



Pediatric Complex Care Resource Centers (PCCRCs)



Journey Map for Collaborating Agencies

A guide for navigating Home-Based Care for Children and Youth with Medical Complexities and the collaborating agencies caregiver teams may interact with throughout this journey.

Keep Reading!



About this Journey Map: The Pediatric Complex Care Resource Centers (PCCRCs) collaborate with government agencies and direct care providers to empower caregiver teams with coordinated support for families managing complex pediatric needs.



Asher



The Collaborators of the Pediatric Complex Care Resource Centers (PCCRCs)

Pediatric Complex Care Resource Centers Collaborating Agencies



Government Agencies



Direct Care Providers

Click Here to learn more about the agencies and choose whether you would like to learn more about Government Agencies or Direct Care Providers.



PCCRC Collaborators

Here is a list of agencies and providers to help you navigate resources for children and youth with medical complexities. Click on a type of collaborator to learn more!



Government Agencies

Pennsylvania's Department of Human Services Offices oversee and manage the services through direct care providers.

 [Click Here to learn more about the below agencies](#)



Office of Medical Assistance Programs



Office of Long-Term Living



Office of Developmental Programs



Office of Children, Youth & Families



Office of Child Development and Early Learning



Office of Mental Health and Substance Abuse Services



Office of Income Maintenance



Direct Care Providers

Direct care comes from different providers and organizations who work with individuals on a personal basis.

 [Click Here to learn more about the below agencies](#)



Home Health Agency



Physical Health Managed Care Organization
Enhanced Member Supports Unit



Patient Center Medical Home Pediatric Nursing Care



County Supports Coordination



Behavioral Health Managed Care Organization



Health Care Quality Unit

Click on
me at
anytime
to return
to this
page!





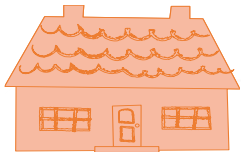
PCCRC Collaborators – Government Agencies

Here is a list of DHS agencies to help you navigate resources for children and youth with medical complexities. Click on a building to learn more!



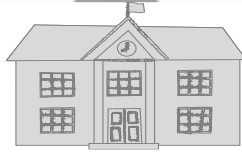
Office of Medical Assistance Programs

Oversees and monitors the Medicaid and Children's Health Insurance Program that provides healthcare coverage for those eligible



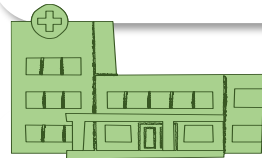
Office of Long-Term Living

Oversees and monitors supports for young adults aged 18-21 with employment options and job readiness



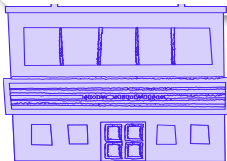
Office of Developmental Programs

Oversees and monitors the County Supports Coordination which connects access for waivers, systems navigation, and service planning



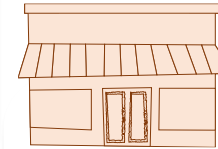
Office of Income Maintenance

Oversees and monitors programs that support the health, independence, and well-being of vulnerable children and families



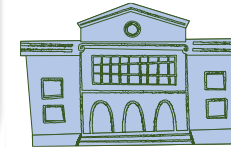
Office of Child Development and Early Learning

Oversees and monitors services that support at-risk infants and toddlers or those with developmental delays



Office of Children, Youth & Families

Oversees and monitors county services related to foster care, adoption, and supervised independent living



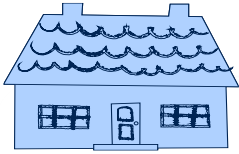
Office of Mental Health and Substance Abuse Services

Oversees and monitors county-based and Medicaid managed care behavioral health services



PCCRC Collaborators – Direct Care Providers

Here is a list of direct care providers to help you navigate resources for children and youth with medical complexities. Click on a building to learn more!



