



National Alliance on Mental Illness

**NAMI**

**Mercer**

Serving the New Jersey Capital Area



# **FOSTERING MENTAL WELLNESS**

A toolkit for navigating mental health services and resources for foster youth in New Jersey

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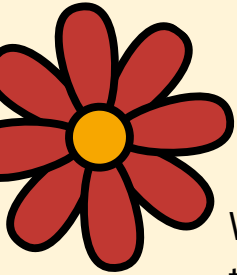
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# Introduction



With the recent pandemic and rise in mental health awareness, the question **“Why should I care about my mental health?”** has likely crossed your mind at least once. The answer is simple: **Your mental health is important!** Mental health can affect all aspects of our lives—how we think, how we feel, and how we act—which in turn affects how we make decisions, interact with others, and react to stressful situations. In addition, since our mental health is closely linked to our physical health, poor mental health often leads to poor physical health outcomes, as well. Just as it’s important to take care of one’s body and physical health, it’s equally important to take care of one’s mind and mental health!

## **So now that I understand the importance of my mental health, what do I do next?**

Establishing mental health supportive services is hard, especially if you’re not sure where to start! **“Who do I call?”** **“What information do I need to set up an appointment?”** **“How do I know what services are covered under my health insurance?”** **“How do I figure out what kind of services I need?”** In this pamphlet, our goal is to give you the tools you need to take your mental health into your own hands as youth involved in the foster care system. Knowledge is power!



# SO, YOU'VE DECIDED YOU WOULD LIKE TO ACCESS MENTAL HEALTH SERVICES...

Before establishing mental health services, first you need to determine what kind of health insurance you have. As foster youth in NJ, often times you are covered under state Medicaid, but you may determine the type of health insurance you have by locating your health insurance card.\*

## Possible NJ Medicaid (NJ FamilyCare) HMOs:

- Aetna Better Health of New Jersey
- Fidelis Care
- Horizon NJ Health
- UnitedHealthcare Community Plan
- WellPoint (formerly Amerigroup New Jersey)

Once you've located your insurance card and determined the type of insurance you have, you may move on to the next step!

\*If you are still involved in an open case with the Division of Child Protection and Permanency (DCP&P) and are unable to locate your health insurance card, be sure to ask your case worker!

# Determining Your Health Insurance Coverage

Once you've located your health insurance card and determined your HMO (Health Maintenance Organization, such as Horizon NJ Health), **you can check coverage 3 ways:**

1. Over the phone
2. On the app\*
3. Through the website




We understand calling a health insurance company can be a daunting task! Let's walk through **what information you will need to complete a call.** Before you can ask about coverage, the call will begin with the representative requesting your personal information to verify your identity. **They will need:**

- **Your first and last name**
- **Your birthday**
- **Your address**
- **Your SSN (social security number)**
- **Your insurance card information (the plan name, member ID number and group number, if applicable)**

Once you've confirmed your identity, you may ask the representative about your coverage regarding mental health services and request a list of local providers! (See page 7 for an example call script.)

**\*In order to utilize a health insurance app or the website to check your coverage, you will need to create a profile online first! This can be done by navigating the health insurance website.**

# EXAMPLE HEALTH INSURANCE CARD


**Horizon**   **PLAN NAME** 

**1** Member Name  
**J SMITH**

**2** Member ID Number  
**NJX3HZN12345678**

**3** GROUP NUMBER **02-90700**  
CONTRACT TYPE **FAMILY**  
EFFECTIVE DATE **07/01/2021**  
BC/BS PLAN CODES **280/780**

**4** PRIMARY CARE: **\$XX.00**  
PREVENTIVE CARE: **\$0.00**  
SPECIALIST: **\$XX.00**  
EMERGENCY ROOM: **\$XX.00**

**5** 

**6**

Above is an example of the front of a Horizon Blue Cross Blue Shield insurance card.

