

Alternate MCO DCFS Training (Non-YouthCare plans) Attachment 1: DCFS Member Handbook language

Important Phone Numbers and Contacts:

If you have any questions or concerns about your Molina Healthcare of Illinois services, you can also call the DCFS Advocacy Office at 800-232-3798 or email DCFS.HealthPlan@illinois.gov.

Psychotropic Medication Consent:

The Illinois Department of Children and Family Services (DCFS) is responsible for providing consent for psychiatric care for youth in its custody. Written consent from the DCFS Guardianship Administrator must be obtained prior to prescribing a psychotropic medication to a youth. The list of psychotropic medications that require DCFS consent will be defined and updated by the DCFS Centralized Psychotropic Medication Consent Program.

Significant Events:

Significant Events – serious, sometimes traumatic occurrences that affect children and youth served by DCFS – are subject to mandatory reporting requirements and are described in additional detail in DCFS Procedure 331.

Grievance and Appeals:

To file a grievance or share concerns, call the DCFS Advocacy Office at 800-232-3798 or email DCFS.HealthPlan@illinois.gov. If you need help filing an appeal, the DCFS Advocacy Office can assist.

Adverse Benefit Determination

If the Molina decision agrees with the Adverse Benefit Determination and the child is a DCFS youth in care, DCFS may be responsible for paying for the services provided during the appeal review. If the Molina decision does not agree with the Adverse Benefit Determination, we will approve the services to start right away.