once the Careline's referral is complete, DCF will send it to Carelon Behavioral Health. They will also make a referral to the Office of the Healthcare Advocate to make sure all potential insurance resources have been explored.

Responsive and attentive Carelon Behavioral Health staff will contact the family to:

- introduce themselves
- assess the needs of the child and family
- provide a brief overview of the program and respond to questions
- assist in the development of an Initial Care Plan to help the family to achieve its goals
- refer enrolled families to ongoing clinical and supportive services within their community.

VCM outcomes

In its first two years of operation (7/1/20 – 6/30/22), the Voluntary Care Management Program has produced these positive outcomes:

96.9%

of families who discharged and responded to the satisfaction survey reported being connected to services that met their child's needs.

93.7%

of engaged families developed an effective treatment plan that met their treatment goals within 30 days.

98.1%

of the youth discharged to ongoing treatment met their VCM goals before discharge.

Here's what participants are saying

"Staff was pleasant and respectful. Very knowledgeable and willing to listen to concerns. Great experience overall."

"[My team] was wonderful. The Voluntary Program was the best thing that could have happened for my family. I am truly grateful for everyone's hard work and professionalism."

"Staff was polite and listened to my concerns. Very appreciative of the help we have received."

"The process was very easy and [everyone] was very professional."

"Very beneficial and staff was supportive, respectful, and professional."

The Voluntary Care Management Program is funded through the CT Department of Children and Families (DCF)

Select [here](#) for a listing of family resources or visit carelonbehavioralhealth.com/providers/forms-and-guides/ct and look for Additional Resources.

For information about Carelon Behavioral Health's Voluntary Care Management (VCM) Program, call 877-381-4193, or email CTCHILDANDFAMILY@carelon.com

About Carelon Behavioral Health

Carelon Behavioral Health is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help people live their lives to their fullest potential.