



# Your Anthem HealthKeepers Plus foster care program success guide

**Anthem**    
HealthKeepers Plus



## We are with you every step of the way

We know each child is unique and has different healthcare needs. We work with the Virginia Department of Social Services (VDSS) to help our members in the Anthem HealthKeepers Plus foster care program lead healthy, happy, independent lives — their way.

**Life as a foster, adoptive, or kinship parent can be busy. We are here to help make connecting your child to care less stressful. By reading this guide, you can learn more about:**

- How your child's care manager can help.
- Your child's benefits.
- Getting medicines and other care.
- Resources and extras.
- Caregiver support and education.
- Important phone numbers.

## The Anthem HealthKeepers Plus plan is here to help



We have a dedicated team trained to answer your questions about resources and services for caregivers and children in our program.

### **They will work with you to:**

- Create an individualized plan for the child in your care.
- Coordinate services with your child's doctor and support system.
- Connect you to community resources for ongoing support.
- Answer questions about pharmacy issues, claims, or bills.

**Call our dedicated Foster Care Management line at 833-838-2605 (TTY 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern time.**

## No-cost healthcare for youth in care



With the Anthem HealthKeepers Plus plan, children in foster care, adoption, and young adults transitioning from foster care can receive no-cost health benefits, including:

- Doctor visits and hospital care.
- Dental and vision care.\*
- Behavioral healthcare.
- 24/7 NurseLine.
- Connection to community resources.
- Rides to medical appointments.

For a full list of benefits, visit [mss.anthem.com/va/benefits/medicaid-plans.html](https://mss.anthem.com/va/benefits/medicaid-plans.html) to view your child's member handbook. There, you can also access the **Find a Doctor** tool that lists all our network providers.

\* Dental care is provided by the Virginia Department of Medical Assistance Services (DMAS).

## Finding healthcare for your child

For most healthcare issues, a primary care provider (PCP) will be the first stop for your child's care. You can also call 24/7 NurseLine at **800-901-0020 (TTY 711)** anytime, day or night, to talk to a nurse about health questions.

## Your child's medicines



Your child's pharmacy benefits are provided through the Anthem HealthKeepers Plus Pharmacy Program. For more information, call Pharmacy Member Services at **833-207-3120 (TTY 711)** 24 hours a day, seven days a week.

## Dental and vision benefits



Members have dental and vision benefits. Dental benefits are managed by DentaQuest.\* Vision benefits are managed by Eye Med. If you have other questions about your dental or vision benefits, call:

- DentaQuest at **888-912-3456**.
- Eye Med at **800-901-0020**.
- Transportation Services can be reached by calling **877-892-3988**.

\* Through an agreement between DentaQuest and DMAS.





## Anthem HealthKeepers Plus plan extra benefits and other resources for youth and their caregivers



### Extra benefits

You can help support your child's whole health with these free extra benefits.

**Clothing essentials:** Eligible members ages 0–18 receive a \$100 yearly gift card to purchase clothing from retailers such as Walmart, Old Navy, thrift stores, and other clothing stores.

**Chromebook:** Eligible members 17 and older receive a Chromebook after completing a Health Risk Assessment.

**Educational Milestone Program:** Eligible members, ages 11–18, who receive a GPA of 2.5 or higher during a semester in the current school year receive one \$25 gift card per school year.

**Online enrichment classes:** Eligible members ages 6–18 receive a \$50 gift card per year to enroll in various online classes including but not limited to nutrition, cooking, and fitness-related courses.

**Over-the-counter and personal care items:** Eligible members ages 8 and older who complete a wellness visit can receive up to four \$25 gift cards to purchase personal care and hygiene products in stores or online.\* Products for selection may include items, such as:

- **Over-the-counter:** pain relievers, cough/cold medicine, digestive aids (laxatives and antacids), vitamins/supplements, etc.
- **Personal care items:** toothbrushes, toothpaste, soap and body wash, shampoo, conditioner, hair combs and brushes, etc.

\* One \$25 card per member per quarter; maximum \$100 per year

For help finding food, jobs, housing, and other everyday-life support, visit the **Community Resource Link** at [anthemhkp.findhelp.com](https://anthemhkp.findhelp.com).

**Family Game Night or Movie Night:** Eligible members ages 5–18 can choose between one of two packages to help promote family togetherness once per year:

- **Family Game Night** — this package includes a card game, jumbo playing dice, jigsaw puzzle, and a classic board game along with a \$50 restaurant gift card.
- **Family Movie Night** — this package includes a \$50 Fandango gift card and a \$50 restaurant gift card.

