

Children and Family Treatment and Support Services in NYS Medicaid

Frequently Asked Questions

from Children and Families



What are Children and Family Treatment and Support Services (CFTSS)?

CFTSS are new mental health and substance use services under New York State (NYS) Children's Medicaid. They give children/youth (under age 21) and their families the power to improve their health, well-being and quality of life. These services support families and give them the tools to make them stronger. Services can be provided at home or in the community.

How do I know if CFTSS are right for my child?

If your child has social, emotional, and/or behavioral health needs, one or more of these services could be right for them. You or another family member (or your child themselves) can start the process to find out which of the services may be the best fit.

How do I get these services?

Anyone who knows a child/youth who may need these services, or a youth who believes they personally need these services, can make a referral to a CFTSS provider. If the child/youth is enrolled in NYS Medicaid Managed Care, contact their Medicaid Managed Care plan to find CFTSS providers in their network. You can also see a list of designated CFTSS providers at www.health.ny.gov. If your child happens to be enrolled in a Health Home, you can also ask your Health Home Care Manager.



Department
of Health

Office of
Mental Health

Office of Alcoholism
and Substance
Abuse Services

Office for People
With Developmental
Disabilities

Office of
Children and
Family Services



Do CFTSS cost money?

These services are paid for by Medicaid, at no extra cost to you or your family.

Making it to appointments is a challenge for my family. Can these services come to us?

Yes. CFTSS are flexible for your family. CFTSS can be provided where the child/youth and family are most comfortable and where their needs can be met. This can be at home and/or in other places, such as parks and after school programs.

Who are these services for, me or my child?

CFTSS are for children/youth under age 21 who are enrolled in NYS Medicaid. Some services can include the family, parents/caregivers and siblings (such as family therapy or counseling services, or family peer supports).

I want to learn more about these services. Where do I start?

You can learn more about CFTSS and how to get services at www.omh.ny.gov. You can also start the process by finding a CFTSS provider who can talk with your child to see if they need services. You can also ask your doctor, school counselor, care manager, Single Point of Access (SPOA), or current service provider for more information and next steps.



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