Care Navigation

What We Do:

• Ensure family/child links with provider referrals
• Prior authorization/denial assistance
• Annual well check/immunization reminders
• Follow-up post-utilization with Emergency Department or inpatient admissions
• Assist with identifying/linking with providers for DME supplies, home health care
• Ensure that families have access to managed care plan transportation benefits
• Ensure family understands and has ability to follow provider treatment recommendations
• Connect with social and community resources

Children We Serve:

• Are diagnosed with complex medical or behavioral conditions
• Live in one of PFK’s 34 delegated counties
• Are enrolled in Medicaid through one of the following Managed Care Plans: Paramount, Molina Healthcare, Buckeye Health Plan or UnitedHealthcare Community Plan

If you think a child would benefit from Care Navigation services, you may place a referral via: Email at PFKCareCoordination@NationwideChildrens.org or by calling (855) 562-4735.