**Luggage:** Eligible members ages 18 and older receive one 24-inch suitcase per lifetime.

You can access these member benefits or request them at [anthem.com/vamedicaid](https://anthem.com/vamedicaid).

**Digital Mental Health Toolkit:** Eligible members 13 and older can receive unlimited access to an online program called Emotional Well-being Resources built on the principles and tools of Cognitive Behavioral Therapy (CBT).

To redeem, go to [learntolive.com/welcome/vaanthem](https://learntolive.com/welcome/vaanthem). Access code: VaAnthem

## Other resources

Help is here when you need it with these organizations.

### **Virginia Kids Belong — [VAKidsbelong.org](https://vakidsbelong.org)**

Virginia's Kids Belong runs innovative initiatives to help ensure that every child is in a loving home by recruiting more foster and adoptive families, engaging wrap-around support for at-risk, foster, and adoptive families along the way, and helping youth who have aged out without a family reach their full potential.

### **National Foster Parent Association — [nfpaonline.org](https://nfpaonline.org)**

The mission of the National Foster Parent Association is to be a respected national voice for foster, kinship and adoptive parents through networking, education, and advocacy.

### **Child Welfare Information Gateway — [childwelfare.gov](https://childwelfare.gov)**

Child Welfare Information Gateway offers fact sheets and guides to support those providing caregiver and kinship care.

### **Virginia Office of the Children's Ombudsman Office — [oco.virginia.gov](https://oco.virginia.gov)**

The Office of the Children's Ombudsman Office can step in when there are complaints about children who may have been abused or neglected. They're also involved when kids are getting protective services, living in foster care, or up for adoption. Their job is to investigate these complaints and take action.

### **Healthy Foster Care America (HFCA) — [healthychildren.org](https://healthychildren.org)**

HFCA is an initiative of the American Academy of Pediatrics that provides caregivers training and support, as well as respite and therapeutic services for foster and kinship parents.

### **Virginia HEALS — [virginiaheals.com](https://virginiaheals.com)**

Virginia HEALS is a project that steps up to fight childhood trauma. It applies a special approach called the Trauma-Informed Model of Service Delivery. Backed by a toolkit and online courses, this model fosters policies and methods to recognize children who've faced trauma. More than that, it ensures they receive a support system tailored to their unique needs and self-identities.



## Caregiver support and education



Our goal is to support our members and their foster parents and kinship caregivers every step of the way. A critical part of a child's transition into care is having a caregiving support system. You are not alone on this journey.

### Help your child by taking care of yourself

Self-care is one of the most important tools in your parenting toolbox. Parenting a child who has experienced trauma can be difficult. To take care of your child, you also have to take good care of yourself.

### Make time for things that support your physical and emotional well-being.



**Understand and respond to your own needs.** Learn to recognize your body's signs of stress.

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**Set limits.** You cannot be everything to everyone. Learn to say "no" to requests for your time or attention. Parenting a child who may have experienced trauma requires a change in other priorities and relationships.

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**Create time for rest and leisure.** Focus on healthy ways to relax. This can include a morning cup of coffee, a bubble bath, or a walk in the park.





**Use respite care.** All parents need a break. Those dealing with complex issues and trauma might need extra time away. Use respite care, even if it is just for a day, to find the time to rejuvenate.

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**Maintain a positive view.** Bad things happen, but there is a lot of good in the world. Remember you are part of the good happening in your child's life.

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**Seek out help for your own feelings.** Taking care of you is taking care of your child. Find others who will listen without judgment — a friend, a sibling, a therapist, or a support group.

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**Choose your battles.** Ask yourself, “Does this really matter?” See what you can let go of, and what you need to work out.

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**Keep hope alive.** Focus on the glimmers of hope and change in your child and your relationship with your child.



## Important contacts:

**833-838-2605 (TTY 711)**, Monday through Friday from 8 a.m. to 5 p.m. Eastern time

My child's care manager's name: \_\_\_\_\_

My child's care manager's phone number: \_\_\_\_\_

My child's PCP's name: \_\_\_\_\_

My child's PCP's phone number: \_\_\_\_\_

My child's behavioral (mental) health provider's name: \_\_\_\_\_

My child's behavioral (mental) health provider's phone number: \_\_\_\_\_

## If your child is in crisis

**Virginia Suicide & Mental Health CrisisLine: dial 9-8-8.**

**Anthem HealthKeepers BH Crisis Hotline: 844-429-9620**

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Call toll free for translation or oral interpretation at no cost/Llame a la línea gratuita para obtener traducción o interpretación oral sin costo: 800-901-0020; TTY 711.

**[anthem.com/vamedicaid](https://anthem.com/vamedicaid)**

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