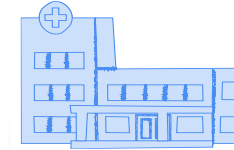
Home Health Agency

Offers direct support by employing nurses and home health aides that come to your home



Physical Health Managed Care Organization Enhanced Member Supports Unit

Offers direct support by providing case management services for members with special healthcare and/or health-related social needs



Patient Center Medical Home Pediatric Nursing Care

Offers direct support by delivering primary care and care coordination of medical & non-medical needs



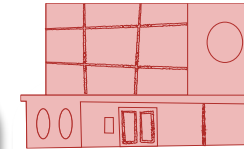
County Supports Coordination

Connects access for waivers, systems navigation, and service planning with ODP oversight & management



Behavioral Health Managed Care Organization

Offers direct support by providing care management services specific to behavioral health



Health Care Quality Unit

Offers direct support and builds capacity of physical and behavioral health care services for those with intellectual and developmental disabilities





Office of Medical Assistance Programs (OMAP)



Pennsylvania
Department of Human Services

Overview of OMAP

The Office of Medical Assistance Programs (OMAP) promotes all people to live healthy lives and have access to medical supports they need. They run the state's Medicaid program, which is also called Medical Assistance (MA). This program helps over 3.1 million people in Pennsylvania get the medical care they need. OMAP also oversees the Children's Health Insurance Program, which covers Medicaid expenses for children and teens 0-19 years old.

OMAP can help you...

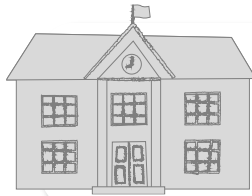
- Learn about [Medicaid](#), [CHIP](#), and the [PH-95 program](#), and find out if your child is eligible.
- Discover what expenses and benefits Medicaid or CHIP may cover.
- Access PCCRC services, whether or not you have Medicaid.
- Find local providers who accept Medicaid.

Resources

- OMAP Homepage: [OMAP Info | Department of Human Services | Commonwealth of Pennsylvania](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)
 - COMPASS: [COMPASS Homepage - COMPASS Homepage Landing](#)



Homepage



Office of Developmental Programs (ODP) & County Supports Coordination



Overview of ODP and County Supports Coordination

The Office of Development Programs helps people in Pennsylvania who have disabilities. ODP works with local county programs called Administrative Entities (AEs) to help manage services. Once someone is determined eligible for the program, the AE will provide a list of Supports Coordination Organizations (SCOs) to select from. The SCO will assign a Supports Coordinator (SC) to help people figure out what they need and how they can get resources and support to live an everyday life.

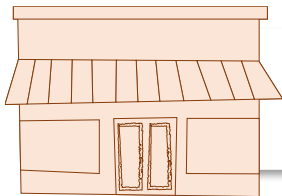
ODP/County Supports Coordination can help you...

- Learn more about ODP Programs and service available for your child.
- Find information about [ODP waiver programs](#) in Pennsylvania.
- Discover [resources for children with Autism Spectrum Disorder](#).
- Get help applying for the waiver your child may be eligible for.

Resources

- ODP Gold Book - [ODP Information - MyODP](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)
- Children with Medically Complex Conditions: [DHS Children with Medically Complex Conditions](#)
- Advice from a Parent Advocate on the Complexity of Medicaid: [Navigating Medicaid: Insights from a Parent Advocate - Center for Health Care Strategies](#)





Office of Child and Family Services (OCYF)



Overview of OCYF

Child welfare services in Pennsylvania are provided by the 67 county children and youth agencies. The Office of Child, Youth and Families (OCYF) oversees these county agencies and also monitors private children and youth social service agencies that provide care in residential settings, foster family homes, or independent living settings. OCYF also monitors adoption agencies to ensure they follow laws and regulations.

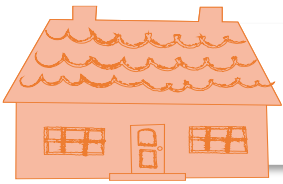
OCYF can help you...

- Contact your county office for child welfare services.
- Plan your child's transition to adult care services.
- Understand child welfare services available for families and children.
- Get information on becoming a foster or adoptive parent.
- Access supports when preparing for family reunification.
- Address concerns or issues with county child welfare services.

Resources

- Office of Child and Family Services (OCYF) Homepage: [OCYF-Bureau of Child and Family Services | Department of Human Services | Commonwealth of Pennsylvania](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Office of Long-Term Living (OLTL)



Overview of OLTL

The Office of Long-Term Living offers the OBRA (Omnibus Budget Reconciliation Act) Home and Community Based Waiver for those 18-59 years of age to help with job training, employment options, and other community-based supports to help integrate young adults with complex needs into the community.

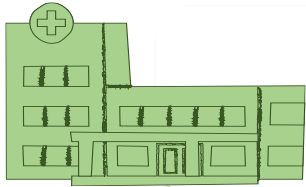
OLTL can help you...

