



# CARE/Candlelighters

## Medical Case Management

Any Baby Can's CARE/Candlelighters program is available to families with children ages 0-20 who have a special healthcare need. Parents receive support in navigating resources and connecting to community programs.

## Program Services:

- In-home medical case management, including navigating insurance options
- Advocacy and coordination between parents, schools, healthcare and other professionals
- Emotional support and access to in-home counseling services for the entire family
- Basic needs assistance, if eligible
- Community resource navigation
- Family events and respite opportunities

## Eligibility Criteria:

- Child must have a special healthcare need, including chronic illness, physical disability, developmental delay, a mental health diagnosis, or cancer
- Child's age is 0-20 years
- Child lives in Travis, Williamson, Hays, Bastrop, Caldwell, Fayette, Burnet or Bell County

## About Any Baby Can:

Any Baby Can partners with parents so children can reach their full potential. With a focus on child development, we guide families in building confidence, nurturing healthy relationships, and planning for the future. We envision a community in which all parents feel supported, valued and empowered to ensure their children have the best chance at a bright future.



## Program Benefits

Get critical, stabilizing support with child and family health.

Learn about and get connected to community resources and services.

Meet other families and get some much-needed respite.

## Any Baby Can

6207 Sheridan Ave.  
Austin, TX 78723

512-454-3743

[anybabycan.org](http://anybabycan.org)

# Frequently Asked Questions

## How do I know if a family would be a good fit for your medical case management program?

The CARE/Candlelighters program at Any Baby Can works with the families of children with a special healthcare need, ages 0-20. Our home visitors assist families with coordinating appointments and therapies, advocacy at school, identifying resources for non-covered therapies or equipment, and more.

## What type of insurance does the child need?

We're able to serve clients who have STAR Medicaid coverage, CHIP, private insurance, and those who are uninsured. We're able to assist clients with STAR Kids Medicaid with school advocacy related needs. Not sure what insurance they have? Don't worry, we'll be sure to confirm with the family after receiving the referral.

## Do you provide therapies directly to clients?

Our medical case managers are licensed social workers. They do not provide any direct therapy services to clients, but may assist the family in navigating and accessing therapies. All services provided are based on the availability of services in the area. Clients ages 0-3 with a developmental delay may qualify for home-based therapy services through a local Early Childhood Intervention (ECI) program.

## What if a family doesn't have transportation to get to your office?

Case management services are provided under a home-visiting model. Case managers can meet a family at their home, or another location of their choice. It's also possible to meet at the Any Baby Can office, if the family prefers.

## How long do services last?

Our program is a short-term, medical case management program designed to provide services over approximately 3-6 months. Program enrollment length may be shorter or longer, depending on the family's needs.

## What if a family already worked with your program in the past?

If a new medical need has come up and a family is interested in services, please refer them again, even if they have been enrolled in the past. We understand needs change over time and are available to assist families as new needs arise.

## What does a home visit look like?

Home visits are based on the child and family's needs, and won't all look the same. Case managers can assist families with follow-up calls, preparing questions for an upcoming doctor's visit or school meeting, reviewing specialist resources, assisting in creating an emergency plan, and many other things!

## This all sounds great! How can I refer a client?

Referrals may be submitted by fax to 512-477-9205, or over the phone at 512-454-3743. Client consent must be obtained before submitting a referral. Once a referral is submitted, someone from our CARE/Candlelighter's team will reach out to the family within 5 business days to screen for eligibility and ensure the family is interested in enrolling in services.