

# Medica Behavioral Health

## Telephonic Support Services –What members can expect

### What is Telephonic Support Services (TSS)?

#### Description

Telephonic Support Services (TSS) is a Medica Behavioral Health service that will be available for some clients who have been discharged from TCM. This service could be used when you and your TCM worker feel that having post discharge check-ins and support could be helpful. The TSS worker will check-in on the phone with you to ensure you remain connected to services and assist with any immediate needs. The TSS worker will provide monthly check-in calls for the first three months and then quarterly thereafter. Reassessment for the TSS service will occur every 6 months.

#### What can you expect?

You can expect that your TCM worker will only be offering this service for people who met their care plan goals and are ready to be discharged from TCM.

You and your TCM worker will have a chance to talk to the TSS worker for a phone meeting before starting the service. During this meeting you will get a chance to talk with the TSS worker and learn more about what she/he can help with.

Your TSS worker will call you within 10 days from when we learn that you have been discharged from TCM.

You can expect the contacts to be on the phone. TSS is not a face to face service.

You will be able to call your TSS worker if you need help outside of the check-in times. You will have their direct phone number.

You can expect the TSS worker will check in with you to see if you are using the services that your TCM set up and if there are any current needs that you need assistance with.

You can expect that if your needs become significant the TSS worker can assist you with getting connected again with targeted case management services if appropriate.