- Access speech and language therapy services for your child.
- Understand employment options for your child at 21.
- Connect to work-readiness programs for your child.
- Learn about supported employment and your child's eligibility.
- Explore job opportunities for your child.
- Discover additional supports available through the [OBRA waiver](#).

Resources

- Office of Long-Term Living (OLTL) Homepage: [OLTL Info | Department of Human Services | Commonwealth of Pennsylvania](#)
- OBRA Home and Community Based Waiver: [OBRA | Department of Human Services | Commonwealth of Pennsylvania](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Office of Income Maintenance (OIM)



Overview of OIM

The Office of Income Maintenance (OIM) provides essential support to vulnerable children and families in Pennsylvania by administering programs like Medical Assistance, SNAP, TANF, CHIP, childcare assistance, and more – delivered through County Assistance Offices (CAOs) and online – to promote health, independence, and well-being through trauma-informed, accountable services for those eligible.

OIM can help you...

- Update your child's medical information.
- Check the status of your application or benefits.
- Learn about benefits and programs available for children with complex medical needs.
- Access eligible programs and services for you child.
- Navigate what to do if you experience a lapse or denial in coverage.
- Get support if you have trouble using the [COMPASS portal](#) or myCOMPASS PA app.

Resources

- Office of Income Maintenance Homepage: [OIM Info | Department of Human Services | Commonwealth of Pennsylvania](#)
 - COMPASS: [COMPASS Homepage - COMPASS Homepage Landing \[HPDFT\]](#)
 - Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Office of Mental Health and Substance Abuse Services (OMHSAS)



Overview of OMHSAS

Office of Mental Health and Substance Abuse Services (OMHSAS) oversees Behavioral Health Managed Care Organizations and acts as a conduit between the community and state to develop, monitor, and evaluate programs and services based on recovery and resiliency principles. It maintains a close relationship with county-run Behavioral Health Managed Care Organizations and county mental health offices that execute community-based programming.

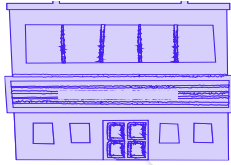
OMHSAS can help you...

- Contact your County Mental Health Office.
- Understand the Behavioral Health HealthChoices program and the services it provides.
- Connect with your local [Child and Adolescent Service System Program \(CASSP\)](#).
- Learn how OMHSAS supports the needs of transition-aged youth.
- Find support in a mental and behavioral health crisis.
- Learn about the Youth and Family Training Institute.

Resources

- Office of Mental Health and Substance Abuse Services (OMHSAS) Homepage: [OMHSAS Info | Department of Human Services | Commonwealth of Pennsylvania](#)
 - Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Office of Child Development and Early Learning (OCDEL)



Overview of OCDEL

Office of Child Development and Early Learning (OCDEL) supports at-risk infants and toddlers or those with developmental delays by providing Early Intervention and family supports.

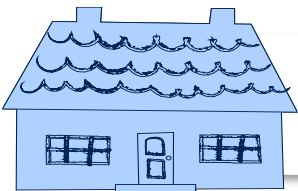
OCDEL can help you...

- Coordinate care between your child's providers and school personnel.
- Understand the qualifications for [Early Intervention](#) and get connected to services and providers.
- Locate your [Local County Assistance Office](#).
- Learn about programs and services OCDEL offers young children.
- Develop a transition plan out of Early Intervention.

Resources

- Office of Child Development and Early Learning (OCDEL) Homepage: [OCDEL Info | Department of Human Services | Commonwealth of Pennsylvania](#)
 - Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Home Health Agency (HHAs)



Overview of HHAs

A Home Health Agency (HHA) is a state-licensed organization providing medical and non-medical home care, including nursing, therapies, and personal care assistance. HHAs work with families, physicians, and hospitals to create individualized care plans.

Pediatric and Adult Shift Nursing, a specialized HHA service, involves RNs, LPNs, and Home Health Aides offering continuous, extended care for medically fragile patients. This includes ventilator and tracheostomy management, tube feedings, seizure monitoring, oxygen therapy, medication administration, and chronic condition management.

HHAs can help you...

