



THE HSC HEALTH CARE SYSTEM

Health Services for Children  
with Special Needs, Inc.

## **Health Services for Children with Special Needs, Inc. Family Therapy Travel Fact Sheet**

Health Services for Children with Special Needs, Inc. (HSCSN) is proud to offer our enrollees family therapy travel services. Please use this fact sheet to plan for the therapy travel.

- Family therapy is part of the treatment when your child is placed in a Psychiatric Residential Treatment Facility (PRTF).
- Health Services for Children with Special Needs, Inc. (HSCSN) will pay for your travel and a hotel so you can be part of the family therapy.
- Family therapy at the PRTF must be part of your child's Treatment Plan to be approved by the HSCSN Medical team.
- Use this fact sheet to plan for the therapy travel.

### **How do I get family therapy travel approved?**

#### **Step One:**

- You will be given the phone number and email for the family therapist at the PRTF by your child's HSCSN Care Manager.

#### **Step Two:**

- Call or email the family therapist at the PRTF to pick the dates and times for your family therapy visits. Set up family therapy visits 4 weeks before you travel.

#### **Step Three:**

- Give all of the family therapy dates and times you picked to your child's care manager.

#### **Step Four:**

- Your care manager will let you know if family therapy travel has been approved.

## When I have picked my days and times how do I schedule family therapy travel?

*Please call your care manager and give them your:*

- Dates of travel.
- Personal Information.
- Travel Time. (i.e. morning, noon or night).
- Final destination.
- How you will travel (i.e. plane, train or car).
- Requests for HSCSN to pay travel costs.

## What family therapy travel services are covered by HSCSN?

*When you are approved, HSCSN can cover these family therapy travel services:*

- Travel for a caregiver and one extra person to the PRTF and the hotel.
- Travel and shuttle services to and from airports, train stations, and bus stations.
- Lyft rides for therapy visits only with your child at the treatment facility. **HSCSN will not cover Lyft rides for your personal use. Personal use is anything that does not have to do with the child's therapy.**
- One hotel room for the you and one extra person for up to two nights. **The room may have two double beds or two queen beds.**
- Travel for therapy leave outings/passes with your child as part of the treatment. Therapy leave/passes must be approved by the PRTF treating doctor and team.

## What are family therapy travel restrictions?

*HSCSN does not cover:*

- Rental cars.
- Food, games, clothes or day trips
- Lyft or cab rides more than 25 miles from the treatment facility (one way) or more than 50 miles round trip.
  - If you wish to travel more than 50 miles, you must get approval from HSCSN. Contact your care manager to make your request.

## Who do I call if there is a problem with my travel or hotel after hours or on weekends?

Please call Customer Care at (202) 467-2737. For questions about requesting a Lyft or van transportation, please call SoutheasTrans (SET) directly at 1-866-991-5433. We will gladly help you.

**For more information visit [www.hschealth.org](http://www.hschealth.org).**

**For reasonable accommodations please call (202) 467-2737.**

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

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Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 202-467-2737 打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**

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HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.