

Guardian's Guide to Residential Services

Independent Assessment, Certification, and Coordination Team

01

Inquiry Form

If you think that your child may need residential services, send us an inquiry form. The form asks for your contact information. It also has questions about services your child has had before. The form is on our website (www.magellanofvirginia.com). Magellan can help you with the form. You can contact us at 1-800-424-4046.



02

Receive Education

After you send us the inquiry form, you will be called within five days. The person calling you will be the Magellan team manager. This person will talk to you about residential and community services. They will also tell you about the team's process.



03

Residential Referral

After you learn about residential services, you will decide what you want to do next. If you choose to continue the team process, a residential referral will be completed.



04

Assessment

The team therapist will call you to schedule an assessment with you and your child. A Magellan family partner will call you before your appointment to make sure you can attend. At your appointment, the therapist will ask you questions and complete an assessment. With your permission, the therapist may call other people who are involved with your child. This may include previous providers and your child's school.



Doctor Participation

05

Your child's doctor must participate in the team process. The doctor will share their ideas about what kind of treatment your child needs. The doctor can be your child's Psychiatrist or primary care doctor. If your child does not have a doctor, Magellan can help you find one.



Recommendation Meeting

06

After the assessment, there will be a meeting. The meeting is called a "Recommendation Meeting." Several people will attend the meeting. You and your child, your doctor, the team therapist, and the team manager will attend. In the meeting, everyone will talk to decide about the best treatment for your child.



After the Meeting

07

If residential services are chosen, you will pick the facility. The team manager and family partner can help you. After your child starts residential treatment, the team manager and/or family partner will call you at least monthly. They will check in with you and provide support.



If residential services were not recommended, the family partner will help connect you to other services. The team manager and/or family partner will make contact with you at least monthly for up to 90 days.

Key

Team = IACCT Team. This team includes you, your child, your doctor, your team therapist, your family partner, and your team manager. It can also include other individuals helping you and/or your child that you want to include.

Team Manager = Residential Care Manager (RCM). This is a licensed mental health worker who works for Magellan. They help support the team's work.

Team Therapist = A licensed mental health professional (LMHP*). They are trained in doing assessments with youth and families. They will assess your child and give an opinion about services that might help your child.

Family Partner = Family Support Coordinator (FSC). This person works for Magellan. This person is also a parent who has a child with a mental health need. They have worked to understand how to speak up for what their child needs.

*LMHP includes LMHP-Resident (LMHP-R), LMHP-Resident in Psychology (LMHP-RP) and LMHP-Supervisee (LMHP-S)

