

# 北卡羅來納州協助專線專為具有特殊健康照護需求的兒童和青少年開放



協助專線是一項免費服務，可為照料面臨健康難題之兒童和青少年的照顧者和專業人員提供資訊和轉介。這些難題可能包括慢性身體、發育、行為或情緒問題。

**1-800-737-3028**

**CYSHCN.Helpline@dhhs.nc.gov**

**\*可提供口譯服務\***

我們可協助聯絡下列資源及提供轉介：

- **州和政府計畫：**獲得服務，包括北卡羅來納州 Medicaid 豁免計畫。
- **社區和地方計畫：**特殊需求營會活動、家長支援小組和其他免付費協助專線。
- **資金來源：**協助支付藥物、治療、設備/用品、適應性設施、家庭/車輛改裝、住屋、公用事業、食品等費用。
- **醫療照護服務：**包括初級照護、牙科照護和專科照護提供者。
- **健康保險：**投保北卡羅來納州 Medicaid、私人健康保險或市場保險。
- **搬遷資訊：**尋找服務，以協助搬遷至北卡羅來納州或在北卡羅來納州境內搬遷。
- **教育資源：**協助獲得與學校相關的支援。
- **過渡適應：**在健康照護、監護和監護替代方案等照護事項發生變化期間提供指引。

\* 請記住，協助專線的目的是為各個家庭提供支援，以及確保有特殊健康照護需求的兒童和青少年獲得所需的協助。



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Child and Family Well-Being

# North Carolina Help Line for Children & Youth with Special Health Care Needs



The Help Line is a free service that provides information and referrals for caregivers and professionals who work with children and youth facing health challenges. These challenges may include chronic physical, developmental, behavioral, or emotional conditions.

**1-800-737-3028**

**[CYSHCN.Helpline@dhhs.nc.gov](mailto:CYSHCN.Helpline@dhhs.nc.gov)**

**\*Interpretation services are available\***

We provide linkages and referrals to:

- **State and Government Programs:** Access to services, including NC Medicaid Waivers.
- **Community and Local Programs:** Special needs camps, parent support groups, and other toll-free help lines.
- **Funding Sources:** Assistance to help pay for medications, therapies, equipment/supplies, adaptive devices, home/vehicle modifications, housing, utilities, food, and more.
- **Health Care Access:** Including primary, dental, and specialty care providers.
- **Health Insurance:** Enrollment in NC Medicaid, private health insurance, or marketplace coverage.
- **Relocation Information:** Finding services when moving to or within North Carolina.
- **Educational Resources:** Connections to school-related supports.
- **Transitions:** Guidance during changes in care including healthcare, guardianship and alternatives to guardianship.

**\* Remember, the Help Line is here to support families and ensure that children and youth with special health care needs receive the assistance they require.**



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