



Children and Family Treatment and Support Services (CFTSS)

What are Children and Family Treatment and Support Services (CFTSS)?

These are a set of six children's health and behavioral health Medicaid State Plan services that focus on prevention, early intervention, and access to clinical treatment. With CFTSS, eligible members will have more choices in how to approach rehabilitative intervention. The six services available to children eligible for Medicaid who meet relevant medical necessity criteria include:

- Other Licensed Practitioner
- Crisis Intervention
- Community Psychiatric Supports and Treatment
- Psychosocial Rehabilitation Services
- Family Peer Support Services
- Youth Peer Support and Training

Which Healthfirst members are eligible for CFTSS?

Healthfirst Medicaid Managed Care plan members under age 21 are eligible for these services.

When are CFTSS available to eligible Healthfirst members?

As of January 2020, all six CFTSS are available to Healthfirst Medicaid Managed Care Plan members under the age of 21.

Is prior authorization needed for these services?

No. Prior authorization is not required for CFTSS.

Is notification required for all six CFTSS?

No. Notification is not required.

Will Healthfirst do a concurrent review of my CFTSS?

No. Concurrent review is not required for CFTSS. The CFTSS Continuing Authorization Request Form does not need to be submitted to Healthfirst, since no utilization management (UM) will be performed for these services.

How do I access Healthfirst's Provider Portal?

Call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm, or contact your dedicated Behavioral Health Account Manager for help.

Frequently Asked Questions

Where can I get more information?

Follow these links to find out more about CFTSS:

- [NYS Children's Health and Behavioral Health Services Billing and Coding Manual](#)
- [Children's Medicaid System Transformation Guidance for the Transitional Period \(January 1, 2019–January 1, 2020\)](#)
- [Medicaid State Plan Children and Family Treatment and Support Services Provider Manual for Children's Behavioral Health Early and Periodic Screening and Diagnostic Treatment \(EPSDT\) Services](#)

Whom can I contact if I have more questions?

Please reach out to your dedicated Behavioral Health Account Manager in your area:

Jessy Amores-Clemente

Behavioral Health Account Manager
1-347-602-3766
yamores@healthfirst.org
Territory: Nassau, Suffolk

Ashley Sotomayor

Behavioral Health Account Manager
1-646-771-1600
asotomayor@healthfirst.org
Territory: Bronx, Staten Island,
Westchester

Anthony O'Galdez

Behavioral Health Account Manager
1-917-690-2408
aogaldez@healthfirst.org
Territory: Manhattan

David Singh

Senior Behavioral Health Account
Manager
1-347-859-7648
msingh@healthfirst.org
Territory: Queens

Maurice White

Behavioral Health Team Lead
1-718-916-6265
mwhite@healthfirst.org
Territory: Brooklyn