1. **Member name** (Your name or the name of the subscriber, such as a parent or guardian)
2. **Member ID Number** (A series of letters and numbers used to identify your plan)
3. **Coverage verification data** (Such as, your Group Number)
4. **Name of your insurance plan** (This will be important when looking for coverage)
5. **Name of your Primary Care Physician** (Also known as a PCP, this will only be on the card if your plan requires it)
6. **Copayment information** (This is how much you pay when you receive treatment or services, if applicable)



# CALLING YOUR HEALTH INSURANCE PROVIDER

The phone number for your health insurance provider can always be located on the back of your health insurance card. The phone number is usually labeled under “Member Services.” Additionally, you can find the member services phone number on the health insurance website if you’ve lost, misplaced, or don’t have your health insurance card.



The most important things to start any call with are your name and why you’re calling.

For example:

Hello! My name is [Your Name] and I’m calling because I would like a list of local mental health providers covered under my plan.



Next the health insurance customer service representative will need to verify your identity as discussed earlier. Make a list of your information below for your call!



Name: \_\_\_\_\_

Address: \_\_\_\_\_

Birthday: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Card Information (Plan type, ID number, Group number):

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# TIPS TO REMEMBER

- **Before calling insurance, make a list of all the information you will need.** This way you will have all the information on hand in front of you, and you won't need to go searching!
- **When calling insurance, try your best to be patient and plan ahead!** You may be placed on hold for a while before speaking to a representative, but they're there to help. The representative will also be more likely to go out of their way to help you if you treat them nicely!
- **When downloading a health insurance app, make sure you are downloading the correct one!** Occasionally, HMOs have separate apps specifically for Medicaid/NJ FamilyCare.
  - This may also be the case for their online portal as well, so **always double check!**
- **If you don't have access to a phone, mobile device, computer, laptop, or tablet,** you can use a desktop at your local library with either your library card or a guest pass **for free!**

# Resources Available

## FOR FOSTER YOUTH IN NEW JERSEY:

- PerformCare
- 2ndFloor
- Youth Helpline
- MACCs
- Additional  
Hotlines/Helpines

# PERFORMCARE

## What is PerformCare?

As an organization partnered with the NJ Children's System of Care (CSOC), **PerformCare works to assist families and youth under the age of 21 with coordinating care for behavioral, emotional, substance use, or mental health challenges.**

PerformCare can assist with linkage to therapists or psychiatrists for mental health treatment, or connections to behavioral health, substance use, or developmental disability services needed to thrive.

## Who can call PerformCare?

PerformCare can be contacted for services by a parent or guardian, other family members, school employees\*, service providers\*, or self-referrals\*.

**\*A parent or guardian must give consent for youth under the age of 18 to receive services.**

## How do I contact PerformCare?

**Just call 1-877-652-7624!** PerformCare is available 24/7, 365! Additional resources can also be located on the PerformCare website. (see QR code)



<https://www.performcarenj.org>

# 2NDFLOOR YOUTH HELPLINE

## What is 2ndFloor?

A **confidential and anonymous helpline** specifically for youth and young adults (ages 10-24) located in New Jersey.

## How can 2ndFloor help?

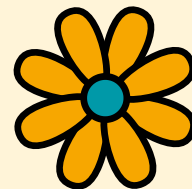
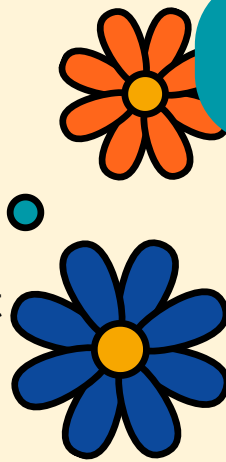
2ndFloor is dedicated to providing **support for any problem you may face!**\* Not only can they assist with locating **mental health resources**, but can also help with issues regarding **bullying, disordered eating, health and fitness, substance abuse, dating, and more.** 2ndFloor can even just act as a listening ear if you need!

## How do I contact 2ndFloor?

You can connect with 2ndFloor anywhere, anytime by **texting or calling 1-888-222-2228, utilizing their mobile app, or chatting a representative on their website!** Like PerformCare, 2ndFloor is available to help 24/7, 365 days a year! Additional resources can also be located on the 2ndFloor website. (see QR code)

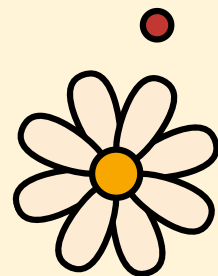


Please still contact 911 with any emergencies!



