The following Behavioral Health services – offered through Fidelis Care’s Case Management programs – link members to resources in the community, partner Fidelis Care staff with behavioral and medical providers to coordinate care, and enhance efforts around care transitions.

**Initial Outreach**
- Outreach/enroll members referred for Case Management programs
- Complete assessment with members to determine needs

**Coordination of Care**
- Coordinate care and services identified by the member (i.e., link to treatment services, refer to Clinical Services, Health Home care management, and provide resources for housing)
- Maintain telephonic contact with member and other members of care team
- Conduct person-centered planning to create, modify, and implement established Care Plan
- Establish a relationship with natural support system and involved treatment providers to provide necessary information, set recovery goals, and help members make empowered decisions
- Respond to inquiries from Health Home providers requesting information on members
- Complete consultation requests from interdisciplinary teams
- Engage in crisis de-escalation and management

**Education and Evaluation**
- Educate members and offer natural supports regarding:
  - The illness and recovery process
  - Available benefits
  - Alternative entitlements/resources
- Evaluate progress toward identified goals
- Assist members and providers with search for specialized services
- Assist members with pharmacy and medication questions

Please visit [https://www.fideliscare.org/Provider](https://www.fideliscare.org/Provider) for educational resources and other helpful tools. Questions? Contact the Provider Call Center at 1-888-FIDELIS (1-888-343-3547) and follow the prompts.