Eligibility Criteria

A child under the age of 21 who has an Excellus or Univera insurance plan and has been diagnosed with:

- A medical condition for which curative treatment is possible but may fail
  or
- A medical condition which is progressive and treatment is comfort oriented only
  or
- A potential life-limiting condition whereby the child is experiencing a progression or exacerbation of the disease which may be evidenced by increased frequency or duration of acute care intervention; and/or requiring intensive pain and symptom management
  or
- A condition involving severe, non-progressive disability during a time of extreme medical fragility placing the child at risk to die

For families with a child facing a potentially life-threatening condition.

If you or someone you care about could benefit from our program, please call for more information.

1-800-308-3914

“Without CompassionNet, we would have been in dire straits financially and emotionally.”

“My daughter was in pain and her medicine did not seem to be helping. The CompassionNet Nurse Practitioner came out to our home to help that night, and it made all the difference. We were finally all able to sleep for the night, knowing our daughter was comfortable.”

Offered by:

Excellus

A nonprofit independent licensee of the BlueCross BlueShield Association

univera healthcare

an excluss company

univera community health

For families with a child facing a potentially life-threatening condition.
Care For Children
and Families

CompassionNet is a Pediatric Palliative Care program that supports families caring for a child with a potentially life-threatening illness or medical condition. Our pediatric palliative care team provides compassionate, collaborative, all-inclusive care to alleviate suffering and address the physical, emotional, social and/or spiritual challenges that often impact a child and family’s quality of life.

When a child is diagnosed with a potentially life-threatening illness, our team will work closely with hospital staff and primary care providers to help support the child and family through diagnosis, treatment, stabilization, cure, or at times, end of life.

Support Offered
As Needed

• Collaboration and coordination among home care, primary physicians, and hospital teams involved in the child’s care
• Consultation for pain and symptom management
• Assistance with providing developmentally-appropriate medical information
• Access to home-based services, such as child life, art, music and massage therapies
• Access to bereavement services when needed
• Services to meet the needs of siblings and other family members
• Problem solving and assistance for:
  –Transportation
  –Respite care
  –Medical costs
• Facilitation of difficult conversations about goals of care
• Access to counseling and supportive therapies as needed through community providers

We recognize that not all families have the same needs. The CompassionNet Case Manager and family work together to develop a program of supports tailored to make a difference in their quality of life. Through collaboration with community organizations and resources, CompassionNet extends the “net” of support to reach beyond the physical needs of the child to the unmet needs of all family members.

In addition to their Case Manager, families have access to the CompassionNet Pediatric Palliative Care Medical Team, including a Registered Nurse, Pediatric Nurse Practitioner and a Pediatrician certified in palliative care. This team specializes in pain and symptom management and palliative care coordination and consultation.

“The counseling and emotional support we received through CompassionNet helped us as parents to take care of ourselves so we could take care of our son and other children better.”
Perinatal Program

CompassionNet supports families that are anticipating the birth of a child with a potentially life threatening condition.

Eligibility Criteria:

The unborn child has been diagnosed in utero with a potentially life threatening condition.

Either parent has an Excellus or Univera insurance plan and intends on putting the unborn child on this policy.

Supports:

In addition to the many supports offered to our pediatric palliative care families, the Perinatal Program also offers assistance with:

- Establishing goals of care based on the family’s desire for their baby in partnership with the medical team
- Creating a birthing plan with expectant parents and assisting them with communicating their wishes
- Creating memories and keepsakes of baby’s life
- Supporting the baby’s transition from hospital to home
- Anticipatory guidance with addressing the emotional needs and concerns of siblings and family
- Assisting with bereavement services including final wishes and arrangements when needed and desired by family