<https://www.2ndfloor.org>

# MEDICAL ASSISTANCE CUSTOMER CENTERS



## What is the purpose of the Medical Assistance Customer Centers (MACCs)?

The MACCs are there to **provide NJ residents with assistance and information regarding health insurance programs.** In addition to assisting with access to health care and answering questions/solving problems in regards to Medicaid, they **can assist with locating available Medicaid programs!**



Above is a link to the directory of New Jersey MACCs from the nj.gov website which is updated regularly. You may also see the next page of this toolkit for the MACCs contact info!

## How do I contact the MACCs?

You can contact the MACC for your county by calling or emailing their office. Be sure to call the correct office for the county in which you reside! (See pages 13 & 14)



# MACC OFFICE CONTACT INFORMATION

## Camden Office Contact Info

**Phone:** (856) 209-0520  
**Toll-free phone:** (800) 701-0701  
**Fax:** (856) 614-2575  
**Address:** One Port Center  
2 Riverside Dr., Suite 300  
Camden, NJ 08103-1018  
**Director:** Emmanuel Owusu  
**Email:** emmanuel.owusu2@dhs.nj.gov  
-or- patricia.dana@dhs.nj.gov

## Essex Office Contact Info

**Phone:** (862) 682-4430  
**Fax:** (973) 642-6468  
**Address:** 153 Halsey St., 4th Floor  
Newark, NJ 07102-2807  
**Director:** Carmen Morgan  
**Email:** carmen.morgan@dhs.nj.gov

## Monmouth Office Contact Info

**Phone:** (908) 430-0231  
**Fax:** (732) 863-4450  
**Address:** 100 Daniels Way, 1st Floor  
Freehold, NJ 07728-2668  
**Director:** Beth O’Niell  
**Email:** beth.o’neill@dhs.nj.gov -or-  
catherine.corpas2@dhs.nj.gov

## Passaic Office Contact Info

**Phone:** (862) 338-9890  
**Fax:** (973) 684-8182  
**Address:** 100 Hamilton Plz., 5th Floor  
Paterson, NJ 07505-2109  
**Director:** Susan Wojtasek  
**Email:** susan.m.wojtasek@dhs.nj.gov



The QR code above leads to the NJ211 information page regarding Medical Assistance Customer Centers which is also updated regularly!

# MACC OFFICE COVERAGE

## Camden Office Coverage:

- Atlantic County
- Burlington County
- Camden County
- Cape May County
- Cumberland County
- Gloucester County
- Mercer County
- Salem County