- Prepare for the changing needs of your child.
- Request a change in hours for your nurse or aide.
- Coordinate your child's care with your primary care physician.
- Understand how to recommend someone to work with your child and learn if your HHA will hire them.
- Address situations when you do not have enough nurses to staff your authorized hours.
- Raise an issue about your nurse or aide.

Resources

- Pennsylvania Homecare Association: [PA Homecare Association - Caregiver Resource Hub](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Physical Health Managed Care Organization Enhanced Member Supports Unit (EMSU)



Overview of EMSU

The EMSU ensures that members with special healthcare or health-related social needs (HRSNs) can access primary care, specialists, and supportive service providers trained to meet their needs. This includes connecting members to behavioral health, substance use services, specialists, covered Medicaid services (like prescriptions and equipment), and essential community supports for needs such as housing, food, and employment.

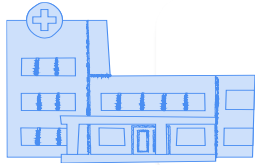
EMSUs can help you...

- Prepare for and address your child's changing needs.
- Request or change nurse/aide hours when needed.
- Coordinate your child's care with your primary care physician.
- Recommend someone to work with your child and find out if they can be hired.
- Resolve staffing shortages or issues with your nurse/aide.

Resources

- Physical Health Managed Care Organization: [Enhance Member Supports Unit Flyer](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Patient Center Medical Home Pediatric Nursing Care (PCMH-PNC)



Overview of PCMH-PNC

Patient Center Medical Home Pediatric Nursing Care (PCMH-PNC) provides primary care and helps to coordinate care for children receiving pediatric shift care nursing services. It helps make sure all the care a child needs is organized and works well together. PCMH-PNC wants to take care of the whole child and their family, making sure everyone gets the help they need.

PCMH-PNC can help you...

- Get home modifications, like a ramp.
- Arrange for in-home physical or occupational therapy.
- Receive help with specialist referrals, appointment scheduling, and follow-up.
- Find transportation for medical visits.
- Access fresh food resources.

Resources

- Pennsylvania Medical Home Program: [PA Medical Home Program \(Mention on Page 2\)](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Behavioral Health Managed Care Organization (BH-MCOs)



Overview of BH-MCOs

Behavior Health Managed Care Organizations (BH-MCOs) make sure people get access to mental health care and drug and alcohol services. They also help connect people with other helpful services. Each person in HealthChoices gets a BH-MCO based on where they live. Then, they can pick a place to get help from the BH-MCO's list of places.

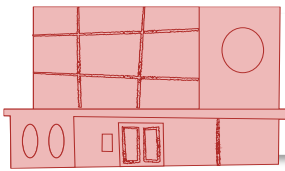
BH-MCOs can help you...

- Identify contacts for insurance, psychiatric rehab (14+), and medication changes.
- Find behavioral health resources, supports, and counseling.
- Connect with [vocational rehab services](#).
- Access resources for both medical and behavioral health needs.

Resources

- Behavioral Health Managed Care Organization: [BehavioralHealth-MCOs \(pa.gov\)](#)
- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](#)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](#)





Health Care Quality Unit (HCQUs)



Overview of HCQUs

Health Care Quality Units (HCQUs) were developed by the Office of Developmental Programs to promote capacity building within the Intellectual Disability (ID) provider and health care communities to provide support for families, individuals, and providers to better navigate the health system and understand health conditions. The HCQUs are committed to maintain and improve the health of people with I/DD (Intellectual Disability and/or Developmental Disability) or autism living in Pennsylvania. Training, outreach and education are tools used by the HCQUs to achieve this commitment.

HCQUs can help you...

- Learn more about Autism and your child's health conditions.
- Get help assessing your child's health and care needs, including behavioral health treatment planning.
- Access trainings on behavioral health and intellectual disabilities.
- Find home-based support and understand intellectual disabilities or dual diagnoses.

Resources

Health Care Quality Units by County: [Health Care Quality Units \(pa.gov\)](https://www.pa.gov/government/department-of-human-services/office-of-developmental-programs/health-care-quality-units)

- Pediatric Complex Care Resource Center: [Pediatric Complex Care Resource Centers \(pa.gov\)](https://www.pa.gov/government/department-of-human-services/office-of-developmental-programs/pediatric-complex-care-resource-centers)
 - Office of Developmental Programs (ODP) Training Hub: [Home | MyODP](https://www.pa.gov/government/department-of-human-services/office-of-developmental-programs/training-hub)