## Essex Office Coverage:

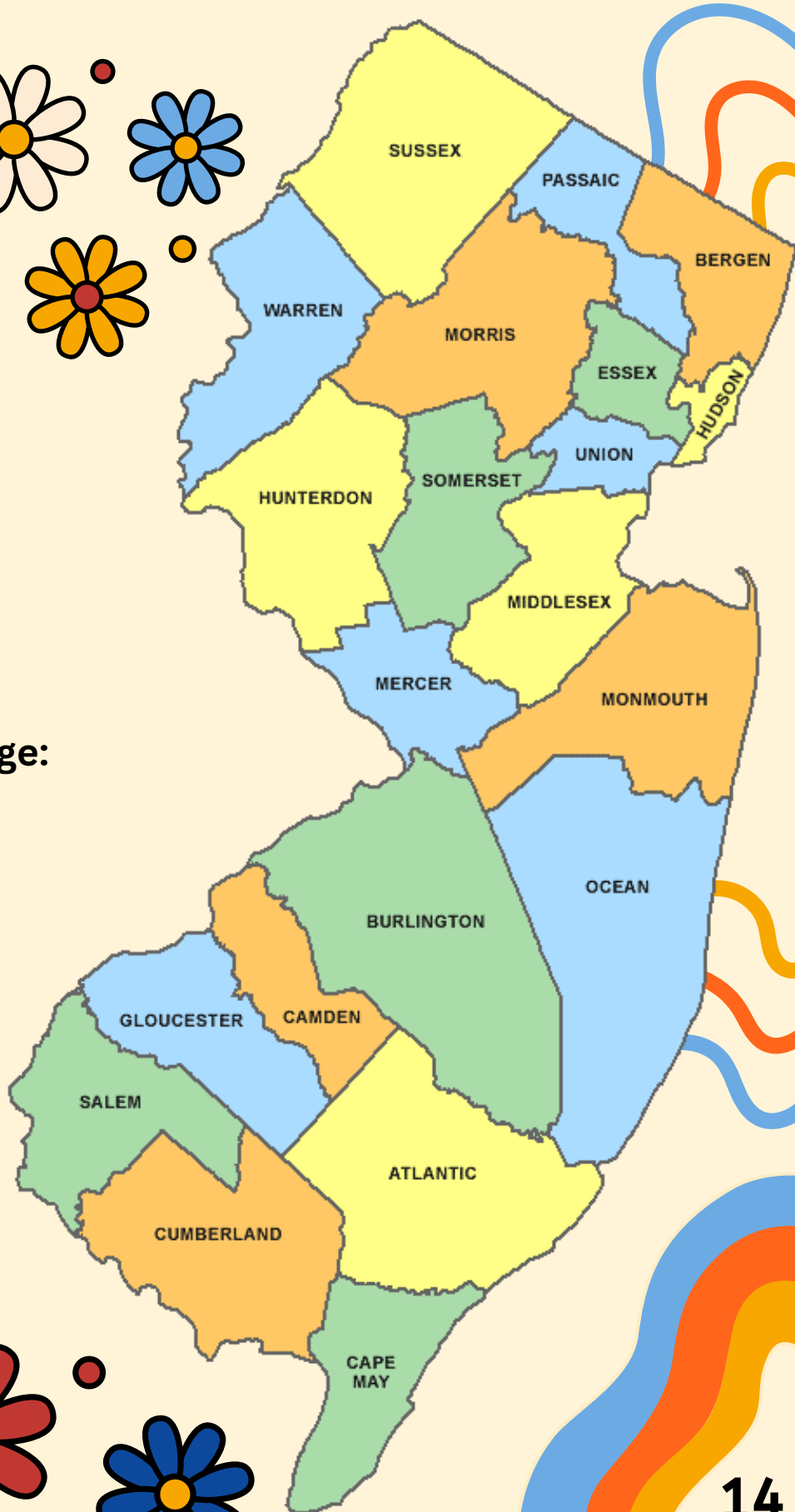
- Essex County
- Hudson County

## Monmouth Office Coverage:

- Hunterdon County
- Middlesex County
- Monmouth County
- Ocean County
- Somerset County
- Union County

## Passaic Office Coverage:

- Bergen County
- Morris County
- Passaic County
- Sussex County
- Warren County



# ADDITIONAL HOTLINES/HELPLINES

## What is a hotline/helpline?

A helpline is a phone line dedicated to **providing support and advice to people in need.**

Helplines may provide support in the form of information, guidance, linkage with professional services, or emotional support.



## Does NAMI have a Helpline?

Yes! You can contact the NAMI Mercer HelpLine at (609) 799-8994 x17 or email the HelpLine at [helpline@namimercer.org](mailto:helpline@namimercer.org). Additionally, you can contact the national NAMI HelpLine at 1(800) 950-NAMI (6264) or email [info@nami.org](mailto:info@nami.org) for guidance and support.

The following two QR codes will take you to a list of additional hotlines/helplines located in NJ. Remember, if you are having a psychiatric emergency, please call 9-1-1 and request an officer trained in crisis intervention.



# THANK YOU FOR READING



## Resources

<https://www.nj.gov/njyrs/health/mental/>

<https://www.nj.gov/humanservices/dmahs/clients/medicaid/hmo/>

<https://www.horizonblue.com/shbp/understanding-your-plan/understand-your-member-id-card>

<https://www.2ndfloor.org>

<https://www.performcarenj.org/>

<https://nj211.org>

<https://namimercer.org/find-support/our-helpline/>

## Contact Us



[home@namimercer.org](mailto:home@namimercer.org)



(609) 799-8994